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

PE18-012

GM

3-27-2019

Q3



CHECKLIST: DOCUMENTS TO PROVIDE TO LOCAL COUNSEL UPON REMOVAL FROM ER

RE: [redacted] v. General Motors
Service Request No. : [redacted]
GM Legal Staff Case No. : [redacted]
Year/Make/Model of Vehicle : 2016 Chevrolet Silverado 1500
VIN : 3GCPCREC8GG[redacted]
BRC-Legal Advisor Name: Luciana
BRC-Legal Advisor E-Mail: luciana.mandelbarrosbeccaro@gm.com

	ATTACHED	UNABLE TO OBTAIN	(for LC only) RECEIVED
Case Assessment (completed)	X		
BBB File (including Manufacturer's Response Form – if applicable)	NA		
Service Activity Reports (SR's):			
CAC	NA		
BBB/ADR	NA		
TAC	NA		
FRA	NA		
LEGAL	X		
Repair Orders	X		
Sales Documents	X		
BARS Invoice	X		
GMVIS Warranty Information	X		
GMVIS Vehicle Build	X		
GMVIS Vehicle Component Summary	X		
GMVIS Vehicle Delivery Information	X		
GMVIS Vehicle Summary	X		
GMVIS Vehicle Transaction History	X		
Photos/Videos provided by Plaintiff, Dealer or DMA (if available)	NA		
Correspondence/E-mails between GM & Plaintiff (ADR and CA CEC only)	NA		
Correspondence/E-mails between GM & Plaintiff's Counsel (including demands & offers)	X		
Correspondence/E-mails between GM & Dealer(s)	NA		
Correspondence/E-mails between GM & DMA	NA		

Note: In the event an item doesn't apply, please insert N/A for "not applicable" in the "Attached" column.

December 18, 2018

Mary Arens, Esq.
Erskine Law Group
3995 E La Palma Ave
Anaheim, CA 92807

RE: [redacted] v. General Motors
Service Reques[redacted]
GM Legal Staff Case: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC8GG[redacted]
Customer Relationship Specialist: Luciana

Dear Ms. Arens:

Enclosed is a copy of our file regarding the above referenced case. It is being removed from the Early Resolution Program and turned over to you for further handling. Please see the "Reason for Removal" section of the "Case Assessment" form.

In case you need to contact the designated Field Representative, his name is Paul Byrne, P: 805-279-8324, E: paul.byrne@gm.com.

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

Sincerely,

General Motors

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE
(WITH ARBITRATION PROVISION)

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

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
					Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

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

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of		
One Payment of		
One Payment of		
		Monthly beginning
One final payment		

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

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

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

STATEMENT OF INSURANCE

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

Vehicle Insurance

	Term	Premium
$ _____ Ded. Comp., Fire & Theft	____ Mos.	$ _____
$ _____ Ded. Collision	____ Mos.	$ _____
Bodily Injury $ _____ Limits	____ Mos.	$ _____
Property Damage $ _____ Limits	____ Mos.	$ _____
Medical _____	____ Mos.	$ _____
_____	____ Mos.	$ _____
Total Vehicle Insurance Premiums		$ _____ (a)

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

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

Buyer X _____
Co-Buyer X _____
Seller X _____

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	____ Mos.	____	$ _____
Credit Disability	____ Mos.	____	$ _____
Total Credit Insurance Premiums			$ _____ (b)

Insurance Company Name _____

Home Office Address _____

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have

N. (Optional) Service Contract (to whom paid) _____ $ _____ (N)

O. (Optional) Service Contract (to whom paid) _____ $ _____ (O)

P. (Optional) Service Contract (to whom paid) _____ $ _____ (P)

Q. Prior Credit or Lease Balance paid by Seller to _____ (e) $ _____ (Q)

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) _____ $ _____ (R)

S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ _____ (S)

T. Other (to whom paid) _____

For _____ $ _____ (T)

Total Cash Price (A through T) $ _____ (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees $ _____ (A)

B. Registration/Transfer/Titling Fees $ _____ (B)

C. California Tire Fees $ _____ (C)

D. Other _____ $ _____ (D)

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

3. Amount Paid to Insurance Companies

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

4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ _____ (4)

5. Subtotal (1 through 4) $ _____ (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr _____ Make _____ $ _____ (A)

Model _____ Odom _____

VIN _____

B. Less Prior Credit or Lease Balance (e) $ _____ (B)

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

D. Deferred Downpayment $ _____ (D)

E. Manufacturer's Rebate $ _____ (E)

F. Other _____ $ _____ (F)

G. Cash $ _____ (G)

Total Downpayment (C through G) $ _____ (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) $ _____ (7)

SELLER ASSISTED LOAN

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

Proceeds of Loan From: _____

Amount $ _____ Finance Charge $ _____

Total $ _____ Payable in _____

installments of $ _____ $ _____

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

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

_____

Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

_____ X _____ ____
Date Buyer Signature Age

_____ X _____ ____
Date Co-Buyer Signature Age

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

Term _____ Mos. _____
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

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

1L Company _____

Term _____ Mos. or _____ Miles

1M Company _____

Term _____ Mos. or _____ Miles

1N Company _____

Term _____ Mos. or _____ Miles

1O Company _____

Term _____ Mos. or _____ Miles

1P Company _____

Term _____ Mos. or _____ Miles

Buyer X _____

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

Buyer Signs X _____

Co-Buyer Signs X _____

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

X _____ X _____
Buyer Co-Buyer

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

Buyer Signs X _____ Co-Buyer Signs X _____

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

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

WARNING:

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

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

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

S/S X _____ X _____

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

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund

WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: _____

Amount $ _____ Finance Charge $ _____

Total $ _____ Payable in _____

installments of $ _____, $ _____

from this Loan is shown in item 6D.

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

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

_____

and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X _____

Co-Buyer Signs X _____

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

X _____ X _____

Buyer Co-Buyer

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

Buyer Signs X _____ Co-Buyer Signs X _____

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

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

WARNING:

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

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

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

S/S X _____ X _____

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

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X _____ **Co-Buyer Signature X** _____

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

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

Buyer Signature X _____ **Co-Buyer Signature X** _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

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

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

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

Buyer Signature X _____ Date _____ Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs _____ Date _____ By X _____ Title _____

LAW **FORM NO. 553-CA-ARB** (REV. 7 13) U.S. PATENT NO. D460,782
©2013 The Reynolds and Reynolds Company TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

FILE COPY

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

DEAL# [redacted]

CUSTOMER NAME: [redacted]

VIN: 3 / G / C / P / C / R / E / C / 8 / G / G / [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ____ to the down payment of this vehicle, (b) ____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
	$ 5750.00	
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 5750.00	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing leasing, etc.)

I elect to receive the following in lieu of _____

AND OR

I elect to receive _____

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold leased to me by the Dealer, named below. This vehicle was purchased leased for personal business use and not resale and I took delivery on 03/30/16. I acknowledge receipt of incentive(s) as described in Item(s) ____ and release GM from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] 3/16

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

Agreement to OnStar Terms and Conditions

I have read and agree to be bound by the OnStar terms and conditions and privacy statement, a copy of which is available at www.OnStar.com, or from my dealer.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due and how to update or remove my credit or debit card information will be provided at least 30 days prior to any charges. Current pricing and inf[redacted]und at www.onstar.com.

Purchaser/Lessee Signature: [redacted] **Date:** 03/30/16

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the Incentive Payments, OnStar Vehicle Software; OnStar Terms and Conditions; Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ **Date:** 03/30/16

Dealership Name: PUENTE HILLS CHEVROLET **Dealer Code** [redacted]

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. *(GM379509-06012014) Rev 06-01-2014*

CUSTOMER #: [redacted]

pd 12.17.15

ACCOUNTING

PUENTE HILLS CHEVROLET

[redacted]

PAGE 1

HOME: CONT:N/A ** PRE-INVOICE **

BUS: CELL: SERVICE ADVISOR: 156 JOE L MCNATT JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		3/3	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS DD	30NOV15		17:30 11DEC15			CASH	15DEC15

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD
14:55 11DEC15	08:46 15DEC15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	1.3										

CAUSE: PER NEW VEHICLE INVENTORY

PDI PERFORM PRE-DELIVERY INSPECTION...

307 IPDI 0.00 1.30 2925 13755 137.55 137.55

PARTS: 0.00 LABOR: 137.55 OTHER: 0.00 TOTAL LINE A: 137.55

B 0.1 VK3 0.5 SFZ 0.6 UF2 0.1 VAV

CAUSE: ADDS

CONCERN CODE:

0590032 PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS

307 WC 0.00 1.30 2925 13755 137.55 137.55

FC: PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZPDI

AUTH CODE:

2925 13755 TLABOR

PARTS: 0.00 LABOR: 137.55 OTHER: 0.00 TOTAL LINE B: 137.55

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
464	13755	2925		462	13755	2925	
13A	13755	*******		263	13755	*******	

COST, SALE, & COMP TOTALS 5850 27510 0

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791



2016 Silverado 1500
CHEVROLET **Pre-Delivery Inspection Form**

Vehicle Identification Number [redacted] Dealer/BAC Code _____ Stock #_____ Repair Order #_[redacted]

Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:
- ✓ Leave door edge protection and other shipping/storage materials on until customer delivery
- ✓ Adjust tires to pressures specified on the Certification/Tire Label. Do NOT relearn the Tire Pressure Monitoring System. Record adjusted results.

Temperature: _____°F ☐°C☐

Tires: LF 35 RF 35 LR 35 RR 35
Spare ____ (if equipped)
- ✓ Install loose shipped parts and all accessories (torque as needed)

Interior:
- ✓ Power mirrors (if equipped)
- ✓ Seats, all: Check material, operation and that removable seats are properly secured
- ✓ Seat belts, all: material, operation, routing and latches
- ✓ Displays, gauges, interior and exterior lights

Exterior:
- ✓ Doors, locks, all keys/fobs and keyless entry system
- ✓ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ✓ Fit/Function removable top/panel convertible top (if equipped)
- ✓ Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches, sunroof (if equipped)
- ✓ Check antenna mast installation

Under Hood:
- ✓ Remote hood release, latch and hood safety latch
- ✓ Check condition and charge 12V battery using ***PDI Mode*** on the EL-50313 battery tester/charger (Midtronics GR8). Attach print out to repair order. See TSB 03-06-03-004 for additional information.
- ✓ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ✓ Hoses, clamps, pipes, fittings, seals, and gaskets for seepage and proper connection
- ✓ Fluid levels: Add as required

Under Vehicle:
- ✓ Visually inspect underbody; check all fluid systems for leaks
- ✓ Brake/fuel lines secured in clips

Road Test:
ODOMETER:
Before _____ **After** _____
Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.
Drive on a legal roadway with road conditions permitting. Evaluate the following:
- ✓ Check Automatic Transmission Shift lock control
- ✓ Check electronic steering column lock (PEPS vehicles only) (if equipped)
- ✓ Remote start (if equipped)
- ✓ Engine Performance: Cold start, idle quality
- ✓ Forward Collision Alert, Front and Rear Parking Assist, Lane Departure Warning, Side Blind Zone Alert, Lane Change Alert, Rear Cross Traffic Alert, Safety Seat Alert, Rear Vision Camera (if equipped)
- ✓ Front and rear HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ✓ Electronic compass for function. Set to correct zone and calibrate (if equipped)
- ✓ Regular and steering wheel controls for radio, CD, MP3, XM, RSA, RSE and NAV (if equipped)
- ✓ Steering wheel – center position
- ✓ Steering for leads, pulls, vibration at idle, vibration while driving
- ✓ Wipers, delay, RainSense and washers, front and rear (if equipped)
- ✓ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ✓ Unusual wind noise
- ✓ Unusual noise/vibration/squeak/rattle
- ✓ Cruise/adaptive cruise (if equipped)
- ✓ Transfer case operation, all ranges (if equipped)
- ✓ Transmission shifter, clutch, noise, shift smoothness
- ✓ Engine performance: Hot start, idle quality
- ✓ Check for MIL, SES, SVS, and any warning lights

OnStar: Verify Hot Spot (if equipped)
- ✓ Verify OnStar indicator light is green
- ✓ Wi-Fi® broadcast check – Press the OnStar "Voice Command" button and say "Wi-Fi® Settings"
- ✓ Using the information on the screen connect a device, using a Wi-Fi® enabled device (e.g. smartphone), verify that you can connect to vehicle's Hot Spot

Note: **You do not need to press the Blue OnStar button. The Demo message will continue to play during each ignition cycle until a customer purchases the vehicle and an Online Enrollment is submitted by the selling Dealer.**

Special Inspection Items

Preparation – "Transport Mode On" may display on the DIC or the red battery light may flash. To turn the mode off, start the engine, activate hazard flashers, press brake pedal and turn the ignition key to the crank position for 15 seconds.
Initial Prep – Ensure all GM accessories are installed. Examples: cargo lamps, running boards, cargo hooks. Refer to accessory installation manual in SI.
Interior – Set NAV radio (if equipped to the correct region. NAV map data is loaded into the internal memory hard disc drive from factory.
Interior – Place cleaning cloth (from loose shipped parts) in Integrated Center Stack behind the faceplate (if equipped). Otherwise, place in glove box.
Note – Vehicles in dealer inventory need to be properly maintained for a quality delivery. Refer to TSB 09-00-89-002L.
NEW – **Exterior** – Check operation of power-retractable running side board (if equipped).
Final Inspection & Prep – Due to normal daily & seasonal temperature changes, tire pressures MUST be rechecked at time of delivery. Consult Tire Loading Label Recommended Cold Tire Inflation Pressure.

Final Inspection & Preparation:
Perform just prior to delivery.
- ✓ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ✓ Install/secure the floor mat retainers to the carpet side retainers (if equipped)
- ✓ Check heated/cooled seats/steering wheel (if equipped)
- ✓ Set NAV to correct region (if required)
- ✓ Exterior wash and dry, preferably by hand or touchless car wash to avoid paint scratches; check for water leaks
- ✓ Check paint finish for dents, dings, chips, scratches, or blemishes. Repair.
- ✓ Reset fuel economy readings
- ✓ Set clock/calendar to local time
- ✓ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ✓ Thoroughly clean all glass surfaces, use plain water on interior glass
- ✓ Recheck tire pressures (Including spare, if equipped) and 12V battery condition (using EL50313 battery tester/charger ***PDI Mode***)
- ✓ Check Investigate Vehicle History (IVH) for required field actions (open recall campaigns, service update bulletins, systems software updates)

Certification: I certify that this Pre-Delivery In[redacted]

Technician (Print Name)

Date

CHEVROLET ☑ **Completely Satisfied** New Vehicle Delivery System

2016 Chevrolet Silverado 1500

Vehicle Identification Number _____

Pre-Delivery Inspection (PDI) Date _____

Delivery Date _____

Pre-Delivery Check (Sales consultant performs these checks prior to customer arrival.)

☐ I reviewed the completed GM Pre-Delivery Inspection form, inspected the body and paint surfaces for fit and appearance, confirmed that all financial paperwork is in order (e.g., title/registration, financing, service contract), and prepared the Disclosure of Non-GM Products form (if appropriate).The vehicle has been driven on a road test and the battery is fully charged. Sales consultant's initials: _____

Consultation at Delivery

☐
- Present all glovebox material including the Owner Manual, Maintenance Schedule, Warranty Information, XM Radio and OnStar literature (if applicable).
- Review Roadside Assistance and Courtesy Transportation procedures.
- Provide state-required Lemon Law information, if applicable.

☐ Explain the importance of following the GM Recommended Maintenance Schedule and the GM Engine Oil Life System (if equipped). The engine oil and filter must be changed at least once a year.

☐ Inform the customer that they will be receiving a Purchase and Delivery Satisfaction Survey and, if applicable, a Service Satisfaction Survey so that your dealership can better serve them.
- Advise the customer of a potential follow-up call to ensure that they are completely satisfied with their new vehicle.

Vehicle Presentation with Customer

☐ Review the exterior of the vehicle to make sure it is clean and damage-free.

☐ Review the location and operation of important items, including:
- Hood latch, prop rod, and trunk release (if applicable)
- Fuel door cap
- Spare tire and jack, or tire sealant and compressor kit (as applicable)
- Remote Keyless Entry (RKE), remote start, manual door release handles, and keyless ignition (as applicable)
- Procedure for checking all fluid levels (e.g., Diesel Exhaust Fluid (DEF), engine oil, engine coolant, windshield washer fluid)

☐ Review the interior of the vehicle to make sure it is clean and damage-free.

☐ Demonstrate all vehicle features and controls using the Owner Manual, the "In Brief" section located at the front of the Owner Manual, or other supplemental information. Customer understanding of the vehicle features and controls is critical to satisfaction with the ownership experience.
- Discuss operation of the Tire Pressure Monitoring System
- Assist the customer in setting all personalized, programmable and memory functions, including the Universal Home Remote System (if equipped).
- Demonstrate the proper operation of seats (both front and rear), steering wheel, mirrors, power retractable running boards and adjustable pedals (as applicable).
- Review the climate control system operation: manual, automatic, dual zone, defog, defrost. Include heated/cooled seats and steering wheel (if equipped).
- Explain key features of the audio and infotainment systems: clock, radio, XM, CD, DVD, MP3, USB, Mass Storage Media (MEM), and navigation.
- Go to www.gm.com/Bluetooth, print phone specific instructions, and demonstrate how to pair the customer's phone to the in-vehicle Bluetooth system (as applicable).
- Point out safety features such as safety belts, airbags, child restraints, LATCH system, window lockout switch and rear door security locks (as applicable).
- Inform customer of the operation of OnStar www.onstar.com/web/portal/home (if applicable). Explain the benefits of OnStar Vehicle Diagnostics and the Dealer Maintenance Notification.
- Review OnStar Prep with customer: data plans/trials, Hands-Free Calling (HFC) minutes, credit card requirements for data plans and HFC minutes, and download OnStar RemoteLink to smartphone.
- Demonstrate Infotainment Set up: pairing Bluetooth, navigation, and radio presets/voice controls/steering wheel controls.
- Inform customer about the new OnStar with 4G LTE Wi-Fi® Hotspot set up, push "OnStar Voice Command" button, after the beep say "Wi-Fi® settings", pair device, "if desired", in device Wi-Fi® settings. OnStar welcome call – change hotspot password.
- Assist customer with setting up OnStar RemoteLink on customer's smartphone.
- Reset the Average Fuel Economy reading in the Driver Information Center (if applicable).

Vehicle Features and Controls – Customer Tips

☐ **Infotainment System –** Radios with a USB ports, located on the instrument panel or in the center console, can control an iPod ® or USB storage device using the radio buttons and knobs. Not all iPods® and USB drives are compatible with the USB ports. See Owner Manual page 7-17 (as applicable).

☐ **Infotainment System –** Bluetooth® capable cell phones can be easily paired to your vehicle's audio system. Refer to the cell phone manufacturer's user guide before beginning the process and to Owner Manual page 7-32 for instructions on pairing the phone to the in-vehicle Bluetooth® system (as applicable). Explain key features of Apple Play and Android Auto (if applicable).

☐ **Infotainment System –** If equipped, voice recognition allows for hands-free operation within the audio and phone applications. Review Hands Free Commands Refer to Owner Manual page 7-24 thru 7-41 (as applicable).

☐ **Climate Controls –** Vehicles equipped with dual automatic climate controls, review system operation with the customer. Refer to Owner Manual pages 8-5 thru 8-8 (as applicable).

☐ **Driving & Operating –** For vehicles with the Ultrasonic Rear Parking Assist (URPA) system, a "PARKING ASSIST BLOCKED SEE OWNER MANUAL" message can occur if the ultrasonic sensors are not clean, are covered by frost/ice, or an object (e.g. trailer, bike) is attached to the vehicle. Refer to Owner Manual page 9-64 (as applicable).

☐ **Driving & Operating –** For vehicles with the Rear Vision Camera (RVC) system, the rear vision camera must be disconnected if the tailgate needs to be removed. Refer to Owner Manual pages 9-66 for instructions (as applicable).

☐ **Driving & Operating –** Review Normal, Tow Haul, Cruise Grade Braking and Hill Descent features. Refer to Owner's Manual pages 5-26, 9-39 thru 9-44 & 9-62 thru 9-64 (as applicable).

☐ **Driving & Operating –** Review the functions of the Integrated Trailer Brake Controller and Towing information. Refer to Owner's manual pages 9-77 thru 9-98 & 10-99 thru 10-104 (as applicable).

☐ **Navigation System –** Radios equipped with Navigation capabilities can have destinations entered in different ways. Press the DEST control button to access the destination entry screen. From this screen you can select from several options to plan a route. Set the Owners Home address. Refer to Navigation System Manual pages 78 thru 89 (as applicable).

☐ **Vehicle Care –** Cleaning cloth package for use on high gloss surfaces and vehicle displays is in Integrated Center Stack behind faceplate or in glove box. Review usage with customer at delivery.

☐ **Information –** Inform the customer about the Manage My Chevrolet Owners Center which requires owners registration: https://my.chevrolet.com/web/portal/managemybrand?g=1

☐ **Information –** For Manuals & Videos refer to: http://www.chevrolet.com/owners/chevy-manuals/?evar25=chevrolet

Service Introduction and Orientation

☐ Introduce the customer to Service Department personnel and familiarize the customer with the dealership's Service facilities.
- Present dealership service benefits (e.g., hours of operation, shuttles, early bird drop-off, after hours pickup, factory-trained technicians)
- Discuss convenience and competitive pricing for regular maintenance items (e.g., wiper blades, filters, batteries, brakes, tires)
- Suggest a follow-up visit (e.g., courtesy inspection or New Owner Clinic)
- Schedule first follow-up visit. Date scheduled: _____

The above items were inspected, explained and demonstrated to my complete satisfaction.

Customer's Signature _____ Date_____

Salesperson's Signature _____ Date_____

Retain a copy of this completed form in the customer's sales file.

CUSTOMER #: N/A

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 156 MCNATT JR,JOE L

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		3/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS DD	30NOV15		17:30 11DEC15			CASH	

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD
11DEC2015 14:55		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	PDI	30	IPDI	1.3
# B	LPO		WC	0.1 VK3 0.5 SFZ 0.6 UF2 0.1 VAV |CC:

1.3

Lic plf VK3 .1
Mats VAV .1
Bumpers SFZ .5
Bed Liner UF2 .6

1.3

No Recalls

[redacted]

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back.

AUTHO[redacted]

Revised [redacted] Totals _____ Phone # _____
Date _____ FAX # _____ BY _____
Revision [redacted] E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

307 COMPLAINT: Program PDI

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $

WARRANTY PARTS TURNED IN

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY
#			
#			

ENGINE CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ RF ____

LR ____ RR ____

TIRE PRESSURE

LF ____ psi RF ____ psi

LR ____ psi RR ____ psi

BRAKE CONDITION

LF ____ % RF ____ %

LR ____ % RR ____ %

FUEL GUAGE

1/4 1/2 FULL

QUALITY CONTROL TECH ASM ____

FOREMAN'S SIG. X ____

LABOR RECORD

FLAG SHEET — OFF 7 ON

FLAG SHEET — OFF 6 ON

FLAG SHEET — OFF 5 ON

FLAG SHEET — OFF 4 ON

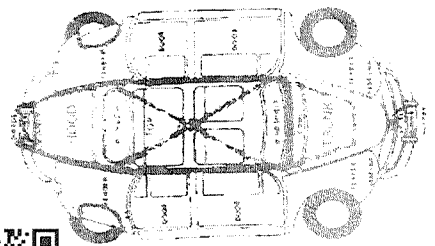
FLAG SHEET — OFF 3 ON

FLAG SHEET — OFF 2 ON

FLAG SHEET — OFF 1 ON

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ UNITS	
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	
REFRIGERANT	POUNDS RECOVERED ____ LBS ____ OZ	POUNDS USED ____ LBS ____ OZ
TOTAL HAZARDOUS WASTE DISPOSAL UNITS	$0. ____ ea X	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PRIOR TO MAKING RO PAPER



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Form #: Technician Hard Copy McMARTIN AUTOMOTIVE FORMS. To Reorder (877) McMartin (877-626-2764) www.McForms.com Copyright© 1994-2013 McMartin Business Forms. All rights reserved.

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

[redacted]

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		952/952	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 02MAY16			CASH	30APR16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
13:36 30APR16	15:57 30APR16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	BOTH OUTTER MIRROR GLASSES HAVE BEEN STOLEND. INSTALL CUSTOMERS GLASS PURCHASED ELSEWHERE. MM NEEDS LEFT OUTTER MIRROR BECAUSE OF BROKEN WIRING. UNABLE TO MOUNT GLASS. STILL MISSING ATTACHEMENT BRACKET.										
		368	CP	0.00	0.00	0	0			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00				
B	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE CAUSE: N/C INSPECTION 42 UNABLE TO MOUNT, MISSING ATTACHEMENT BRACKET.										
		368	CP	0.00	0.00	0	0			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00				
C	** INSTALL BED LINER PER CUSTOMER MM MISC REPAIRS										
		311	CP	0.00	1.00	1600	12516			125.16	125.16
	1 23221574	LINER PKG				16900	24150	0	241.50	241.50	241.50
PARTS:	241.50	LABOR:	125.16	OTHER:	0.00	TOTAL LINE C:	366.66				
952	1.00	INSTALLED BED LINER									

EST: 125.00 30APR16 13:36 SA: 344

EST: 515.00 30APR16 13:41 SA: 344
CONTACT: .

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-30-16	15:16	15:16	0.00	W	311	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460A	12516	1600		467	24150	16900	
324	2174	0		225	38840	*******	

COST, SALE, & COMP TOTALS 18500 36666 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	125.16
PARTS AMOUNT	241.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	366.66
LESS INSURANCE	0.00
SALES TAX	21.74
PLEASE PAY THIS AMOUNT	388.40

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

ACCOUNTING COPY



Vehicle Report

Printed on: 04/30/2016 04:24:42

WORKBENCH Service

VIN: 3GCPCREC8GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 2WD CREW CAB **Delivery Date:** 03/30/2016

Service Consultant : bill morales **Mileage :** 952

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	K59AG30P

Required Field Actions

Number	Type	Description	Release Date	Status

No information found for this vehicle.

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	03/30/2016	19 MI	03/30/2021	60019 MI	Applicable
Corrosion Limited Warranty	03/30/2016	19 MI	03/30/2022	100019 MI	Applicable
Emission Select State Component Ltd Wty	03/30/2016	19 MI	03/30/2023	70019 MI	Applicable
Emission Select Component Ltd Wty	03/30/2016	19 MI	03/30/2024	80019 MI	Applicable
Bumper to Bumper Limited Warranty	03/30/2016	19 MI	03/30/2019	36019 MI	Applicable
Chevrolet Scheduled Maintenance-2 visits	03/30/2016	19 MI	03/30/2018	24019 MI	2 of 2 visits remaining
Emission Limited Warranty	03/30/2016	19 MI	03/30/2019	50019 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/11/2015	[redacted]	ZPDI	[redacted]	PDI - Dealer Installed - Factory Invoiced Options	3 MI	Warranty
12/02/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage

No information found for this vehicle.

Please Note: This document may be considered current for 24 hours from the time it was printed.

Jorge Velasquez

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 344 MORALES, BILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		952/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 30APR16			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
30APR2016 13:36		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MM		CP	BOTH OUTTER MIRROR GLASSES HAVE BEEN STOLEND. INSTALL CUSTOMERS GLASS PURCHASED ELSEWHERE. unable to do
# B	42		CP	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

18/C

C & Load/bedliner 1.0 24.50.
3/1 1.0 Installed bed liner 125.00

$ 366.50
21.74
$ 388.24

130.00

Jorge Velazquez

PRELIMINARY ESTIMATE $ 125.00

AUTHORIZED BY X

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details 4/5/16 X Jorge Velazquez
added bedliner
E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

TECHNICIAN COPY

COMPLAINT:

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER | PARTS $ | LABOR $ | TOTAL $

WARRANTY REPAIR INFORMATION

REASON FOR CALL / SYMPTOM DESCRIPTION | DATE | TECH ID

ENGINE CID

4 CYL ☐ 6 CYL ☐ V8 ☐ V10 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES

PS ☐ PB ☐ MO ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ RF _____

LR _____ RR _____

TIRE PRESSURE

LF _____ PSI RF _____ PSI

LR _____ PSI RR _____ PSI

BRAKE CONDITION

LF _____ %

LR _____ %

RF _____ %

RR _____ %

FLUID LEVELS

OIL _____

P/S _____

TRANS _____

BRAKE _____

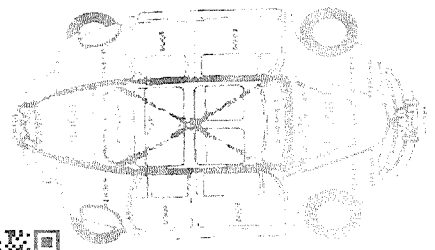
COOLANT _____

LABOR RECORD

FLAG SHEET	OFF	7
	ON	
FLAG SHEET	OFF	6
	ON	
FLAG SHEET	OFF	5
	ON	
FLAG SHEET	OFF	4
	ON	
FLAG SHEET	OFF	3
	ON	
FLAG SHEET	OFF	2
	ON	
FLAG SHEET	OFF	1
	ON	

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ _____ UNITS	
	OIL FILTER @ 2 UNITS	
	CTS. OIL @ 1 UNIT	
	CTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	OUNCES RECOVERED	POUNDS (LBS)
	OZ	LBS



CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2
* PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		6588/6588	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 29SEP16			CASH	30SEP16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
16:04 29SEP16	08:19 30SEP16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
C	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
CAUSE: N/C INSPECTION											
	42		PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE								
		317	IPS	0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											
6588 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET											
(ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-29-16	16:39	16:40	0.02	W	317	A C	
	16:44	16:44	0.00	W	359	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	4254	1760		480	4378	3126	
77D	240	0		463	0	0	
263	8872	*******		67D	0	*******	

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	4886	8872	0

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE OF THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
PRE-INVOICE **
SERVICE ADVISOR: [redacted]

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET

[redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		6588/6588	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 29SEP16			CASH	30SEP16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
16:04 29SEP16	08:19 30SEP16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.										
	CAUSE: LOF & TIRE ROTATION SPECIAL										
	CONCERN CODE: 0021										
	0600723 2014 2 YEAR MAINTENANCE PROGRAM										
		317	WC	0.02	0.80	1280	1000			10.00	10.00
	1 19330000 (S)FILTER					430	602	0	8.60	6.02	6.02
	8 19259487 OIL					2696	3776	0	5.91	4.72	37.76
	1 HAZWA HAZ WASTE					0	240	0	2.40	2.40	2.40
	FC: 9094										
	PART#: 19330000										
	COUNT: 1						3126		4618	TPARTS	
	CLAIM TYPE: ZREG										
	AUTH CODE:										
							1280		1000	TLABOR	
	PARTS: 46.18 LABOR: 10.00 OTHER: 0.00 TOTAL LINE A: 56.18										
	6588 maint perform oil filter, rotate, ck all fluid										
B	16007 Product Safety Recall Frontal Airbag And Pretensioner Non Deploy										
	CAUSE:										
	CONCERN CODE:										
	9102276 Inflatable Restraint Sensing and Diagnostic Module Reprogr										
		359	WC	0.00	0.20	320	2169			21.69	21.69
	OLHS OTHER LABOR HOURS SOLD (ADD ON PER WARRANTY STRAIGHT TIME...)										
		359	WC	0.00	0.10	160	1085			10.85	10.85
	FC: PART#: COUNT:						0		0	TPARTS	
	CLAIM TYPE: ZFAT										
	AUTH CODE:										
							480		3254	TLABOR	
	PARTS: 0.00 LABOR: 32.54 OTHER: 0.00 TOTAL LINE B: 32.54										
	6588 j2534 0.30 programed IRS and setup										

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

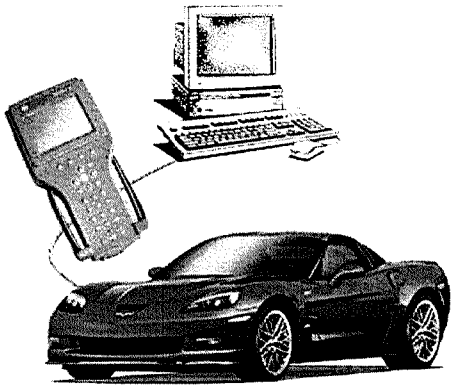
PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

ACCOUNTING COPY





Programming Complete.

Inflatable Restraint Sensing and Diagnostic Module - Programming and Setup (K36)

2016-09-29 16:35:02 PDT

Warranty Claim Code: S30DB

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

VIN3GCPCREC8GG[redacted]

Print | Clear DTCs | Proceed with same VIN | New | Cancel

Connect

John Twiford
Puente Hills Chevrolet

Service Workbench Home | Help | Print Logout

Menu & Inspection Toolkit **View Service Info, Diagnose & Program** Process Warranty Info **Online Service Scheduling**

Service Consultant Toolkit

Service Workbench Home >> Menu & Inspection Toolkit >> View Consultant Dashboard

SELECTED VEHICLE SUMMARY

Edit Select New Vehicle

VIN 3GCPCREC8GG[redacted] Mileage: 6588 Customer Name: RO#: Line Items

Consultant Dashboard | **Multi-Point Inspection** | **Maintenance Menu**

Consultant Dashboard | Vehicle Build Information | Investigate Vehicle History

Print Vehicle Info

ALERTS & ACTION ITEMS

Type	Description	Action Needed	Date
Open Field Action	Frontal Airbag And Pretensioner Non Deploy	View technical details for 16007	09/08/2016
Maintenance	Vehicle Qualifies for Chevrolet Scheduled Maintenance-2 visits, 2 of 2 service visits remaining as of 09/29/2016	Please use OP Code[redacted] Please review Warranty Claim History to confirm eligibility. View Program Details	03/30/2018

SERVICE CHECKLIST

VEHICLE INFORMATION

Vehicle Model: 2016 SILVERADO 1500 2WD CREW CAB

Delivery Date: 03/30/2016

Delivery Type: 010 INDIVIDUAL

CUSTOMER INFORMATION FROM GM

Address:

Phone Number(s): No Contact Information Available

Email:

NEXT STEPS

- View Required Field Actions
- View Applicable Warranties
- View Service Contracts
- View Service Information
- View Warranty Claim History
- View Repair Order History

ONSTAR AND SIRIUS/XM RADIO INFORMATION

ONSTAR

OnStar Status: Equipped - Active

Advanced Diagnostics: Yes

DMN Enabled: Yes

For OnStar contact 888.ON STAR1 (888.667.8271).

SIRIUS / XM RADIO

Radio Status: Equipped - Active

Radio ID: K59AG30P

For Sirius / XM Radio contact 877.GET.XMST (877.438.9677).

REQUIRED FIELD ACTIONS

Number	Type	Description	Release Date	Status
16007	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Open

APPLICABLE WARRANTIES

Valid warranties are highlighted

Valid	Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
✓	Powertrain Limited Warranty	03/30/2016	19 MI	03/30/2021	60019 MI	Applicable
✓	Chevrolet Scheduled Maintenance-2 visits	03/30/2016	19 MI	03/30/2018	24019 MI	2 of 2 visits remaining
✓	Bumper to Bumper Limited Warranty	03/30/2016	19 MI	03/30/2019	36019 MI	Applicable
✓	Emission Select State Component Ltd Wty	03/30/2016	19 MI	03/30/2023	70019 MI	Applicable
✓	Emission Limited Warranty	03/30/2016	19 MI	03/30/2019	50019 MI	Applicable
✓	Corrosion Limited Warranty	03/30/2016	19 MI	03/30/2022	100019 MI	Applicable

[redacted]9/29/2016

Page 1 of 1 Displaying Records 1 - 6 of 6

SERVICE CONTRACTS

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

SERVICE INFORMATION

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0376	Check Engine Light Illuminated and DTC P0751 Set on Vehicles Under 5,000 Miles	09/02/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016
EI	PIE0365		06/21/2016

Page 1 of 1 Displaying Records 1 - 4 of 4

VEHICLE WARRANTY CLAIM HISTORY (FROM IVH)

Service Date	Repair Order#	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/11/2015	[redacted]	ZPDI	[redacted]	PDI - Dealer Installed - Factory Invoiced Options	3 MI	Warranty
12/02/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Page 1 of 1 Displaying Records 1 - 2 of 2

REPAIR ORDER HISTORY (FROM DEALER MANAGEMENT SYSTEMS)

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
04/30/2016	[redacted]	CA	MISC REPAIRS	3	C	952 MI

Page 1 of 1 Displaying Records 1 - 1 of 1

Print Vehicle Info

▸ Select New Vehicle ▸ Back To Home

APPOINTMENT [redacted]

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 TWIFORD,JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		6588/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 29SEP16			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
29SEP2016 16:04		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0114	317	WC	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS. |CC:
# B	MM	317	WC	16007 Product Safety Recall Frontal Airbag And Pretensioner Non Deploy |CC: JJ534 .3 9102716.1
# C	42	317	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

CUSTOMER STATES ONE OF THE COVERS FOR BEDLINER CAME OFF IN CARWASH LAST VISIT. DO WE HAVE AN EXTRA ONE?

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

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EST. $ _____

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X Jorge Velazquez

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

A

COMPLAINT: Perform oil filter Rotat all Fluid

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION: Prepared IPS and setup

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $

WARRANTY PARTS TURNED IN

PROBLEM	PART # OR DESCRIPTION	DATE	RECVD BY
#			
#			

ENGINE CID

4 CYL ☐ 6 CYL ☐ V6 ☐ V8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ RF _____

LR _____ RR _____

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____% RF _____%

LR _____% RR _____%

FUEL GUAGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG X _____

LABOR RECORD

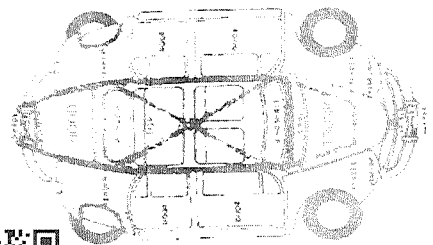
FLAG SHEET	OFF 7	ON
FLAG SHEET	OFF 6	ON
FLAG SHEET	OFF 5	ON
FLAG SHEET	OFF 4	ON
FLAG SHEET	OFF 3	ON
FLAG SHEET	OFF 2	ON
FLAG SHEET	OFF 1	ON

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ UNITS	
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED
	LBS OZ	LBS OZ

TOTAL HAZARDOUS WASTE DISPOSAL UNITS SO _____ G.X _____

INDICATE ANY DAMAGE OR SCRATCHES ON VEHICLE BEFORE YOU DRIVE OR WASH (BEFORE)



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Form #: Technician Hard Copy MOMENTUM AUTOMOTIVE FORMS To Reorder (877) McMenFor (627-636-3367) www.McForms.com Copyright © 1994-2015 McMenFor Business Forms All rights reserved.

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

[redacted]

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		12269/12269	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 14MAR17			CASH	14MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
08:16 13MAR17	15:51 14MAR17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES										
	CAUSE: LOF AND ROTATE										
	CONCERN CODE: 0021										
	0600723 MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES										
		317	WC	0.01	0.80	1280	1000			10.00	10.00
	1 19330000 (S)FILTER					430	602	0	8.60	6.02	6.02
	8 19259487 OIL					2696	3776	0	5.91	4.72	37.76
	FC: 9094										
	PART#: 19259487										
	COUNT: 8					3126	4378	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						1280	1000	TLABOR			
	PARTS: 43.78 LABOR: 10.00 OTHER: 0.00 TOTAL LINE A: 53.78										
	12269 perform lof rtoated 0.80 MAINT										
B	CUSTOMER STATES VEHICLE SHAKING AT IDLE AND WHEN STOPPED AT RED LIGHTS										
	CAUSE: BULLETIN PIP5211										
	CONCERN CODE: 0323										
	4081038 SHIM BOTH ENGINE MOUNTS										
		302	WC	0.02	2.70	7965	30016			300.16	300.16
	4 47768 SHIM					200	280	0	1.25	0.70	2.80
	OLHS OTHER LABOR HOURS SOLD (ADD ON PER WARRANTY STRAIGHT TIME...)										
		302	WC	0.00	0.30	885	3335			33.35	33.35
	FC: 9090 PART#: COUNT:					200	280	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						8850	33351	TLABOR			
	PARTS: 2.80 LABOR: 333.51 OTHER: 0.00 TOTAL LINE B: 336.31										
	12269 PERFORM OBD SYSTEM CK NO DTC, NO MISFIRE FOUND BULLETIN PIP5211F 4081038 3.00 SHIM BOTH ENGINE MOUNTS AND PERFORM PICO										

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

ACCOUNTING COPY



CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8G[redacted]		12269/12269	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 14MAR17			CASH	14MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
08:16 13MAR17	15:51 14MAR17	

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

VERIFICATION
C CUSTOMER STATES WHEN TAKING OFF IN DRIVE THE ENGINE SHAKES/VIBRATES
CONCERN CODE:
MM SEE JOB LINE B FOR REPAIRS
302 IPS 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
D PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
CAUSE: N/C INSPECTION
42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
317 IPS 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
12269 perform 27 point TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI
E** CUSTOMER STATES THAT SERVICE PARK ASSIST WARNING MESSAGE COMES ON
CAUSE: PIT 5507B BB8D4
CONCERN CODE: 0621
2810375 PARKING ASSIST CONTROL MODULE REPROGRAMMING WITH SPS
368 WC 0.02 0.30 870 3335 33.35 33.35
FC: 9090 PART#: COUNT: 0 0 TPARTS
CLAIM TYPE: ZREG
AUTH CODE:
870 3335 TLABOR
PARTS: 0.00 LABOR: 33.35 OTHER: 0.00 TOTAL LINE E: 33.35
12269 OBD TEST, U0159 HISTORY CODE FOUND BULLETIN PIT5507B 2810375
0.30 REPROGRAMMED PARK ASSIST MODULE. BB8D4
F** RENTAL CHARGES
CAUSE: RENTAL CHARGES
CONCERN CODE:
MM MISC REPAIRS
999 IPS 0.00 0.00 0 0 0.00 0.00

Code BB8D4

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EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 3
* PRE-INVOICE **

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PHONE (626) 913-0440

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R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
08:16 13MAR17	15:51 14MAR17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00				

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-13-17	09:25	09:26	0.01	W	317	A	
	09:31	09:31	0.00	W	317	D	
	16:45	16:46	0.02	W	302	B	
03-14-17	09:45	09:46	0.02	W	368	E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	37686	11000		480	4658	3326	
463	0	0		263	42344	*******	
67D	0	*******					

4/23
4.9.68
27

COST, SALE, & COMP TOTALS 14326 42344 0

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EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

Connect

John Twiford
Puente Hills Chevrolet

Service Workbench Home | Help | Print Logout

Menu & Inspection Toolkit | **View Service Info, Diagnose & Program** | Process Warranty Info | **Online Service Scheduling**

Service Consultant Toolkit

Service Workbench Home > Menu & Inspection Toolkit > View Consultant Dashboard

SELECTED VEHICLE SUMMARY

Edit Select New Vehicle

VIN 3GCPCREC8G[redacted] Mileage: 12269 Customer Name RO#: Line Items

Consultant Dashboard | Multi-Point Inspection | Maintenance Menu

Consultant Dashboard | Vehicle Build Information | Investigate Vehicle History | Print Vehicle Info

ALERTS & ACTION ITEMS

Type	Description	Action Needed	Date
Maintenance	Vehicle Qualifies for Chevrolet Scheduled Maintenance-2 visits. 1 of 2 service visits remaining as of 03/13/2017	Please use OP Code [redacted] Please review Warranty Claim History to confirm eligibility. View Program Details	03/30/2018

SERVICE CHECKLIST

VEHICLE INFORMATION

Vehicle Model: 2016 SILVERADO 1500 2WD CREW CAB
Delivery Date: 03/30/2016
Delivery Type: 010 INDIVIDUAL

CUSTOMER INFORMATION FROM GM

Address

Phone Number(s): No Contact Information Available

Email:

NEXT STEPS

- View Required Field Actions
- View Applicable Warranties
- View Service Contracts
- View Service Information
- View Warranty Claim History
- View Repair Order History

ONSTAR AND SIRIUS/XM RADIO INFORMATION

ONSTAR | SIRIUS / XM RADIO

OnStar Status: Equipped - Active
Advanced Diagnostics: Yes
DMN Enabled: Yes

For OnStar contact 888.ON.STAR1 (888.667.8271).

Radio Status: Equipped - InActive
Radio ID: K59AG30P

For Sirius / XM Radio contact 877.GET.XMST (877.438.9677)

REQUIRED FIELD ACTIONS

Number	Type	Description	Release Date	Status
16007	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

APPLICABLE WARRANTIES

Valid warranties are highlighted

Valid	Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
✓	Powertrain Limited Warranty	03/30/2016	19 MI	03/30/2021	60019 MI	Applicable
✓	Chevrolet Scheduled Maintenance-2 visits	03/30/2016	19 MI	03/30/2018	24019 MI	1 of 2 visits remaining
✓	Bumper to Bumper Limited Warranty	03/30/2016	19 MI	03/30/2019	36019 MI	Applicable
✓	Emission Select State Component Ltd Wty	03/30/2016	19 MI	03/30/2023	70019 MI	Applicable
✓	Emission Limited Warranty	03/30/2016	19 MI	03/30/2019	50019 MI	Applicable
✓	Corrosion Limited Warranty	03/30/2016	19 MI	03/30/2022	100019 MI	Applicable

Page 1 of 1 Displaying Records 1 - 6 of 6

SERVICE CONTRACTS

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

SERVICE INFORMATION

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0376	Check Engine Light Illuminated and DTC P0751 Set on Vehicles Under 5,000 Miles	09/02/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016
EI	PIE0365		06/21/2016

Page 1 of 1 Displaying Records 1 - 4 of 4

VEHICLE WARRANTY CLAIM HISTORY (FROM IVH)

Service Date	Repair Order#	Transaction Type	OP Code	Description	Odometer Reading	Service Type
09/29/2016	[redacted]	ZFAT	[redacted]	16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	6588 MI	Warranty
09/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 MI	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 MI	Warranty
12/02/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Page 1 of 1 Displaying Records 1 - 4 of 4

REPAIR ORDER HISTORY (FROM DEALER MANAGEMENT SYSTEMS)

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
09/30/2016	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I,W	6,588 MI
04/30/2016		CA	MISC REPAIRS	3	C	952 MI

Page 1 of 1 Displaying Records 1 - 2 of 2

Print Vehicle Info

▸ Select New Vehicle ▸ Back To Home

#PIT5507B: Service Park Assist Message At Start Up With DTC U0159 And/Or False Alerts - (Dec 21, 2016)

Subject: Service Park Assist Message At Start Up With DTC U0159 And/Or False Alerts

Models: 2015-2016 Cadillac Escalade Models
2014 Chevrolet Silverado 1500
2015-2016 Chevrolet Silverado, Suburban, Tahoe
2014 GMC Sierra 1500
2015-2016 GMC Sierra and Yukon Models
With Ultrasonic Park Assist System (RPO UD5 or UD7)

This PI was superseded to update the Recommendation with additional repair and parts information. Please discard PIT5507A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some owners may comment of any of the following Parking Assist System issues:

1. Unwanted/false alerts suggesting there is an object in front and/or behind the vehicle when there is nothing there. This issue is more prevalent when it is raining or snowing.
2. (This concern only applies to 2016 models) At times when the truck is first started, there is a "Service Parking Assist" message displayed. If the ignition is cycled off and back on, the message will be gone. When scanning for DTC's, a U0159 will be set in the IPC and/or BCM. This concern only occurs at start up and is very random.

Recommendation/Instructions

Engineering has developed updated Parking Assist Control Module (K41) calibrations to correct these concerns. Reprogram the K41 Parking Assist Control Module with the latest calibrations currently available in TIS2WEB.

Additional information for Condition 1

This information ONLY applies to the front park assist sensors on 2016 Silverado/Sierra 1500 models

The new calibration will greatly improve unwanted/false alerts.

If the issue continues, after the park assist module has been programmed with the new calibration, it is possible the front park assist sensor rings are incorrect.

If the front park assist sensor(s) have been replaced previously for any reason, some replacement park assist sensors were coming with the incorrect sensor ring.

The incorrect sensor rings did not have the scallops/reliefs molded into the ring, as shown below.

Remove the front park assist sensor(s) and inspect the sensor rings for scallops/reliefs molded into the ring.

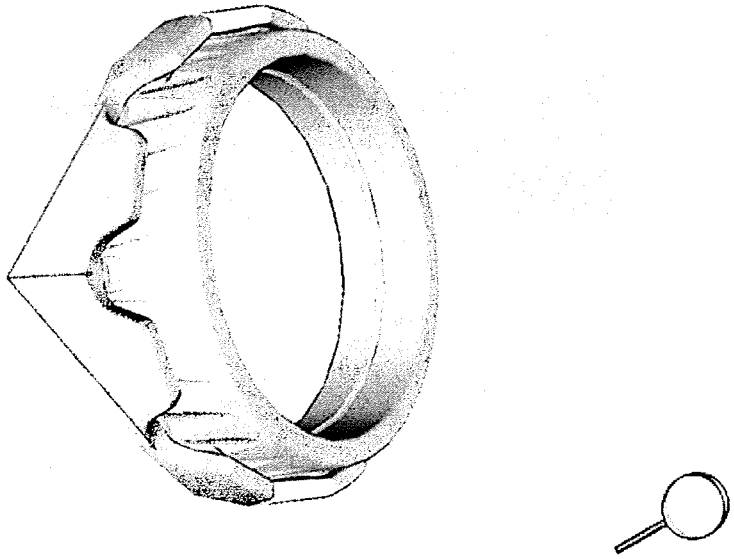
If there are no scallops/reliefs molded into the ring, the wrong sensor ring(s)are installed. Replace the sensor ring(s) with GM part number 84075328, shown below.

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[redacted]

It is imperative when installing the sensor rings to pay close attention that the sensor and ring are properly installed.

If the sensor and ring are not properly installed and there is binding/misalignment/etc. of the sensor/ring, it will continue to cause unwanted/false alerts.



Parts Information

Part Number	Description	Qty
84075328*	Front Park Assist Sensor Ring	As Needed
*For use only on 2016 Silverado/Sierra 1500 Models.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Warranty Information

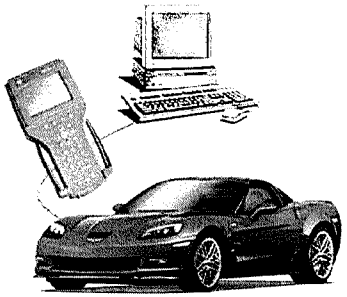
For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
[redacted]	Parking Assist Control Module Reprogramming with SPS	Use Published Labor Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION



ProgrammingComplete.

Parking Assist Control Module - Programming (K41)

2017-03-14 09:29:07 -07:00

WarrantyClaim Code: BB8D4

Record this code on the warranty repair order (if applicable).

Post ProgrammingInstructions:

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset controller.

Controller SpecificInstructions:

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

VIN3GCPCREC8GG[redacted]

Print | Clear DTCs | Proceed with same VIN | New | Cancel

APPOINTMENT

Lube 19A Tune

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 TWIFORD,JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		12269/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 13MAR17			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
13MAR2017 08:16		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	[redacted]	317	WC	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES |CC: Perform 1 of Rotate
# B	MM 302		WC	CUSTOMER STATES VEHICLE SHAKING AT IDLE AND WHEN STOPPED AT RED LIGHTS |CC: 4081038 2.7 .3 30 PCM verification Bulletin PIP5211
# C	MM		WC	CUSTOMER STATES WHEN TAKING OFF IN DRIVE THE ENGINE SHAKES/VIBRATES |CC: 8 spd trx B
# D	42	317	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE Perform 27 Point
# E	MM		WC	CUSTOMER STATES SERVICE PARK ASSIST WARNING MESSAGE COMES ON. owner called in 3-13-17 8:40am BL 2810325 03

3-14-17 AH

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X Jorge Velazquez

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

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TECHNICIAN COPY

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT: Reform OBD system ck no DTC

CAUSE: NO misfire Found Bulletin PIP5211F

CORRECTION: Skim Both Engine mounts, and Reform Pico verification

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $
(E) OBD TEST U0154 HISTORY FOUND BULLETIN PIT5507B REPROGRAMMED ANTI THEFT MODULE BBBDY			

WARRANTY PARTS TURNED IN

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY
#			
#			

ENGINE CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ RF ____

LR ____ RR ____

TIRE PRESSURE

LF ____ psi RF ____ psi

LR ____ psi RR ____ psi

BRAKE CONDITION

LF ____ % RF ____ %

LR ____ % RR ____ %

FUEL GUAGE

1/4 1/2 FULL

QUALITY CONTROL TECH ____ ASM ____

FOREMAN'S SIG. X ____

LABOR RECORD

FLAG SHEET — OFF 7 ON

FLAG SHEET — OFF 6 ON

FLAG SHEET — OFF 5 ON

FLAG SHEET — OFF 4 ON

FLAG SHEET — OFF 3 ON

FLAG SHEET — OFF 2 ON

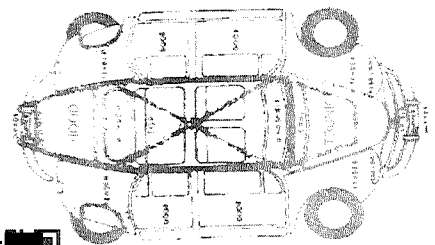
FLAG SHEET — OFF 1 ON

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ UNITS	
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED
	LBS OZ	LBS OZ

TOTAL HAZARDOUS WASTE DISPOSAL UNITS SO. ____ c X

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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PHONE (626) 913-0440

PAGE 1
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SERVICE ADVISOR: 395 HECTOR M YANEZ

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30MAR16 IS 30MAR16 DD	30NOV15		17:30 07AUG17			CASH	08AUG17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:04 07AUG17	13:54 08AUG17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
	CAUSE: N/C INSPECTION										
	42		PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE								
		311	IPS	0.00	0.00	0	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00										
	18140 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI										
B	CUST STATES KNEE BOLSTER RATTLES AND MAKES NOISE										
	CAUSE: DASH PANEL LOOSE										
	CONCERN CODE: 0821										
	1033250		INSTRUMENT PANEL ASSEMBLY REPLACEMENT								
		368	WC	0.05	2.00	5800	22234			222.34	222.34
	FC: 6025 PART#: COUNT: 0 0 TPARTS										
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						5800	22234	TLABOR			
	PARTS: 0.00 LABOR: 222.34 OTHER: 0.00 TOTAL LINE B: 222.34										
	18140 ROAD TESTED VEHICLE AND VERIFIED COMPLAINT, REMOVED KNEE BOLSTER. ROAD TESTED AGAIN, DIAGNOSED AND FOUND LEFT LOWER DASH PANEL BOLTS LOOSE. 1033250 2.00 TIGHTENED ALL DASH PANEL BOLTS AND ROAD TESTED AGAIN, NO RATTLE. RE-INSTALLED KNEE BOLSTER AND PREVIOUSLY REMOVED PARTS. START MI 18143 STOP MI 18146										
C	CUST STATES THAT WHENEVER THEY PRESS ON THE GAS ITS SLUGGISH TO RESPONSE										
	CAUSE: .										
	CONCERN CODE:										
	MM		MISC REPAIRS								
		302	WC	0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00										
D	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE										

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

** PRE-INVOICE **

SERVICE ADVISOR: 395 HECTOR M YANEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18140/18140	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 07AUG17			CASH	08AUG17

R.O. OPENED	READY	OPTIONS:
09:04 07AUG17	13:54 08AUG17	SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	(AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.										
CAUSE: LOF & TIRE ROTATION SPECIAL											
	0114										
	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.										
		311	CP	0.00	0.80	1280	1300			13.00	13.00
1	19330001 (S) FILTER					317	597	0	6.34	5.97	5.97
8	19352900 OIL					2832	3904	0	6.00	4.88	39.04
1	HAZWA HAZ WASTE					0	240	0	2.40	2.40	2.40

PARTS: 47.41 LABOR: 13.00 OTHER: 0.00 TOTAL LINE D: 60.41

18140 0.80 performed lof and rotate

EST: 59.95 07AUG17 09:04 SA: 395

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-07-17	10:36	10:36	0.00	W	311	A D	
08-08-17	12:05	12:08	0.05	W	368	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
463	0	0		462	22234	5800	
460A	1300	1280		467	4501	3149	
77D	240	0		324	439	0	
67D	0	*******		263	22234	*******	
225	6480	*******					

COST, SALE, & COMP TOTALS 10229 28275 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	13.00
PARTS AMOUNT	47.41
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	60.41
LESS INSURANCE	0.00
SALES TAX	4.39
PLEASE PAY THIS AMOUNT	64.80

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

Vehicle Report

Printed on: 8/7/2017 11:43 AM

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted] **Odometer:** 18140 mi | **Delivery Date:** 3/30/2016
Service Advisor: Armando Moreno

WORKBENCH
Service Menu & Inspection Toolkit

Oil Life : 26%

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	LUBE OIL AND FILTER CHANGE ROTATE TIRES	3/14/2017	MPVI
✔ Accepted	SOFTWARE REPROGRAM FOR PARK ASSIST	3/14/2017	MPVI
✔ Accepted	SHIM ENGINE MOUNTS	3/14/2017	MPVI
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	3/14/2017	Factory

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 12269 mi.
Driving Conditions:

Previous Menu: 3/14/2017
Previous MPVI: 3/13/2017

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	3/15/2016
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
3/13/2017	[redacted]	ZREG	[redacted]	Parking Assist Control Module Reprogramming with SPS	12269 mi.	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 mi.	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 mi.	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 mi.	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 mi.	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 mi.	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 mi.	Warranty

Please Note: This document may be considered current for 24 Hours from the time it was printed

Vehicle Report

Printed on: 8/7/2017 11:43 AM

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted] | **Odometer:** 18140 mi | **Delivery Date:** 3/30/2016
Service Advisor: Armando Moreno

WORKBENCH
Service Menu & Inspection Toolkit

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 mi.	3/30/2021	60019 mi.	✓ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 mi.	3/30/2018	24019 mi.	✗ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 mi.	3/30/2019	36019 mi.	✓ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 mi.	3/30/2023	70019 mi.	✓ Applicable
Emission Limited Warranty	3/30/2016	19 mi.	3/30/2019	50019 mi.	✓ Applicable
Corrosion Limited Warranty	3/30/2016	19 mi.	3/30/2022	100019 mi.	✓ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

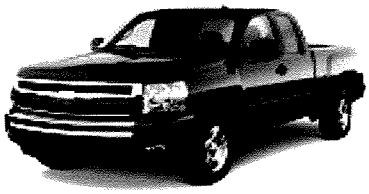
	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	3/14/2017	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	7	I, W	12269 mi.
	9/30/2016	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 mi.
	4/30/2016	[redacted]	CA	MISC REPAIRS	3	C	952 mi.

Please Note: This document may be considered current for 24 hours from the time it was printed

Puente Hills Chevrolet CA

Recommended Maintenance Schedule

Jesus Amaya 626.913.0440



2016 Chevrolet Silverado	VIN: 3GCPCREC8GG[redacted]
5.30L 8	Odometer: 18140
RWD	08/07/2017

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$42.17	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	$19.95		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

N\A	22500 Miles		45000 Miles	
	Replace cabin air filter	$74.95 and Up	Change brake fluid (or every 3 years, whichever occurs first).	$129.05
	Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD)	See Advisor
	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00	For GVW under 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor
	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
			Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
			Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)	See Advisor
			Replace cabin air filter	$74.95 and Up
			Replace engine air filter	$34.95 and Up
			Replace automatic transmission fluid	$195.00 and Up

Dealer Recommended Maintenance

Recent 15000 Miles		Current 20000 Miles		Next 25000 Miles	
Throttle Body Service	$99.15	2 Wheel Alignment	$128.00	Power Steering Fluid Service	$119.95
		4 Wheel Alignment	$165.00	Transfer Case Service (4wd)	$149.45
				Brake Fluid Exchange	$129.14

Advisor Signature

Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
7:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

Service Department: (877) 241-1312

www.chevroletpuentehills.com

Puente Hills Chevrolet CA

Recommended Maintenance Schedule

Jesus Amaya 626.913.0440



2016 Chevrolet Silverado	**VIN: 3GCPCREC8GG[redacted]**
5.30L 8	**Odometer: 18140**
RWD	**08/07/2017**

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$42.17	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	$19.95		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

N\A

22500 Miles		45000 Miles	
Replace cabin air filter	$74.95 and Up	Change brake fluid (or every 3 years, whichever occurs first).	$129.05
Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD)	See Advisor
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For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
		Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
		Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)	See Advisor
		Replace cabin air filter	$74.95 and Up
		Replace engine air filter	$34.95 and Up
		Replace automatic transmission fluid	$195.00 and Up

Dealer Recommended Maintenance

Recent 15000 Miles		Current 20000 Miles		Next 25000 Miles	
Throttle Body Service	$99.15	2 Wheel Alignment	$128.00	Power Steering Fluid Service	$119.95
		4 Wheel Alignment	$165.00	Transfer Case Service (4wd)	$149.45
				Brake Fluid Exchange	$129.14

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Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
7:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

Service Department: (877) 241-1312

www.chevroletpuentehills.com

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 395 YANEZ,HECTOR M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18140/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 07AUG17			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
07AUG2017 09:04		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	42		IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
# B	MM		WC	CUST STATES KNEE BOLSTER RATTLES AND MAKES NOISE |CC:
# C	MM		WC	CUST STATES THAT WHENEVER THEY PRESS ON THE GAS ITS SLUGGISH TO RESPONSE |CC:
# D	0114		CP	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

AUTHORIZED BY [redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

Notice to Consumer: Please read important information on back.

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

TECHNICIAN COPY

COMPLAINT:

CAUSE:

A

CORRECTION:

LABOR RECORD

FLAG SHEET

FLAG SHEET

Road tested vehicle, verified complaint. Readjusted again + ~~verified~~ complaint. Found left cover dash panel ~~Diagnosed~~ loose + causing rattle. Tightened all dash panel bolts. Road tested again, no rattle. Reinstalled all previously removed panels. Start mi: 18143

Stop mi: 18146

Perform OBD system ck ~~no DTC~~, ck Bulletins

CAUSE: Road test vehicle from ~~70~~ 18140 to 18143.

CORRECTION: cust concern not present at this time

STRAIGHT TIME (HOURS.)	FLAT RATE	R/O NO [redacted]	TIME	OFF 4
	2.0	OPER. NO. EMP. NO. 368		AUG 8 AM 11:43 ON AUG 9 AM 9:46

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

STRAIGHT TIME (HOURS.)	FLAT RATE	R/O [redacted]	TIME	OFF 2
0 3		OPER. NO. EMP. NO. 302		AUG 7 PM 3:13 ON AUG 7 PM 2:25

COMPLAINT:

CAUSE:

D

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO INCLUDE: TIRE UNIT/WHEEL PARTS & LABOR TOTALS

WARRANTY PARTS TURNED IN

PROBLEM	PART # / DESCRIPTION	DATE	RECEIVED BY

ENGINE OIL

CHECK ENGINE LAMP USED DEPT.

TEN SECOND SCAN

SPEED / APPR. 4-WHL ALIGN. DYN.

ACCESSORIES

CAR RADIO MISC. ANTI-THEFT

TIRE CONDITION

LF RF

LR RR

TIRE PRESSURE

LF RF

LR RR

BRAKE CONDITION

LF RF

LR RR

FUEL GUAGE

QUALITY CONTROL TECH ASE

FOREMAN'S O.K. X

DTS OR CAT. SCAN

DTS AUTO TRANS. FLUID & UNIT

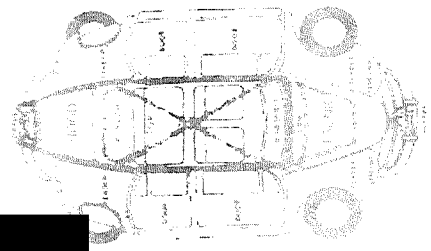
CATS COOLANT ANTIFREEZE CTS UNITS

PRIOR DAMAGE

DEPT PRE

LF RF

LR RT



[redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

PUENTE HILLS

ACCOUNTING

DUPLICATE 1
PAGE 1
PRE-INVOICE **

[redacted]

SERVICE ADVISOR: 395 HECTOR M YANEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18170/18170	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 09AUG17			CASH	14AUG17

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:56 09AUG17	13:21 14AUG17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
CAUSE: N/C INSPECTION											
	42		PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE								
		304	IPS	0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
18170 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI											
B	CUST STATES AFTER PICKING VEH UP WHEN BRAKING VEH AT TIMES DOES NOT STOP ALSO ON BACKING UP & BRAKING PEDAL DOWN VEH KEEPS ROLLING										
CAUSE: .											
CONCERN CODE:											
	MM		ROAD TEST VEH OBD CHECK NO DTC'S UNABLE TO VERIFY CUST CONCERN AT THIS TIME								
		304	WC	0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00											
18170 road test vehicle and perform obd system check vehicle operating to design											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-09-17	12:15	12:15	0.00	W	304	B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
463	0	0		462	0	0	
67D	0	*******		263	0	*******	

COST, SALE, & COMP TOTALS 0 0 0

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

ACCOUNTING COPY



Vehicle Report

Printed on: 8/9/2017 12:37 PM

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted] **Odometer:** 18170 mi | **Delivery Date:** 3/30/2016
Service Advisor: Hector Yanez

WORKBENCH
Service Menu & Inspection Toolkit

Oil Life : 99%

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	3/14/2017	Factory

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 18140 mi.
Driving Conditions:

Previous Menu: 3/14/2017
Previous MPVI: 8/7/2017

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	3/15/2016
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
3/13/2017	[redacted]	ZREG	[redacted]	Parking Assist Control Module Reprogramming with SPS	12269 mi.	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 mi.	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 mi.	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 mi.	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 mi.	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 mi.	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 mi.	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed

Vehicle Report Printed on: 8/9/2017 12:37 PM

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted] **Odometer:** 18170 mi | **Delivery Date:** 3/30/2016
Service Advisor: Hector Yanez

WORKBENCH
Service Menu & Inspection Toolkit

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 mi.	3/30/2021	60019 mi.	✓ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 mi.	3/30/2018	24019 mi.	✗ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 mi.	3/30/2019	36019 mi.	✓ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 mi.	3/30/2023	70019 mi.	✓ Applicable
Emission Limited Warranty	3/30/2016	19 mi.	3/30/2019	50019 mi.	✓ Applicable
Corrosion Limited Warranty	3/30/2016	19 mi.	3/30/2022	100019 mi.	✓ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	3/14/2017	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	7	I, W	12269 mi.
	9/30/2016	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 mi.
	4/30/2016	[redacted]	CA	MISC REPAIRS	3	C	952 mi.

Please Note: This document may be considered current for 24 hours from the time it was printed

Service Lane eAdvisor

DTC Report

VIN: 3GCPCREC8GG[redacted]

Date: 8/9/2017 9:37:44 AM

DTCs Read

Code	Description	Failure Code	Status
B127B	Rear Camera Input Signal Circuit	2B - missing reference	History
B1325	Control Module Power Circuit	03 - voltage below threshold	History

TODAY Brakes

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 395 YANEZ,HECTOR M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18170/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 09AUG17			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09AUG2017 09:56		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	42		IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
# B	MM	81	WC	CUST STATES AFTER PICKING VEH UP WHEN BRAKING VEH AT TIMES DOES NOT STOP ALSO ON BACKING UP & BRAKING PEDAL DOWN VEH KEEPS ROLLING |CC:

18170 to 18173 NPF

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back.

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

PRE[redacted]

AUTHORIZED BY X[redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

TECHNICIAN COPY

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION: Road test Vehicle and Rev For OBD System Check No ABS Codes Found

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $

WARRANTY PARTS TURNED IN

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY
#			
#			

ENGINE CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ RF _____

LR _____ RR _____

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ % RF _____ %

LR _____ % RR _____ %

FUEL GUAGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____ ASM _____

FOREMAN'S SIG. X _____

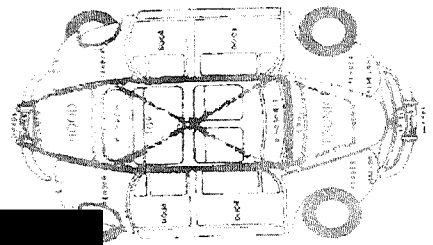
[redacted]

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ UNITS	
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED
	LBS OZ	LBS OZ

TOTAL HAZARDOUS WASTE DISPOSAL UNITS @ _____ X

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Form #: Technician Hard Copy McMASTER AUTOMOTIVE FORMS "a Brand of" ©McMahon (877) McMahon (877-626-2784) www.McForms.com Copyright© 1954-2019 McMahon Business Forms. All rights reserved.

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		24132/24132	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 05FEB18			CASH	05FEB18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:03 05FEB18	11:40 05FEB18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.										
CAUSE: LOF & TIRE ROTATION SPECIAL											
	0114		PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.								
		359	CP	0.00	0.60	1080	2435			24.35	24.35
	HAZ	HAZ	WASTE OIL CHARGE			240	240			2.40	2.40
	8	B19352900	0W-20 DEXOS			2248	2696	0	3.37	3.37	26.96
	1	19330001	(S)FILTER			317	864	0	8.64	8.64	8.64
PARTS: 35.60 LABOR: 24.35 OTHER: 2.40 TOTAL LINE A: 62.35											
24132 0.60 performed lof and rotate											
B	REPLACED AIR FILTER										
CAUSE: AIR FILTER											
	15		REPLACED AIR FILTER								
		359	CP	0.00	0.10	180	1200			12.00	12.00
	1	22845992	(S)ELEMENT			2011	4023	0	40.23	40.23	40.23
PARTS: 40.23 LABOR: 12.00 OTHER: 0.00 TOTAL LINE B: 52.23											
24132 0.10 replaced air filter											
C	PERFORM FUEL SYSTEM SERVICE: OUR TECHNICIAN WITH POWERFUL AND EFFECTIVE SAFE CLEANER, WILL CLEAN THIS VEHICLES FUEL PASSAGES, THROTTLE BODY, TOP OF INTAKE VALVES & COMBUSTION CHAMBERS. THIS WILL REDUCE HARMFUL EMISSIONS AND IMPROVE LOST PERFORMANCE										
CAUSE: PREVENTATIVE MAINTENANCE PER CUSTOMER REQUEST											
	1EFI		PERFORM FUEL SYSTEM SERVICE: OUR TECHNICIAN WITH POWERFUL AND EFFECTIVE SAFE CLEANER, WILL CLEAN THIS VEHICLES FUEL PASSAGES, THROTTLE BODY, TOP OF INTAKE VALVES & COMBUSTION CHAMBERS. THIS WILL REDUCE HARMFUL EMISSIONS AND IMPROVE LOST PERFORMANCE								
		359	CP	0.00	2.00	3600	17946			179.46	179.46

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM EPA # CAD

ACCOUNTING COPY

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

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

PRE-INVOICE **
SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		24132/24132	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 05FEB18			CASH	05FEB18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:03 05FEB18	11:40 05FEB18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	7553		INJ-KIT-F			2026	3549	0	35.49	35.49	35.49

PARTS: 35.49 LABOR: 179.46 OTHER: 0.00 TOTAL LINE C: 214.95

24132 2.00 performed efi service
D** PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
CAUSE: N/C INSPECTION

42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE								0.00	0.00
	359	IPS	1.42	0.00	0	0			0.00	0.00

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

24132 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET
(ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES
___35__ PSI --- REAR RIGHT & LEFT TIRES ___35__ PSI
E** UPON INSPECTION FOUND FRONT BRAKES WORN UNEVENLY
CONCERN CODE:

MM	MISC REPAIRS								0.00	0.00
	359	WC	0.05	0.00	0	0			0.00	0.00
1	84218390	(S)	PAD KIT		5750	8050	0	115.00	80.50	80.50
					5750	8050	TPARTS			
					0	0	TLABOR			

PARTS: 80.50 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 80.50

24132 upon inspection found front brake pads worn unevenly. L/F @3mm R/F @6mm Rotors L/F 29.48mm R/F 29.41 mm
Replaced front pads and machine rotors. After machine front rotors L/F 29.33 R/F 29.31
PER DOC ID# 4817999

EST: 59.95 05FEB18 09:03 SA: 303

EST: 339.95 05FEB18 09:06 SA: 303
CONTACT: .

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

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RECEIVED BY _____

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EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM EPA # CAD

ACCOUNTING COPY

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

** PRE-INVOICE **

SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		24132/24132	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 05FEB18			CASH	05FEB18

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:03 05FEB18	11:40 05FEB18	

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

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-05-18	09:33	10:58	1.42	W	359	D C B A	
	10:58	11:01	0.05	W	359	E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460A	21581	4860		77D	240	240	
491	2696	2248		467	8436	4354	
463	0	0		462	0	0	
480	8050	5750		324	1030	0	
225	33983	*******		67D	0	*******	
263	8050	*******					

COST, SALE, & COMP TOTALS 17452 41003 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

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RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	215.81
PARTS AMOUNT	111.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.40
TOTAL CHARGES	329.53
LESS INSURANCE	0.00
SALES TAX	10.30
PLEASE PAY THIS AMOUNT	339.83

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM EPA # CAD

ACCOUNTING COPY

Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 24132 mi

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Oil Life : 19%

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics Report:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

No information found for this vehicle

Last Maintenance

No information found for this vehicle

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
8/7/2017	[redacted]	ZREG	[redacted]	Emissions - Customer Concern Not Duplicated (CCND)	18140 miles	Warranty
8/7/2017		ZREG		Instrument Panel Assembly Replacement	18140 miles	Warranty
3/13/2017		ZREG		Parking Assist Control Module Reprogramming with SPS	12269 miles	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 miles	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 miles	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 miles	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 miles	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 miles	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 miles	Warranty

Printed on: 2/5/2018 11:57 AM

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 24132 m[redacted]

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 miles	3/30/2021	60019 miles	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 miles	3/30/2018	24019 miles	✖ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 miles	3/30/2019	36019 miles	✔ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 miles	3/30/2023	70019 miles	✔ Applicable
Emission Limited Warranty	3/30/2016	19 miles	3/30/2019	50019 miles	✔ Applicable
Corrosion Limited Warranty	3/30/2016	19 miles	3/30/2022	100019 miles	✔ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	8/14/2017	[redacted]	CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	2	I, W	18170 miles
	8/9/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	4	I, W	18140 miles
	8/8/2017		CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	1	C	18140 miles
	3/14/2017		CA	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE4 TIRES	7	I, W	12269 miles
	9/30/2016		CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 miles
	4/30/2016		CA	MISC REPAIRS	3	C	952 miles
	12/15/2015		CA	PERFORM PRE-DELIVERY INSPECTION...	2	I, W	3 miles

Printed on: 2/5/2018 11:57 AM

Please Note: This document may be considered current for 24 hours from the time it was printed

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Service Lane eAdvisor

DTC Report

VIN: 3GCPCREC8GG[redacted]

Date: 2/5/2018 8:57:04 AM

DTCs Read

Code	Description	Failure Code	Status
B1325	Control Module Power Circuit	03 - voltage below threshold	History
U0164	Lost Communication with HVAC Control Module	00 - no additional information	History

Puente Hills Chevrolet CA

Recommended Maintenance Schedule



2016 Chevrolet Silverado	VIN: 3GCPCREC8GG[redacted]
5.30L 8	Odometer: 24132
RWD	02/05/2018

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$42.17	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	$19.95		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

N\A

22500 Miles		45000 Miles	
Replace cabin air filter	$74.95 and Up	Change brake fluid (or every 3 years, whichever occurs first).	$129.05
Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD)	See Advisor
Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00	For GVW under 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor
For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
		Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
		Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)	See Advisor
		Replace cabin air filter	$74.95 and Up
		Replace engine air filter	$34.95 and Up
		Replace automatic transmission fluid	$195.00 and Up

Dealer Recommended Maintenance

Recent 20000 Miles		Current 25000 Miles		Next 30000 Miles	
2 Wheel Alignment	$128.00	Power Steering Fluid Service	$119.95	Fuel Induction Service	$219.95
4 Wheel Alignment	$165.00	Transfer Case Service (4wd)	$149.45	Cooling System Service	$139.95
		Brake Fluid Exchange	$129.14	Throttle Body Service	$99.15
				Front Diff Svc (4wd)	$99.15
				Rear Diff Svc (Rwd)	$195.45
				2 Wheel Alignment	$128.00
				4 Wheel Diff + Trans Svc (4wd)	$395.45
				4 Wheel Alignment	$165.00

Advisor Signature

Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
7:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

Service Department: (877) 241-1312

www.chevroletpuentehills.com

#PIT5377E: Uneven Front Brake Pad Wear - (May 26, 2017)

Subject: Uneven Front Brake Pad Wear

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2017		All	All	All	All
Chevrolet	Silverado 1500	2014-2017		All	All	All	All
Chevrolet	Suburban LD	2015-2017		All	All	All	All
Chevrolet	Tahoe	2015-2017		All	All	All	All
GMC	Sierra 1500	2014-2017		All	All	All	All
GMC	Yukon	2015-2017		All	All	All	All

Does NOT apply to Police Pursuit Tahoe (RPO 9C1) and/or NOT intended to cover situations of common or average disc brake wear.

Supersession Statement

This PI was superseded to add the 2017 model year and update the Recommendation and Parts sections. Please discard PIT5377D.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

During a brake inspection, some complaints of uneven front brake pad wear have been reported. The vehicle may have low mileage, typically around 10K miles. The inner pad on either the front left or right side may be worn out. It is considered uneven pad wear if one of the following is true:

- Inboard to outboard brake pad wear difference of 3mm or greater for 'normal' highway driving (no heavy loads, without trailer towing, without frequent elevation changes)
- Inboard to outboard brake pad wear difference of 6mm or greater for the following driving conditions: heavy city driving, frequent elevation changes, frequent trailer towing, heavy loads.

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- DO NOT use any air tools to remove or install the brake caliper bolts. Use hand tools ONLY.
- Install an open end wrench to hold the caliper guide pin in line with the brake caliper while removing or installing the brake caliper bolt. DO NOT allow the open end wrench to come in contact with the brake caliper.
- When compressing the caliper pistons, use large C-clamps over the top of the caliper housing and against the back of the outboard pad. Slowly tighten the C-clamps until the pistons are pushed completely into the caliper bores. Using this method will help determine if there is anything binding.

After completing normal diagnostics, if a root cause for the uneven pad wear is not found, replace the front brake pads with the part number in the table below. Refer to the Brake Rotor Surface and Wear Inspection information in SI to determine if the brake rotor(s) require servicing or replacement. If the brake rotors require service due to excessive heat checking/blueing, it is recommended to replace the rotors rather than attempting to refinish the rotor(s) for this issue. Refer to the parts catalog for the correct O.E.M. rotor part number, which are Ferritic Nitro-Carburizing (FNC) rotors.

Note: The brake pad kit part number listed below is intended to be used together with the O.E.M. brake rotors. If the rotors were previously replaced with part number 22950035 (NON-FNC), per the earlier version of this PI, and the vehicle now requires brake rotors, refer to the parts catalog and replace both rotors with the O.E.M. brake rotors.

After repairs and pad burnishing have been completed, test drive the vehicle for 20-30 miles. The test drive needs to be performed on an open road at cruising speeds (55 mph+) where very little braking is actually performed. Immediately after returning from the test drive, lift the truck up on a hoist and spin both front wheels by hand, checking for a wheel that is hard to spin. If a wheel is hard to spin, it may be an indication of a brake drag. While the condition is present, perform normal SI diagnostics to determine the cause of the drag (caliper piston binding, binding pads or pins in the bracket, brake hose restriction, etc). Repair if necessary and re-evaluate the concern.

Parts Information

Part Number	Description	Qty
22742382	PAD KIT-FRT DISC BRK	1
* Refer to Parts Catalog	ROTOR-FRT DISC BRK	As needed

* If the front brake rotors were previously replaced with PN 22950036 (NON-FNC), per an ealier version of this PI, then both front rotors need to be replaced with the PN specified in the parts catalog.

Warranty Information

The correction for this concern may be one of several repairs described above. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the original cause in addition to well documented straight time, if necessary.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Additional SI Keywords

Grind Grinding Scrape Scraping

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and

WE SUPPORT VOLUNTARY

safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



TECHNICIAN CERTIFICATION

[redacted]

CUSTOMER #: [redacted] 11:15AM WAITER [redacted]

[redacted]

WORKORDER
REPRINT
PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 303 RODRIGUEZ, RENE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		24132/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 05FEB18			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
05FEB2018 09:03		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0114	389	CP	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS. Perf lof at mi .6
# B	15		CP	REPLACED AIR FILTER Eng air filter .1
# C	1EFI		CP	PERFORM FUEL SYSTEM SERVICE: OUR TECHNICIAN WITH POWERFUL AND EFFECTIVE SAFE CLEANER, WILL CLEAN THIS VEHICLES FUEL PASSAGES, THROTTLE BODY, TOP OF INTAKE VALVES & COMBUSTION CHAMBERS. THIS WILL REDUCE HARMFUL EMISSIONS AND IMPROVE LOST PERFORMANCE Perf EFI 2.0
# D	*42		IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE ✓ Perf 27 pt
E				add on ck for uneven wear 3mm vs 6mm 2/5/18 10am upon inspection found brakes worn unevenly

24/20150 .9, 1 add 87 front pads machine rotors

2420150 - .9 add to refinish rotor both - .7

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

PRE[redacted] AUTHORIZED BY X[redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

340 05FEB 09:06 303

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

BAR # AM EPA #

Notice to Consumer: Please read important information on back.

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TECHNICIAN COPY

COMPLAINT:

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT: upon inspection found front Pads worn unevenly

CAUSE: L/F @3mm R/F @7mm Rotors L/F 29.48 R/F 29.41

~~E~~ **C**

CORRECTION: Replaced front Pads and machine rotors after machine Front Rotors L/F ~~2~~ 29.33 R/F 29.31

COMPLAINT:

CAUSE:

D

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $

PARTS TURNED IN Pads

WARRANTY PARTS TURNED IN

PROBLEM	PART #	DESCRIPTION	DATE	RECV. BY
1				
2				

DATE 2-5-15

RECEIVED [redacted]

ENGINE CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ RF ____

LR ____ RR ____

TIRE PRESSURE

LF ____ psi RF ____ psi

LR ____ psi RR ____ psi

BRAKE CONDITION

LF ____ MM RF ____ MM

LR ____ MM RR ____ MM

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH ____ ASM ____

FOREMAN'S SIG. X ____

[redacted]

LABOR RECORD

	OFF	ON
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET		
FLAG SHEET	1	

checked calips- slides not binding move freely, check No restrictions

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	BATTERY DISPOSAL FEE @ $	X
	TIRE DISPOSAL FEE @ $ EACH	X
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED
	LBS ____ OZ	LBS ____ OZ

TOTAL HAZARDOUS WASTE DISPOSAL UNITS $0. ____ @ X

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Form #: Technician Hard Copy McMARTIN AUTOMOTIVE FORMS To Reorder (877) McMartin (877-626-2784) www.McForms.com Copyright © 1995-2013 McMartin Business Forms. All rights reserved.

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CA [redacted] 91748
PHONE (626) 9[redacted]

SERVICE ADVISOR: 2328 Mark Beck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/27603	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	17MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
08:38 15MAY18	12:57 17MAY18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THAT CAR HAS DELAY AFTER STEPPING ON THROTTLE BEFORE ACCELERATING											
CAUSE: .											
CONCERN CODE:											
NO TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANK YOU FOR YOUR PATIENCE.											
	302	WC		0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
B CUSTOMER STATES THAT THERE IS LOUD NOISEFROM UNDER CAR WHEN PUT INTO REVERSE											
CAUSE: .											
CONCERN CODE:											
NO TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANK YOU FOR YOUR PATIENCE.											
	304	WC		0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00											
27603 test vehicle , vehicle operating to design											
C CUSTOMER STATES WHEN BACKING UP THE BRAKE PEDAL DOES ENGAUGE RIGHT AWAY. DELAY IN PEDAL REACTING											
CAUSE: BULLETIN PIT5361C											
CONCERN CODE: 0131											
2480118 Replace vacuum pump, belts, vacuum pump to booster hose, v											
	304	WC		0.02	2.80	7560	31906			319.06	319.06
1	12669488	(S)	PUMP			12106	16948	0	242.13	169.48	169.48
1	23135220	(S)	BOOSTER			7946	11124	0	158.91	111.24	111.24
1	20925765	(S)	CYLINDER			6995	9793	0	139.90	97.93	97.93
1	23135228	(S)	PIPE			3662	5127	0	73.24	51.27	51.27

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 2328 Mark Beck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/27603	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	17MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
08:38 15MAY18	12:57 17MAY18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
FC: 9090											
PART#: 12669488											
COUNT: 1						30709	42992	TPARTS			
CLAIM TYPE: ZREG											
AUTH CODE:											
						7560	31906	TLABOR			

PARTS: 429.92 LABOR: 319.06 OTHER: 0.00 TOTAL LINE C: 748.98

27603 upon inspection and road test found brake pedal hard , per doc 4748532 replace brake vaccum pump , booster and master cylinder 2.80 Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder

D PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

CAUSE: N/C INSPECTION

42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

304	IPS	0.00	0.00	0	0			0.00	0.00

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

27603 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-16-18	11:02	11:03	0.02	W	304	C	
	11:03	11:03	0.00	W	304	B	
	11:06	11:06	0.00	W	304	D	
	11:16	11:16	0.00	W	302	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	31906	7560		480	42992	30709	
463	0	0		263	74898	*******	
67D	0	*******					

COST, SALE, & COMP TOTALS 38269 74898 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

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EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

ACCOUNTING COPY

Vehicle Report

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27603 mi

Delivery Date: 3/30/2016
Service Advisor: Mark Beck

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Subscription Statuses

Oil Life : 50%

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics Report:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Recommend Change Engine Oil & Filter	2/5/2018	MPVI
✔ Accepted	Recommend Front Brakes (DF & PF) Replacement (Good)	2/5/2018	MPVI
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	2/5/2018	Factory
✖ Requires Immediate Attention	Driver front	2/5/2018	MPVI
✖ Requires Immediate Attention	Engine oil	2/5/2018	MPVI
May Require Attention Soon	Driver front	2/5/2018	MPVI
May Require Attention Soon	Passenger front	2/5/2018	MPVI
May Require Attention Soon	Passenger rear	2/5/2018	MPVI

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 24132 miles
Driving Conditions:

Previous Menu: 2/5/2018
Previous MPVI: 2/5/2018

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0365		6/21/2016

Printed on: 5/15/2018 11:34 AM

Please Note: This document may be considered current for 24 hours from the time it was printed

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27603 mi

Delivery Date: 3/30/2016
Service Advisor: Mark Beck

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
2/5/2018	[redacted]	ZREG	[redacted]	Front Disc Brake Pads Replacement	24132 miles	Warranty
8/7/2017		ZREG		Emissions - Customer Concern Not Duplicated (CCND)	18140 miles	Warranty
8/7/2017		ZREG		Instrument Panel Assembly Replacement	18140 miles	Warranty
3/13/2017		ZREG		Parking Assist Control Module Reprogramming with SPS	12269 miles	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 miles	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 miles	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 miles	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 miles	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 miles	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 miles	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 miles	3/30/2021	60019 miles	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 miles	3/30/2018	24019 miles	✖ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 miles	3/30/2019	36019 miles	✔ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 miles	3/30/2023	70019 miles	✔ Applicable
Emission Limited Warranty	3/30/2016	19 miles	3/30/2019	50019 miles	✔ Applicable
Corrosion Limited Warranty	3/30/2016	19 miles	3/30/2022	100019 miles	✔ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	2/5/2018	[redacted]	CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	4	C	24132 miles
	8/14/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	2	I, W	18170 miles
	8/9/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	4	I, W	18140 miles

Printed on: 5/15/2018 11:34 AM

Please Note: This document may be considered current for 24 hours from the time it was printed

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Service Lane eAdvisor

DTC Report

VIN: 3GCPCREC8GG[redacted]

Date: 5/15/2018 8:34:33 AM

DTCs Read

Code	Description	Failure Code	Status
B1325	Control Module Power Circuit	03 - voltage below threshold	History
U0164	Lost Communication with HVAC Control Module	00 - no additional information	History

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 2328 Beck,Mark

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
15MAY2018 08:38		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MM	304	WC	CUSTOMER STATES THAT CAR HAS DELAY AFTER STEPPING ON THROTTLE BEFORE ACCELERATING |CC:
				- Freeway speeds -
# B	MM	304	WC	CUSTOMER STATES THAT THERE IS LOUD NOISEFROM UNDER CAR WHEN PUT INTO REVERSE |CC:
# C	MM	304	WC	CUSTOMER STATES WHEN BACKING UP THE BRAKE PEDAL DOES ENGAUGE RIGHT AWAY. DELAY IN PEDAL REACTING |CC:
				2486118 - 2.8 9090 0131 Dc# 4748532
# D	42	304	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

12669488
23135220
20925765

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back.

AUTHORIZED BY [redacted]

Revised Estimate Pa[redacted] #

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

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

BAR # AM EPA #

Copyright 2014 CDK Global, LLC WORKORDER TYPE 2- SW2C - IMAGING

TECHNICIAN COPY

A

COMPLAINT:

CAUSE:

CORRECTION: Road test Vehicle, Vehicle Operating to Design

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE: Upon Inspection Found Hard Brake Pedal on Applay, Per Bulletin ~~44~~ 4748532 Replace Vacuum Pump Booster Cylinder

CORRECTION: Replaced Vacuum Pump, Vacuum Pump Hose, Vacuum Booster Master Cylinder

D

COMPLAINT:

CAUSE:

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER:

STRAIGHT TIME (HOURS.)	FLAT RATE	R/O
2 91		OPER. NO. EMP. NO. 304

OFF 10

ON 05/15 pm 5:47

WARRANTY TURNED IN: Pump/Booster/Hose/Cylinder

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY
#	DATE 05/16/18		
#	RECEIVED BY Tim		

CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ RF ____

LR ____ RR ____

PRESSURE

____ psi RF ____ psi

____ psi RR ____ psi

BRAKE CONDITION

LF ____ MM RF ____ MM

LR ____ RR ____ MM

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH ____

ASM ____

FOREMAN S.A.E. X ____

[redacted]

LABOR RECORD

FLAG SHEET	OFF	ON
FLAG SHEET	OFF 7	ON
FLAG SHEET	OFF 6	ON
FLAG SHEET	OFF 5	ON
FLAG SHEET	OFF 4	ON
FLAG SHEET	OFF 3	ON
FLAG SHEET	OFF 2	ON
FLAG SHEET	OFF 1	ON

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	BATTERY DISPOSAL FEE @ $	X
	TIRE DISPOSAL FEE @ $ EACH	X
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED
	LBS ___ OZ.	LBS ___ OZ.

TOTAL HAZARDOUS WASTE DISPOSAL UNITS $0. ___ c X

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS

PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Form #: Technician Hard Copy - McMARTIN AUTOMOTIVE FORMS To Reorder (877) McMartin (877-626-2784) www.McForms.com Copyright ©1994-2017 McMartin Business Forms. All rights reserved.


Ro#
[redacted]
Model No./Nº de mod
Nº de modelo
94R/PG
Serial No.
Nº de série/Nº de serie
[redacted]
P028R

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

** PRE-INVOICE **

SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27992/27992	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 30MAY18			CASH	31MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
18:18 29MAY18	15:06 31MAY18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	RENT		RENTAL	CONTRACT#3384		0	4200			42.00	42.00
							0	0	TPARTS		
							0	0	TLABOR		

PARTS: 0.00 LABOR: 0.00 OTHER: 42.00 TOTAL LINE C: 42.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-31-18	09:24	09:26	0.03	W	302	A B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	0	0		480	25273	18052	
467	1300	1300		463	0	0	
300P	4200	0	100525	263	30773	*******	
67D	0	*******					

COST, SALE, & COMP TOTALS 19352 30773 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

PRE-INVOICE **

SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27992/27992	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 30MAY18			CASH	31MAY18

R.O. OPENED	READY	OPTIONS:
18:18 29MAY18	15:06 31MAY18	SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUST STATES VEHICLE STALLED WHILE COMING TO A STOP. VEHICLE DID NOT WANT TO START AFTER STALLING NO CRANK. NEC TO JUMP START VEHICLE ADVISE										
	CONCERN CODE:										
	MM MISC REPAIRS										
		302	WC	0.03	0.00	0	0			0.00	0.00
	1 88865934 94R/PG					13334	18668	0	189.99	186.68	186.68
	CORE CHARGE W					1300	1300			13.00	13.00
	1 84095546 (S)BLOCK					4718	6605	0	82.75	66.05	66.05
						19352	26573	TPARTS			
						0	0	TLABOR			
	PARTS: 265.73 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:										265.73
	27992 CK CHARGING SYSTEM ALT OUTPUT 100A 14V ,BATTERY FAILED LOAD TEST , AND FOUND OPEN IN BATTERY MEGA FUSE 175A 4041510 0.70 REPLACE BATTERY AND BATTERY FUSE BLOCK										
B	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
	CAUSE: N/C INSPECTION										
	42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
		302	IPS	0.00	0.00	0	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:										0.00
	27992 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI										
C**	RENTAL CAR - Customer requests use of a rental vehicle and accepts financial responsibility for fuel, insurance, taxes, damage and or rental use charges incurred.										
	CAUSE: RENTAL CHARGES										
	CONCERN CODE:										
	23 RENTAL CAR - Customer requests use of a rental vehicle and accepts financial responsibility for fuel, insurance, taxes, damage and or rental use charges incurred.										
		999	WC	0.00	0.00	0	0			0.00	0.00

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

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ACCOUNTING COPY

Service Lane eAdvisor

DTC Report

VIN: 3GCPCREC8GG[redacted] **Date:** 5/29/2018 6:15:16 PM

DTCs Read

Code	Description	Failure Code	Status
B1380	Device Ignition ACCESSORY Circuit	04 - open circuit	History
B1517	Battery 1 Voltage	03 - voltage below threshold	History
U0126	Lost Communication with Steering Wheel Angle Sensor Module	00 - no additional information	History
B2530	Front Fog Lamps Control Circuit	02 - short to ground	History
U0121	Lost Communication with Electronic Brake Control Module	00 - no additional information	History
U0100	Lost Communication with Engine Control Module	00 - no additional information	History
B2580	Left Headlamp High Beam Control Circuit	02 - short to ground	History
B2750	Horn Relay Coil Circuit	02 - short to ground	History
C0800	Control Module Power Circuit	03 - voltage below threshold	History
B3631	Adjustable Foot Pedal Inhibit Circuit	02 - short to ground	History
B3873	Front Washer Relay Circuit	01 - short to battery	History
B3875	Windshield Wiper High Speed Relay Circuit	02 - short to ground	History
B3883	License Plate Lamp Circuit	01 - short to battery	History
B3979	No Environment Identifier Received From Device 2	00 - no additional information	History
U0422	Invalid Data Received From Body Control Module	00 - no additional information	History
B3980	No Environment Identifier Received From Device 3	00 - no additional information	History
U0155	Lost Communication with Instrument Cluster	00 - no additional information	History
B3981	No Environment Identifier Received From Device 4	00 - no additional information	History
B1325	Control Module Power Circuit	03 - voltage below threshold	History
U0101	Lost Communication with Transmission Control Module	00 - no additional information	History
U15F0	LIN Bus 15 Lost Communication with Device 0	00 - no additional information	History
U0020	Low Speed CAN Bus	00 - no additional information	History
U0028	MOST Bus	00 - no additional information	History
U0164	Lost Communication with HVAC Control Module	00 - no additional information	History
U15E1	LIN Bus 14 Lost Communication with Device 1	00 - no additional information	History
U2098	MOST Communication Enable Circuit	02 - short to ground	History

Puente Hills Chevrolet CA

Recommended Maintenance Schedule



2016 Chevrolet Silverado	VIN: 3GCPCREC8GG[redacted]
5.30L 8	Odometer: 27992
RWD	05/29/2018

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$42.17	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	$19.95		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

N\A	22500 MI		45000 MI	
	Replace cabin air filter	$74.95 and Up	Change brake fluid (or every 3 years, whichever occurs first).	$129.05
	Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up	For GVW under 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor
	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor	Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
			Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)	See Advisor
			Replace cabin air filter	$74.95 and Up
			Replace engine air filter	$34.95 and Up
			Replace automatic transmission fluid	$195.00 and Up

Dealer Recommended Maintenance

Recent 25000 MI		Current 30000 MI		Next N\A
Power Steering Fluid Service	$119.95	Fuel Induction Service	$219.95	
Transfer Case Service (4wd)	$149.45	Cooling System Service	$139.95	
Brake Fluid Exchange	$129.14	Throttle Body Service	$99.15	
		Front Diff Svc (4wd)	$99.15	
		Rear Diff Svc (Rwd)	$195.45	
		2 Wheel Alignment	$128.00	
		4 Wheel Diff + Trans Svc (4wd)	$395.45	
		4 Wheel Alignment	$165.00	

Advisor Signature

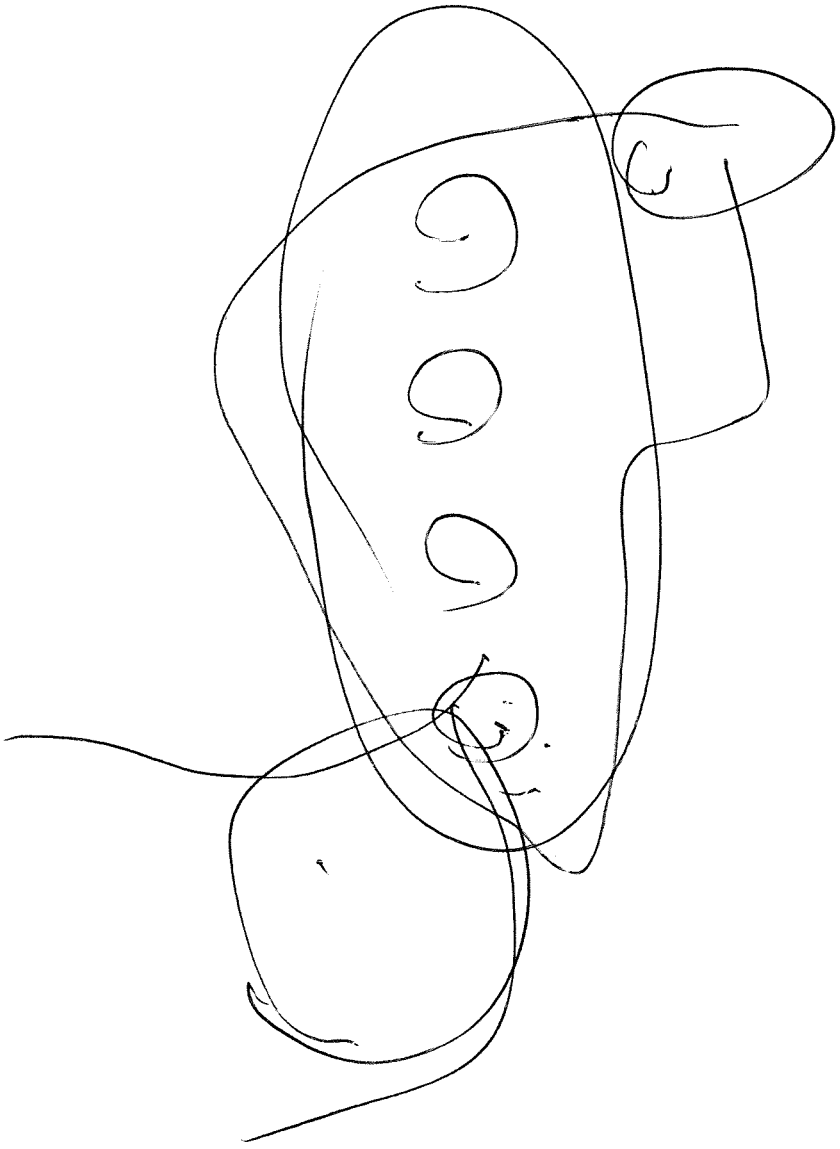
Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
8:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

Service Department: (877) 241-1312

www.chevroletpuentehills.com



Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27992 mi

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
5/15/2018	[redacted]	REG	[redacted]	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	27603 miles	Warranty
2/5/2018		REG		Front Disc Brake Pads Replacement	24132 miles	Warranty
8/7/2017		REG		Emissions - Customer Concern Not Duplicated (CCND)	18140 miles	Warranty
8/7/2017		REG		Instrument Panel Assembly Replacement	18140 miles	Warranty
3/13/2017		REG		Parking Assist Control Module Reprogramming with SPS	12269 miles	Warranty
3/13/2017		REG		Shim Both Engine Mounts	12269 miles	Warranty
3/13/2017		REG		Chevrolet 2 Year Maintenance	12269 miles	Warranty
9/29/2016		FAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 miles	Warranty
9/29/2016		REG		Chevrolet 2 Year Maintenance	6588 miles	Warranty
12/11/2015		PDI		PDI - Dealer Installed - Factory Invoiced Options	3 miles	Warranty
12/2/2015		PDI		Pre-Delivery Inspection - Base Time	1 miles	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 miles	3/30/2021	60019 miles	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 miles	3/30/2018	24019 miles	✖ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 miles	3/30/2019	36019 miles	✔ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 miles	3/30/2023	70019 miles	✔ Applicable
Emission Limited Warranty	3/30/2016	19 miles	3/30/2019	50019 miles	✔ Applicable
Corrosion Limited Warranty	3/30/2016	19 miles	3/30/2022	100019 miles	✔ Applicable

Repair Order History (From Dealer Management Systems)

✓ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
✓	5/17/2018	[redacted]	CA	TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANKYOU FOR YOUR PATIENCE.	4	I, W	27603 miles
✓	2/5/2018		CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	4	C	24132 miles

Printed on: 5/29/2018 9:15 PM

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27992 mi

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Repair Order History (From Dealer Management Systems)

☆ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	8/14/2017	[redacted]	CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	2	I, W	18170 miles
	8/9/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	4	I, W	18140 miles
	8/8/2017		CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	1	C	18140 miles
☆	3/14/2017		CA	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE4 TIRES	7	I, W	12269 miles
	9/30/2016		CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 miles
	4/30/2016		CA	MISC REPAIRS	3	C	952 miles
	12/15/2015		CA	PERFORM PRE-DELIVERY INSPECTION...	2	I, W	3 miles

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27992 mi

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Subscription Statuses

Oil Life : 44%

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics Report:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Recommend Change Engine Oil & Filter	2/5/2018	MPVI
✔ Accepted	Recommend Front Brakes (DF & PF) Replacement (Good)	2/5/2018	MPVI
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	2/5/2018	Factory
✖ Requires Immediate Attention	Driver front	5/15/2018	MPVI
✖ Requires Immediate Attention	Engine oil	5/15/2018	MPVI
May Require Attention Soon	Driver front	5/15/2018	MPVI
May Require Attention Soon	Passenger front	5/15/2018	MPVI
May Require Attention Soon	Passenger rear	5/15/2018	MPVI

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 27603 miles
Driving Conditions:

Previous Menu: 2/5/2018
Previous MPVI: 2/5/2018

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0365		6/21/2016

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Puente Hills Chevrolet (626) 913 0440
17300 E. Gale Ave., City of Industry, CA 91748

RENTAL AGREEMENT

[redacted]

REPLACEMENT CAR NO. [redacted]	ORIG. CAR NO.
MAKE-MODEL-YEAR-COLOR	MAKE-MODEL-YEAR-COLOR
[redacted]	LICENSE NUMBER
ODOMETER IN	ODOMETER IN
ODOMETER OUT	ODOMETER OUT
MILES DRIVEN	DATE AND TIME IN A.M. P.M.
MILES ALLOWED	DATE AND TIME OUT A.M. P.M.
CHARGEABLE MILES	DATE DUE EXPIRATION OF AGREEMENT A.M. P.M.

EMPLOYER | PHONE

EMPLOYER'S ADDRESS

CITY | STATE | ZIP | REFERRED BY

I will not under any circumstances surrender the use of the rented vehicle to any person other than those listed below or in Paragraph 6 of the back of this Agreement. Operation of the vehicle by any driver in violation of Paragraph 6 is prohibited. If none, print NONE across this section.

ADDITIONAL RENTER NAME	HOME PHONE NO.	DATE OF BIRTH
DRIVER'S LICENSE NO.	STATE/COUNTRY	EXPIRATION DATE

GAS OUT	GAS IN
E	E
1/4	1/4
1/2	1/2
3/4	3/4
F	F

RENTER'S INITIALS	DECLINES	PHYSICAL DAMAGE WAIVER	RENTER'S INITIALS	ACCEPTS
	X	RATE $ _____ PER DAY $ _____ PER WEEK		X

By my initials, I accept or decline Physical Damage Waiver at the rates listed above If I decline to purchase the Waiver, I accept full responsibility for loss by collision or Physical damage, regardless of cause up to $ _____ per occurrence, which may be charged to my credit card shown below.
Accepting reduces my responsibility to $ _____ per occurrence, which may be charged to my credit card shown below.
PHYSICAL DAMAGE WAIVER IS NOT INSURANCE

RENTER'S INITIALS	DECLINES	PERSONAL ACCIDENT INSURANCE (P.A.I.)	RENTER'S INITIALS	ACCEPTS
	X	By my initials, I accept or decline enrollment for Personal Accident Insurance. If I accept, I understand and acknowledge that coverage is at the rates indicated and that I have read the certificate of insurance furnished by dealer prior to rental. RATE $ _____ PER DAY $ _____ PER WEEK		X

RENTER'S INITIALS	DECLINES	PERSONAL EFFECTS COVERAGE (P.E.C.)	RENTER'S INITIALS	ACCEPTS
	X	By my initials, I accept or decline enrollment for Personal Effects Coverage. If I accept, I understand and acknowledge that coverage is at the rates indicated and that I have read the certificate of insurance furnished by dealer prior to rental. RATE $ _____ PER DAY $ _____ PER WEEK		X

VEHICLE CONDITION	SPARE JACK O.K.	CUSTOMER INITIALS
OUT		
IN		

RENTAL WILL BE PAID BY

DRC	
AMEX	
CB/DINERS	
VISA	
M/C	
OTHER	

CREDIT AUTH. NO.	DATE	TIME	AMOUNT	AUTHORIZED BY:

RENTAL RATES	CHARGES
Miles @	$
Hours @	$
Days @	$
Weeks @	$
Months @	$
Total Time and Mileage Charges	$
	$
Gas (Taxable)	$
PHYSICAL DAMAGE WAIVER (NOT INSURANCE)	$
Sub-Total	$
Sales Tax or Surcharge	$
	$
	$
Gas (Non-Taxable)	
C/CDW (Non-Taxable)	
PERSONAL ACCIDENT INSURANCE	$
Sub-Total	$
PERSONAL EFFECTS COVERAGE	$
Sub-Total	$
Less Refund For:	$
Total Charge	$
Less Deposits	$
Net Amount Due	$
Net Due Renter	$

WARNING
- I have read carefully all driving and use restrictions on the reverse side.
- I am responsible for all traffic violations and must turn in all summonses upon return of vehicle.
- I will report all accidents immediately.

I have read both sides of this agreement and agree to its terms and conditions.
I authorize you to process a credit card voucher, if any, in my name.

TH[redacted]
X _____

EXTEND TO	ADDITIONAL CASH DEPOSIT	DATE	INITIALS
	$		
EXTEND TO	ADDITIONAL CASH DEPOSIT	DATE	INITIALS
	$		

CHECKED OUT BY:	CHECKED IN BY:

CFD-252PA4 (OPT. 2) (7-94) (4 PART) 7381 FINAL CHARGES ARE SUBJECT TO AUDIT FRONT

STANDARD RENTAL AGREEMENT
BACK

1. GENERAL DEFINITIONS
   a. Daily Rental Company - means the Vehicle rental firm shown on the FRONT side, which is an independent daily rental dealer.
   b. Renter - means the person(s) signing this Agreement, and any other person or entity to which the charges incurred under this Agreement are to be billed, and any Additional Renter shown on the FRONT of this agreement or otherwise permitted to drive the Vehicle with the written consent of Daily Rental Company.
   c. Vehicle - means the motor Vehicle described on the FRONT side of this Agreement and includes all tires, tools, accessories, equipment, keys and Vehicle documents in or on the Vehicle.
   d. Renting Location - means the Daily Rental Company location shown on the FRONT side of this Agreement.

2. RENTAL OF VEHICLE AND RESPONSIBILITY FOR PAYMENT Daily Rental Company agrees to rent Vehicle to Renter subject to all of the terms and conditions on this page and on FRONT side whether printed or written. All persons or entities who are by definition the Renter are jointly and severally responsible to Daily Rental Company for charges due under this Agreement.

3. NATURE OF AGREEMENT/VEHICLE REPAIRS/WARRANTY DISCLAIMER Vehicle is Daily Rental Company's property. This Agreement is a contract only for use of Vehicle while Vehicle is on rental to Renter. Renter is not Daily Rental Company's agent or employee, nor is Renter's conduct under Daily Rental Company's control, for any purpose. Any service to or replacement of a part or accessory to Vehicle during rental must have Daily Rental Company's prior approval. Renter acquires no other rights other than to use Vehicle in accordance with this Agreement. Daily Rental Company MAKES NO WARRANTY OF ANY KIND, NATURE OR DESCRIPTION, EXPRESS OR IMPLIED REGARDING VEHICLE AND SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS OF VEHICLE FOR ANY PARTICULAR PURPOSE. Daily Rental Company shall in no event be responsible to Renter for any indirect, special or consequential damages in connection with or arising out of furnishing, performance or use of Vehicle.

4. RESPONSIBILITY FOR VEHICLE CONDITION/RETURN/REPOSSESSION Renter shall return Vehicle to Daily Rental Company in same condition as received to location where rented or to such location as set forth on FRONT side on the due date specified. If Vehicle is not returned to such location by due date (or within thirty (30) days of commencement of rental, whichever is earlier), Daily Rental Company may repossess Vehicle at any time thereafter at Renter's expense. Daily Rental Company reserves right to repossess Vehicle at any time without demand, at Renter's expense, if Vehicle is illegally parked, used for an illegal purpose, or apparently abandoned. Renter waives prior notice, presezure hearing and receipt of judicial process as a prior condition to Daily Rental Company repossession. Renter agrees that Daily Rental Company may notify the police or other authorities that the Vehicle is stolen or missing, and Renter will not hold Daily Rental Company or the civil authorities responsible for their actions to repossess Vehicle. In the event of any Vehicle replacement for any reason, Daily Rental Company may, at its option, terminate this Agreement and rent any replacement Vehicle under the terms of a new agreement.

5. LOSS OF OR DAMAGE TO VEHICLE;PHYSICAL DAMAGE WAIVER (PDW) If Vehicle is lost or damaged while on rental, whether or not due to Renter's fault, Renter shall pay Daily Rental Company on demand the amount of such loss or damage at prevailing retail price plus Daily Rental Company's related expenses, including loss of use.
   If Vehicle is used in accordance with all terms and conditions of this Agreement, Renter's responsibility for loss of or damage to Vehicle arising from collision or rollover or losses normally considered "comprehensive" losses, is determined as follows:
   (A) If Renter declines the Physical Damage Waiver at the time of rental by initialing the box labelled PDW DECLINED, Renter's responsibility is limited to maximum amount set forth on FRONT side.
   (B) If Renter accepts Physical Damage Waiver at time of rental by initialing the box labeled PDW ACCEPTED, Renter's responsibility is further reduced to the amount set forth on the FRONT side. PHYSICAL DAMAGE WAIVER IS DAILY RENTAL COMPANY'S WAIVER OF RENTER'S RESPONSIBILITY, IT IS NOT INSURANCE.
   IF VEHICLE IS USED BY PERSONS OTHER THAN RENTER OR ANY APPROVED ADDITIONAL RENTER, OR IS USED BY THE RENTER OR ANYONE ELSE IN VIOLATION OF THIS AGREEMENT, RENTER SHALL BE RESPONSIBLE TO DAILY RENTAL COMPANY FOR ALL LOSS OR DAMAGE TO VEHICLE UP TO ITS FULL VALUE PLUS ANY INCIDENTAL RELATED COSTS INCURRED, WHETHER OR NOT RENTER HAS ACCEPTED PHYSICAL DAMAGE WAIVER.

6. PROHIBITED USES OF VEHICLE Vehicle shall NOT, under any circumstances, be used for any of following purposes or under any of following conditions, and any such use is WITHOUT Daily Rental Company PERMISSION:
   (a) By anyone without first obtaining Daily Rental Company' written consent.
   (b) By anyone under age 23.
   (c) By anyone who is not a qualified and licensed driver.
   (d) By anyone whose driver's license in any state has been revoked or suspended within the previous 3 years, even if he or she now possesses a valid drive's license.
   (e) To carry persons or property for hire, including chauffeur driven limousine service.
   (f) To propel or tow any Vehicle, trailer or other object.
   (g) In any race, test or contest.
   (h) For any illegal purpose or commission of a crime.
   (i) To instruct an unlicensed person in operation of Vehicle.
   (j) If Vehicle is obtained from Daily Rental Company by fraud or misrepresentation.
   (k) To carry persons other than in passenger compartment of Vehicle.
   (l) Loading Vehicle beyond its rated capacity.
   (m) While under the influence of alcohol or other intoxicants like drugs or narcotics or under any other physical or mental impairment which adversely affects driver's ability to operate the Vehicle.
   (n) Intentionally causing damage to or loss of the Vehicle.
   (o) On other than a paved road or graded private road or driveway.
   (p) In an unsafe, reckless, grossly negligent, or wanton manner. Violating a traffic law or receiving a ticket in an accident is not automatically a violation of this provision, but may be an indication that a violation of this provision has occurred.

   PROHIBITED USE OF VEHICLE VIOLATES THIS AGREEMENT, VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW), MAKES VEHICLE SUBJECT TO IMMEDIATE RECOVERY BY DAILY RENTAL COMPANY, VOIDS PDW AND MAKES RENTER RESPONSIBLE FOR ALL LOSS OF OR DAMAGE TO OR CONNECTED WITH VEHICLE, REGARDLESS OF CAUSE, INCLUDING BUT NOT LIMITED TO DAILY RENTAL COMPANY'S EXPENSES, INCLUDING LOSS OF USE.

7. RESPONSIBILITY FOR PROPERTY IN VEHICLE Daily Rental Company is not responsible for loss of or damage to property of the Renter or others left at any time in or on Vehicle or in the Daily Rental Company rental office, even if it is in Daily Rental Company's possession, regardless of who is at fault. Renter releases and indemnifies and holds Daily Rental Company, its agent and employees harmless against all claims made by others for such loss or damages.

8. PAYMENT OF CHARGES All charges and other amounts billed pursuant to this Agreement are payable by Renter (i) in cash at conclusion of rental, or (ii) if a credit card acceptable to Daily Rental Company is used, upon Renter's receipt of applicable statement or invoice, in accordance with the terms of such statement or invoice. CREDIT CARD RENTER AUTHORIZES DAILY RENTAL COMPANY TO PROCESS A CREDIT CARD VOUCHER, IF APPLICABLE, IN RENTER'S NAME FOR CHARGES AND CONSENTS TO RESERVATION OF CREDIT WITH CARD ISSUER FOR AN AMOUNT EQUAL TO ESTIMATED CHARGES DUE.

9. COMPUTATION OF CHARGES As provided in Paragraph 8 hereof, the Renter agrees to pay to Daily Rental Company all charges due in accordance with this Agreement at the request of Daily Rental Company. If Renter directs Daily Rental Company to bill the charges to another person or company who or which fails to make payment upon being billed, the Renter will pay the charges upon demand of Daily Rental Company. Daily Rental Company may keep any security deposit provided on the FRONT of this Agreement to cover any charges or other liability which Daily Rental Company believes warrants the retention of the deposit. The charges Renter will pay include but are not limited to:
   (a) TIME AND MILEAGE CHARGES: Renter will pay Daily Rental Company for the number of miles driven and the time Vehicle is rented at the rates shown on the FRONT of this Agreement. The number of miles will be determined by reading the factory installed odometer. Renter will not detach the odometer and if the seal is broken, Renter shall pay for its replacement or repair and a mileage charge equivalent to the average mileage developed from the experience of Daily Rental Company.
   (b) PHYSICAL DAMAGE WAIVER (PDW) CHARGES; if applicable, computed at daily charge set forth on FRONT side. Daily charge is due for each full or partial Rental Day;
   (c) PERSONAL ACCIDENT INSURANCE (PAI) and PERSONAL EFFECTS COVERAGE (PEC) CHARGES; if applicable, computed at daily charge set forth on FRONT side. Daily charge is due for each full or partial rental day. These are optional insurance coverages. Certificate or summary describing benefits and exclusions is available at renting location.
   (d) TAXES; Applicable sales, use and excise taxes and any amounts charged by Daily Rental Company as reimbursement for taxes paid;
   (e) FINES AND OTHER EXPENSES; Fines, penalties, forfeitures, court costs and other expenses that may be assessed against Daily Rental Company which are due by reason of Renter's possession or use of Vehicle, including traffic and parking fines.
   (f) COLLECTION AND VEHICLE RECOVERY EXPENSES; Daily Rental Company's costs, including reasonable attorney's fees, incurred in collecting charges due from Renter pursuant to this Agreement or in recovering Vehicle which has been abandoned by Renter or seized by governmental authority as a result of Renter's actions;
   (g) INTEREST ON PAST DUE AMOUNTS at the rate of 2% per month, which if not paid is added to the balance and is subject to interest.

   ALL CHARGES ARE SUBJECT TO AUDIT. If, upon audit, an error is found, Credit Card Renter authorizes Daily Rental Company to correct such charges, including changing any charge card invoices signed by Renter, to reflect correct charges, with written notice of correction to Renter.

10. THIRD PARTY LIABILITY PROTECTION In the event that coverage is imposed, by operation of law, for benefit of any person other than Renter, then limits of such coverage shall be equal to the minimum financial responsibility limits established by the Financial Responsibility Law or other applicable statute of the state or other jurisdiction in which accident occurred. Renter and Additional Renter(s) hereby indemnify and hold Daily Rental Company, its agents and employees harmless from and against all loss, liability and expense whatsoever in excess of limits of liability protection provided for herein, as a result of bodily injury, death or property damage caused by, or arising from use or operation of Vehicle. PROTECTION IS VOID IN MEXICO. Renter must obtain Daily Rental Company's written authorization and purchase liability and property damage insurance before entering Mexico. RENTER MUST REPORT ACCIDENT TO DAILY RENTAL COMPANY WITHIN 24 HOURS OF OCCURRENCE. IF RENTER DOES NOT DO SO, THE LIABILITY INSURANCE COVERAGE DESCRIBED IN THIS PARAGRAPH IS VOID AND DAILY RENTAL COMPANY PROVIDES NO LIABILITY INSURANCE TO RENTER UNDER THIS AGREEMENT.

11. REPORTING OF ACCIDENTS AND PARKING OR TRAFFIC VIOLATIONS Renter shall promptly report all accidents involving Vehicle to Daily Rental Company and to police. Renter and Additional Renter(s) shall deliver to Daily Rental Company all papers of any kind received by such party relating to any such accident. Renter and Additional Renter(s) will cooperate fully with Daily Rental Company in completing accident reports and in investigation and defense of any claim or lawsuit relating to any such accident and authorize Daily Rental Company to obtain from any governmental authority having jurisdiction thereof any record of any citation issued as a result of any such accident.

12. PARKING AND TRAFFIC VIOLATIONS Renter shall be responsible for any and all parking and traffic violation fines and penalties arising out of use or operation of Vehicle during the period of the rental and agrees to pay or indemnify and hold Daily Rental Company harmless in event Daily Rental Company pays such fines and penalties on behalf of Renter, and to reimburse Daily Rental Company for all its collection and other expenses including attorney fees relating to same. Renter and Additional Renter(s) authorize Daily Rental Company in connection with claimed violations of parking or traffic laws arising out of use or operation of Vehicle by Renter and/or any such Additional Renter(s), to release to any governmental agency having jurisdiction thereof any information relating to Renter or any such Additional Renter(s) which Daily Rental Company has in its possession.

13. ASSIGNMENT This agreement and Vehicle cannot be assigned or transferred by Renter. Renter remains responsible regardless of any attempted assignment.

14. WAIVER / MODIFICATION OF TERMS / RELEASE This Agreement is the entire agreement between Renter and Daily Rental Company. No other agreements, promises or responsibilities exist between Renter and Daily Rental Company with regard to this rental. No term or condition of this Agreement may be waived or modified as to Daily Rental Company except in writing, signed by a Daily Rental Company representative who has been expressly authorized to do so by Daily Rental Company. Renter acknowledges that this Agreement is between Renter and the Daily Rental Company entity identified on the FRONT side. Renter hereby releases its agents and employees from any responsibility to Renter under this Agreement, and indemnifies and holds harmless from and against any and all loss, liability and expense whatsoever arising out if this Agreement or the operation or use of Vehicle.

15. PROHIBITION BY LAW If any provision of this Agreement is prohibited by law, it shall not affect the remaining provisions.

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 303 RODRIGUEZ,RENE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]	[redacted]	27992/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 30MAY18			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
29MAY2018 18:18		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MM	302	WC	CUST STATES VEHICLE STALLED WHILE COMING TO A STOP. VEHICLE DID NOT WANT TO START AFTER STALLING NO CRANK. NEC TO JUMP START VEHICLE ADVISE |CC:
[redacted]		4 3 7		
# B	42	302	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE ✓

#C WC RENTAL.

RENTAL

VORHE

[redacted]

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

PRE[redacted]

AUTHORIZED BY [redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM EPA #

Notice to Consumer: Please read important information on back.

Copyright 2014 CDK Global, LLC WORKORDER TYPE 2- SW2C - IMAGING

TECHNICIAN COPY

A

COMPLAINT: ck charging system, Battery failed.

CAUSE: load test. and found open in Battery Fuse Blck.

CORRECTION: Replace Battery and ~~Fuse~~ Battery Fuse Block.

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE: Line A

PARTS TURNED IN: Battery + Fuse Block

CORRECTION:

DATE 5-31-15

RECEIVED BY Am

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF	/32	RF	/32
LR	/32	RR	/32

TIRE PRESSURE

LF	psi	RF	psi
LR	psi	RR	psi

BRAKE CONDITION

LF	/MM	%	RF	/MM	%
LR	/MM	%	RR	/MM	%

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

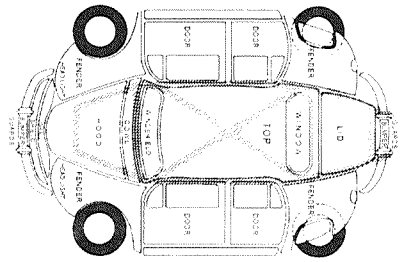
FOREMAN'S SIG. X _____

LABOR RECORD

STRAIGHT TIME (HOURS.)	FLAT RATE	R/O [redacted]	TIME
0 3		OPER. NO.	OFF
		EMP. NO. 302	ON

FLAG SHEET	OFF	10
	ON	
FLAG SHEET	OFF	9
	ON	
	OFF	8
FLAG SHEET		6
	ON	
FLAG SHEET	OFF	6
	ON	
FLAG SHEET	OFF	5
	ON	
FLAG SHEET	OFF	4
	ON	
FLAG SHEET	OFF	3
	ON	
FLAG SHEET	OFF	2
	ON	
FLAG SHEET	OFF	1
	ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		12269/12269	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 14MAR17			CASH	14MAR17

R.O. OPENED	READY	OPTIONS:
08:16 13MAR17	10:51 14MAR17	SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES			
CAUSE: LOF AND ROTATE			
0600723 MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES			
317 WC			(N/C)
1 19330000 (S)FILTER			(N/C)
8 19259487 OIL			(N/C)
FC: 9094			
PART#: 19259487			
COUNT: 8			
CLAIM TYPE: ZREG			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
12269 perform lof rtoated 0.80			
**********			
B CUSTOMER STATES VEHICLE SHAKING AT IDLE AND WHEN STOPPED AT RED LIGHTS			
CAUSE: .			
MM MISC REPAIRS			
302 WC			(N/C)
4 47768 SHIM			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
12269 PERFORM OBD SYSTEM CK NO DTC, NO MISFIRE FOUND BULLETIN			
PIP5211F 4081038 3.00 SHIM BOTH ENGINE MOUNTS AND PERFORM PICO VERIFICATION			
**********			
C CUSTOMER STATES WHEN TAKING OFF IN DRIVE THE ENGINE SHAKES/VIBRATES			
MM SEE JOB LINE B FOR REPAIRS			
302 IPS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			
D PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE			

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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CUSTOMER COPY

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested, some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the Reverse side hereof.
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of $10.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicle of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

   Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
9. If any such charge remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer shall pay a reasonable attorney's fee.
10. Customer's vehicle may be moved to a different location to facilitate the requested repairs.

DISCLAIMER OF WARRANTIES

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

CALIFORNIA CUSTOMERS WARRANTY NOTICE

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERELY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 *et seq.*)
For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		12269/12269	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 14MAR17			CASH	14MAR17

R.O. OPENED	READY	OPTIONS:
08:16 13MAR17	10:51 14MAR17	SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
CAUSE: N/C INSPECTION			
42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE			
317 IPS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
12269 perform 27 point TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI			
**********			
E** CUSTOMER STATES THAT SERVICE PARK ASSIST WARNING MESSAGE COMES ON			
CAUSE: PIT 5507B BB8D4			
2810375 PARKING ASSIST CONTROL MODULE REPROGRAMMING WITH SPS			
368 WC			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE: ZREG			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
12269 OBD TEST, U0159 HISTORY CODE FOUND BULLETIN PIT5507B 2810375			
0.30 REPROGRAMMED PARK ASSIST MODULE. BB8D4			
**********			
F** RENTAL CHARGES			
CAUSE: RENTAL CHARGES			
MM MISC REPAIRS			
999 IPS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:			0.00
**********			

LIMITED WARRANTY

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SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

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RECEIVED BY _____

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EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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CUSTOMER COPY

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   Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
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DISCLAIMER OF WARRANTIES

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

CALIFORNIA CUSTOMERS WARRANTY NOTICE

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERELY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 *et seq.*)
For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

SERVICE ADVISOR: 395 HECTOR M YANEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18170/18170	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 09AUG17			CASH	14AUG17

R.O. OPENED	READY
09:56 09AUG17	13:21 14AUG17

OPTIONS: SOLD-STK:[redacted] ENG:5.3_LITER_SIDI
TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE			
CAUSE: N/C INSPECTION			
42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE			
304 IPS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
18170 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI			
**********			
B CUST STATES AFTER PICKING VEH UP WHEN BRAKING VEH AT TIMES DOES NOT STOP ALSO ON BACKING UP & BRAKING PEDAL DOWN VEH KEEPS ROLLING			
CAUSE: .			
MM ROAD TEST VEH OBD CHECK NO DTC'S UNABLE TO VERIFY CUST CONCERN AT THIS TIME			
304 WC			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
18170 road test vehicle and perform obd system check vehicle operating to design			
**********			

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

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RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

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2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
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CALIFORNIA CUSTOMERS WARRANTY NOTICE

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(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 *et seq.*)
For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 2328 Mark Beck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/27603	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	17MAY18

R.O. OPENED	READY	OPTIONS:
08:38 15MAY18	12:57 17MAY18	SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT CAR HAS DELAY AFTER STEPPING ON THROTTLE BEFORE ACCELERATING			
CAUSE: .			
NO TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANK YOU FOR YOUR PATIENCE.			
302 WC			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B CUSTOMER STATES THAT THERE IS LOUD NOISEFROM UNDER CAR WHEN PUT INTO REVERSE			
CAUSE: .			
NO TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANK YOU FOR YOUR PATIENCE.			
304 WC			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
27603 test vehicle , vehicle operating to design			
**********			
C CUSTOMER STATES WHEN BACKING UP THE BRAKE PEDAL DOES ENGAUGE RIGHT AWAY. DELAY IN PEDAL REACTING			
CAUSE: BULLETIN PIT5361C			
2480118 Replace vacuum pump, belts, vacuum pump to booster hose, v			
304 WC			(N/C)
1 12669488 (S)PUMP			(N/C)
1 23135220 (S)BOOSTER			(N/C)
1 20925765 (S)CYLINDER			(N/C)
1 23135228 (S)PIPE			(N/C)
FC: 9090			
PART#: 12669488			
COUNT: 1			
CLAIM TYPE: ZREG			
AUTH CODE:			

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

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CUSTOMER COPY

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3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested, some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the Reverse side hereof.
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of $35.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicle of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

   Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
9. If any such charge remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer shall pay a reasonable attorney's fee.
10. Customer's vehicle may be moved to a different location to facilitate the requested repairs.

DISCLAIMER OF WARRANTIES

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

CALIFORNIA CUSTOMERS WARRANTY NOTICE

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERELY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 *et seq.*)
For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 2328 Mark Beck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/27603	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	17MAY18

R.O. OPENED	READY	OPTIONS:
08:38 15MAY18	12:57 17MAY18	SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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

27603 upon inspection and road test found brake pedal hard , per doc 4748532 replace brake vaccum pump , booster and master cylinder 2.80 Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder

****

D PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
CAUSE: N/C INSPECTION
42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
304 IPS (N/C)

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

27603 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI

****

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

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

CUSTOMER COPY

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested, some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the Reverse side hereof.
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of $35.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicle of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

   Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
9. If any such charge remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer shall pay a reasonable attorney's fee.
10. Customer's vehicle may be moved to a different location to facilitate the requested repairs.

DISCLAIMER OF WARRANTIES

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

CALIFORNIA CUSTOMERS WARRANTY NOTICE

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERELY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 *et seq.*)
For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION CARD

[redacted]

TYPE VEHICLE USE	REGISTRATION VALID FROM	TYPE	LICENSE NUMBER	ENGINE NUMBER	MISC
COML	03/31/2018 TO 03/31/2019	31	[redacted]		KG1 40

VEHICLE IDENTIFICATION NUMBER	MAKE	VLF CLASS	*YR	YR MODEL	TYPE VEH	DATE ISSUED
3GCPCREC8GG[redacted]	CHEV	LE	0000	2016	32	03/22/2018

BODY TYPE MODEL	DATE FIRST SOLD	MP	AX	WC	UNLADEN / G / CGW	TOTAL FEES PAID	CC/ALCO
PK	2016	G	2	E	[redacted]	$578	19/00

[redacted]

LA PUENTE CA 91744

LIENHOLDER
ALASKA USA FCU

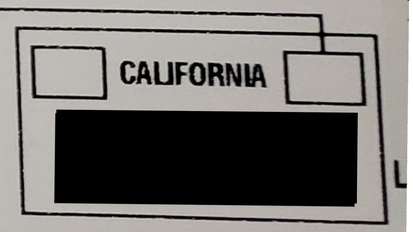
(Address On File With DMV)

W 00154
R 00183
L 00210

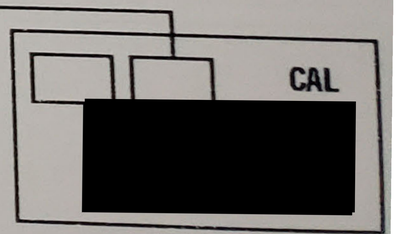
STICKER INSTRUCTIONS

1) CLEAN SURFACE - SCRAPE OFF ACCUMULATED STICKERS (WILL NOT STICK IF WET OR DIRTY).
2) REMOVE DECAL BY BENDING PAPER ALONG DOTTED LINE.
3) LIFT EDGE OF DECAL AND SLOWLY PEEL.
4) PLACE STICKER ON REAR PLATE AS SHOWN BELOW:

VEHICLES:
In Top Right Corner



MOTORCYCLES ONLY:
Right Half of This Well



IMPORTANT INSTRUCTIONS ON REVERSE SI

Notice of Service of Process

null / WARBREACH
Transmittal Number: 19083324
Date Processed: 12/12/2018

Primary Contact: Rosemarie Williams
General Motors LLC
Mail Code 482-C22-SOP 300 Renaissance CTR
300 Renaissance Center
Detroit, MI 48265-0001

Entity:	General Motors LLC Entity ID Number 3113523
Entity Served:	General Motors LLC
Title of Action:	[redacted], N. vs. General Motors LLC
Document(s) Type:	Summons/Complaint
Nature of Action:	Breach of Warranty
Court/Agency:	Los Angeles County Superior Court, CA
Case/Reference No:	[redacted]
Jurisdiction Served:	California
Date Served on CSC:	12/11/2018
Answer or Appearance Due:	30 Days
Originally Served On:	CSC
How Served:	Personal Service
Sender Information:	Consumer Law Experts PC (Los Angeles, CA) 310-442-1410
Client Requested Information:	Year: 2016 Make: Chevrolet Model: VIN: 3GCPCREC8GG[redacted]

Notes: Consumer Law Experts PC 5757 West Century Boulevard Suite 500 Los Angeles, CA 90045
CSC Location document was served: Corporation Service Company which will do business in California as CSC-Lawyers Incorporating Service 2710 Gateway Oaks Drive Suite 150N Sacramento, CA 95833

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

To avoid potential delay, please do not send your response to CSC

251 Little Falls Drive, Wilmington, Delaware 19808-1674 (888) 690-2882 | sop@cscglobal.com

SUM-100

SUMMONS
(CITACION JUDICIAL)

NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):

General Motors, LLC; and DOES 1 through 50, inclusive

YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):

[redacted], an individual

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

CONFORMED COPY
ORIGINAL FILED
Superior Court of California
County of Los Angeles

DEC 03 2018

Sherri R. Carter, Executive Officer/Clerk
By Jacqueline Gonzalez, Deputy

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (*www.lawhelpcalifornia.org*), the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of $10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case. *¡AVISO! Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.*

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. AVISO: Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de $10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es): Los Angeles Superior Court- Pomona
400 Civic Center Plaza
Pomona, CA 91766

CASE NUMBER
(Número del
[redacted]

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
Consumer Law Experts, P.C., 5757 W. Century Blvd., Suite 500, Los Angeles, CA 90045; (310) 442-1410

DATE: *(Fecha)* DEC 03 2018 SHERRI R. CARTER Clerk, by *(Secretario)* J. GONZALEZ, Deputy *(Adjunto)*

(For proof of service of this summons, use Proof of Service of Summons *(form POS-010).)*
(Para prueba de entrega de esta citatión use el formulario Proof of Service of Summons, *(POS-010)).*

[SEAL]

NOTICE TO THE PERSON SERVED: You are served
1. ☐ as an individual defendant.
2. ☐ as the person sued under the fictitious name of *(specify):*
3. ☒ on behalf of *(specify):* General Motors, LLC
   under: ☐ CCP 416.10 (corporation) ☐ CCP 416.60 (minor)
   ☐ CCP 416.20 (defunct corporation) ☐ CCP 416.70 (conservatee)
   ☐ CCP 416.40 (association or partnership) ☐ CCP 416.90 (authorized person)
   ☒ other *(specify):* Entity form unknown
4. ☐ by personal delivery on *(date):*

CASE ASSIGNED FOR ALL PURPOSES TO JUDGE DAN T. OKI

Form Adopted for Mandatory Use
Judicial Council of California
SUM-100 [Rev July 1, 2009]

SUMMONS

Code of Civil Procedure §§ 412.20, 465
www.courtinfo.ca.gov

Jessica Anvar, SBN 250610
Benjeman Beck, SBN 268617
CONSUMER LAW EXPERTS, PC
5757 West Century Boulevard, Suite 500
Los Angeles, California 90045
Telephone: (310) 442-1410
Fax: (877) 566-8828
jessica@nolemon.com
ben@nolemon.com

Attorneys for Plaintiff, [redacted]

CONFORMED COPY
ORIGINAL FILED
Superior Court of California
County of Los Angeles

DEC 03 2018

Sherri R. Carter, Executive Officer/Clerk
By Jacqueline Gonzalez, Deputy

SUPERIOR COURT OF THE STATE OF CALIFORNIA

FOR THE COUNTY OF LOS ANGELES

[redacted] an individual,

Plaintiff,

vs.

GENERAL MOTORS, LLC; and DOES 1 through 50, inclusive

Defendants.

Case No.: [redacted]

UNLIMITED JURISDICATION

COMPLAINT FOR VIOLATION OF STATUTORY OBLIGATIONS

DEMAND FOR JURY TRIAL

CASE ASSIGNED FOR
ALL PURPOSES TO
JUDGE DAN T. OKI
DEPT. "J"

TO THE HONORABLE COURT AND DEFENDANTS HEREIN:

COMES NOW Plaintiff [redacted], an individual, (hereinafter referred to as "Plaintiff"), for causes of action against Defendants, GENERAL MOTORS, LLC and DOES 1 through 50, inclusive, as follows:

PARTIES

1. As used in this Complaint, the word "Plaintiff" shall refer to Plaintiff, [redacted]

2. Plaintiff, is, and at all times mentioned herein was, a resident of the County of Los Angeles, State of California.

3. As used in this Complaint, the word "Defendant" shall refer to all Defendants named in this Complaint.

4. Defendant is, and at all times mentioned herein was, a corporation organized and in existence under the laws of the State of Delaware and registered with the California Department of Corporations to conduct business in the State of California. Defendant is, and at all times mentioned herein was, engaged in the design, manufacture, construction, assembly, marketing, sale, and distribution of automobiles, motor vehicles and other related components and services in Los Angeles County.

5. Plaintiff is ignorant of the true names and/or capacities, whether individual, corporate, associate, or otherwise, of defendants DOES 1 through 50, inclusive, and each of them. Plaintiff will amend this Complaint and state the true names and/or capacities of said fictitiously named defendants when the same have been ascertained.

GENERAL ALLEGATIONS

6. On or about March 30, 2016, in exchange for valuable consideration, Plaintiff purchased a 2016 Chevrolet Silverado 15 (hereinafter "Vehicle"), manufactured and or distributed by Defendant, with corresponding Vehicle Identification Number 3GCPCREC8GG[redacted].

7. The total amount paid or payable for the Vehicle is approximately $47,934.08, exclusive of any and all incidental and consequential damages.

8. Plaintiff purchased the Vehicle primarily for personal, family, or household purposes.

9. Plaintiff purchased the Vehicle from a person or entity in the business of manufacturing, distributing, or selling consumer goods at retail.

10. In connection with the purchase of the Vehicle, Plaintiff received an express written warranty in which Defendant undertook to preserve or maintain the utility or performance of the Vehicle or to provide compensation if there is a failure in utility or performance for a specified period of time. The warranty provided, in relevant part, that in the event a defect developed with the Vehicle during the warranty period, Plaintiff could deliver the Vehicle for repair services to Defendant's representative and the Vehicle would be repaired.

11. After Plaintiff took possession of the Vehicle and during the warranty period, the Vehicle contained or developed defects, listed below, that substantially impair the use, safety, and/or value of the Vehicle.

12. During the warranty period, the Vehicle contained or developed defects, including, but not limited to the following:

a. Defective transmission system;

b. Defective body system;

c. Defective braking system;

d. Defective ignition system; and

e. Any additional complaints made by Plaintiff, whether or not they are contained in the records or on any repair orders.

13. The defects listed above violate the express written warranties issued by Defendant, as well as the implied warranty of merchantability.

14. Plaintiff provided Defendant and its representatives in this state sufficient opportunity to service or repair the Vehicle.

15. Defendant and its representatives in this state were unable and/or failed to service or repair the Vehicle within a reasonable number of attempts.

16. Said defects have substantially impaired the safety, use and or value of the Vehicle.

17. Said defects could not have been discovered by Plaintiff prior to Plaintiff's acceptance of the Vehicle.

18. Plaintiff has been and will continue to be financially damaged due to Defendant's failure to comply with the provisions of the express and implied warranties.

FIRST CAUSE OF ACTION

BY PLAINTIFF AGAINST DEFENDANT

VIOLATION OF SUBDIVISION (d) OF CIVIL CODE SECTION 1793.2

19. Plaintiff re-alleges and incorporates herein by reference each and every allegation and statement contained in paragraphs 1 through 18, inclusive, of the General Allegations, above.

20. Plaintiff presented the Vehicle for repair to Defendant and its representatives in this state for various defects that substantially impair the safety, use and/or value of the Vehicle.

21. Defendant and its representatives in this state have been unable to service or repair the Vehicle to conform to the applicable express warranties after a reasonable number of opportunities. Despite this fact, Defendant failed to promptly replace the Vehicle or make restitution to Plaintiff as required by Civil Code section 1793.2, subdivision (d) and Civil Code section 1794, subdivision (a).

22. Plaintiff has been damaged by Defendant's failure to comply with its obligations pursuant to Civil Code section 1793.2, subdivision (d), and therefore brings this cause of action pursuant to Civil Code section 1794.

23. Defendant's failure to comply with its obligations under Civil Code section 1793.2, subdivision (d) was willful, in that Defendant and its representative were aware that they were unable to service or repair the Vehicle to conform to the applicable express

warranties after a reasonable number of repair attempts, yet Defendant failed and refused to promptly replace the Vehicle or make restitution. Accordingly, Plaintiff is entitled to a civil penalty of two times Plaintiff's actual damages pursuant to Civil Code section 1794, subdivision (c).

24. Defendant does not maintain a qualified third-party dispute resolution process which substantially complies with Civil Code section 1793.22. Accordingly, Plaintiff is entitled to a civil penalty of two times Plaintiff's actual damages pursuant to Civil Code section 1794, subdivision (e).

25. Plaintiff seeks civil penalties pursuant to section 1794, subdivisions (c), and (e) in the alternative and does not seek to cumulate civil penalties, as provided in Civil Code section 1794, subdivision (e)(5).

SECOND CAUSE OF ACTION

BY PLAINTIFF AGAINST DEFENDANT

VIOLATION OF SUBDIVISION (b) OF CIVIL CODE SECTION 1793.2

26. Plaintiff re-alleges and incorporates herein by reference each and every allegation and statement contained in paragraphs 1 through 25, inclusive, of the General Allegations, above.

27. Although Plaintiff presented the Vehicle to Defendant's representative in this state, Defendant and its representative failed to commence the service or repairs within a reasonable time and failed to service or repair the Vehicle so as to conform to the applicable warranties within 30 days, in violation of Civil Code section 1793.2, subdivision (b). Plaintiff did not extend the time for completion of repairs beyond the 30-day requirement.

28. Plaintiff has been damaged by Manufacturer's failure to comply with its obligations pursuant to Civil Code section 1793.2(b), and therefore brings this Cause of Action pursuant to Civil Code section 1794.

29. Plaintiff has rightfully rejected and/or justifiably revoked acceptance of the Vehicle, and has exercised a right to cancel the sale. By serving this Complaint, Plaintiff does so

again. Accordingly, Plaintiff seeks the remedies provided in California Civil Code section 1794(b)(1), including the entire purchase price. In the alternative, Plaintiff seeks the remedies set forth in California Civil Code section 1794(b)(2), including the diminution in value of the Vehicle resulting from its defects. Plaintiff believes that, at the present time, the Vehicle's value is *de minimis*.

30. Defendant's failure to comply with its obligations under Civil Code section 1793.2(b) was willful, in that Defendant and its representative were aware that they were obligated to service or repair the Vehicle to conform to the applicable express warranties within 30 days, yet they failed to do so. Accordingly, Plaintiff is entitled to a civil penalty of two times Plaintiff's actual damages pursuant to Civil Code section 1794(c).

THIRD CAUSE OF ACTION

BY PLAINTIFF AGAINST DEFENDANT

VIOLATION OF SUBDIVISION (a)(3) OF CIVIL CODE SECTION 1793.2

31. Plaintiff re-alleges and incorporates herein by reference each and every allegation and statement contained in paragraphs 1 through 30, inclusive, of the General Allegations, above.

32. In violation of Civil Code section 1793.2, subdivision (a)(3), Defendant failed to make available to its authorized service and repair facilities sufficient service literature and replacement parts to effect repairs during the express warranty period. Plaintiff has been damaged by Defendant's failure to comply with its obligations pursuant to Civil Code section 1793.2(a)(3), and therefore brings this Cause of Action pursuant to Civil Code section 1794.

33. Defendant's failure to comply with its obligations under Civil Code section 1793.2, subdivision (a)(3) was wilful, in that Defendant knew of its obligation to provide literature and replacement parts sufficient to allow its repair facilities to effect repairs during the warranty period, yet Defendant failed to take any action to correct its failure to comply with the law. Accordingly, Plaintiff is entitled to a civil penalty of two times Plaintiff's actual damages; pursuant to Civil Code section 1794(c).

FOURTH CAUSE OF ACTION

BY PLAINTIFF AGAINST DEFENDANT

BREACH OF EXPRESS WRITTEN WARRANTY

CIVIL CODE SECTION 1791.2 SUBDIVISION (a); SECTION 1794

34. Plaintiff re-alleges and incorporates herein by reference each and every allegation and statement contained in paragraphs 1 through 33, inclusive, of the General Allegations, above.

35. In accordance with Defendant's warranty, Plaintiff delivered the Vehicle to Defendant's representative in this state to perform warranty repairs. Plaintiff did so within a reasonable time. Each time Plaintiff delivered the Vehicle, Plaintiff notified Defendant and its representative of the characteristics of the defects. However, the representative failed to repair the Vehicle, breaching the terms of the written warranty on each occasion.

36. Plaintiff has been damaged by Defendant's failure to comply with its obligations under the express warranty, and therefore brings this Cause of Action pursuant to Civil Code section 1794.

37. Defendant's failure to comply with its obligations under the express warranty was willful, in that Defendant and its authorized representative were aware that they were obligated to repair the Defects, but they intentionally refused to do so. Accordingly, Plaintiff is entitled to a civil penalty of two times of Plaintiff's actual damages pursuant to Civil Code section 1794(c).

FIFTH CAUSE OF ACTION

BY PLAINTIFF AGAINST DEFENDANT

BREACH OF THE IMPLIED WARRANTY OF MERCHANTABILITY

CIVIL CODE SECTION 1791.1; SECTION 1794

38. Plaintiff re-alleges and incorporates herein by reference each and every allegation and statement contained in paragraphs 1 through 37, inclusive, of the General Allegations, above.

39. Pursuant to Civil Code section 1792, the sale of the Vehicle was accompanied by Defendant's implied warranty of merchantability. Pursuant to Civil Code section 1791.1, the duration of the implied warranty is coextensive in duration with the duration of the express written warranty provided by Defendant, except that the duration is not to exceed one-year.

40. Pursuant to Civil Code section 1791.1 (a), the implied warranty of merchantability means and includes that the Vehicle will comply with each of the following requirements: (1) The Vehicle will pass without objection in the trade under the contract description; (2) The Vehicle is fit for the ordinary purposes for which such goods are used; (3) The Vehicle is adequately contained, packaged, and labelled; (4) The Vehicle will conform to the promises or affirmations of fact made on the container or label.

41. On or about March 30, 2016, or within one-year thereafter, the Vehicle contained or developed the defects set forth above. The existence of each of these defects constitutes a breach of the implied warranty because the Vehicle (1) does not pass without objection in the trade under the contract description, (2) is not fit for the ordinary purposes for which such goods are used, (3) is not adequately contained, packaged, and labelled, and (4) does not conform to the promises or affirmations of fact made on the container or label.

42. Plaintiff has been damaged by Defendant's failure to comply with its obligations under the implied warranty, and therefore brings this Cause of Action pursuant to Civil Code section 1794.

PRAYER

PLAINTIFF PRAYS for judgment against Defendant as follows:

a. For Plaintiff's actual damages in the amount according to proof at trial;

b. For restitution;

c. For a civil penalty in the amount of two times Plaintiff's actual damages pursuant to Civil Code section 1794, subdivision (c) or (e);

d. For any consequential and incidental damages;

e. For costs of the suit and Plaintiff's reasonable attorneys' fees pursuant to Civil Code section 1794, subdivision (d);

f. For prejudgment interest at the legal rate; and

g. For such other relief as the Court may deem proper.

DEMAND FOR JURY TRIAL

Plaintiff hereby demands a jury trial on all causes of action asserted herein.

Dated: November 20, 2018

CONSUMER LAW EXPERTS, PC

By: [redacted]

Attorneys for Plaintiff,
[redacted] N. [redacted]

CM-010

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address):
Jessica Anvar (SBN 250610); Michael Ouziel (SBN 294875)
CONSUMER LAW EXPERTS, P.C.
5757 W. Century Blvd., Suite 500
Los Angeles, CA 90045
TELEPHONE NO.: 310-442-1410 FAX NO.: 877-566-8828
ATTORNEY FOR (Name): Plaintiff, [redacted]

FOR COURT USE ONLY

CONFORMED COPY
ORIGINAL FILED
Superior Court of California
County of Los Angeles

DEC 03 2018

Sherri R. Carter, Executive Officer/Clerk
By Jacqueline Gonzalez, Deputy

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES
STREET ADDRESS: 400 Civic Center Plaza
MAILING ADDRESS: 400 Civic Center Plaza
CITY AND ZIP CODE: Pomona, CA 91766
BRANCH NAME: Pomona Courthouse South

CASE NAME:
[redacted] v. GENERAL MOTORS, LLC

CASE NUMBER: [redacted]

JUDGE:

DEPT:

CIVIL CASE COVER SHEET

☑ Unlimited (Amount demanded exceeds $25,000)
☐ Limited (Amount demanded is $25,000 or less)

Complex Case Designation

☐ Counter ☐ Joinder

Filed with first appearance by defendant (Cal. Rules of Court, rule 3.402)

Items 1–6 below must be completed (see instructions on page 2).

1. Check **one** box below for the case type that best describes this case:

Auto Tort
- ☐ Auto (22)
- ☐ Uninsured motorist (46)

Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort
- ☐ Asbestos (04)
- ☐ Product liability (24)
- ☐ Medical malpractice (45)
- ☐ Other PI/PD/WD (23)

Non-PI/PD/WD (Other) Tort
- ☐ Business tort/unfair business practice (07)
- ☐ Civil rights (08)
- ☐ Defamation (13)
- ☐ Fraud (16)
- ☐ Intellectual property (19)
- ☐ Professional negligence (25)
- ☐ Other non-PI/PD/WD tort (35)

Employment
- ☐ Wrongful termination (36)
- ☐ Other employment (15)

Contract
- ☑ Breach of contract/warranty (06)
- ☐ Rule 3.740 collections (09)
- ☐ Other collections (09)
- ☐ Insurance coverage (18)
- ☐ Other contract (37)

Real Property
- ☐ Eminent domain/inverse condemnation (14)
- ☐ Wrongful eviction (33)
- ☐ Other real property (26)

Unlawful Detainer
- ☐ Commercial (31)
- ☐ Residential (32)
- ☐ Drugs (38)

Judicial Review
- ☐ Asset forfeiture (05)
- ☐ Petition re: arbitration award (11)
- ☐ Writ of mandate (02)
- ☐ Other judicial review (39)

Provisionally Complex Civil Litigation (Cal. Rules of Court, rules 3.400–3.403)
- ☐ Antitrust/Trade regulation (03)
- ☐ Construction defect (10)
- ☐ Mass tort (40)
- ☐ Securities litigation (28)
- ☐ Environmental/Toxic tort (30)
- ☐ Insurance coverage claims arising from the above listed provisionally complex case types (41)

Enforcement of Judgment
- ☐ Enforcement of judgment (20)

Miscellaneous Civil Complaint
- ☐ RICO (27)
- ☐ Other complaint *(not specified above)* (42)

Miscellaneous Civil Petition
- ☐ Partnership and corporate governance (21)
- ☐ Other petition *(not specified above)* (43)

2. This case ☐ is ☑ is not complex under rule 3.400 of the California Rules of Court. If the case is complex, mark the factors requiring exceptional judicial management:
   a. ☐ Large number of separately represented parties
   b. ☐ Extensive motion practice raising difficult or novel issues that will be time-consuming to resolve
   c. ☐ Substantial amount of documentary evidence
   d. ☐ Large number of witnesses
   e. ☐ Coordination with related actions pending in one or more courts in other counties, states, or countries, or in a federal court
   f. ☐ Substantial postjudgment judicial supervision
3. Remedies sought *(check all that apply)*: a. ☑ monetary b. ☑ nonmonetary; declaratory or injunctive relief c. ☑ punitive
4. Number of causes of action *(specify)*: Three (3)
5. This case ☐ is ☑ is not a class action suit.
6. If there are any known related cases, file and serve a notice of related case. *(Yo*[redacted]

Date: November 20, 2018
Jessica Anvar
(TYPE OR PRINT NAME)

NOTICE
- Plaintiff must file this cover sheet with the first paper filed in the action or proceeding (except small claims cases or cases filed under the Probate Code, Family Code, or Welfare and Institutions Code). (Cal. Rules of Court, rule 3.220.) Failure to file may result in sanctions.
- File this cover sheet in addition to any cover sheet required by local court rule.
- If this case is complex under rule 3.400 et seq. of the California Rules of Court, you must serve a copy of this cover sheet on all other parties to the action or proceeding.
- Unless this is a collections case under rule 3.740 or a complex case, this cover sheet will be used for statistical purposes only.

Form Adopted for Mandatory Use
Judicial Council of California
CM-010 [Rev. July 1, 2007]

CIVIL CASE COVER SHEET

Cal. Rules of Court, rules 2.30, 3.220, 3.400–3.403, 3.740;
Cal. Standards of Judicial Administration, std. 3.10
www.courtinfo.ca.gov

INSTRUCTIONS ON HOW TO COMPLETE THE COVER SHEET

To Plaintiffs and Others Filing First Papers. If you are filing a first paper (for example, a complaint) in a civil case, you **must** complete and file, along with your first paper, the *Civil Case Cover Sheet* contained on page 1. This information will be used to compile statistics about the types and numbers of cases filed. You must complete items 1 through 6 on the sheet. In item 1, you must check **one** box for the case type that best describes the case. If the case fits both a general and a more specific type of case listed in item 1, check the more specific one. If the case has multiple causes of action, check the box that best indicates the **primary** cause of action. To assist you in completing the sheet, examples of the cases that belong under each case type in item 1 are provided below. A cover sheet must be filed only with your initial paper. Failure to file a cover sheet with the first paper filed in a civil case may subject a party, its counsel, or both to sanctions under rules 2.30 and 3.220 of the California Rules of Court.

To Parties in Rule 3.740 Collections Cases. A "collections case" under rule 3.740 is defined as an action for recovery of money owed in a sum stated to be certain that is not more than $25,000, exclusive of interest and attorney's fees, arising from a transaction in which property, services, or money was acquired on credit. A collections case does not include an action seeking the following: (1) tort damages, (2) punitive damages, (3) recovery of real property, (4) recovery of personal property, or (5) a prejudgment writ of attachment. The identification of a case as a rule 3.740 collections case on this form means that it will be exempt from the general time-for-service requirements and case management rules, unless a defendant files a responsive pleading. A rule 3.740 collections case will be subject to the requirements for service and obtaining a judgment in rule 3.740.

To Parties in Complex Cases. In complex cases only, parties must also use the *Civil Case Cover Sheet* to designate whether the case is complex. If a plaintiff believes the case is complex under rule 3.400 of the California Rules of Court, this must be indicated by completing the appropriate boxes in items 1 and 2. If a plaintiff designates a case as complex, the cover sheet must be served with the complaint on all parties to the action. A defendant may file and serve no later than the time of its first appearance a joinder in the plaintiff's designation, a counter-designation that the case is not complex, or, if the plaintiff has made no designation, a designation that the case is complex.

CASE TYPES AND EXAMPLES

Auto Tort
- Auto (22)–Personal Injury/Property Damage/Wrongful Death
- Uninsured Motorist (46) *(if the case involves an uninsured motorist claim subject to arbitration, check this item instead of Auto)*

Other PI/PD/WD (Personal Injury/ Property Damage/Wrongful Death) Tort
- Asbestos (04)
  - Asbestos Property Damage
  - Asbestos Personal Injury/ Wrongful Death
- Product Liability *(not asbestos or toxic/environmental)* (24)
- Medical Malpractice (45)
  - Medical Malpractice–Physicians & Surgeons
  - Other Professional Health Care Malpractice
- Other PI/PD/WD (23)
  - Premises Liability (e.g., slip and fall)
  - Intentional Bodily Injury/PD/WD (e.g., assault, vandalism)
  - Intentional Infliction of Emotional Distress
  - Negligent Infliction of Emotional Distress
  - Other PI/PD/WD

Non-PI/PD/WD (Other) Tort
- Business Tort/Unfair Business Practice (07)
- Civil Rights (e.g., discrimination, false arrest) *(not civil harassment)* (08)
- Defamation (e.g., slander, libel) (13)
- Fraud (16)
- Intellectual Property (19)
- Professional Negligence (25)
  - Legal Malpractice
  - Other Professional Malpractice *(not medical or legal)*
- Other Non-PI/PD/WD Tort (35)

Employment
- Wrongful Termination (36)
- Other Employment (15)

Contract
- Breach of Contract/Warranty (06)
  - Breach of Rental/Lease Contract *(not unlawful detainer or wrongful eviction)*
  - Contract/Warranty Breach–Seller Plaintiff *(not fraud or negligence)*
  - Negligent Breach of Contract/ Warranty
  - Other Breach of Contract/Warranty
- Collections (e.g., money owed, open book accounts) (09)
  - Collection Case–Seller Plaintiff
  - Other Promissory Note/Collections Case
- Insurance Coverage *(not provisionally complex)* (18)
  - Auto Subrogation
  - Other Coverage
- Other Contract (37)
  - Contractual Fraud
  - Other Contract Dispute

Real Property
- Eminent Domain/Inverse Condemnation (14)
- Wrongful Eviction (33)
- Other Real Property (e.g., quiet title) (26)
  - Writ of Possession of Real Property
  - Mortgage Foreclosure
  - Quiet Title
  - Other Real Property *(not eminent domain, landlord/tenant, or foreclosure)*

Unlawful Detainer
- Commercial (31)
- Residential (32)
- Drugs (38) *(if the case involves illegal drugs, check this item; otherwise, report as Commercial or Residential)*

Judicial Review
- Asset Forfeiture (05)
- Petition Re: Arbitration Award (11)
- Writ of Mandate (02)
  - Writ–Administrative Mandamus
  - Writ–Mandamus on Limited Court Case Matter
  - Writ–Other Limited Court Case Review
- Other Judicial Review (39)
  - Review of Health Officer Order
  - Notice of Appeal–Labor Commissioner Appeals

Provisionally Complex Civil Litigation (Cal. Rules of Court Rules 3.400–3.403)
- Antitrust/Trade Regulation (03)
- Construction Defect (10)
- Claims Involving Mass Tort (40)
- Securities Litigation (28)
- Environmental/Toxic Tort (30)
- Insurance Coverage Claims *(arising from provisionally complex case type listed above)* (41)

Enforcement of Judgment
- Enforcement of Judgment (20)
  - Abstract of Judgment (Out of County)
  - Confession of Judgment *(non-domestic relations)*
  - Sister State Judgment
  - Administrative Agency Award *(not unpaid taxes)*
  - Petition/Certification of Entry of Judgment on Unpaid Taxes
  - Other Enforcement of Judgment Case

Miscellaneous Civil Complaint
- RICO (27)
- Other Complaint *(not specified above)* (42)
  - Declaratory Relief Only
  - Injunctive Relief Only *(non-harassment)*
  - Mechanics Lien
  - Other Commercial Complaint Case *(non-tort/non-complex)*
  - Other Civil Complaint *(non-tort/non-complex)*

Miscellaneous Civil Petition
- Partnership and Corporate Governance (21)
- Other Petition *(not specified above)* (43)
  - Civil Harassment
  - Workplace Violence
  - Elder/Dependent Adult Abuse
  - Election Contest
  - Petition for Name Change
  - Petition for Relief From Late Claim
  - Other Civil Petition

SHORT TITLE	CASE
[redacted] v. GENERAL MOTORS, LLC	[redacted]

CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION (CERTIFICATE OF GROUNDS FOR ASSIGNMENT TO COURTHOUSE LOCATION)

This form is required pursuant to Local Rule 2.3 in all new civil case filings in the Los Angeles Superior Court.

Step 1: After completing the Civil Case Cover Sheet (Judicial Council form CM-010), find the exact case type in Column A that corresponds to the case type indicated in the Civil Case Cover Sheet.

Step 2: In Column B, check the box for the type of action that best describes the nature of the case.

Step 3: In Column C, circle the number which explains the reason for the court filing location you have chosen.

Applicable Reasons for Choosing Court Filing Location (Column C)

1. Class actions must be filed in the Stanley Mosk Courthouse, Central District.
2. Permissive filing in central district.
3. Location where cause of action arose.
4. Mandatory personal injury filing in North District.
5. Location where performance required or defendant resides.
6. Location of property or permanently garaged vehicle.
7. Location where petitioner resides.
8. Location wherein defendant/respondent functions wholly.
9. Location where one or more of the parties reside.
10. Location of Labor Commissioner Office.
11. Mandatory filing location (Hub Cases – unlawful detainer, limited non-collection, limited collection, or personal injury).

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Auto Tort	Auto (22)	☐ A7100 Motor Vehicle - Personal Injury/Property Damage/Wrongful Death	1, 4, 11
	Uninsured Motorist (46)	☐ A7110 Personal Injury/Property Damage/Wrongful Death – Uninsured Motorist	1, 4, 11
Other Personal Injury/ Property Damage/ Wrongful Death Tort	Asbestos (04)	☐ A6070 Asbestos Property Damage ☐ A7221 Asbestos - Personal Injury/Wrongful Death	1, 11 1, 11
	Product Liability (24)	☐ A7260 Product Liability (not asbestos or toxic/environmental)	1, 4, 11
	Medical Malpractice (45)	☐ A7210 Medical Malpractice - Physicians & Surgeons ☐ A7240 Other Professional Health Care Malpractice	1, 4, 11 1, 4, 11
	Other Personal Injury Property Damage Wrongful Death (23)	☐ A7250 Premises Liability (e.g., slip and fall) ☐ A7230 Intentional Bodily Injury/Property Damage/Wrongful Death (e.g., assault, vandalism, etc.) ☐ A7270 Intentional Infliction of Emotional Distress ☐ A7220 Other Personal Injury/Property Damage/Wrongful Death	1, 4, 11 1, 4, 11 1, 4, 11 1, 4, 11

SHORT TITLE: MA[redacted] AF[redacted] GENERAL MOTORS, LLC	CASE NUMBER

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Non-Personal Injury/ Property Damage/ Wrongful Death Tort	Business Tort (07)	☐ A6029 Other Commercial/Business Tort (not fraud/breach of contract)	1, 2, 3
	Civil Rights (08)	☐ A6005 Civil Rights/Discrimination	1, 2, 3
	Defamation (13)	☐ A6010 Defamation (slander/libel)	1, 2, 3
	Fraud (16)	☐ A6013 Fraud (no contract)	1, 2, 3
	Professional Negligence (25)	☐ A6017 Legal Malpractice	1, 2, 3
		☐ A6050 Other Professional Malpractice (not medical or legal)	1, 2, 3
	Other (35)	☐ A6025 Other Non-Personal Injury/Property Damage tort	1, 2, 3
Employment	Wrongful Termination (36)	☐ A6037 Wrongful Termination	1, 2, 3
	Other Employment (15)	☐ A6024 Other Employment Complaint Case	1, 2, 3
		☐ A6109 Labor Commissioner Appeals	10
Contract	Breach of Contract/ Warranty (06) (not insurance)	☐ A6004 Breach of Rental/Lease Contract (not unlawful detainer or wrongful eviction)	2, 5
		☐ A6008 Contract/Warranty Breach -Seller Plaintiff (no fraud/negligence)	2, 5
		☐ A6019 Negligent Breach of Contract/Warranty (no fraud)	1, 2, 5
		☑ A6028 Other Breach of Contract/Warranty (not fraud or negligence)	1, 2, (5)
	Collections (09)	☐ A6002 Collections Case-Seller Plaintiff	5, 6, 11
		☐ A6012 Other Promissory Note/Collections Case	5, 11
		☐ A6034 Collections Case-Purchased Debt (Charged Off Consumer Debt Purchased on or after January 1, 2014)	5, 6, 11
	Insurance Coverage (18)	☐ A6015 Insurance Coverage (not complex)	1, 2, 5, 8
	Other Contract (37)	☐ A6009 Contractual Fraud	1, 2, 3, 5
		☐ A6031 Tortious Interference	1, 2, 3, 5
		☐ A6027 Other Contract Dispute(not breach/insurance/fraud/negligence)	1, 2, 3, 8, 9
Real Property	Eminent Domain/Inverse Condemnation (14)	☐ A7300 Eminent Domain/Condemnation Number of parcels_____	2, 6
	Wrongful Eviction (33)	☐ A6023 Wrongful Eviction Case	2, 6
	Other Real Property (26)	☐ A6018 Mortgage Foreclosure	2, 6
		☐ A6032 Quiet Title	2, 6
		☐ A6060 Other Real Property (not eminent domain, landlord/tenant, foreclosure)	2, 6
Unlawful Detainer	Unlawful Detainer-Commercial (31)	☐ A6021 Unlawful Detainer-Commercial (not drugs or wrongful eviction)	6, 11
	Unlawful Detainer-Residential (32)	☐ A6020 Unlawful Detainer-Residential (not drugs or wrongful eviction)	6, 11
	Unlawful Detainer-Post-Foreclosure (34)	☐ A6020F Unlawful Detainer-Post-Foreclosure	2, 6, 11
	Unlawful Detainer-Drugs (38)	☐ A6022 Unlawful Detainer-Drugs	2, 6, 11

SHORT TITLE: [redacted]N. APARICIO v. GENERAL MOTORS, LLC	CASE NUMBER

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Judicial Review	Asset Forfeiture (05)	☐ A6108 Asset Forfeiture Case	2, 3, 6
	Petition re Arbitration (11)	☐ A6115 Petition to Compel/Confirm/Vacate Arbitration	2, 5
	Writ of Mandate (02)	☐ A6151 Writ - Administrative Mandamus	2, 8
		☐ A6152 Writ - Mandamus on Limited Court Case Matter	2
		☐ A6153 Writ - Other Limited Court Case Review	2
	Other Judicial Review (39)	☐ A6150 Other Writ /Judicial Review	2, 8
Provisionally Complex Litigation	Antitrust/Trade Regulation (03)	☐ A6003 Antitrust/Trade Regulation	1, 2, 8
	Construction Defect (10)	☐ A6007 Construction Defect	1, 2, 3
	Claims Involving Mass Tort (40)	☐ A6006 Claims Involving Mass Tort	1, 2, 8
	Securities Litigation (28)	☐ A6035 Securities Litigation Case	1, 2, 8
	Toxic Tort Environmental (30)	☐ A6036 Toxic Tort/Environmental	1, 2, 3, 8
	Insurance Coverage Claims from Complex Case (41)	☐ A6014 Insurance Coverage/Subrogation (complex case only)	1, 2, 5, 8
Enforcement of Judgment	Enforcement of Judgment (20)	☐ A6141 Sister State Judgment	2, 5, 11
		☐ A6160 Abstract of Judgment	2, 6
		☐ A6107 Confession of Judgment (non-domestic relations)	2, 9
		☐ A6140 Administrative Agency Award (not unpaid taxes)	2, 8
		☐ A6114 Petition/Certificate for Entry of Judgment on Unpaid Tax	2, 8
		☐ A6112 Other Enforcement of Judgment Case	2, 8, 9
Miscellaneous Civil Complaints	RICO (27)	☐ A6033 Racketeering (RICO) Case	1, 2, 8
	Other Complaints (Not Specified Above) (42)	☐ A6030 Declaratory Relief Only	1, 2, 8
		☐ A6040 Injunctive Relief Only (not domestic/harassment)	2, 8
		☐ A6011 Other Commercial Complaint Case (non-tort/non-complex)	1, 2, 8
		☐ A6000 Other Civil Complaint (non-tort/non-complex)	1, 2, 8
Miscellaneous Civil Petitions	Partnership Corporation Governance (21)	☐ A6113 Partnership and Corporate Governance Case	2, 8
	Other Petitions (Not Specified Above) (43)	☐ A6121 Civil Harassment	2, 3, 9
		☐ A6123 Workplace Harassment	2, 3, 9
		☐ A6124 Elder/Dependent Adult Abuse Case	2, 3, 9
		☐ A6190 Election Contest	2
		☐ A6110 Petition for Change of Name/Change of Gender	2, 7
		☐ A6170 Petition for Relief from Late Claim Law	2, 3, 8
		☐ A6100 Other Civil Petition	2, 9

SHORT TITLE: [redacted] v. GENERAL MOTORS, LLC	CASE NUMBER

Step 4: Statement of Reason and Address: Check the appropriate boxes for the numbers shown under Column C for the type of action that you have selected. Enter the address which is the basis for the filing location, including zip code. (No address required for class action cases).

REASON:	ADDRESS:
☐ 1. ☐ 2. ☐ 3. ☐ 4. ☑ 5. ☐ 6. ☐ 7. ☐ 8. ☐ 9. ☐ 10. ☐ 11.	17300 Gale Avenue

CITY:	STATE:	ZIP CODE:
City of Industry	CA	91748

Step 5: Certification of Assignment: I certify that this case is properly filed in the East District of the Superior Court of California, County of Los Angeles [Code Civ. Proc., §392 et seq., and Local Rule 2.3(a)(1)(E)].

Dated: November 20, 2018

[redacted]
(SIGNATURE OF ATTORNEY/FILING PARTY)

PLEASE HAVE THE FOLLOWING ITEMS COMPLETED AND READY TO BE FILED IN ORDER TO PROPERLY COMMENCE YOUR NEW COURT CASE:

1. Original Complaint or Petition.
2. If filing a Complaint, a completed Summons form for issuance by the Clerk.
3. Civil Case Cover Sheet, Judicial Council form CM-010.
4. Civil Case Cover Sheet Addendum and Statement of Location form, LACIV 109, LASC Approved 03-04 (Rev. 02/16).
5. Payment in full of the filing fee, unless there is court order for waiver, partial or scheduled payments.
6. A signed order appointing the Guardian ad Litem, Judicial Council form CIV-010, if the plaintiff or petitioner is a minor under 18 years of age will be required by Court in order to issue a summons.
7. Additional copies of documents to be conformed by the Clerk. Copies of the cover sheet and this addendum must be served along with the summons and complaint, or other initiating pleading in the case.

SUPERIOR COURT OF CALIFORNIA COUNTY OF LOS ANGELES	Reserved for Clerk's File Stamp
COURTHOUSE ADDRESS: Pomona Courthouse South 400 Civic Center Plaza, Pomona, CA 91766	**FILED** Superior Court of California County of Los Angeles 12/03/2018 Sherri R. Carter, Executive Officer / Clerk of Court By: Jacqueline Gonzalez Deputy
NOTICE OF CASE ASSIGNMENT **UNLIMITED CIVIL CASE**	
Your case is assigned for all purposes to the judicial officer indicated below.	CASE NUMBER: [redacted]

THIS FORM IS TO BE SERVED WITH THE SUMMONS AND COMPLAINT

	ASSIGNED JUDGE	DEPT	ROOM		ASSIGNED JUDGE	DEPT	ROOM
✔	Dan Thomas Oki	J					

Given to the Plaintiff/Cross-Complainant/Attorney of Record

on 12/03/2018
(Date)

Sherri R. Carter, Executive Officer / Clerk of Court

By Jacqueline Gonzalez, Deputy Clerk

INSTRUCTIONS FOR HANDLING UNLIMITED CIVIL CASES

The following critical provisions of the California Rules of Court, Title 3, Division 7, as applicable in the Superior Court, are summarized for your assistance.

APPLICATION
The Division 7 Rules were effective January 1, 2007. They apply to all general civil cases.

PRIORITY OVER OTHER RULES
The Division 7 Rules shall have priority over all other Local Rules to the extent the others are inconsistent.

CHALLENGE TO ASSIGNED JUDGE
A challenge under Code of Civil Procedure Section 170.6 must be made within **15** days after notice of assignment for all purposes to a judge, or if a party has not yet appeared, within 15 days of the first appearance.

TIME STANDARDS
Cases assigned to the Independent Calendaring Courts will be subject to processing under the following time standards:

COMPLAINTS
All complaints shall be served within 60 days of filing and proof of service shall be filed within 90 days.

CROSS-COMPLAINTS
Without leave of court first being obtained, no cross-complaint may be filed by any party after their answer is filed. Cross-complaints shall be served within 30 days of the filing date and a proof of service filed within 60 days of the filing date.

STATUS CONFERENCE
A status conference will be scheduled by the assigned Independent Calendar Judge no later than 270 days after the filing of the complaint. Counsel must be fully prepared to discuss the following issues: alternative dispute resolution, bifurcation, settlement, trial date, and expert witnesses.

FINAL STATUS CONFERENCE
The Court will require the parties to attend a final status conference not more than 10 days before the scheduled trial date. All parties shall have motions in limine, bifurcation motions, statements of major evidentiary issues, dispositive motions, requested form jury instructions, special jury instructions, and special jury verdicts timely filed and served prior to the conference. These matters may be heard and resolved at this conference. At least five days before this conference, counsel must also have exchanged lists of exhibits and witnesses, and have submitted to the court a brief statement of the case to be read to the jury panel as required by Chapter Three of the Los Angeles Superior Court Rules.

SANCTIONS
The court will impose appropriate sanctions for the failure or refusal to comply with Chapter Three Rules, orders made by the Court, and time standards or deadlines established by the Court or by the Chapter Three Rules. Such sanctions may be on a party, or if appropriate, on counsel for a party.

This is not a complete delineation of the Division 7 or Chapter Three Rules, and adherence only to the above provisions is therefore not a guarantee against the imposition of sanctions under Trial Court Delay Reduction. Careful reading and compliance with the actual Chapter Rules is imperative.

Class Actions
Pursuant to Local Rule 2.3, all class actions shall be filed at the Stanley Mosk Courthouse and are randomly assigned to a complex judge at the designated complex courthouse. If the case is found not to be a class action it will be returned to an Independent Calendar Courtroom for all purposes.

***Provisionally Complex Cases**
Cases filed as provisionally complex are initially assigned to the Supervising Judge of complex litigation for determination of complex status. If the case is deemed to be complex within the meaning of California Rules of Court 3.400 et seq., it will be randomly assigned to a complex judge at the designated complex courthouse. If the case is found not to be complex, it will be returned to an Independent Calendar Courtroom for all purposes.

EXPERTS

uite 500
45

PRIORITY MAIL

[redacted]

EIVED SEP 2

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

48232$5170 B05

CONSUMER LAW EXPERTS PC

September 21, 2018

**** PLEASE RESPOND VIA EMAIL TO CONTACT@NOLEMON.COM ****

SENT VIA U.S. MAIL ONLY

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

Re: [redacted] **v. General Motors, LLC**
Vehicle: 2016 Chevrolet Silverado 1500
VIN No.: 3GCPCREC8GG[redacted]

Notice of Representation by Counsel

Dear Sir or Madam:

Please be advised that in accordance with California *Civil Code* § 1793.22(b)(3), our office has been retained to represent [redacted] with regard to claims against General Motors, LLC pursuant to the Song-Beverly Consumer Warranty Act ("California Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-referenced vehicle.

Having now been advised as to our representation, KINDLY CEASE AND DESIST FROM ANY FURTHER CONTACT OR COMMUNICATIONS, WRITTEN, VERBAL, OR OTHERWISE WITH OUR CLIENT, thereby directing all future correspondence and communications regarding this matter to our office, exclusively. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

You are hereby notified that pursuant to California *Civil Code* § 1794(d) and/or 15 U.S.C. 2310(d), that any settlement made with our client requires the payment of our attorney's fees and costs. If a settlement is reached between you and our client that does not make arrangements for the payment of our attorney's fees and costs, we will be forced to file suit against you. In addition, through this correspondence, you are hereby notified of our attorney's lien.

Our client is seeking relief for numerous defects and non-conformities present in his/her vehicle in addition to numerous unsuccessful repair attempts made to this vehicle. These defects and non-conformities include, but are not limited to the following:

1. Defective transmission system;
2. Defective body system;
3. Defective braking system;
4. Defective ignition system; and
5. Any additional complaints made by our client, whether or not they are contained in

5757 WEST CENTURY BOULEVARD, SUITE 500, LOS ANGELES, CALIFORNIA 90045
TELEPHONE (310) 442-1410 • FACSIMILE (877) 566-8828
EMAIL: CONTACT@NOLEMON.COM • WWW.CONSUMERLAWEXPERTS.COM

your company's records or on any repair orders.

The defects and non-conformities listed hereinabove constitute a substantial impairment of the use, value and/or safety of the vehicle. As a result of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. Accordingly, you are hereby notified that my client is revoking acceptance of this vehicle and my client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including all finance charges, all collateral charges, any trade-in value given, and incidental and consequential damages.

To avoid the unnecessary time and expense of litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees and costs. Please keep in mind that at this stage, our attorneys' fees and costs are minimal. It is our desire to resolve this matter as amicably and expeditiously as possible without the need for causing either party to incur any unnecessary expenses.

Accordingly, if you wish to proceed with a quick resolution of this matter, please feel free to contact my office. Please be advised that if the matter has not been resolved within fourteen (14) days from the date of this correspondence, we will have no choice but to file suit. To streamline the process, you may contact me via email at **contact@nolemon.com**.

Very truly yours,

[redacted]

JESSICA ANVAR

**** PLEASE RESPOND VIA EMAIL TO CONTACT@NOLEMON.COM ****

NOTICE OF LIEN

Re: [redacted] v. General Motors, LLC

TO ALL PARTIES AND THEIR ATTORNEYS OF RECORD:

PLEASE TAKE NOTICE that Consumer Law Experts, PC gives notice of a contractual lien for attorney's fees against ANY recovery in the above-referenced matter by Plaintiff, [redacted] Pursuant to California law, this lien is a priority lien.

This Notice of Lien is filed pursuant to [redacted] *v. Jacobsen* (1986) 186 Cal. App. Ed. 350, 356-357, which provides that filing a Notice of Lien in a pending action is a proper method to give notice of the lien to all parties and their attorneys.

Any party or attorney for that party who, without knowledge of the lien, whether filed or not, distributes any funds to Plaintiff without first satisfying this lien may be held personally liable under theories including common counts, conversion, breach of fiduciary duty, etc. for the amount due under the lien pursuant to [redacted] *v. Fireman's Fund Insurance Co.* (1976) 62 Cal. App. 3d 745, 750-751, *Kaiser Foundation Health Plan, Inc. V. Aguiluz* (1996) 47 Cal. App. 4th 302; and [redacted] *v. Rau* (1963) 216 Cal. App. 2d 68.

Very truly yours,

[redacted]

JESSICA ANVAR

Advertisement

2016 Chevrolet Silverado 1500 - What Your Car is Worth

Use Edmunds.com to accurately appraise your used car.

Zip Code & Style | Colors & Options | Condition & Mileage | **True Market Value®**



Current Pricing

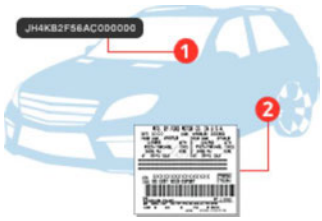
	Rough	Average	Clean	Outstanding
TRADE-IN	$18,762	**$21,182**	$24,200	$25,278
PRIVATE PARTY	$20,510	**$23,152**	$26,376	$27,494

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2016 Chevrolet Silverado 1500

LT 4dr Truck 6.6 ft. Bed

TMV® Pricing Details

	Trade-In	Private Party	Dealer Retail
National Base Price	**$23,179**	**$25,251**	**$26,946**
Optional Equipment	**$559**	**$654**	**$748**
Universal Remote Transmitter	**$54**	**$63**	**$72**
Rear View Camera	**$202**	**$236**	**$270**
Front Fog/Driving Lights	**$60**	**$71**	**$81**
Locking Rear Differential	**$203**	**$237**	**$271**
Tilt and Telescopic Steering Wheel	**$40**	**$47**	**$54**
Color Adjustment - Tungsten Metallic	**$-15**	**$-16**	**$-17**
Regional Adjustment - for Zip Code 91744	**$147**	**$160**	**$170**
Mileage Adjustment - 27,992 miles	**$364**	**$364**	**$364**
Condition Adjustment - Average	**$-3,052**	**$-3,261**	**$-3,379**
Total	$21,182	$23,152	$24,832

Buying a Certified Used Vehicle	**Dealer Retail**
Certified Used Price	Vehicle not eligible for certification.

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Select Color: Pepperdust Metallic

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3 of 92 For Sale | 8 Certified Pre-Owned Near La Puente, CA 91744

Used 2016 Chevrolet Silverado 1500 LT
28,719 mi
Stock: [redacted]
VIN: 3GCPCREC3GG[redacted]
Alexander Auto Sales (7 mi)
(855) 743-0494
$0
Get Special Offer

Certified 2016 Chevrolet Silverado 1500 LT



31,136 mi
Stock: [redacted]
VIN: 3GCPCREC3GG[redacted]
Chevrolet of Montebello (10 mi)
(844) 252-5458
~~$31,988~~
Get Special Offer

Used 2016 Chevrolet Silverado 1500 LT



29,963 mi
Stock: [redacted]
VIN: 3GCUKREC0GG[redacted]
LA Auto Exchange West Covina (2 mi)
(844) 729-4816
$34,999
Get Special Offer

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An available 6.2L V8 engine offers best-in-class V8 power with 420 horsepower.

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Find a Dealer
Get Monthly Payment
Incentives & Rebates

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Certified Cars
Selling Tips

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Car Reviews
Long-Term Road Tests
Car Videos
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Buy a Car
Car News
Automobile Forums
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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

CITY [redacted] 748

PAGE 1
PRE-INVOICE **
SERVICE ADVISOR: 395 HECTOR M YANEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		31093/31093	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:00 04AUG18			CASH	03AUG18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:05 03AUG18	10:16 03AUG18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
	CAUSE: N/C INSPECTION										
	42		PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE								
		359	IPS	0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
	31093 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET										
	(ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES										
	35 PSI --- REAR RIGHT & LEFT TIRES 35 PSI										
B	*SPECIAL* ENGINE OIL AND FILTER CHANGE SERVICE. ROTATE 4 TIRE, INSPECT ALL FLUID LEVELS AND TOP OFF AS NECESSARY										
	CAUSE: PERFORMED *SPECIAL* ENGINE OIL AND FILTER CHANGE SERVICE. ROTATE 4 TIRES, INSPECTED ALL FLUIDS AND TOPPED OFF AS NECESSARY.										
	0114		*SPECIAL* ENGINE OIL AND FILTER CHANGE SERVICE. ROTATE 4 TIRE, INSPECT ALL FLUID LEVELS AND TOP OFF AS NECESSARY								
		359	CP	0.28	0.60	1080	2100			21.00	21.00
	HAZ	HAZ	WASTE OIL CHARGE			240	240			2.40	2.40
	8	B19352900	0W-20 DEXOS			2248	2696	0	3.37	3.37	26.96
	1	19330001	(S)FILTER			317	864	0	8.64	8.64	8.64
PARTS: 35.60 LABOR: 21.00 OTHER: 2.40 TOTAL LINE B: 59.00											
	31093 0.60 performed lof and rotate										

EST: 0.00 03AUG18 09:05 SA: 395

Requested shuttle.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-03-18	09:42	09:59	0.28	W	359	B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
463	0	0		460A	2100	1080	
77D	240	240		491	2696	2248	
467	864	317		324	338	0	

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

* PRE-INVOICE **

SERVICE ADVISOR: 395 HECTOR M YANEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		31093/31093	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:00 04AUG18			CASH	03AUG18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:05 03AUG18	10:16 03AUG18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
67D		0	*******			225	6238	*******			

COST, SALE, & COMP TOTALS 3885 5900 0

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	21.00
PARTS AMOUNT	35.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.40
TOTAL CHARGES	59.00
LESS INSURANCE	0.00
SALES TAX	3.38
PLEASE PAY THIS AMOUNT	62.38

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 395 YANEZ,HECTOR M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		31093/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:00 04AUG18			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
03AUG2018 09:05		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	42		IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
# B	0114		CP	*SPECIAL* ENGINE OIL AND FILTER CHANGE SERVICE. ROTATE 4 TIRE, INSPECT ALL FLUID LEVELS AND TOP OFF AS NECESSARY

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back

PRELIMINARY ESTIMATE $ 0.00

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM EPA #

CUSTOMER #: [redacted] WAITER [redacted]

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 395 YANEZ,HECTOR M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		31093/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:00 04AUG18			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
03AUG2018 09:05		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	42	359 1	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE partial mot
# B	0114		CP	*SPECIAL* ENGINE OIL AND FILTER CHANGE SERVICE. ROTATE 4 TIRE, INSPECT ALL FLUID LEVELS AND TOP OFF AS NECESSARY partial lotal oil tri -b

59.95-

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back. [redacted] COPY

PREVIN[redacted]

AUTHORIZED BY _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM EPA #

Vehicle Report

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 31093 mi

Delivery Date: 3/30/2016
Service Advisor: Hector Yanez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Subscription Statuses

Oil Life : 8%

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics Report:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✖ Declined	Tire Rotation and Oil Change Maintenance Services	5/31/2018	Factory
✖ Declined	Fuel Additive Service	5/31/2018	Dealer
✖ Declined	Motor Oil Additive Service	5/31/2018	Dealer
May Require Attention Soon	Driver front	5/29/2018	MPVI
May Require Attention Soon	Passenger front	5/29/2018	MPVI
May Require Attention Soon	Fuel system	5/29/2018	MPVI
May Require Attention Soon	Driver front	5/29/2018	MPVI
May Require Attention Soon	Driver rear	5/29/2018	MPVI
May Require Attention Soon	Passenger front	5/29/2018	MPVI
May Require Attention Soon	Passenger rear	5/29/2018	MPVI

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 27992 miles
Driving Conditions:

Previous Menu: 5/29/2018
Previous MPVI: 5/29/2018

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Printed on: 8/3/2018 12:01 PM

Please Note: This document may be considered current for 24 hours from the time it was printed

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 31093 mi

Delivery Date: 3/30/2016
Service Advisor: Hector Yanez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
5/15/2018	[redacted]	ZREG	[redacted]	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	27603 miles	Warranty
2/5/2018		ZREG		Front Disc Brake Pads Replacement	24132 miles	Warranty
8/7/2017		ZREG		Emissions - Customer Concern Not Duplicated (CCND)	18140 miles	Warranty
8/7/2017		ZREG		Instrument Panel Assembly Replacement	18140 miles	Warranty
3/13/2017		ZREG		Parking Assist Control Module Reprogramming with SPS	12269 miles	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 miles	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 miles	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 miles	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 miles	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 miles	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 miles	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	3/30/2016	19 miles	3/30/2019	36019 miles	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 miles	3/30/2018	24019 miles	✖ Expired
Emission Limited Warranty	3/30/2016	19 miles	3/30/2019	50019 miles	✔ Applicable
Special Coverage 18127	3/30/2016	19 miles	3/30/2026	150019 miles	✔ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 miles	3/30/2023	70019 miles	✔ Applicable
Powertrain Limited Warranty	3/30/2016	19 miles	3/30/2021	60019 miles	✔ Applicable
Corrosion Limited Warranty	3/30/2016	19 miles	3/30/2022	100019 miles	✔ Applicable

Printed on: 8/3/2018 12:01 PM

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 31093 mi

Delivery Date: 3/30/2016
Service Advisor: Hector Yanez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	5/31/2018	[redacted]	CA	BATTERY REPLACEMENT	5	I, W	27992 miles
	5/17/2018		CA	TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANKYOU FOR YOUR PATIENCE.	4	I, W	27603 miles
	2/5/2018		CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	4	C	24132 miles
	8/14/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	2	I, W	18170 miles
	8/9/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	4	I, W	18140 miles
	8/8/2017		CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	1	C	18140 miles
	3/14/2017		CA	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE4 TIRES	7	I, W	12269 miles
	9/30/2016		CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 miles
	4/30/2016		CA	MISC REPAIRS	3	C	952 miles
	12/15/2015		CA	PERFORM PRE-DELIVERY INSPECTION...	2	I, W	3 miles

Printed on: 8/3/2018 12:01 PM

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Service Lane eAdvisor

DTC Report

VIN: 3GCPCREC8GG[redacted] **Date:** 8/3/2018 9:01:13 AM

DTCs Read

Code	Description	Failure Code	Status
B1325	Control Module Power Circuit	03 - voltage below threshold	History
U0020	Low Speed CAN Bus	00 - no additional information	History
U0028	MOST Bus	00 - no additional information	History
U0155	Lost Communication with Instrument Cluster	00 - no additional information	History
U0164	Lost Communication with HVAC Control Module	00 - no additional information	History
U15E1	LIN Bus 14 Lost Communication with Device 1	00 - no additional information	History
U2098	MOST Communication Enable Circuit	02 - short to ground	History

Puente Hills Chevrolet CA

Recommended Maintenance Schedule

Hector Yanez



2016 Chevrolet Silverado	VIN: 3GCPCREC8GG[redacted]
5.30L 8	Odometer: 31093
RWD	08/03/2018

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$42.17	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	$19.95		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

N\A

22500 MI

Replace cabin air filter	$74.95 and Up
Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor

45000 MI

Change brake fluid (or every 3 years, whichever occurs first).	$129.05
For GVW under 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor
Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)	See Advisor
Replace cabin air filter	$74.95 and Up
Replace engine air filter	$34.95 and Up
Replace automatic transmission fluid	$195.00 and Up

Dealer Recommended Maintenance

Recent
25000 MI

Power Steering Fluid Service	$119.95
Transfer Case Service (4wd)	$149.45
Brake Fluid Exchange	$129.14

Current
30000 MI

Fuel Induction Service	$219.95
Cooling System Service	$139.95
Throttle Body Service	$99.15
Front Diff Svc (4wd)	$99.15
Rear Diff Svc (Rwd)	$195.45
2 Wheel Alignment	$128.00
4 Wheel Diff + Trans Svc (4wd)	$395.45
4 Wheel Alignment	$165.00

Next
N\A

Advisor Signature

Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
8:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

Service Department: (877) 241-1312

www.chevroletpuentehills.com

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27992/27992	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 30MAY18			CASH	31MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
18:18 29MAY18	17:11 31MAY18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUST STATES VEHICLE STALLED WHILE COMING TO A STOP. VEHICLE DID NOT WANT TO START AFTER STALLING NO CRANK. NEC TO JUMP START VEHICLE ADVISE										
	CAUSE: SHORTED BATTERY										
	CONCERN CODE: 0328										
	4041510 BATTERY REPLACEMENT										
		302	WC	0.03	0.40	1180	4558			45.58	45.58
	1 88865934 94R/PG					13334	18668	0	189.99	186.68	186.68
	CORE CHARGE W					1300	1300			13.00	13.00
	1 84095546 (S)BLOCK					4718	6605	0	82.75	66.05	66.05
	OLH DIAG AND ADD TIMES										
		302	WC	0.00	0.30	885	3419			34.19	34.19
	FC: 6579										
	PART#: 88865934										
	COUNT: 1					19352	26573	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						2065	7977	TLABOR			
	PARTS: 265.73 LABOR: 79.77 OTHER: 0.00 TOTAL LINE A: 345.50										
	27992 CK CHARGING SYSTEM ALT OUTPUT 100A 14V ,BATTERY FAILED LOAD TEST , AND FOUND OPEN IN BATTERY MEGA FUSE 175A 4041510 0.70 REPLACE BATTERY AND BATTERY FUSE BLOCK										
B	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
	CAUSE: N/C INSPECTION										
	42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
		302	IPS	0.00	0.00	0	0			0.00	0.00
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00										
	27992 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI										
C**	RENTAL CAR - Customer requests use of a rental vehicle and accepts financial responsibility for fuel, insurance, taxes, damage and or rental use charges incurred.										

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2
PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27992/27992	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 30MAY18			CASH	31MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
18:18 29MAY18	17:11 31MAY18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: RENTAL CHARGES											
CONCERN CODE:											
23 RENTAL CAR - Customer requests use of a rental vehicle and accepts financial responsibility for fuel, insurance, taxes, damage and or rental use charges incurred.											
999	WC			0.00	0.00	0	0			0.00	0.00
RENT	RENTAL CONTRACT#3384					0	4200			42.00	42.00
						0		0 TPARTS			
						0		0 TLABOR			

PARTS: 0.00 LABOR: 0.00 OTHER: 42.00 TOTAL LINE C: 42.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-31-18	09:24	09:26	0.03	W	302	A B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	7977	2065		480	25273	18052	
467	1300	1300		463	0	0	
300P	4200	0	100525	263	38750	*******	
67D	0	*******					

COST, SALE, & COMP TOTALS 21417 38750 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

Bc
COL

: 303 RODRIGUEZ, RENE

LICENSE	MILEAGE IN/ OUT	TAG
[redacted]	27992/	[redacted]

RATE	PAYMENT	INV. DATE
	CASH	

ENG:5.3_LITER_SIDI
ED_AUTOMATIC_W/OD_

) WHILE COMING TO A STOP.
ART AFTER STALLING NO
HICLE ADVISE |CC:

- CHECK TIRE PRESSURE

Roff [redacted]

Model No./N° de modèle
N° de modelo
94R/PG
P028R
Serial No.
N° [redacted]

2:10p.m.
5/31/18

[redacted]

_____ Labor _____ Totals _____ Phone # _____
_____ FAX # _____ BY _____
_____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

...for the purpose of testing and/or inspection. ... the vehicle herein described on streets, highways or vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

RAP # AM _____ FPA # _____

Puente Hills Chevrolet (626) 913 0440
17300 E. Gale Ave., City of Industry, CA 91748

RENTAL AGREEMENT

[redacted]

REPLACEMENT CAR NO. [redacted]	ORIG. CAR NO.
MAKE-MODEL-YEAR-COLOR	MAKE-MODEL-YEAR-COLOR
LI [redacted]	LICENSE NUMBER
ODOMETER IN 62317	ODOMETER IN
ODOMETER OUT 62812	ODOMETER OUT 303
MILES DRIVEN	DATE AND TIME IN 5/31/18 A.M. P.M.
MILES ALLOWED	DATE AND TIME OUT A.M. P.M.
CHARGEABLE MILES	DATE DUE EXPIRATION OF AGREEMENT 6/1/18 A.M. P.M.

EMPLOYER PHONE

EMPLOYER'S ADDRESS

CITY STATE ZIP REFERRED BY

I will not under any circumstances surrender the use of the rented vehicle to any person other than those listed below or in Paragraph 6 of the back of this Agreement. Operation of the vehicle by any driver in violation of Paragraph 6 is prohibited. If none, print NONE across this section.

ADDITIONAL RENTER NAME	HOME PHONE NO.	DATE OF BIRTH
DRIVER'S LICENSE NO.	STATE/COUNTRY	EXPIRATION DATE

GAS OUT	GAS IN
E	E
1/4	1/4
1/2	1/2
3/4	3/4
F	F

PHYSICAL DAMAGE WAIVER

RENTER'S INITIALS | DECLINES: X | RENTER'S INITIALS | ACCEPTS:

RATE $ _____ PER DAY $ _____ PER WEEK

By my initials, I accept or decline Physical Damage Waiver at the rates listed above If I decline to purchase the Waiver, I accept full responsibility for loss by collision or Physical damage, regardless of cause up to $ _____ per occurrence, which may be charged to my credit card shown below.
Accepting reduces my responsibility to $ _____ per occurrence, which may be charged to my credit card shown below.

PHYSICAL DAMAGE WAIVER IS NOT INSURANCE

PERSONAL ACCIDENT INSURANCE (P.A.I.)

RENTER'S INITIALS | DECLINES: X | RENTER'S INITIALS | ACCEPTS: X

By my initials, I accept or decline enrollment for Personal Accident Insurance. If I accept, I understand and acknowledge that coverage is at the rates indicated and that I have read the certificate of insurance furnished by dealer prior to rental.

RATE $ _____ PER DAY $ _____ PER WEEK

PERSONAL EFFECTS COVERAGE (P.E.C.)

RENTER'S INITIALS | DECLINES: X | RENTER'S INITIALS | ACCEPTS: X

By my initials, I accept or decline enrollment for Personal Effects Coverage. If I accept, I understand and acknowledge that coverage is at the rates indicated and that I have read the certificate of insurance furnished by dealer prior to rental.

RATE $ _____ PER DAY $ _____ PER WEEK

VEHICLE CONDITION	SPARE JACK O.K.	CUSTOMER INITIALS
OUT		
IN		

RENTAL WILL BE PAID BY UC

DRC
AMEX
CB/DINERS
VISA
M/C
OTHER

100525
12 mo
to expire
11/05/2019

CREDIT AUTH. NO.	DATE	TIME	AMOUNT	AUTHORIZED BY:

RENTAL RATES	CHARGES
Miles @	$
Hours @	$
Days @	$
Weeks @	$
Months @	$
Total Time and Mileage Charges	$
	$
Gas (Taxable)	$
PHYSICAL DAMAGE WAIVER (NOT INSURANCE)	$
Sub-Total	$
Sales Tax or Surcharge	$
	$
	$
Gas (Non-Taxable)	
C/CDW (Non-Taxable)	
PERSONAL ACCIDENT INSURANCE	$
Sub-Total	$
PERSONAL EFFECTS COVERAGE	$
Sub-Total	$
Less Refund For:	$
Total Charge	$ 42.00
Less Deposits	$
Net Amount Due	$
Net Due Renter	$

WARNING
- I have read carefully all driving and use restrictions on the reverse side.
- I am responsible for all traffic violations and must turn in all summonses upon return of vehicle.
- I will report all accidents immediately.

I have read both sides of this agreement and agree to its terms and conditions.
I authorize you to process a credit card voucher, if any, in my name.

THIS [redacted]
X _____

EXTEND TO	ADDITIONAL CASH DEPOSIT	DATE	INITIALS
	$		
EXTEND TO	ADDITIONAL CASH DEPOSIT	DATE	INITIALS
	$		

CHECKED OUT BY: CHECKED IN BY:

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 303 RODRIGUEZ,RENE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27992/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 30MAY18			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
29MAY2018 18:18		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MM	302	WC	CUST STATES VEHICLE STALLED WHILE COMING TO A STOP. VEHICLE DID NOT WANT TO START AFTER STALLING NO CRANK. NEC TO JUMP START VEHICLE ADVISE |CC: 6579 0328
# B	42	302	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

4041510 4 3 .7

#C WC RENTAL RENTAL

BAC CODE [redacted]
301
5/31/2018
6:40 AM

DIAGNOSTIC MODE

Test Info
CCA 720
OUT OF VEHICLE
FLOODED

RESULTS
REPLACE BATTERY
RATED: 720 CCA
MEASURED: 439 CCA
MEASURED VOLTS: 12.66
CHARGE TIME: 00:24:07
AMP HOURS: 2.1

STATE OF HEALTH (SOH)
HIGH
LOW

LAST 8 OF VIN
GG
WARRANTY CODE
9FW90-16BGJ-P6101
MID INFO
9EC14M-J82500-M014001

RO #: [redacted]

WARRANTY CODE
9FW90-16BGJ-P6101

UNREG
User ID:

VERSION:192-675P

VURBE [redacted] 84 3:00pm

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

PRE[redacted]

AUTHORIZED BY X [redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM EPA #

Notice to Consumer: Please read important information on back.

6269135941

A

COMPLAINT: ck charging system ; Battery failed.

CAUSE: load test. and found open in Battery Fuse Blck.

CORRECTION: Replace Battery and ~~Fuse~~ Battery Fuse Block.

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION: 1

1

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE: Line A

~~PARTS TURNED IN~~ Battery + Fuse Block

CORRECTION:

DATE 5-31-18

RECEIVED BY Am

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ /MM _____ % RF _____ /MM _____ %

LR _____ /MM _____ % RR _____ /MM _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET	OFF 10	ON
FLAG SHEET	OFF 9	ON
	OFF 8	

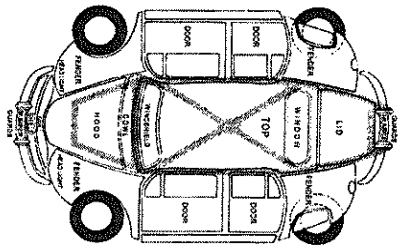
STRAIGHT TIME (HOURS.) 0.3 | FLAT RATE | R/O [redacted] | TIME | OFF 6 | ON

OPE

EMP. NO. 302

FLAG SHEET		ON
FLAG SHEET	OFF 6	ON
FLAG SHEET	OFF 5	ON
FLAG SHEET	OFF 4	ON
FLAG SHEET	OFF 3	ON
FLAG SHEET	OFF 2	ON
FLAG SHEET	OFF 1	ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

11:23:27 a.m. 11-06-2018 23/97

Service Lane eAdvisor

DTC Report

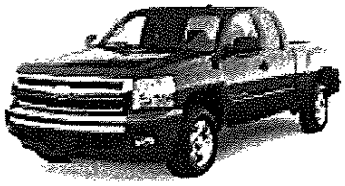
VIN: 3GCPCREC8GG[redacted] **Date:** 5/29/2018 6:15:16 PM

DTCs Read

Code	Description	Failure Code	Status
B1380	Device Ignition ACCESSORY Circuit	04 - open circuit	History
B1517	Battery 1 Voltage	03 - voltage below threshold	History
U0126	Lost Communication with Steering Wheel Angle Sensor Module	00 - no additional information	History
B2530	Front Fog Lamps Control Circuit	02 - short to ground	History
U0121	Lost Communication with Electronic Brake Control Module	00 - no additional information	History
U0100	Lost Communication with Engine Control Module	00 - no additional information	History
B2580	Left Headlamp High Beam Control Circuit	02 - short to ground	History
B2750	Horn Relay Coil Circuit	02 - short to ground	History
C0800	Control Module Power Circuit	03 - voltage below threshold	History
B3631	Adjustable Foot Pedal Inhibit Circuit	02 - short to ground	History
B3873	Front Washer Relay Circuit	01 - short to battery	History
B3875	Windshield Wiper High Speed Relay Circuit	02 - short to ground	History
B3883	License Plate Lamp Circuit	01 - short to battery	History
B3979	No Environment Identifier Received From Device 2	00 - no additional information	History
U0422	Invalid Data Received From Body Control Module	00 - no additional information	History
B3980	No Environment Identifier Received From Device 3	00 - no additional information	History
U0155	Lost Communication with Instrument Cluster	00 - no additional information	History
B3981	No Environment Identifier Received From Device 4	00 - no additional information	History
B1325	Control Module Power Circuit	03 - voltage below threshold	History
U0101	Lost Communication with Transmission Control Module	00 - no additional information	History
U15F0	LIN Bus 15 Lost Communication with Device 0	00 - no additional information	History
U0020	Low Speed CAN Bus	00 - no additional information	History
U0028	MOST Bus	00 - no additional information	History
U0164	Lost Communication with HVAC Control Module	00 - no additional information	History
U15E1	LIN Bus 14 Lost Communication with Device 1	00 - no additional information	History
U2098	MOST Communication Enable Circuit	02 - short to ground	History

Puente Hills Chevrolet CA

Recommended Maintenance Schedule



2016 Chevrolet Silverado	VIN: 3GCPCREC8GG[redacted]
5.30L 8	Odometer: 27992
RWD	05/29/2018

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$42.17	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	$19.95		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

N\A		22500 MI		45000 MI	
		Replace cabin air filter	$74.95 and Up	Change brake fluid (or every 3 years, whichever occurs first).	$129.05
		Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up	For GVW under 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor
		Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
		For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor	Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
				Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)	See Advisor
				Replace cabin air filter	$74.95 and Up
				Replace engine air filter	$34.95 and Up
				Replace automatic transmission fluid	$195.00 and Up

Dealer Recommended Maintenance

Recent		Current		Next
25000 MI		30000 MI		N\A
Power Steering Fluid Service	$119.95	Fuel Induction Service	$219.95	
Transfer Case Service (4wd)	$149.45	Cooling System Service	$139.95	
Brake Fluid Exchange	$129.14	Throttle Body Service	$99.15	
		Front Diff Svc (4wd)	$99.15	
		Rear Diff Svc (Rwd)	$195.45	
		2 Wheel Alignment	$128.00	
		4 Wheel Diff + Trans Svc (4wd)	$395.45	
		4 Wheel Alignment	$165.00	

Advisor Signature

Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
8:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

Service Department: (877) 241-1312

www.chevroletpuentehills.com

Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27992 mi

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
5/15/2018	[redacted]	ZREG	[redacted]	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	27603 miles	Warranty
2/5/2018		ZREG		Front Disc Brake Pads Replacement	24132 miles	Warranty
8/7/2017		ZREG		Emissions - Customer Concern Not Duplicated (CCND)	18140 miles	Warranty
8/7/2017		ZREG		Instrument Panel Assembly Replacement	18140 miles	Warranty
3/13/2017		ZREG		Parking Assist Control Module Reprogramming with SPS	12269 miles	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 miles	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 miles	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 miles	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 miles	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 miles	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 miles	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 miles	3/30/2021	60019 miles	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 miles	3/30/2018	24019 miles	✘ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 miles	3/30/2019	36019 miles	✔ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 miles	3/30/2023	70019 miles	✔ Applicable
Emission Limited Warranty	3/30/2016	19 miles	3/30/2019	50019 miles	✔ Applicable
Corrosion Limited Warranty	3/30/2016	19 miles	3/30/2022	100019 miles	✔ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	5/17/2018	[redacted]	CA	TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANKYOU FOR YOUR PATIENCE.	4	I, W	27603 miles
	2/5/2018		CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	4	C	24132 miles

Printed on: 5/29/2018 9:15 PM

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27992 mi

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	8/14/2017	[redacted]	CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	2	I, W	18170 miles
	8/9/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	4	I, W	18140 miles
	8/8/2017		CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	1	C	18140 miles
	3/14/2017		CA	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE4 TIRES	7	I, W	12269 miles
	9/30/2016		CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 miles
	4/30/2016		CA	MISC REPAIRS	3	C	952 miles
	12/15/2015		CA	PERFORM PRE-DELIVERY INSPECTION...	2	I, W	3 miles

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27992 mi

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Subscription Statuses

Oil Life : 44%

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics Report:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Recommend Change Engine Oil & Filter	2/5/2018	MPVI
✔ Accepted	Recommend Front Brakes (DF & PF) Replacement (Good)	2/5/2018	MPVI
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	2/5/2018	Factory
✖ Requires Immediate Attention	Driver front	5/15/2018	MPVI
✖ Requires Immediate Attention	Engine oil	5/15/2018	MPVI
May Require Attention Soon	Driver front	5/15/2018	MPVI
May Require Attention Soon	Passenger front	5/15/2018	MPVI
May Require Attention Soon	Passenger rear	5/15/2018	MPVI

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 27603 miles
Driving Conditions:

Previous Menu: 2/5/2018
Previous MPVI: 2/5/2018

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0365		6/21/2016

Printed on: 5/29/2018 9:15 PM

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MULTI-POINT VEHICLE INSPECTION REPORT

[redacted]
5/29/2018
Service Advisor: Rene Rodriguez
Service Technician: Joe Aguilar

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
Repair Order: [redacted]
Tag: [redacted]
VIN: 3GCPCREC8GG[redacted]

CHEVROLET | CERTIFIED SERVICE
Puente Hills Chevrolet

✓ Checked and OK — May Require Attention Soon — ✗ Requires Immediate Attention — – Not Inspected

ONSTAR DIAGNOSTICS

- ✓ OnStar Active
- ✓ Enrolled in Advanced Diagnostics Report
- ✓ Dealer Maintenance Notification
- ✓ Service History/Recall Check

ENGINE OIL & FILTER

- ✓ Engine oil
  Oil life monitor 44%
- – Reset oil life monitor

LIGHTS

- ✓ Exterior lights

WINDSHIELD & WIPERS

- ✓ Wiper blade-driver
- ✓ Wiper blade-passenger
- ✓ Wiper blade-rear
- ✓ Windshield condition
- – Cracks
- – Chips

BATTERY

- ✓ Battery condition*
- ✓ Battery cables & connections
- – Battery voltage

SYSTEMS, FLUIDS & VISIBLE LEAK INSPECTION

- ✓ Engine oil
- ✓ Transmission
- ✓ Drive axle
- ✓ Transfer case
- ✓ Engine cooling system
- ✓ Power steering
- Fuel system
- ✓ Brake fluid reservoir
- ✓ Windshield washer fluid
- ✓ Diesel exhaust fluid

TIRE INSPECTION

Driver Front
psi before 35 psi set to --
Tread depth 7/32
– Wear pattern/damage

Passenger Front
psi before 34 psi set to --
Tread depth 7/32
– Wear pattern/damage

Driver Rear
psi before 34 psi set to --
Tread depth 7/32
– Wear pattern/damage

Passenger Rear
psi before 34 psi set to --
Tread depth 7/32
– Wear pattern/damage

- – Rotation needed
- – Alignment needed
- – Balance needed
- – Reset tire pressure monitor
- – Tire sealant expiration date:

BRAKES

Front Brakes: Good: 7mm or greater OK: 6mm to 4mm Bad: 3mm or less
Rear Brakes: Good: 4mm or greater OK: 3mm Bad: 2mm or less

Front Brakes
Driver front 6mm
Passenger front 6mm

Rear Brakes
✓ Driver rear 4mm
✓ Passenger rear 4mm

✓ Brake system
✓ Parking brake

VISIBLE & FUNCTIONAL INSPECTIONS

INSPECT (FIT, FORM, & FUNCTION)
- ✓ Safety belt components
- ✓ Exhaust system
- ✓ Accelerator pedal
- ✓ Passenger compartment air filter
- ✓ Engine air filter
- ✓ Hoses
- ✓ Belts
- ✓ Shocks and struts
- ✓ Steering components
- ✓ Axle boots or driveshaft & u-joints
- ✓ Compartment lift struts
- ✓ Floor mat fit & wear

CHECK OPERATION
- ✓ Horn
- ✓ Ignition lock
- ✓ Starter switch
- ✓ Evaporative control system

LUBRICATE
- ✓ Chassis components

*Courtesy battery testing can provide early warning of a potential battery failure. More extensive testing and analysis may be necessary to verify the actual need for battery replacement and/or warranty reimbursement.

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 2328 Mark Beck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]	[redacted]	27603/27603	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	17MAY18

R.O. OPENED	READY	OPTIONS:
08:38 15MAY18	12:57 17MAY18	SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THAT CAR HAS DELAY AFTER STEPPING ON THROTTLE BEFORE ACCELERATING											
CAUSE: .											
CONCERN CODE:											
NO TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANK YOU FOR YOUR PATIENCE.											
	302	WC		0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
B CUSTOMER STATES THAT THERE IS LOUD NOISEFROM UNDER CAR WHEN PUT INTO REVERSE											
CAUSE: .											
CONCERN CODE:											
NO TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANK YOU FOR YOUR PATIENCE.											
	304	WC		0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00											
27603 test vehicle , vehicle operating to design											
C CUSTOMER STATES WHEN BACKING UP THE BRAKE PEDAL DOES ENGAUGE RIGHT AWAY. DELAY IN PEDAL REACTING											
CAUSE: BULLETIN PIT5361C											
CONCERN CODE: 0131											
2480118 Replace vacuum pump, belts, vacuum pump to booster hose, v											
	304	WC		0.02	2.80	7560	31906			319.06	319.06
1	12669488	(S)	PUMP			12106	16948	0	242.13	169.48	169.48
1	23135220	(S)	BOOSTER			7946	11124	0	158.91	111.24	111.24
1	20925765	(S)	CYLINDER			6995	9793	0	139.90	97.93	97.93
1	23135228	(S)	PIPE			3662	5127	0	73.24	51.27	51.27

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 2328 Mark Beck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/27603	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	17MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
08:38 15MAY18	12:57 17MAY18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	FC: 9090										
	PART#: 12669488										
	COUNT: 1					30709	42992	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						7560	31906	TLABOR			

PARTS: 429.92 LABOR: 319.06 OTHER: 0.00 TOTAL LINE C: 748.98

27603 upon inspection and road test found brake pedal hard , per doc 4748532 replace brake vaccum pump , booster and master cylinder 2.80 Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder

D PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

CAUSE: N/C INSPECTION

42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

304	IPS	0.00	0.00	0	0			0.00	0.00

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

27603 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-16-18	11:02	11:03	0.02	W	304	C	
	11:03	11:03	0.00	W	304	B	
	11:06	11:06	0.00	W	304	D	
	11:16	11:16	0.00	W	302	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	31906	7560		480	42992	30709	
463	0	0		263	74898	*******	
67D	0	*******					

COST, SALE, & COMP TOTALS 38269 74898 0

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

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RECEIVED BY _____

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EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

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CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 2328 Beck,Mark

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
15MAY2018 08:38		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MM		WC	CUSTOMER STATES THAT CAR HAS DELAY AFTER STEPPING ON THROTTLE BEFORE ACCELERATING |CC:
# B	MM		WC	CUSTOMER STATES THAT THERE IS LOUD NOISEFROM UNDER CAR WHEN PUT INTO REVERSE |CC:
# C	MM		WC	CUSTOMER STATES WHEN BACKING UP THE BRAKE PEDAL DOES ENGAUGE RIGHT AWAY. DELAY IN PEDAL REACTING |CC:
# D	42		IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

5/16/18 4:35pm

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

PRELIMI[redacted]

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

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

BAR # AM EPA #

Notice to Consumer: Please read important information on back.

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PARTS COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 2328 Beck,Mark

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
15MAY2018 08:38		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MM	304	WC	CUSTOMER STATES THAT CAR HAS DELAY AFTER STEPPING ON THROTTLE BEFORE ACCELERATING |CC:
				- Freeway speeds -
# B	MM	304	WC	CUSTOMER STATES THAT THERE IS LOUD NOISEFROM UNDER CAR WHEN PUT INTO REVERSE |CC:
# C	MM	304	WC	CUSTOMER STATES WHEN BACKING UP THE BRAKE PEDAL DOES ENGAUGE RIGHT AWAY. DELAY IN PEDAL REACTING |CC:
				2480118 - 2.8 9090 0231 Dec# 4748532
# D	42	304	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

12669488
23135220
20925765

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

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EST. $ _____

PR[redacted]

AUTHORIZED BY [redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM EPA #

Notice to Consumer: Please read important information on back.

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TECHNICIAN COPY

COMPLAINT:

CAUSE:

A

CORRECTION: Road test Vehicle, Vehicle exactly to Dealer

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE: Upon Inspection Found Hard Brake Pedal on Apply, Per Bulletin #### 4748532 Replace Vacuum Pump Booster Cylinder

C

CORRECTION: Replaced Vacuum Pump, Vacuum Pump Hose, Vacuum Brake Booster Master Cylinder

COMPLAINT:

CAUSE:

D

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER

STRAIGHT TIME (HOURS.)	FLAT RATE	R/O NO. [redacted]	TIME	OFF 10
2 91		OPER. NO.		ON
		EMP. NO. 304		

WARRANTY PARTS TURNED IN Pump / Booster / Hose / Cylinder

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY
#	DATE 05/16/18		
#	RECEIVED BY Jm		

CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ RF ____

LR ____ RR ____

PRESSURE

____ psi RF ____ psi

____ psi RR ____ psi

BRAKE CONDITION

LF ____ MM RF ____ MM

LR ____ MM RR ____ MM

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH ____ ASM ____

FOREMAN'S SIG. X ____

Form #: Technician Hard Copy M&MARTINAUTOMOTIVEFORMS.TS R.e.d.e.r (877) M&Martin (877.626.2746) www.McFormsInc.com Copyright © 1981-2017 M&M Martin Business Forms. All rights reserved.

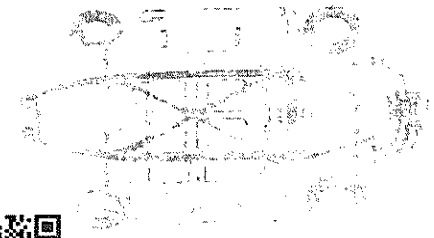
LABOR RECORD

	OFF	ON
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	BATTERY DISPOSAL FEE @ $	X
	TIRE DISPOSAL FEE @ $ EACH	X
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED	
	____ LBS ____ OZ.	____ LBS ____ OZ.	
TOTAL HAZARDOUS WASTE DISPOSAL UNITS	$0. ____	¢ X	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

6269135941

11:30:37 a.m. 11-06-2018

34 /97

Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27603 mi

Delivery Date: 3/30/2016
Service Advisor: Mark Beck

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Subscription Statuses

Oil Life : 50%

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics Report:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Recommend Change Engine Oil & Filter	2/5/2018	MPVI
✔ Accepted	Recommend Front Brakes (DF & PF) Replacement (Good)	2/5/2018	MPVI
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	2/5/2018	Factory
✖ Requires Immediate Attention	Driver front	2/5/2018	MPVI
✖ Requires Immediate Attention	Engine oil	2/5/2018	MPVI
May Require Attention Soon	Driver front	2/5/2018	MPVI
May Require Attention Soon	Passenger front	2/5/2018	MPVI
May Require Attention Soon	Passenger rear	2/5/2018	MPVI

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 24132 miles
Driving Conditions:

Previous Menu: 2/5/2018
Previous MPVI: 2/5/2018

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0365		6/21/2016

Printed on: 5/15/2018 11:34 AM

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27603 mi

Delivery Date: 3/30/2016
Service Advisor: Mark Beck

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
2/5/2018	[redacted]	ZREG	[redacted]	Front Disc Brake Pads Replacement	24132 miles	Warranty
8/7/2017		ZREG		Emissions - Customer Concern Not Duplicated (CCND)	18140 miles	Warranty
8/7/2017		ZREG		Instrument Panel Assembly Replacement	18140 miles	Warranty
3/13/2017		ZREG		Parking Assist Control Module Reprogramming with SPS	12269 miles	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 miles	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 miles	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 miles	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 miles	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 miles	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 miles	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 miles	3/30/2021	60019 miles	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 miles	3/30/2018	24019 miles	✘ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 miles	3/30/2019	36019 miles	✔ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 miles	3/30/2023	70019 miles	✔ Applicable
Emission Limited Warranty	3/30/2016	19 miles	3/30/2019	50019 miles	✔ Applicable
Corrosion Limited Warranty	3/30/2016	19 miles	3/30/2022	100019 miles	✔ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	2/5/2018	[redacted]	CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	4	C	24132 miles
	8/14/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	2	I, W	18170 miles
	8/9/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	4	I, W	18140 miles

Printed on: 5/15/2018 11:34 AM

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Vehicle Report

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27603 mi

Delivery Date: 3/30/2016
Service Advisor: Mark Beck

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	8/8/2017	[redacted]	CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	1	C	18140 miles
	3/14/2017		CA	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE4 TIRES	7	I, W	12269 miles
	9/30/2016		CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 miles
	4/30/2016		CA	MISC REPAIRS	3	C	952 miles
	12/15/2015		CA	PERFORM PRE-DELIVERY INSPECTION...	2	I, W	3 miles

Printed on: 5/15/2018 11:34 AM

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Service Lane eSeeAdvisor

DTC Report

VIN: 3GCPCREC8GG[redacted]

Date: 5/15/2018 8:34:33 AM

DTCs Read

Code	Description	Failure Code	Status
B1325	Control Module Power Circuit	03 - voltage below threshold	History
U0164	Lost Communication with HVAC Control Module	00 - no additional information	History

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

** PRE-INVOICE **

SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		24132/24132	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 05FEB18			CASH	05FEB18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:03 05FEB18	11:40 05FEB18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.										
	CAUSE: LOF & TIRE ROTATION SPECIAL										
	0114										
	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.										
		359	CP	0.00	0.60	1080	2435			24.35	24.35
	HAZ	HAZ WASTE OIL CHARGE				240	240			2.40	2.40
	8	B19352900 0W-20 DEXOS				2248	2696	0	3.37	3.37	26.96
	1	19330001 (S)FILTER				317	864	0	8.64	8.64	8.64
	PARTS: 35.60 LABOR: 24.35 OTHER: 2.40 TOTAL LINE A: 62.35										
	24132 0.60 performed lof and rotate										
B	REPLACED AIR FILTER										
	CAUSE: AIR FILTER										
	15										
	REPLACED AIR FILTER										
		359	CP	0.00	0.10	180	1200			12.00	12.00
	1	22845992 (S)ELEMENT				2011	4023	0	40.23	40.23	40.23
	PARTS: 40.23 LABOR: 12.00 OTHER: 0.00 TOTAL LINE B: 52.23										
	24132 0.10 replaced air filter										
C	PERFORM FUEL SYSTEM SERVICE: OUR TECHNICIAN WITH POWERFUL AND EFFECTIVE SAFE CLEANER, WILL CLEAN THIS VEHICLES FUEL PASSAGES, THROTTLE BODY, TOP OF INTAKE VALVES & COMBUSTION CHAMBERS. THIS WILL REDUCE HARMFUL EMISSIONS AND IMPROVE LOST PERFORMANCE										
	CAUSE: PREVENTATIVE MAINTENANCE PER CUSTOMER REQUEST										
	1EFI										
	PERFORM FUEL SYSTEM SERVICE: OUR TECHNICIAN WITH POWERFUL AND EFFECTIVE SAFE CLEANER, WILL CLEAN THIS VEHICLES FUEL PASSAGES, THROTTLE BODY, TOP OF INTAKE VALVES & COMBUSTION CHAMBERS. THIS WILL REDUCE HARMFUL EMISSIONS AND IMPROVE LOST PERFORMANCE										
		359	CP	0.00	2.00	3600	17946			179.46	179.46

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM EPA # CAD

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

** PRE-INVOICE **

SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		24132/24132	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 05FEB18			CASH	05FEB18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:03 05FEB18	11:40 05FEB18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	7553		INJ-KIT-F			2026	3549	0	35.49	35.49	35.49

PARTS: 35.49 LABOR: 179.46 OTHER: 0.00 TOTAL LINE C: 214.95

24132 2.00 performed efi service
D** PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
CAUSE: N/C INSPECTION
42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

	359	IPS	1.42	0.00		0	0			0.00	0.00

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

24132 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET
(ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES
___35__ PSI --- REAR RIGHT & LEFT TIRES ___35__ PSI
E** UPON INSPECTION FOUND FRONT BRAKES WORN UNEVENLY
CONCERN CODE:
MM MISC REPAIRS

	359	WC	0.05	0.00		0	0			0.00	0.00
1	84218390	(S)	PAD KIT			5750	8050	0	115.00	80.50	80.50
						5750	8050	TPARTS			
						0	0	TLABOR			

PARTS: 80.50 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 80.50

24132 upon inspection found front brake pads worn unevenly. L/F @3mm R/F @6mm Rotors L/F 29.48mm R/F 29.41 mm
Replaced front pads and machine rotors. After machine front rotors L/F 29.33 R/F 29.31
PER DOC ID# 4817999

EST: 59.95 05FEB18 09:03 SA: 303

EST: 339.95 05FEB18 09:06 SA: 303
CONTACT: .

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EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM EPA # CAD

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

PAGE 3
** PRE-INVOICE **
SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		24132/24132	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 05FEB18			CASH	05FEB18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:03 05FEB18	11:40 05FEB18	

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

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-05-18	09:33	10:58	1.42	W	359	D C B A	
	10:58	11:01	0.05	W	359	E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460A	21581	4860		77D	240	240	
491	2696	2248		467	8436	4354	
463	0	0		462	0	0	
480	8050	5750		324	1030	0	
225	33983	*******		67D	0	*******	
263	8050	*******					

COST, SALE, & COMP TOTALS 17452 41003 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	215.81
PARTS AMOUNT	111.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.40
TOTAL CHARGES	329.53
LESS INSURANCE	0.00
SALES TAX	10.30
PLEASE PAY THIS AMOUNT	339.83

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM EPA # CAD

ACCOUNTING COPY

11:15AM

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER
REPRINT
PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 303 RODRIGUEZ, RENE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		24132/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 05FEB18			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
05FEB2018 09:03		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0114	389	CP	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.
				Perf 0+F at mi .6
# B	15		CP	REPLACED AIR FILTER
				R+R air filter .1
# C	1EFI		CP	PERFORM FUEL SYSTEM SERVICE: OUR TECHNICIAN WITH POWERFUL AND EFFECTIVE SAFE CLEANER, WILL CLEAN THIS VEHICLES FUEL PASSAGES, THROTTLE BODY, TOP OF INTAKE VALVES & COMBUSTION CHAMBERS. THIS WILL REDUCE HARMFUL EMISSIONS AND IMPROVE LOST PERFORMANCE
				Perf EFI 2.0
# D	*42		IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE ✓
				Perf 27 pt

E

add on ck for uneven wear 3mm vs 6mm 2/5/18 10am

upon inspection found brakes worn unevenly

24/20150 .9, add 87 front pads machine rotors

24/20150 - .9
add to refinish rotor both - .7

[redacted] 340 at PM

AUTHORIZED BY [redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details 340 05FEB E-mail 09:06 303

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

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

BAR # AM EPA #

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back.

CUSTOMER COPY

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT: upon inspection found front Pads worn unevenly

CAUSE: L/F @3mm R/F @7mm Rotors L/F 29.48 R/F 29.41

CORRECTION: Replaced front Pads and machine rotors after machining Front Rotors L/F 29.33 R/F 29.31

checked caliper slides not binding MOVE FLAG SHEET check No restrictions

D

COMPLAINT:

CAUSE:

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $
PARTS TURNED IN Pads			

WARRANTY PARTS TURNED IN

PROBLEM	PART OR DESCRIPTION	DATE	RECV. BY
#	DA32255		
#	RECEIVED BY		

ENGINE CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ RF ____

LR ____ RR ____

TIRE PRESSURE

LF ____ psi RF ____ psi

LR ____ psi RR ____ psi

BRAKE CONDITION

LF ____ MM RF ____ MM

LR ____ MM RR ____ MM

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH ____

ASM ____

FOREMAN'S SIG. X ____

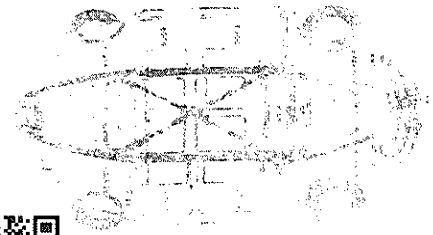
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LABOR RECORD

FLAG SHEET	OFF	ON
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	1	

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	BATTERY DISPOSAL FEE @ $	X
	TIRE DISPOSAL FEE @ $ EACH	X
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	
REFRIGERANT	POUNDS RECOVERED ____ LBS ____ OZ.	POUNDS USED ____ LBS ____ OZ.
TOTAL HAZARDOUS WASTE DISPOSAL UNITS	$0.____ ¢ X	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

6269135941

11:36:38 a.m. 11-06-2018

43/97

Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 24132 mi

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Oil Life : 19%

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics Report:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

No information found for this vehicle

Last Maintenance

No information found for this vehicle

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
8/7/2017	[redacted]	ZREG	[redacted]	Emissions - Customer Concern Not Duplicated (CCND)	18140 miles	Warranty
8/7/2017		ZREG		Instrument Panel Assembly Replacement	18140 miles	Warranty
3/13/2017		ZREG		Parking Assist Control Module Reprogramming with SPS	12269 miles	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 miles	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 miles	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 miles	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 miles	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 miles	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 miles	Warranty

Printed on: 2/5/2018 11:57 AM

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 24132 m[redacted]

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 miles	3/30/2021	60019 miles	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 miles	3/30/2018	24019 miles	✘ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 miles	3/30/2019	36019 miles	✔ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 miles	3/30/2023	70019 miles	✔ Applicable
Emission Limited Warranty	3/30/2016	19 miles	3/30/2019	50019 miles	✔ Applicable
Corrosion Limited Warranty	3/30/2016	19 miles	3/30/2022	100019 miles	✔ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	8/14/2017	[redacted]	CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	2	I, W	18170 miles
	8/9/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	4	I, W	18140 miles
	8/8/2017		CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	1	C	18140 miles
	3/14/2017		CA	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE4 TIRES	7	I, W	12269 miles
	9/30/2016		CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 miles
	4/30/2016		CA	MISC REPAIRS	3	C	952 miles
	12/15/2015		CA	PERFORM PRE-DELIVERY INSPECTION...	2	I, W	3 miles

Printed on: 2/5/2018 11:57 AM

Please Note: This document may be considered current for 24 hours from the time it was printed

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Service Letter eAdvisor

DTC Report

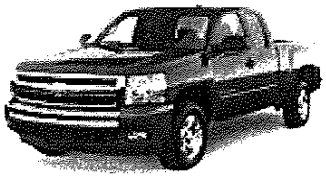
VIN: 3GCPCREC8GG[redacted] **Date:** 2/5/2018 8:57:04 AM

DTCs Read

Code	Description	Failure Code	Status
B1325	Control Module Power Circuit	03 - voltage below threshold	History
U0164	Lost Communication with HVAC Control Module	00 - no additional information	History

Puente Hills Chevrolet CA

Recommended Maintenance Schedule



2016 Chevrolet Silverado	VIN: 3GCPCREC8GG[redacted]
5.30L 8	Odometer: 24132
RWD	02/05/2018

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$42.17	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	$19.95		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

N\A

22500 Miles		45000 Miles	
Replace cabin air filter	$74.95 and Up	Change brake fluid (or every 3 years, whichever occurs first).	$129.05
Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD)	See Advisor
Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00	For GVW under 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor
For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
		Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
		Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)	See Advisor
		Replace cabin air filter	$74.95 and Up
		Replace engine air filter	$34.95 and Up
		Replace automatic transmission fluid	$195.00 and Up

Dealer Recommended Maintenance

Recent 20000 Miles		Current 25000 Miles		Next 30000 Miles	
2 Wheel Alignment	$128.00	Power Steering Fluid Service	$119.95	Fuel Induction Service	$219.95
4 Wheel Alignment	$165.00	Transfer Case Service (4wd)	$149.45	Cooling System Service	$139.95
		Brake Fluid Exchange	$129.14	Throttle Body Service	$99.15
				Front Diff Svc (4wd)	$99.15
				Rear Diff Svc (Rwd)	$195.45
				2 Wheel Alignment	$128.00
				4 Wheel Diff + Trans Svc (4wd)	$395.45
				4 Wheel Alignment	$165.00

Advisor Signature

Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
7:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

Service Department: (877) 241-1312

www.chevroletpuentehills.com

#PIT5377E: Uneven Front Brake Pad Wear - (May 26, 2017)

Subject: Uneven Front Brake Pad Wear

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2017		All	All	All	All
Chevrolet	Silverado 1500	2014-2017		All	All	All	All
Chevrolet	Suburban LD	2015-2017		All	All	All	All
Chevrolet	Tahoe	2015-2017		All	All	All	All
GMC	Sierra 1500	2014-2017		All	All	All	All
GMC	Yukon	2015-2017		All	All	All	All

Does NOT apply to Police Pursuit Tahoe (RPO 9C1) and/or NOT intended to cover situations of common or average disc brake wear.

Supersession Statement

This PI was superseded to add the 2017 model year and update the Recommendation and Parts sections. Please discard PIT5377D.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

During a brake inspection, some complaints of uneven front brake pad wear have been reported. The vehicle may have low mileage, typically around 10K miles. The inner pad on either the front left or right side may be worn out. It is considered uneven pad wear if one of the following is true:

- Inboard to outboard brake pad wear difference of 3mm or greater for 'normal' highway driving (no heavy loads, without trailer towing, without frequent elevation changes)
- Inboard to outboard brake pad wear difference of 6mm or greater for the following driving conditions: heavy city driving, frequent elevation changes, frequent trailer towing, heavy loads.

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- DO NOT use any air tools to remove or install the brake caliper bolts. Use hand tools ONLY.
- Install an open end wrench to hold the caliper guide pin in line with the brake caliper while removing or installing the brake caliper bolt. DO NOT allow the open end wrench to come in contact with the brake caliper.
- When compressing the caliper pistons, use large C-clamps over the top of the caliper housing and against the back of the outboard pad. Slowly tighten the C-clamps until the pistons are pushed completely into the caliper bores. Using this method will help determine if there is anything binding.

After completing normal diagnostics, if a root cause for the uneven pad wear is not found, replace the front brake pads with the part number in the table below. Refer to the Brake Rotor Surface and Wear Inspection information in SI to determine if the brake rotor(s) require servicing or replacement. If the brake rotors require service due to excessive heat checking/blueing, it is recommended to replace the rotors rather than attempting to refinish the rotor(s) for this issue. Refer to the parts catalog for the correct O.E.M. rotor part number, which are Ferritic Nitro-Carburizing (FNC) rotors.

Note: The brake pad kit part number listed below is intended to be used together with the O.E.M. brake rotors. If the rotors were previously replaced with part number 22950035 (NON-FNC), per the earlier version of this PI, and the vehicle now requires brake rotors, refer to the parts catalog and replace both rotors with the O.E.M. brake rotors.

After repairs and pad burnishing have been completed, test drive the vehicle for 20-30 miles. The test drive needs to be performed on an open road at cruising speeds (55 mph+) where very little braking is actually performed. Immediately after returning from the test drive, lift the truck up on a hoist and spin both front wheels by hand, checking for a wheel that is hard to spin. If a wheel is hard to spin, it may be an indication of a brake drag. While the condition is present, perform normal SI diagnostics to determine the cause of the drag (caliper piston binding, binding pads or pins in the bracket, brake hose restriction, etc). Repair if necessary and re-evaluate the concern.

Parts Information

Part Number	Description	Qty
22742382	PAD KIT-FRT DISC BRK	1
* Refer to Parts Catalog	ROTOR-FRT DISC BRK	As needed

* If the front brake rotors were previously replaced with PN 22950036 (NON-FNC), per an ealier version of this PI, then both front rotors need to be replaced with the PN specified in the parts catalog.

Warranty Information

The correction for this concern may be one of several repairs described above. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the original cause in addition to well documented straight time, if necessary.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Additional SI Keywords

Grind Grinding Scrape Scraping

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and

WE SUPPORT VOLUNTARY

safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

TECHNICIAN CERTIFICATION

[redacted]

SAMPLE SURVEY

PUENTE HILLS CHEVROLET
17300 E. Gale Avenue
City of Industry, CA 91748
(877) 241-1312

We sincerely hope we earned a **COMPLETELY SATISFIED** score on your upcoming survey. Our goal is to be sure you had a **COMPLETELY SATISFIED** experience with us.

If at any point you feel we are failing to meet that goal please call:

BRUCE THORPE, SERVICE DIRECTOR AT (800) 913-0440 X:305

	PASS	FAIL			
	COMPLETELY SATISFIED	VERY SATISFIED	SATISFIED	SOMEWHAT SATISFIED	NOT AT ALL SATISFIED
1. When arriving for service, were you greeted promptly?	☑	☐	☐	☐	☐
2. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner	☑	☐	☐	☐	☐
3. How satisfied were you that you were kept informed about the status of your service request?	☑	☐	☐	☐	☐
4. Overall, how satisfied were you with your Service Consultant?	☑	☐	☐	☐	☐
5. How satisfied are you that your vehicle was fixed right on this service visit?	☑	☐	☐	☐	☐
6. Based on this service visit, how satisfied are you with this dealership?	☑	☐	☐	☐	☐
	PASS	FAIL			

NOTE: You may receive a survey like the example above from GM. ***If you cannot mark the survey* COMPLETELY SATISFIED, *please contact us so we can make things right!***

This survey is our report card. Please help us make the grade and achieve 100% complete satisfaction!

MULTI-POINT INSPECTION

[redacted]
2/5/2018
Repair Order: [redacted]
Tag: [redacted]
Service Advisor: Rene Rodriguez
Service Technician: Michael Rivera

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 24132 miles

CHEVROLET | CERTIFIED SERVICE

Puente Hills Chevrolet
17300 E Gale Avenue
City of Industry, CA 91748
(626) 913-0440
service@phchevy.com
www.chevroletpuentehills.com

Services Recommended	Estimate
Pending Customer Approval	
Recommend Front Brakes (DF & PF) Replacement (Good)	$200.00
Recommend Change Engine Oil & Filter	$60.00
Pending Total	**$260.00**

Taxes and additional fees are not included.

Please note that the GM Factory Scheduled and Additional Required Services listed in this maintenance menu have been enhanced to reflect the latest GM maintenance recommendations and the age of some vehicles. As such, maintenance schedule content may vary from the owner's manual of your vehicle. If you have any questions regarding vehicle maintenance or care, please consult your GM dealership Service Consultant for assistance.

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MULTI-POINT VEHICLE INSPECTION REPORT

[redacted]
2/5/2018
Service Advisor: Rene Rodriguez
Service Technician: Michael Rivera

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
Repair Order: [redacted]
Tag: [redacted]
VIN: 3GCPCREC8GG[redacted]

CHEVROLET | CERTIFIED SERVICE
Puente Hills Chevrolet

✓ Checked and OK | May Require Attention Soon | ☒ Requires Immediate Attention | -- Not Inspected

ONSTAR DIAGNOSTICS

- ✓ OnStar Active
- ✓ Enrolled in Advanced Diagnostics Report
- ✓ Dealer Maintenance Notification
- -- Service History/Recall Check

ENGINE OIL & FILTER

- ☒ Engine oil
- -- Oil life monitor
- ✓ Reset oil life monitor

LIGHTS

- ✓ Exterior lights

WINDSHIELD & WIPERS

- ✓ Wiper blade-driver
- ✓ Wiper blade-passenger
- ✓ Wiper blade-rear
- ✓ Windshield condition
- -- Cracks
- -- Chips

BATTERY

- ✓ Battery condition*
- ✓ Battery cables & connections
- -- Battery voltage

SYSTEMS, FLUIDS & VISIBLE LEAK INSPECTION

- ✓ Engine oil
- ✓ Transmission
- ✓ Drive axle
- ✓ Transfer case
- ✓ Engine cooling system
- ✓ Power steering
- ✓ Fuel system
- ✓ Brake fluid reservoir
- ✓ Windshield washer fluid
- -- Diesel exhaust fluid

TIRE INSPECTION

Driver Front
psi before **29** psi set to **35**
Tread depth **7/32**
-- Wear pattern/damage

Passenger Front
psi before **30** psi set to **35**
Tread depth **7/32**
-- Wear pattern/damage

Driver Rear
psi before **28** psi set to **35**
✓ Tread depth **8/32**
-- Wear pattern/damage

Passenger Rear
psi before **27** psi set to **35**
Tread depth **7/32**
-- Wear pattern/damage

-- Rotation needed
-- Alignment needed
-- Balance needed

-- Reset tire pressure monitor
-- Tire sealant expiration date:

BRAKES

Front Brakes: Good: 7mm or greater | OK: 6mm to 4mm | Bad: 3mm or less
Rear Brakes: Good: 4mm or greater | OK: 3mm | Bad: 2mm or less

Front Brakes
☒ Driver front **3mm**
✓ Passenger front **7mm**

Rear Brakes
✓ Driver rear **4mm**
✓ Passenger rear **4mm**

✓ Brake system
✓ Parking brake

VISIBLE & FUNCTIONAL INSPECTIONS

INSPECT (FIT, FORM, & FUNCTION)
- ✓ Exhaust system
- ✓ Accelerator pedal
- -- Passenger compartment air filter
- ✓ Engine air filter
- ✓ Hoses
- ✓ Belts
- ✓ Shocks and struts
- ✓ Steering components
- ✓ Axle boots or driveshaft & u-joints
- ✓ Compartment lift struts
- ✓ Floor mat fit & wear

CHECK OPERATION
- ✓ Horn
- ✓ Ignition lock
- ✓ Starter switch
- ✓ Evaporative control system

LUBRICATE
- ✓ Chassis components

*Courtesy battery testing can provide early warning of a potential battery failure. More extensive testing and analysis may be necessary to verify the actual need for battery replacement and/or warranty reimbursement.

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
* PRE-INVOICE **

PUENTE HILLS CHEVROLET

[redacted]

SERVICE ADVISOR: 395 HECTOR M YANEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18170/18170	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 09AUG17			CASH	14AUG17

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:56 09AUG17	13:21 14AUG17	

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

A PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
CAUSE: N/C INSPECTION
42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
304 IPS 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
18170 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI

B CUST STATES AFTER PICKING VEH UP WHEN BRAKING VEH AT TIMES DOES NOT STOP ALSO ON BACKING UP & BRAKING PEDAL DOWN VEH KEEPS ROLLING
CAUSE: .
CONCERN CODE:
MM ROAD TEST VEH OBD CHECK NO DTC'S UNABLE TO VERIFY CUST CONCERN AT THIS TIME
304 WC 0.00 0.00 0 0 0.00 0.00
0 0 TPARTS
0 0 TLABOR
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
18170 road test vehicle and perform obd system check vehicle operating to design

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-09-17	12:15	12:15	0.00	W	304	B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
463	0	0		462	0	0	
67D	0	*******		263	0	*******	

COST, SALE, & COMP TOTALS 0 0 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

TODAY

Booked

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 395 YANEZ,HECTOR M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18170/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 09AUG17			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09AUG2017 09:56		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	42		IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
# B	MM	381	WC	CUST STATES AFTER PICKING VEH UP WHEN BRAKING VEH AT TIMES DOES NOT STOP ALSO ON BACKING UP & BRAKING PEDAL DOWN VEH KEEPS ROLLING |CC:

18170 to 18173 NPF

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back.

AUTHORIZED BY [redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

CUSTOMER COPY

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION: Road test Vehicle and Rev For OBD System Check No ABS codes Road

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $

WARRANTY PARTS TURNED IN

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY

ENGINE CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ RF _____

LR _____ RR _____

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ % RF _____ %

LR _____ % RR _____ %

FUEL GUAGE

1/4 1/2 FULL

QUALITY CONTROL **TECH** _____

ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

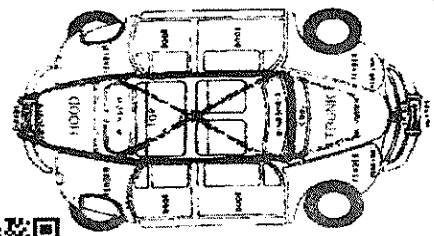
	OFF	ON
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ UNITS	
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED	
	____ LBS ____ OZ	____ LBS ____ OZ	

TOTAL HAZARDOUS WASTE DISPOSAL UNITS $0. _____ ¢ X

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

orm #, Technician Hard Copy McMARTIN AUTOMOTIVE FORMS: To Reorder (877) McMartin (877-606-2784); www.McForms.com Copyright©1951-2013 McMartin Business Forms. All rights reserved

6269135941 11:44:22 a.m. 11-06-2018 56/97

Vehicle Report Printed on: 8/9/2017 12:37 PM

WORKBENCH
Service Menu & Inspection Toolkit

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted] **Odometer:** 18170 mi | **Delivery Date:** 3/30/2016
Service Advisor: Hector Yanez

Oil Life : 99%

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	3/14/2017	Factory

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 18140 mi.
Driving Conditions:
Previous Menu: 3/14/2017
Previous MPVI: 8/7/2017

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	3/15/2016
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
3/13/2017	[redacted]	ZREG	[redacted]	Parking Assist Control Module Reprogramming with SPS	12269 mi.	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 mi.	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 mi.	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 mi.	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 mi.	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 mi.	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 mi.	Warranty

Vehicle Report Printed on: 8/9/2017 12:37 PM

WORKBENCH
Service Menu & Inspection Toolkit

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted] **Odometer:** 18170 mi | **Delivery Date:** 3/30/2016
Service Advisor: Hector Yanez

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 mi.	3/30/2021	60019 mi.	✓ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 mi.	3/30/2018	24019 mi.	✗ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 mi.	3/30/2019	36019 mi.	✓ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 mi.	3/30/2023	70019 mi.	✓ Applicable
Emission Limited Warranty	3/30/2016	19 mi.	3/30/2019	50019 mi.	✓ Applicable
Corrosion Limited Warranty	3/30/2016	19 mi.	3/30/2022	100019 mi.	✓ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	3/14/2017	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	7	I, W	12269 mi.
	9/30/2016		CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 mi.
	4/30/2016		CA	MISC REPAIRS	3	C	952 mi.

Service Lane eAdvisor

DTC Report

VIN: 3GCPCREC8GG[redacted] Date: 8/9/2017 9:37:44 AM

DTCs Read

Code	Description	Failure Code	Status
B127B	Rear Camera Input Signal Circuit	2B - missing reference	History
B1325	Control Module Power Circuit	03 - voltage below threshold	History

CUSTOMER #: [redacted] [redacted]

[redacted]

ACCOUNTING

PAGE 2
* PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 395 HECTOR M YANEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18140/18140	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 07AUG17			CASH	08AUG17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:04 07AUG17	13:54 08AUG17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	(AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.										
CAUSE: LOF & TIRE ROTATION SPECIAL											
	0114			PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.							
		311	CP	0.00	0.80	1280	1300			13.00	13.00
1	19330001	(S)FILTER				317	597	0	6.34	5.97	5.97
8	19352900	OIL				2832	3904	0	6.00	4.88	39.04
1	HAZWA	HAZ WASTE				0	240	0	2.40	2.40	2.40

PARTS: 47.41 LABOR: 13.00 OTHER: 0.00 TOTAL LINE D: 60.41

18140 0.80 performed lof and rotate

EST: 59.95 07AUG17 09:04 SA: 395

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-07-17	10:36	10:36	0.00	W	311	A D	
08-08-17	12:05	12:08	0.05	W	368	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
463	0	0		462	22234	5800	
460A	1300	1280		467	4501	3149	
77D	240	0		324	439	0	
67D	0	*******		263	22234	*******	
225	6480	*******					

COST, SALE, & COMP TOTALS 10229 28275 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

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EST. $ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	13.00
PARTS AMOUNT	47.41
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	60.41
LESS INSURANCE	0.00
SALES TAX	4.39
PLEASE PAY THIS AMOUNT	64.80

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

** PRE-INVOICE **

SERVICE ADVISOR: 395 HECTOR M YANEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18140/18140	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 07AUG17			CASH	08AUG17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:04 07AUG17	13:54 08AUG17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
CAUSE: N/C INSPECTION											
	42		PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE								
			311	IPS	0.00	0.00	0	0		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
18140 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI											
B	CUST STATES KNEE BOLSTER RATTLES AND MAKES NOISE										
CAUSE: DASH PANEL LOOSE											
CONCERN CODE: 0821											
	1033250		INSTRUMENT PANEL ASSEMBLY REPLACEMENT								
			368	WC	0.05	2.00	5800	22234		222.34	222.34
FC: 6025 PART#: COUNT: 0 0 TPARTS											
CLAIM TYPE: ZREG											
AUTH CODE:											
							5800	22234	TLABOR		
PARTS: 0.00 LABOR: 222.34 OTHER: 0.00 TOTAL LINE B: 222.34											
18140 ROAD TESTED VEHICLE AND VERIFIED COMPLAINT, REMOVED KNEE BOLSTER. ROAD TESTED AGAIN, DIAGNOSED AND FOUND LEFT LOWER DASH PANEL BOLTS LOOSE. 1033250 2.00 TIGHTENED ALL DASH PANEL BOLTS AND ROAD TESTED AGAIN, NO RATTLE. RE-INSTALLED KNEE BOLSTER AND PREVIOUSLY REMOVED PARTS. START MI 18143 STOP MI 18146											
C	CUST STATES THAT WHENEVER THEY PRESS ON THE GAS ITS SLUGGISH TO RESPONSE										
CAUSE: .											
CONCERN CODE:											
	MM		MISC REPAIRS								
			302	WC	0.00	0.00	0	0		0.00	0.00
							0	0	TPARTS		
							0	0	TLABOR		
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											
D	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE										

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EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

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PHONE (626) 913-0440

SERVICE ADVISOR: 395 YANEZ,HECTOR M

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DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 07AUG17			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
07AUG2017 09:04		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	42		IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
# B	MM		WC	CUST STATES KNEE BOLSTER RATTLES AND MAKES NOISE |CC:
# C	MM		WC	CUST STATES THAT WHENEVER THEY PRESS ON THE GAS ITS SLUGGISH TO RESPONSE |CC:
# D	0114		CP	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back.

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

PF[redacted]

AUTHORIZED BY [redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

TECHNICIAN COPY

6269135941

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT: Road Testing Vehicle, verified complaint. Readjusted Again & verified complaint. Found left front dash panel Diagnosed Loose & causing rattle. Tightened all dash panel & hoods. Rechecked Again, No Rattle. Reinstalled All previously removed panels. Start M: 18143 Stop M: 18146

CAUSE: Perform OBD system ck NO DTC, ck Bulletins Road test vehicle from 18140 to 18143.

C

CORRECTION: Cust Concern not present at this time

D

COMPLAINT:

CAUSE:

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $

WARRANTY PARTS TURNED IN

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY
#			
#			

ENGINE CID

4 CYL ☐ 6 CYL ☐ V6 ☐ V8 ☐ DIESEL

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE

ACCESSORIES

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER

TIRE CONDITION

LF RF

LR RR

TIRE PRESSURE

LF psi RF psi

LR psi RR psi

BRAKE CONDITION

LF % RF %

LR % RR %

FUEL GUAGE

1/4 1/2 FULL

QUALITY CONTROL TECH

ASM

FOREMAN'S SIG. X

Form # Snap-on Mfrd Corp. © MARTIN AUTOMOTIVE FORMS. To Reorder Call Martin (877) 626-7746 www.MartinForms.com Copy © [illegible] Martin Automotive Forms. All rights reserved

LABOR RECORD

FLAG SHEET OFF 7 ON

FLAG SHEET OFF 6 ON

STRAIGHT TIME (HOURS.)	FLAT RATE	R/O [redacted]	TIME	OFF 5
	2.0	OPER. NO. EMP. NO. 308		AUG 8 AM 11:4 ON AUG 8 AM 9:

FLAG SHEET OFF 4 ON

FLAG SHEET OFF 3 ON

FLAG SHEET OFF 2 ON

FLAG SHEET OFF 1 ON

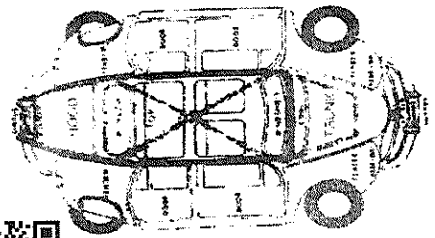
STRAIGHT TIME (HOURS.)	FLAT RATE	R/O NO [redacted]	TIME	OFF 2
0.3		OPER. NO. EMP. NO. 302		AUG 7 PM 3:18 ON AUG 7 PM 2:25

	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED
	LBS OZ	LBS OZ

TOTAL HAZARDOUS WASTE DISPOSAL UNITS $0. c X

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

11:48:52 a.m. 11-06-2018

63 /97

Vehicle Report Printed on: 8/7/2017 11:43 AM

WORKBENCH
Service Menu & Inspection Toolkit

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted] **Odometer:** 18140 mi | **Delivery Date:** 3/30/2016
Service Advisor: Armando Moreno

Oil Life : 26%

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	LUBE OIL AND FILTER CHANGE ROTATE TIRES	3/14/2017	MPVI
✔ Accepted	SOFTWARE REPROGRAM FOR PARK ASSIST	3/14/2017	MPVI
✔ Accepted	SHIM ENGINE MOUNTS	3/14/2017	MPVI
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	3/14/2017	Factory

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 12269 mi.
Driving Conditions:

Previous Menu: 3/14/2017
Previous MPVI: 3/13/2017

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	3/15/2016
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
3/13/2017	[redacted]	ZREG	[redacted]	Parking Assist Control Module Reprogramming with SPS	12269 mi.	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 mi.	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 mi.	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 mi.	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 mi.	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 mi.	Warranty
12/2/2015	[redacted]	ZPDI		Pre-Delivery Inspection - Base Time	1 mi.	Warranty

Vehicle Report Printed on: 8/7/2017 11:43 AM

WORKBENCH
Service Menu & Inspection Toolkit

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted] | **Odometer:** 18140 mi | **Delivery Date:** 3/30/2016
Service Advisor: Armando Moreno

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 mi.	3/30/2021	60019 mi.	✓ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 mi.	3/30/2018	24019 mi.	✗ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 mi.	3/30/2019	36019 mi.	✓ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 mi.	3/30/2023	70019 mi.	✓ Applicable
Emission Limited Warranty	3/30/2016	19 mi.	3/30/2019	50019 mi.	✓ Applicable
Corrosion Limited Warranty	3/30/2016	19 mi.	3/30/2022	100019 mi.	✓ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	3/14/2017	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	7	I, W	12269 mi.
	9/30/2016		CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 mi.
	4/30/2016		CA	MISC REPAIRS	3	C	952 mi.

eAdvisor

DTC Report

VIN: 3GCPCREC8GG[redacted]

Date: 8/7/2017 8:43:27 AM

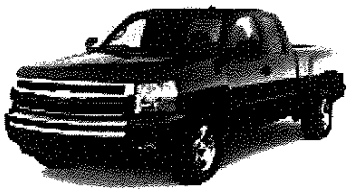
DTCs Read

Code	Description	Failure Code	Status
B1325	Control Module Power Circuit	03 - voltage below threshold	History

Puente Hills Chevrolet CA

Recommended Maintenance Schedule

Jesus Amaya 626.913.0440



2016 Chevrolet Silverado	VIN: 3GCPCREC8GG[redacted]
5.30L 8	Odometer: 18140
RWD	08/07/2017

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$42.17	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	$19.95		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

N\A	22500 Miles		45000 Miles	
	Replace cabin air filter	$74.95 and Up	Change brake fluid (or every 3 years, whichever occurs first).	$129.05
	Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD)	See Advisor
	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00	For GVW under 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor
	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
			Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
			Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)	See Advisor
			Replace cabin air filter	$74.95 and Up
			Replace engine air filter	$34.95 and Up
			Replace automatic transmission fluid	$195.00 and Up

Dealer Recommended Maintenance

Recent 15000 Miles		Current 20000 Miles		Next 25000 Miles	
Throttle Body Service	$99.15	2 Wheel Alignment	$128.00	Power Steering Fluid Service	$119.95
		4 Wheel Alignment	$165.00	Transfer Case Service (4wd)	$149.45
				Brake Fluid Exchange	$129.14

Advisor Signature

Customer Signature

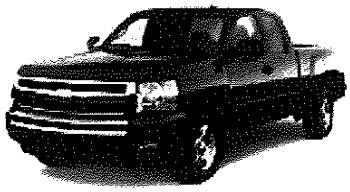
The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
7:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

Puente Hills Chevrolet CA

Recommended Maintenance Schedule

Jesus Amaya 626.913.0440



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5.30L 8	Odometer: 18140
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Dealer Recommended Maintenance

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				Brake Fluid Exchange	$129.14

Advisor Signature

Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
7:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

MULTI-POINT VEHICLE INSPECTION REPORT

8/7/2017
Service Advisor: Armando Moreno
Service Technician: Roger andrade

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
Repair Order:
Tag:
VIN: 3GCPCREC8GG[redacted]



Puente Hills Chevrolet

✓ Checked and OK | May Require Attention Soon | ☒ Requires Immediate Attention | -- Not Inspected

ONSTAR DIAGNOSTICS

- ✓ OnStar Active
- ✓ Enrolled in Advanced Diagnostics Report
- ✓ Dealer Maintenance Notification
- ✓ Service History/Recall Check

ENGINE OIL & FILTER

- ✓ Engine oil
- -- Oil life monitor
- ✓ Reset oil life monitor

LIGHTS

- ✓ Exterior lights

WINDSHIELD & WIPERS

- ✓ Wiper blade-driver
- ✓ Wiper blade-passenger
- -- Wiper blade-rear
- ✓ Windshield condition
- -- Cracks
- -- Chips

BATTERY

- ✓ Battery condition*
- ✓ Battery cables & connections
- -- Battery voltage

VISIBLE LEAK INSPECTION

- ✓ Engine oil — Filled
- ✓ Transmission
- -- Drive axle
- -- Transfer case
- ✓ Engine cooling system
- -- Power steering
- ✓ Fuel system
- ✓ Brake fluid reservoir
- ✓ Windshield washer fluid — Filled
- -- Diesel exhaust fluid

TIRE INSPECTION

Driver Front
psi before -- psi set to --
- ✓ Tread depth **8/32**
- -- Wear pattern/damage

Passenger Front
psi before -- psi set to --
- ✓ Tread depth **8/32**
- -- Wear pattern/damage

Driver Rear
psi before -- psi set to --
- ✓ Tread depth **8/32**
- -- Wear pattern/damage

Passenger Rear
psi before -- psi set to --
- ✓ Tread depth **8/32**
- -- Wear pattern/damage

- -- Rotation needed
- -- Alignment needed
- -- Balance needed
- -- Reset tire pressure monitor
- -- Tire sealant expiration date:

BRAKES

Front Brakes:	Good: 7mm or greater	OK: 6mm to 4mm	Bad: 3mm or less
Rear Brakes:	Good: 4mm or greater	OK: 3mm	Bad: 2mm or less

Front Brakes
- ✓ Driver front **7mm**
- ✓ Passenger front **7mm**

Rear Brakes
- ✓ Driver rear **4mm**
- ✓ Passenger rear **4mm**

- ✓ Brake system
- ✓ Parking brake

VISIBLE & FUNCTIONAL INSPECTIONS

INSPECT (FIT, FORM, & FUNCTION)
- ✓ Exhaust system
- ✓ Accelerator pedal
- ✓ Passenger compartment air filter
- ✓ Engine air filter
- ✓ Hoses
- ✓ Belts
- ✓ Shocks and struts
- ✓ Steering components
- ✓ Axle boots or driveshaft & u-joints
- ✓ Compartment lift struts
- ✓ Floor mat fit & wear

CHECK OPERATION
- ✓ Horn
- ✓ Ignition lock
- ✓ Starter switch
- ✓ Evaporative control system

LUBRICATE
- ✓ Chassis components

*Courtesy battery testing can provide early warning of a potential battery failure. More extensive testing and analysis may be necessary to verify the actual need for battery replacement and/or warranty reimbursement.

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CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
PRE-INVOICE **

PUENTE HILLS CHEVROLET

[redacted]

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		12269/12269	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 14MAR17			CASH	14MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
08:16 13MAR17	15:51 14MAR17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES											
CAUSE: LOF AND ROTATE											
CONCERN CODE: 0021											
	0600723										
MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES											
		317	WC	0.01	0.80	1280	1000			10.00	10.00
1	19330000	(S)FILTER				430	602	0	8.60	6.02	6.02
8	19259487	OIL				2696	3776	0	5.91	4.72	37.76
FC: 9094											
PART#: 19259487											
COUNT: 8							3126		4378	TPARTS	
CLAIM TYPE: ZREG											
AUTH CODE:											
							1280		1000	TLABOR	
PARTS: 43.78 LABOR: 10.00 OTHER: 0.00 TOTAL LINE A: 53.78											
12269 perform lof rtoated 0.80 MAINT											
B CUSTOMER STATES VEHICLE SHAKING AT IDLE AND WHEN STOPPED AT RED LIGHTS											
CAUSE: BULLETIN PIP5211											
CONCERN CODE: 0323											
	4081038										
SHIM BOTH ENGINE MOUNTS											
		302	WC	0.02	2.70	7965	30016			300.16	300.16
4	47768	SHIM				200	280	0	1.25	0.70	2.80
OLHS OTHER LABOR HOURS SOLD (ADD ON PER WARRANTY STRAIGHT TIME...)											
		302	WC	0.00	0.30	885	3335			33.35	33.35
FC: 9090 PART#: COUNT:							200		280	TPARTS	
CLAIM TYPE: ZREG											
AUTH CODE:											
							8850		33351	TLABOR	
PARTS: 2.80 LABOR: 333.51 OTHER: 0.00 TOTAL LINE B: 336.31											
12269 PERFORM OBD SYSTEM CK NO DTC, NO MISFIRE FOUND BULLETIN PIP5211F 4081038 3.00 SHIM BOTH ENGINE MOUNTS AND PERFORM PICO											

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2
PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]	[redacted]	12269/12269	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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R.O. OPENED	READY	OPTIONS:
08:16 13MAR17	15:51 14MAR17	SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
VERIFICATION											
C CUSTOMER STATES WHEN TAKING OFF IN DRIVE THE ENGINE SHAKES/VIBRATES											
CONCERN CODE:											
MM SEE JOB LINE B FOR REPAIRS											
	302	IPS		0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											
D PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE											
CAUSE: N/C INSPECTION											
42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE											
	317	IPS		0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00											
12269 perform 27 point TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI											
E** CUSTOMER STATES THAT SERVICE PARK ASSIST WARNING MESSAGE COMES ON											
CAUSE: PIT 5507B BB8D4											
CONCERN CODE: 0621											
2810375 PARKING ASSIST CONTROL MODULE REPROGRAMMING WITH SPS											
	368	WC		0.02	0.30	870	3335			33.35	33.35
FC: 9090 PART#: COUNT: 0 0 TPARTS											
CLAIM TYPE: ZREG											
AUTH CODE:											
870 3335 TLABOR											
PARTS: 0.00 LABOR: 33.35 OTHER: 0.00 TOTAL LINE E: 33.35											
12269 OBD TEST, U0159 HISTORY CODE FOUND BULLETIN PIT5507B 2810375 0.30 REPROGRAMMED PARK ASSIST MODULE. BB8D4											
F** RENTAL CHARGES											
CAUSE: RENTAL CHARGES											
CONCERN CODE:											
MM MISC REPAIRS											
	999	IPS		0.00	0.00	0	0			0.00	0.00

Code BB8D4

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 3
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		12269/12269	[redacted]

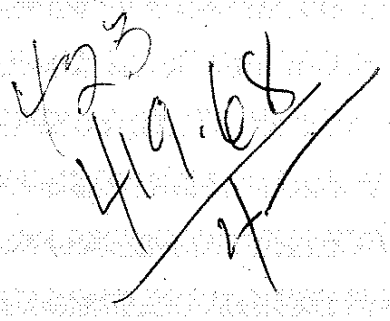
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 14MAR17			CASH	14MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
08:16 13MAR17	15:51 14MAR17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00				

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-13-17	09:25	09:26	0.01	W	317	A	
	09:31	09:31	0.00	W	317	D	
	16:45	16:46	0.02	W	302	B	
03-14-17	09:45	09:46	0.02	W	368	E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	37686	11000		480	4658	3326	
463	0	0		263	42344	*******	
67D	0	*******					



COST, SALE, & COMP TOTALS 14326 42344 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

APPOINTMENT [redacted]

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 TWIFORD,JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		12269/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 13MAR17			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
13MAR2017 08:16		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0600723	317	WC	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES |CC: Perform lof Rotate
# B	MM	302	WC	CUSTOMER STATES VEHICLE SHAKING AT IDLE AND WHEN STOPPED AT RED LIGHTS |CC: 4081038 2.7 .3 PIC verification 30 Bulletin PIP5211
# C	MM		WC	CUSTOMER STATES WHEN TAKING OFF IN DRIVE THE ENGINE SHAKES/VIBRATES |CC: 30 Inspect B
# D	42	317	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE Perform 27 Point
# E	MM		WC	CUSTOMER STATES SERVICE PARK ASSIST WARNING MESSAGE COMES ON. owner called in 3-13-17 8:40am BL 2810325 .3

3-14-17 AH

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X Jorge Velazquez

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

Notice to Consumer: Please read important information on back.

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TECHNICIAN COPY

COMPLAINT:

CAUSE:

A

CORRECTION:

COMPLAINT: Perform OBD system ck NO DTC

CAUSE: NO misfire. Found Bulletin PIP5211F

B

CORRECTION: Shim Both Engine mounts, and Perform PCM verification

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $
(2) OBD TEST U0159 H.S.N.R4			
FOUND BULLETIN PIP5507B			
REPROGRAMMED ANTI THEFT MODULE			

WARRANTY PARTS TURNED IN

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY
#			
#			

ENGINE CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ RF _____

LR _____ RR _____

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ % RF _____ %

LR _____ % RR _____ %

FUEL GUAGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

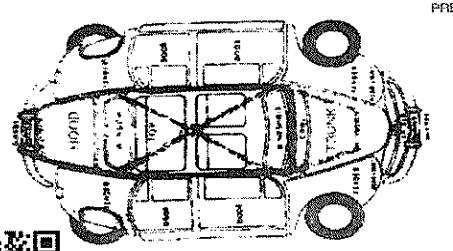
LABOR RECORD

FLAG SHEET	OFF	ON
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ UNITS	
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED	
	LBS OZ	LBS OZ	
TOTAL HAZARDOUS WASTE DISPOSAL UNITS	SO.	c X	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Form #: Technician Hard Copy McMARTIN AUTOMOTIVE FORMS: To Reorder (877) McMartin (877-626-2784) www.McForms.com Copyright ©1994-2013 McMartin Business Forms. All rights reserved.

6269135941 11:56:53 a.m. 11-06-2018 74/97

Connect John Twiford
Puente Hills Chevrolet

Service Workbench Home | Help | Print Logout

Menu & Inspection Toolkit | View Service Info, Diagnose & Program | Process Warranty Info | Online Service Scheduling

Service Consultant Toolkit

Service Workbench Home > Menu & Inspection Toolkit > View Consultant Dashboard

SELECTED VEHICLE SUMMARY

Edit Select New Vehicle

VIN 3GCPCREC8GG[redacted] Mileage: 12269 Customer Name RO#: Line Items

Consultant Dashboard | Multi-Point Inspection | Maintenance Menu

Consultant Dashboard | Vehicle Build Information | Investigate Vehicle History | Print Vehicle Info

ALERTS & ACTION ITEMS

Type	Description	Action Needed	Date
Maintenance	Vehicle Qualifies for Chevrolet Scheduled Maintenance-2 visits. 1 of 2 service visits remaining as of 03/13/2017	Please use OP Code [redacted] Please review Warranty Claim History to confirm eligibility. View Program Details	03/30/2018

SERVICE CHECKLIST

VEHICLE INFORMATION

Vehicle Model: 2016 SILVERADO 1500 2WD CREW CAB Delivery Date: 03/30/2016

Delivery Type: 010 INDIVIDUAL

CUSTOMER INFORMATION FROM GM

Address

Phone Number(s): No Contact Information Available

Email

NEXT STEPS

- View Required Field Actions
- View Applicable Warranties
- View Service Contracts
- View Service Information
- View Warranty Claim History
- View Repair Order History

ONSTAR AND SIRIUS/XM RADIO INFORMATION

ONSTAR SIRIUS / XM RADIO

OnStar Status: Equipped - Active Radio Status: Equipped - InActive

Advanced Diagnostics: Yes Radio ID: K59AG30P

DMN Enabled: Yes

For OnStar contact 888 ON STAR1 (888.667.8271). For Sirius / XM Radio contact 877 GET XMST (877.438.9677).

REQUIRED FIELD ACTIONS

Number	Type	Description	Release Date	Status
[redacted]	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

APPLICABLE WARRANTIES

Valid warranties are highlighted

Valid	Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
✓	Powertrain Limited Warranty	03/30/2016	19 MI	03/30/2021	60019 MI	Applicable
✓	Chevrolet Scheduled Maintenance-2 visits	03/30/2016	19 MI	03/30/2018	24019 MI	1 of 2 visits remaining
✓	Bumper to Bumper Limited Warranty	03/30/2016	19 MI	03/30/2019	36019 MI	Applicable
✓	Emission Select State Component Ltd Wty	03/30/2016	19 MI	03/30/2023	70019 MI	Applicable
✓	Emission Limited Warranty	03/30/2016	19 MI	03/30/2019	50019 MI	Applicable
✓	Corrosion Limited Warranty	03/30/2016	19 MI	03/30/2022	100019 MI	Applicable

Page 1 of 1 Displaying Records 1 - 6 of 6

[redacted] 3/13/2017

SERVICE CONTRACTS

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

SERVICE INFORMATION

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0376	Check Engine Light Illuminated and DTC P0751 Set on Vehicles Under 5,000 Miles	09/02/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016
EI	PIE0365		06/21/2016

Page 1 of 1 Displaying Records 1 - 4 of 4

VEHICLE WARRANTY CLAIM HISTORY (FROM IVH)

Service Date	Repair Order#	Transaction Type	OP Code	Description	Odometer Reading	Service Type
09/29/2016	[redacted]	ZFAT	[redacted]	16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	6588 MI	Warranty
09/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 MI	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 MI	Warranty
12/02/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Page 1 of 1 Displaying Records 1 - 4 of 4

REPAIR ORDER HISTORY (FROM DEALER MANAGEMENT SYSTEMS)

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
09/30/2016	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I,W	6,588 MI
04/30/2016		CA	MISC REPAIRS	3	C	952 MI

Page 1 of 1 Displaying Records 1 - 2 of 2

Print Vehicle Info

▸ Select New Vehicle ▸ Back To Home

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

PO: 21098
PAGE: 1 OF 1
PO DATE: 14MAR2017
PRINT DATE: 14MAR2017 08:36
TELEPHONE: 3108513494
REQUESTOR: JOHN
ISSUED BY: jtwiford
SHIP VIA:
COMMENT: GM WARR RENTAL

****
* DUPLICATE DUPLICATE *
****

2565
ENTERPRISE RAC
5462 HOLT BLVD

MONTCLAIR CA 91763

AUTHORIZING SIGNATURE

ORDER AMOUNT: $0.00

RO NO.	DESCRIPTION	AMOUNT
[redacted]	ENTERPRISE GM WARR RENTAL	0.00
	CUSTOMER#: [redacted] NAME: [redacted]	

TOTAL FREIGHT: 0.00
TOTAL TAX: 0.00

VOID

PURCHASE ORDER

FILE COPY

Copyright 2000 ADP, Inc. PURCHASE ORDER - PO1C

#PIT5507B: Service Park Assist Message At Start Up With DTC U0159 And/Or False Alerts - (Dec 21, 2016)

Subject: Service Park Assist Message At Start Up With DTC U0159 And/Or False Alerts

Models: 2015-2016 Cadillac Escalade Models
2014 Chevrolet Silverado 1500
2015-2016 Chevrolet Silverado, Suburban, Tahoe
2014 GMC Sierra 1500
2015-2016 GMC Sierra and Yukon Models
With Ultrasonic Park Assist System (RPO UD5 or UD7)

This PI was superseded to update the Recommendation with additional repair and parts information. Please discard PIT5507A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some owners may comment of any of the following Parking Assist System issues:

1. Unwanted/false alerts suggesting there is an object in front and/or behind the vehicle when there is nothing there. This issue is more prevalent when it is raining or snowing.
2. (This concern only applies to 2016 models) At times when the truck is first started, there is a "Service Parking Assist" message displayed. If the ignition is cycled off and back on, the message will be gone. When scanning for DTC's, a U0159 will be set in the IPC and/or BCM. This concern only occurs at start up and is very random.

Recommendation/Instructions

Engineering has developed updated Parking Assist Control Module (K41) calibrations to correct these concerns. Reprogram the K41 Parking Assist Control Module with the latest calibrations currently available in TIS2WEB.

Additional information for Condition 1

This information ONLY applies to the front park assist sensors on 2016 Silverado/Sierra 1500 models

The new calibration will greatly improve unwanted/false alerts.

If the issue continues, after the park assist module has been programmed with the new calibration, it is possible the front park assist sensor rings are incorrect.

If the front park assist sensor(s) have been replaced previously for any reason, some replacement park assist sensors were coming with the incorrect sensor ring.

The incorrect sensor rings did not have the scallops/reliefs molded into the ring, as shown below.

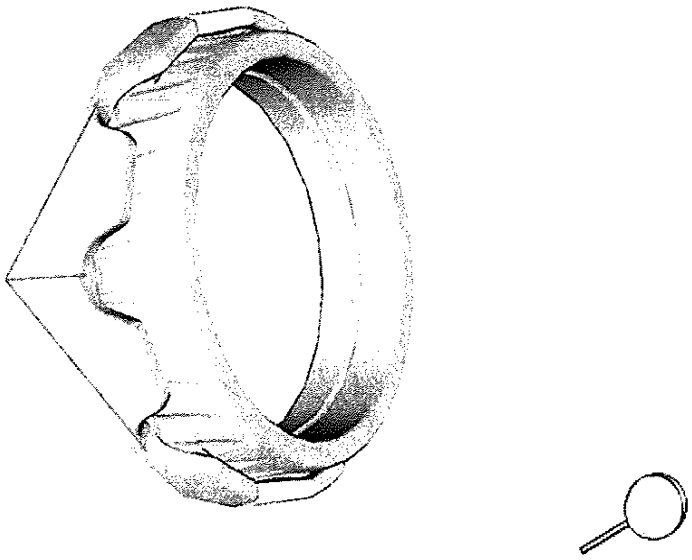
Remove the front park assist sensor(s) and inspect the sensor rings for scallops/reliefs molded into the ring.

If there are no scallops/reliefs molded into the ring, the wrong sensor ring(s)are installed. Replace the sensor ring(s) with GM part number 84075328, shown below.

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It is imperative when installing the sensor rings to pay close attention that the sensor and ring are properly installed.

If the sensor and ring are not properly installed and there is binding/misalignment/etc. of the sensor/ring, it will continue to cause unwanted/false alerts.



Parts Information

Part Number	Description	Qty
84075328*	Front Park Assist Sensor Ring	As Needed
*For use only on 2016 Silverado/Sierra 1500 Models.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Warranty Information

For vehicles repaired under warranty use:

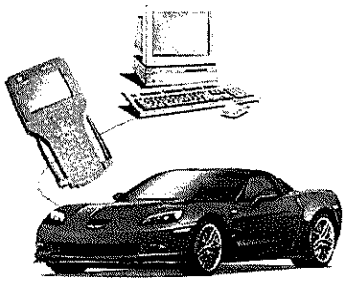
Labor Operation	Description	Labor Time
[redacted]	Parking Assist Control Module Reprogramming with SPS	Use Published Labor Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

J2534 Pass Thru: Final Instructions



ProgrammingComplete.

Parking Assist Control Module - Programming (K41)
2017-03-14 09:29:07 -07:00

WarrantyClaim Code: BB8D4

Record this code on the warranty repair order (if applicable).

Post ProgrammingInstructions:

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset controller.

Controller SpecificInstructions:

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Link Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

VIN3GCPCREC8GG[redacted]

Print

Clear DTCs | Proceed with same VIN | New | Cancel



Puente Hills Chevrolet
17300 E. Gale Ave.
City of Industry, CA 91748
http://www.chevroletpuentehills.com

CHEVROLET **COMPLETE**

Phone: [redacted] Email: www.service@phchevy.com

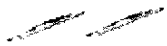
Customer Name [redacted] VIN: 3GCPCREC8GG[redacted] Date: 03/13/2017

Repair Order # [redacted] Mileage: 12269 Tag #: _____ License #: _____

☑ *Checked and OK* ! *May Require Attention Soon* ⊗ *Requires Immediate Attention*

☑ ○ OnStar active ☑ ○ Enrolled in OVD ☑ ○ Enrolled in DMN	☑ Service History Check ☑ ○ Remaining engine oil life: ____ % Reset: ☐ NA: ☐ ☑ ○ Exterior Lights (Headlamps, Tail Lamps, Turn Signals, etc.)

WIPER BLADES



☑ LF ☑ RF ○ ○

☑ ○ Rear (if applicable)
☑ ○ Windshield condition
☐ Cracks ☐ Chips

CHECK TIRES AND TREAD DEPTH

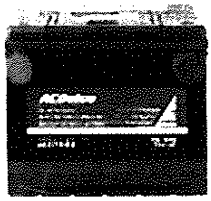
☑ 8/32 or Greater ! 7/32 to 4/32 ⊗ 3/32 or Less



LF ☑ 8/32 or greater PSI@: ___ set to: 35 PSI ☐ Wear Pattern/Damage	RF ☑ 8/32 or greater PSI@: ___ set to: 35 PSI ☐ Wear Pattern/Damage
LR ☑ 8/32 or greater PSI@: ___ set to: 35 PSI ☐ Wear Pattern/Damage	RR ☑ 8/32 or greater PSI@: ___ set to: 35 PSI ☐ Wear Pattern/Damage

☐ Rotation needed ☐ Alignment needed ☐ Balance needed

CHECK BATTERY



☑ ○ Battery condition
☑ ○ Battery cables and connections

☐ **CHANGE ENGINE OIL & FILTER** N/A ☐

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
☑	☐	Engine oil	○
☑	☐	Brake fluid reservoir	○
☑	☐	Transmission (if equipped w/dipstick)	○
☑	☐	Coolant recovery reservoir	○
☑	☐	Power steering	○
☑	☐	Windshield washer	○

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

Front ☑ 7 mm or Greater ! 6 mm to 4 mm ⊗ 3 mm or Less

LF ☑ 7mm / greater RF ☑ 7mm / greater
LR ☑ 7mm / greater RR ☑ 7mm / greater

Rear ☑ 4 mm or Greater ! 3 mm ⊗ 2 mm or Less

Lowest Front Lining: 7mm / greater Lowest Rear Lining: 7mm / greater

☑ ○ Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks and visual condition:

☑ ○ Fuel system (also including gas cap seating)	☑ ○ Steering components and steering linkage
☑ ○ Engine, transmission, drive axle, transfer case	☑ ○ CV drive axle boots or driveshafts and U-joints
☑ ○ Engine cooling system	☑ ○ Exhaust system components
☑ ○ Shocks and struts – also check operation	☑ ○ Body components lubrication
☑ ○ Belts: engine, accessory, serpentine, and/or V-drive	☑ ○ Restraint system component check
☑ ○ Hoses: engine, power steering and HVAC	☑ ○ Chassis components lubrication
☑ ○ Engine air filter	☑ ○ Drive axle (leak/other)
☑ ○ Passenger compartment air filter	☑ ○ Evaporative control system

Your Service Consultant: John Twiford **Your Service Technician:** Julio Gomez



Puente Hills Chevrolet
17300 E. Gale Ave.
City of Industry, CA 91748
[redacted]

CHEVROLET

COMPLETE

Phone [redacted] Email: www.service@phchevy.com

Customer Name [redacted] VIN: 3GCPCREC8GG[redacted] Date: 03/13/2017

Repair Order # [redacted] Mileage: 12269 Tag #: _____ License #: _____

ACCEPTED ADDITIONAL SERVICES RECOMMENDED

Description		Labor + Parts Price
SOFTWARE REPROGRAM FOR PARK ASSIST	$	32.54
SHIM ENGINE MOUNTS	$	390.00
LUBE OIL AND FILTER CHANGE ROTATE TIRES	$	50.00
Labor + Parts Total:	**$**	**472.54**

ESTIMATED TOTALS

Accepted Items Estimate	$	472.54
Total Items Estimate **Labor + Parts Total:**	**$**	**472.54**

NOTES

Your Service Consultant: John Twiford **Your Service Technician:** Julio Gomez

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		6588/6588	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 29SEP16			CASH	30SEP16

R.O. OPENED	READY	OPTIONS:
16:04 29SEP16	08:19 30SEP16	SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
C	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
CAUSE: N/C INSPECTION											
	42										
	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
		317	IPS	0.00	0.00	0	0			0.00	0.00

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

6588 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET
(ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES
_____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-29-16	16:39	16:40	0.02	W	317	A C	
	16:44	16:44	0.00	W	359	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	4254	1760		480	4378	3126	
77D	240	0		463	0	0	
263	8872	*******		67D	0	*******	

COST, SALE, & COMP TOTALS 4886 8872 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE OF THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
[redacted] A 91748

SERVICE ADVISOR: 39[redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		6588/6588	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 29SEP16			CASH	30SEP16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
16:04 29SEP16	08:19 30SEP16	

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

A PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.
CAUSE: LOF & TIRE ROTATION SPECIAL
CONCERN CODE: 0021
0600723 2014 2 YEAR MAINTENANCE PROGRAM

		317	WC	0.02	0.80	1280	1000			10.00	10.00
	1	19330000	(S)FILTER			430	602	0	8.60	6.02	6.02
	8	19259487	OIL			2696	3776	0	5.91	4.72	37.76
	1	HAZWA	HAZ WASTE			0	240	0	2.40	2.40	2.40

FC: 9094
PART#: 19330000
COUNT: 1 3126 4618 TPARTS
CLAIM TYPE: ZREG
AUTH CODE:
1280 1000 TLABOR

PARTS: 46.18 LABOR: 10.00 OTHER: 0.00 TOTAL LINE A: 56.18

6588 maint perform oil filter, rotate, ck all fluid

B 16007 Product Safety Recall Frontal Airbag And Pretensioner Non Deploy
CAUSE:
CONCERN CODE:
9102276 Inflatable Restraint Sensing and Diagnostic Module Reprogr

		359	WC	0.00	0.20	320	2169			21.69	21.69

OLHS OTHER LABOR HOURS SOLD (ADD ON PER WARRANTY STRAIGHT TIME...)

		359	WC	0.00	0.10	160	1085			10.85	10.85

FC: PART#: COUNT: 0 0 TPARTS
CLAIM TYPE: ZFAT
AUTH CODE:
480 3254 TLABOR

PARTS: 0.00 LABOR: 32.54 OTHER: 0.00 TOTAL LINE B: 32.54

6588 j2534 0.30 programed IRS and setup

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 TWIFORD,JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		6588/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 29SEP16			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
29SEP2016 16:04		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0114	317	WC	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS. |CC:
# B	MM	317	WC	16007 Product Safety Recall Frontal Airbag And Pretensioner Non Deploy |CC: J2534 .3 9102716.1
# C	42	317	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

CUSTOMER STATES ONE OF THE COVERS FOR BLOWER CAME OFF IN CARWASH LAST VISIT. DO WE HAVE AN EXTRA ONE?

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X Jorge Velazquez

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

Notice to Consumer: Please read important information on back.

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TECHNICIAN COPY

A

COMPLAINT: Perform oil filter Retut oil fluid

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION: Program IPS and setup

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $

WARRANTY PARTS TURNED IN

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY
#			
#			

ENGINE CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ RF ____

LR ____ RR ____

TIRE PRESSURE

LF ____ psi RF ____ psi

LR ____ psi RR ____ psi

BRAKE CONDITION

LF ____ % RF ____ %

LR ____ % RR ____ %

FUEL GUAGE

1/4 1/2 FULL

QUALITY CONTROL TECH ASM ____

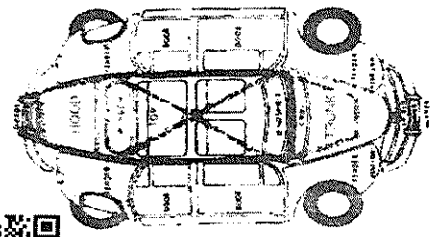
FOREMAN'S SIG X ____

LABOR RECORD

FLAG SHEET	OFF	ON
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ UNITS	
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	
REFRIGERANT	POUNDS RECOVERED: ___ LBS ___ OZ; POUNDS USED: ___ LBS ___ OZ	
TOTAL HAZARDOUS WASTE DISPOSAL UNITS	SC. ____ c X	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

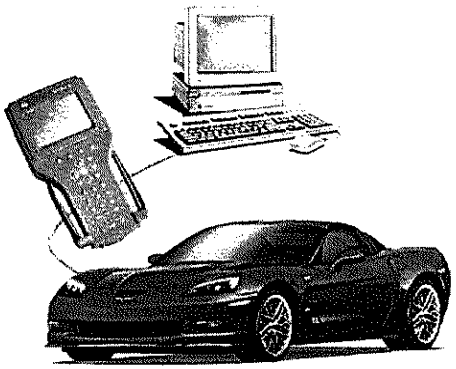
Form #. Technician Hard Copy McMARTIN AUTOMOTIVE FORMS: To Reorder (877) McMartin (877-626-2784) www.McForms.com Copyright © 1964-2018 McMartin Business Forms. All rights reserved.

6269135941 12:04:55 p.m. 11-06-2018 86/97

ProgrammingComplete.

Inflatable Restraint Sensing and Diagnostic Module - Programming and Setup (K36)

2016-09-29 16:35:02 PDT



WarrantyClaim Code:S30DB

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

VIN 3GCPCREC8GG[redacted]

Print | Clear DTCs | Proceed with same VIN | New | Cancel

6269135941 12:05:53 p.m. 11-06-2018 87 /97

Connect John Twiford
Puente Hills Chevrolet

Service Workbench Home | Help | Print Logout

Menu & Inspection Toolkit **View Service Info, Diagnose & Program** Process Warranty Info **Online Service Scheduling**
Service Consultant Toolkit

Service Workbench Home > Menu & Inspection Toolkit > View Consultant Dashboard

SELECTED VEHICLE SUMMARY

Edit Select New Vehicle

VIN 3GCPCREC8GG[redacted] Mileage: 6588 Customer Name RO#: Line Items

Consultant Dashboard | Multi-Point Inspection | Maintenance Menu

Consultant Dashboard | Vehicle Build Information | Investigate Vehicle History Print Vehicle Info

ALERTS & ACTION ITEMS

Type	Description	Action Needed	Date
Open Field Action	Frontal Airbag And Pretensioner Non Deploy	View technical details for 16007	09/08/2016
Maintenance	Vehicle Qualifies for Chevrolet Scheduled Maintenance-2 visits. 2 of 2 service visits remaining as of 09/29/2016	Please use OP Code [redacted] Please review Warranty Claim History to confirm eligibility. View Program Details	03/30/2018

SERVICE CHECKLIST

VEHICLE INFORMATION

Vehicle Model: 2018 SILVERADO 1500 2WD CREW CAB
Delivery Date: 03/30/2016
Delivery Type: 010 INDIVIDUAL

CUSTOMER INFORMATION FROM GM

Address:
Phone Number(s): No Contact Information Available
Email:

NEXT STEPS

- View Required Field Actions
- View Applicable Warranties
- View Service Contracts
- View Service Information
- View Warranty Claim History
- View Repair Order History

ONSTAR AND SIRIUS/XM RADIO INFORMATION

ONSTAR

OnStar Status: Equipped - Active
Advanced Diagnostics: Yes
DMN Enabled: Yes

For OnStar contact 888.ON STAR1 (888.667.8271)

SIRIUS / XM RADIO

Radio Status: Equipped - Active
Radio ID: K59AG30P

For Sirius / XM Radio contact 877.GET 4MST (877.438.6778).

REQUIRED FIELD ACTIONS

Number	Type	Description	Release Date	Status
16007	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Open

APPLICABLE WARRANTIES

Valid warranties are highlighted

Valid	Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
✓	Powertrain Limited Warranty	03/30/2016	19 MI	03/30/2021	60019 MI	Applicable
✓	Chevrolet Scheduled Maintenance-2 visits	03/30/2016	19 MI	03/30/2018	24019 MI	2 of 2 visits remaining
✓	Bumper to Bumper Limited Warranty	03/30/2016	19 MI	03/30/2019	36019 MI	Applicable
✓	Emission Select State Component Ltd Wty	03/30/2016	19 MI	03/30/2023	70019 MI	Applicable
✓	Emission Limited Warranty	03/30/2016	19 MI	03/30/2019	50019 MI	Applicable
✓	Corrosion Limited Warranty	03/30/2016	19 MI	03/30/2022	100019 MI	Applicable

[redacted] 9/29/2016

Page 1 of 1 Displaying Records 1 - 6 of 6

SERVICE CONTRACTS

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

SERVICE INFORMATION

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0376	Check Engine Light Illuminated and DTC P0751 Set on Vehicles Under 5,000 Miles	09/02/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016
EI	PIE0365		06/21/2016

Page 1 of 1 Displaying Records 1 - 4 of 4

VEHICLE WARRANTY CLAIM HISTORY (FROM IVH)

Service Date	Repair Order#	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/11/2015	[redacted]	ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	3 MI	Warranty
12/02/2015		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Page 1 of 1 Displaying Records 1 - 2 of 2

REPAIR ORDER HISTORY (FROM DEALER MANAGEMENT SYSTEMS)

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
04/30/2016	[redacted]	CA	MISC REPAIRS	3	C	952 MI

Page 1 of 1 Displaying Records 1 - 1 of 1

Print Vehicle Info

› Select New Vehicle › Back To Home

Certified Service

MULTI-POINT VEHICLE INSPECTION

Name:_____ Year/Model:_____ Date:_____

Repair Order #:_____ VIN (last 8 digits):_____ Odometer:_____ Tag#:_____ License#:_____

☐ ***Checked and OK*** ☐ ***May Require Attention Soon*** ☐ ***Requires Immediate Attention***

WIPER BLADES



☐ XWIPY XWIPR **RF**
☐ XWIPY XWIPR **LF**
☐ **Rear** (if applicable)
☐ XWNDY XWNDR Windshield condition

Cracks_____ Chips_____

☐☐ OnStar active
☐☐ Enrolled in OVD
☐☐ Enrolled in DMN

☐ Service History Check
☐ XACY XACR Air Conditioning Performance
XOLSG XOLSY XOLSR Remaining engine oil life:_____% Reset:_____ N/A:_____

CHECK BATTERY



☐ XBATY XBATR Battery health
☐ XCABY XCABR Battery cables and connections

CHECK TIRES AND TREAD DEPTH

XROTR ☐ Rotation needed ☐ Rotation performed
XALGN ☐ Alignment needed ☐ Alignment performed
XBALR ☐ Balance needed ☐ Balance performed

LF

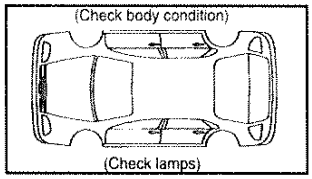
	ACTUAL
TIRE8 8/32 or Greater	
TIRE7 7/32	
TIRE6 6/32	
TIRE5 5/32	
TIRE4 4/32	
TIRE3 3/32 or Less	

PSI@:_____ set to:_____ PSI

LR

	ACTUAL
TIRE8 8/32 or Greater	
TIRE7 7/32	
TIRE6 6/32	
TIRE5 5/32	
TIRE4 4/32	
TIRE3 3/32 or Less	

PSI@:_____ set to:_____ PSI



Lowest Tread Depth:_____/32

☐ LF ☐ LR Wear Pattern Damage ☐ RF ☐ RR

RF

	ACTUAL
8/32 or Greater TIRE8	
7/32 TIRE7	
6/32 TIRE6	
5/32 TIRE5	
4/32 TIRE4	
3/32 or Less TIRE3	

PSI@:_____ set to:_____ PSI

RR

	ACTUAL
8/32 or Greater TIRE8	
7/32 TIRE7	
6/32 TIRE6	
5/32 TIRE5	
4/32 TIRE4	
3/32 or Less TIRE3	

PSI@:_____ set to:_____ PSI

☐ CHANGE ENGINE OIL & FILTER ☐ N/A

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
☐	☐	Engine oil	☐
☐	☐	Brake fluid reservoir	☐
☐	☐	Transmission (if equipped w/dipstick)	☐
☐	☐	Coolant recovery reservoir	☐
☐	☐	Power steering	☐
☐	☐	Windshield washer	☐

ADDITIONAL CHECKS (Inspect for visible leaks and visual condition)

☐	XFULY XFULR	Fuel system (also including gas cap seating)
☐	XTRAY XTRAR	Engine, transmission, drive axle, transfer case
☐	XENGY XENGR	Engine cooling system, leak/other
☐	XSHKY XSHKR	Shocks and struts - also check operation
☐	XBELY XBELR	Belts: engine, power steering and/or V-drive
☐	XHOSY XHOSR	Hoses: engine, power steering and HVAC
☐	XAFY XAFR	Engine air filter
☐	XCFY XCFR	Passenger Compartment Air Filter
☐	XSTRY XSTRR	Steering components and steering linkage
☐	XCVJY XCVJR	CV drive axle boots or driveshafts and U-joints
☐	XEXHY XEXHR	Exhaust system components
☐	XBODY XBODR	Body components lubrication

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF

	ACTUAL
BK7	
BK6	
BK5	
BK4	
BK3	
BK2	
BK1	

RF

BK7	7 mm greater
BK6	6 mm
BK5	5 mm
BK4	4 mm
BK3	3 mm/less
BK2	2 mm/less
BK1	1 mm/less

LR

	ACTUAL
BK7	
BK6	
BK5	
BK4	
BK3	
BK2	
BK1	

RR

BK7
BK6
BK5
BK4
BK3
BK2
BK1

Lowest Front Lining _____ Lowest Rear Lining _____

☐ XBRKY XBRKR Brake system (also including lines, hoses and parking brake)

Additional Recommended Services	FRH
1)	
2)	
3)	
Service Consultant:	
Technician: **No.:**	
Recommended FRH:	
Total FRH Sold:	

☐ XRESY XRESR Restraint system component check
☐ XCHSY XCHSR Chassis components lubrication
☐ XAXLY XAXLR Drive Axle (leak/other)
☐ XEVPY XEVPR Evaporative control system

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CUSTOMER FILE COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

[redacted]

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 344 BILL MORALES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		952/952	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 02MAY16			CASH	30APR16

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
13:36 30APR16	15:57 30APR16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A BOTH OUTTER MIRROR GLASSES HAVE BEEN STOLEND. INSTALL CUSTOMERS GLASS PURCHASED ELSEWHERE. MM NEEDS LEFT OUTTER MIRROR BECAUSE OF BROKEN WIRING. UNABLE TO MOUNT GLASS. STILL MISSING ATTACHEMENT BRACKET.											
	368		CP	0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
B PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE CAUSE: N/C INSPECTION 42 UNABLE TO MOUNT, MISSING ATTACHEMENT BRACKET.											
	368		CP	0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00											
C** INSTALL BED LINER PER CUSTOMER MM MISC REPAIRS											
	311		CP	0.00	1.00	1600	12516			125.16	125.16
	1	23221574	LINER PKG			16900	24150	0	241.50	241.50	241.50
PARTS: 241.50 LABOR: 125.16 OTHER: 0.00 TOTAL LINE C: 366.66											
952 1.00 INSTALLED BED LINER											

EST: 125.00 30APR16 13:36 SA: 344

EST: 515.00 30APR16 13:41 SA: 344
CONTACT:

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-30-16	15:16	15:16	0.00	W	311	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460A	12516	1600		467	24150	16900	
324	2174	0		225	38840	*******	

COST, SALE, & COMP TOTALS 18500 36666 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	125.16
PARTS AMOUNT	241.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	366.66
LESS INSURANCE	0.00
SALES TAX	21.74
PLEASE PAY THIS AMOUNT	388.40

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

Jorge request

CUSTOMER #. [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 344 MORALES, BILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		952/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 30APR16			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
30APR2016 13:36		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MM		CP	BOTH OUTTER MIRROR GLASSES HAVE BEEN STOLEND. INSTALL CUSTOMERS GLASS PURCHASED ELSEWHERE. unable to do
# B	42		CP	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

18/C

C & Carpeted Bedliner 1.0 24.50.
3/11 1.0 Installed bed liner 125.00

$ 366.50
21.74
$ 388.24

130.00

Jorge Velazquez

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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PRELIMINARY ESTIMATE $ 125.00

AUTHORIZED BY X

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details $ 5/5 (1) X Jorge Velazquez
added bedliner E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

TECHNICIAN COPY

Vehicle Report

Printed on: 04/30/2016 04:24:42

WORKBENCH Service

VIN: 3GCPCREC8GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 2WD CREW CAB **Delivery Date:** 03/30/2016

Service Consultant : bill morales **Mileage :** 952

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	K59AG30P

Required Field Actions

Number	Type	Description	Release Date	Status

No information found for this vehicle.

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	03/30/2016	19 MI	03/30/2021	60019 MI	Applicable
Corrosion Limited Warranty	03/30/2016	19 MI	03/30/2022	100019 MI	Applicable
Emission Select State Component Ltd Wty	03/30/2016	19 MI	03/30/2023	70019 MI	Applicable
Emission Select Component Ltd Wty	03/30/2016	19 MI	03/30/2024	80019 MI	Applicable
Bumper to Bumper Limited Warranty	03/30/2016	19 MI	03/30/2019	36019 MI	Applicable
Chevrolet Scheduled Maintenance-2 visits	03/30/2016	19 MI	03/30/2018	24019 MI	2 of 2 visits remaining
Emission Limited Warranty	03/30/2016	19 MI	03/30/2019	50019 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/11/2015	[redacted]	ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	3 MI	Warranty
12/02/2015		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage

No information found for this vehicle.

Please Note: This document may be considered current for 24 hours from the time it was printed.

CUSTOMER #: [redacted]

pd 12.17.15

ACCOUNTING

PUENTE HILLS CHEVROLET

[redacted]T
48

PAGE 1
** PRE-INVOICE **

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 156 JOE L MCNATT JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		3/3	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS DD30NOV15			17:30 11DEC15			CASH	15DEC15

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD
14:55 11DEC15	08:46 15DEC15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 1.3											
CAUSE: PER NEW VEHICLE INVENTORY											
PDI PERFORM PRE-DELIVERY INSPECTION...											
	307	IPDI		0.00	1.30	2925	13755			137.55	137.55
PARTS: 0.00 LABOR: 137.55 OTHER: 0.00 TOTAL LINE A: 137.55											
B 0.1 VK3 0.5 SFZ 0.6 UF2 0.1 VAV											
CAUSE: ADDS											
CONCERN CODE:											
0590032 PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS											
	307	WC		0.00	1.30	2925	13755			137.55	137.55
FC: PART#: COUNT: 0 0 TPARTS											
CLAIM TYPE: ZPDI											
AUTH CODE:											
						2925	13755		TLABOR		
PARTS: 0.00 LABOR: 137.55 OTHER: 0.00 TOTAL LINE B: 137.55											
*** NO RO PUNCH TIMES ON FILE ***											

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
464	13755	2925		462	13755	2925	
13A	13755	*******		263	13755	*******	

COST, SALE, & COMP TOTALS 5850 27510 0

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

CUSTOMER #: N/A

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 156 MCNATT JR,JOE L

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		3/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS DD	30NOV15		17:30 11DEC15			CASH	

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD
11DEC2015 14:55		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	PDI	30	IPDI	1.3
# B	LPO		WC	0.1 VK3 0.5 SFZ 0.6 UF2 0.1 VAV |CC:

1.3

Lic plt VK3 .1
mnts VAV .1
Bumpers SFZ .5
Bed lgts UF2 .6

1.3

No Recalls

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

[redacted]

AUTHO
Revised E
Date
Revision

Phone # _____
BY _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

Notice to Consumer: Please read important information on back.

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TECHNICIAN COPY

2016 Silverado 1500
CHEVROLET **Pre-Delivery Inspection Form**

Vehicle Identification Number: 3GCPCREC8GG[redacted] Dealer/BAC Code: _____ Stock #_____ Repair Order #[redacted]

Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:
- ✓ Leave door edge protection and other shipping/storage materials on until customer delivery
- ✓ Adjust tires to pressures specified on the Certification/Tire Label. Do NOT relearn the Tire Pressure Monitoring System. Record adjusted results.

Temperature: _____ °F ☐ °C ☐

Tires: LF 35 RF 35 LR 35 RR 35
Spare ____ (if equipped)
- ✓ Install loose shipped parts and all accessories (torque as needed)

Interior:
- Power mirrors (if equipped)
- Seats, all: Check material, operation and that removable seats are properly secured
- Seat belts, all: material, operation, routing and latches
- Displays, gauges, interior and exterior lights

Exterior:
- Doors, locks, all keys/fobs and keyless entry system
- Check child safety door/window locks are in normal (unlocked) position (if equipped)
- Fit/Function removable top/panel convertible top (if equipped)
- Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches, sunroof (if equipped)
- Check antenna mast installation

Under Hood:
- Remote hood release, latch and hood safety latch
- Check condition and charge 12V battery using ***PDI Mode*** on the EL-50313 battery tester/charger (Midtronics GR8). Attach print out to repair order. See TSB 03-06-03-004 for additional information.
- ✓ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- Hoses, clamps, pipes, fittings, seals, and gaskets for seepage and proper connection
- Fluid levels: Add as required

Under Vehicle:
- Visually inspect underbody; check all fluid systems for leaks
- Brake/fuel lines secured in clips

Road Test:
ODOMETER:
Before _____ **After** _____
Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.
Drive on a legal roadway with road conditions permitting. Evaluate the following:
- Check Automatic Transmission Shift lock control
- Check electronic steering column lock (PEPS vehicles only) (if equipped)
- Remote start (if equipped)
- Engine Performance: Cold start, idle quality
- Forward Collision Alert, Front and Rear Parking Assist, Lane Departure Warning, Side Blind Zone Alert, Lane Change Alert, Rear Cross Traffic Alert, Safety Seat Alert, Rear Vision Camera (if equipped)
- Front and rear HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- Electronic compass for function. Set to correct zone and calibrate (if equipped)
- Regular and steering wheel controls for radio, CD, MP3, XM, RSA, RSE and NAV (if equipped)
- Steering wheel – center position
- Steering for leads, pulls, vibration at idle, vibration while driving
- ✓ Wipers, delay, RainSense and washers, front and rear (if equipped)
- Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ✓ Unusual wind noise
- Unusual noise/vibration/squeak/rattle
- Cruise/adaptive cruise (if equipped)
- Transfer case operation, all ranges (if equipped)
- Transmission shifter, clutch, noise, shift smoothness
- Engine performance: Hot start, idle quality
- ✓ Check for MIL, SES, SVS, and any warning lights

OnStar: Verify Hot Spot (if equipped)
- Verify OnStar indicator light is green
- Wi-Fi® broadcast check – Press the OnStar "Voice Command" button and say "Wi-Fi® Settings"
- ✓ Using the information on the screen connect a device, using a Wi-Fi® enabled device (e.g. smartphone), verify that you can connect to vehicle's Hot Spot

Note: You do not need to press the Blue OnStar button. The Demo message will continue to play during each ignition cycle until a customer purchases the vehicle and an Online Enrollment is submitted by the selling Dealer.

Special Inspection Items

Preparation – "Transport Mode On" may display on the DIC or the red battery light may flash. To turn the mode off, start the engine, activate hazard flashers, press brake pedal and turn the ignition key to the crank position for 15 seconds.
Initial Prep – Ensure all GM accessories are installed. Examples: cargo lamps, running boards, cargo hooks. Refer to accessory installation manual in SI.
Interior – Set NAV radio (if equipped to the correct region. NAV map data is loaded into the internal memory hard disc drive from factory.
Interior – Place cleaning cloth (from loose shipped parts) in Integrated Center Stack behind the faceplate (if equipped). Otherwise, place in glove box.
Note – Vehicles in dealer inventory need to be properly maintained for a quality delivery. Refer to TSB 09-00-89-002L.
NEW – **Exterior** – Check operation of power-retractable running side board (if equipped).
Final Inspection & Prep – Due to normal daily & seasonal temperature changes, tire pressures MUST be rechecked at time of delivery. Consult Tire Loading Label Recommended Cold Tire Inflation Pressure.

Final Inspection & Preparation:
Perform just prior to delivery.
- ✓ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- Install/secure the floor mat retainers to the carpet side retainers (if equipped)
- ✓ Check heated/cooled seats/steering wheel (if equipped)
- Set NAV to correct region (if required)
- Exterior wash and dry, preferably by hand or touchless car wash to avoid paint scratches; check for water leaks
- Check paint finish for dents, dings, chips, scratches, or blemishes. Repair.
- Reset fuel economy readings
- Set clock/calendar to local time
- ✓ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ✓ Thoroughly clean all glass surfaces, use plain water on interior glass
- ✓ Recheck tire pressures (Including spare, if equipped) and 12V battery condition (using EL50313 battery tester/charger ***PDI Mode***)
- Check Investigate Vehicle History (IVH) for required field actions (open recall campaigns, service update bulletins, systems software updates)

Certification: I certify that this Pre-Delivery Insp[redacted]

Silvia
Technician (Print Name)

S[redacted]
f[redacted]

10-11-[redacted]5
Date

From: GMCACUpdate@gm.com
To: dbuentellolyons@chevyph.com, jmcnatt@phchevy.com
Subject: CA CEC Alert – Action Required: Case # Chevrolet, [redacted] VIN 3GCPCREC8GG[redacted]
Mileage 28000
Date: 8/13/2018 4:20:54 PM

Greetings

3GCPCREC8GG[redacted]

As you are aware this customer is requesting that GM repurchase her vehicle . In an effort to access the request with the utmost consideration, would you please be so kind as to provide the following Customer copy of these Job Cards.

[redacted]

Thank you in advance for your support in this matter .

[redacted]

[SR:[redacted]]

Sent Customer copies on 8/14/18 at 4:32pm.

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Dec 11, 2015

Dealer BAC: 301[redacted]

Repair Order Type: --

Service Order Closed Date: Dec 15, 2015

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 156

Advisor Full Name: JOE L MCNATT JR

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	3	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	0.0	**Warranty Amount Subtotal:**	137.55	**Internal Amount Subtotal:**	137.55	**Repair Order Amount Subtotal:**	275.1
DMS Reported Customer Pay Subtotal:	0.0	**DMS Reported Warranty Amount Subtotal:**	137.55	**DMS Reported Internal Subtotal:**	137.55	**DMS Reported Repair Order Amount Total:**	275.1

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Internal pay	PDI	PERFORM PRE-DELIVERY INSPECTION...	9000	137.55
2	---	Warranty	0590032	PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS	9000	137.55

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity

[redacted]

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
No Results Available						

[redacted]

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Apr 30, 2016

Dealer BAC: [redacted]

Repair Order Type: --

Service Order Closed Date: Apr 30, 2016

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone [redacted]

Work Phone

Cell Phone: ---

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 344

Advisor Full Name: BILL MORALES

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	952	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	366.66	**Warranty Amount Subtotal:**	0.0	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	366.66
DMS Reported Customer Pay Subtotal:	366.66	**DMS Reported Warranty Amount Subtotal:**	0.0	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	366.66

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Customer pay	MM	MISC REPAIRS	9000	0.0
2	---	Customer pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0
3	---	Customer pay	MM	MISC REPAIRS	9000	125.16

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity

[redacted]

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
No Results Available						

[redacted]

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Sep 29, 2016

Dealer BAC: 301[redacted]

Repair Order Type: --

Service Order Closed Date: Sep 30, 2016

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 393

Advisor Full Name: JOHN TWIFORD

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	6588	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	0.0	**Warranty Amount Subtotal:**	88.72	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	88.72
DMS Reported Customer Pay Subtotal:	0.0	**DMS Reported Warranty Amount Subtotal:**	88.72	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	88.72

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Warranty	0600723	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE4 TIRES	9118	10.0
2	---	Warranty	9102276	Inflatable Restraint Sensing and Diagnostic Module Reprogr	9000	21.69
3	---	Warranty	OLHS	OTHER LABOR HOURS SOLD (ADD ON PER WARRANTY STRAIGHT TIME...)	9000	10.85
4	---	Internal pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
No Results Available						

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Mar 13, 2017

Dealer BAC: 301[redacted]

Repair Order Type: --

Service Order Closed Date: Mar 14, 2017

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 393

Advisor Full Name: JOHN TWIFORD

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	12269	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	0.0	**Warranty Amount Subtotal:**	423.44	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	423.44
DMS Reported Customer Pay Subtotal:	0.0	**DMS Reported Warranty Amount Subtotal:**	423.44	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	423.44

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Warranty	0600723	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE4 TIRES	9118	10.0
2	---	Warranty	4081038	DESCRIPTION NOT PROVIDED	3200	300.16
3	---	Warranty	OLHS	OTHER LABOR HOURS SOLD (ADD ON PER WARRANTY STRAIGHT TIME...)	9000	33.35
4	---	Internal pay	MM	MISC REPAIRS	9000	0.0
5	---	Internal pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
6	---	Warranty	2810375	PARKING ASSIST CONTROL MODULE REPROGRAMMING WITH SPS	9000	33.35
7	---	Internal pay	MM	MISC REPAIRS	9000	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
No Results Available						

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Aug 7, 2017

Dealer BAC: 114[redacted]

Repair Order Type: --

Service Order Closed Date: Aug 9, 2017

Customer Information

First Name: [redacted]

Last Name: [redacted]

Account: [redacted]

Customer Number: [redacted]

Home Phone [redacted]

Work Phone [redacted]

Cell Phone: ---

Email Address:

Address: [redacted]

City: [redacted]

State: [redacted]

Zip Code: [redacted]

Service Contact

Advisor ID: 395

Advisor Full Name: HECTOR M YANEZ

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	18140	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	0.0	**Warranty Amount Subtotal:**	255.69	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	255.69
DMS Reported Customer Pay Subtotal:	0.0	**DMS Reported Warranty Amount Subtotal:**	255.69	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	255.69

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Internal pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0
2	---	Warranty	1033250	INSTRUMENT PANEL ASSEMBLY REPLACEMENT	6000	222.34
3	---	Warranty	4029959	EMISSIONS - CUSTOMER CONCERN NOT DUPLICATED (CCND)	3200	33.35
4	---	Internal pay	SPLIT	** SPLIT RO... LINE MOVED... **	9000	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
No Results Available						

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Aug 9, 2017

Dealer BAC: 114[redacted]

Repair Order Type: --

Service Order Closed Date: Aug 14, 2017

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 395

Advisor Full Name: HECTOR M YANEZ

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	18170	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	0.0	**Warranty Amount Subtotal:**	0.0	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	0.0
DMS Reported Customer Pay Subtotal:	0.0	**DMS Reported Warranty Amount Subtotal:**	0.0	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	0.0

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Internal pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0
2	---	Warranty	MM	MISC REPAIRS	9000	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
No Results Available						

[redacted]

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Aug 9, 2017

Dealer BAC: 301[redacted]

Repair Order Type: --

Service Order Closed Date: Aug 14, 2017

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone: ---

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 395

Advisor Full Name: HECTOR M YANEZ

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	18170	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	0.0	**Warranty Amount Subtotal:**	0.0	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	0.0
DMS Reported Customer Pay Subtotal:	0.0	**DMS Reported Warranty Amount Subtotal:**	0.0	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	0.0

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Internal pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0
2	---	Warranty	MM	MISC REPAIRS	9000	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
No Results Available						

[redacted]

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: May 15, 2018

Dealer BAC: 30[redacted]

Repair Order Type: --

Service Order Closed Date: May 17, 2018

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 2328

Advisor Full Name: Mark Beck

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	27603	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	0.0	**Warranty Amount Subtotal:**	748.98	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	748.98
DMS Reported Customer Pay Subtotal:	0.0	**DMS Reported Warranty Amount Subtotal:**	748.98	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	748.98

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	--	Warranty	NO	TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANKYOU FOR YOUR PATIENCE.	9000	0.0
2	--	Warranty	NO	TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANKYOU FOR YOUR PATIENCE.	9000	0.0
3	--	Warranty	2480118	Replace vacuum pump, belts, vacuum pump to booster hose, v	0300	319.06

[redacted]

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
4	--	Internal pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
3	Warranty	23135220	(S)BOOSTER	79.46	111.24	1
3	Warranty	23135228	(S)PIPE	36.62	51.27	1
3	Warranty	20925765	(S)CYLINDER	69.95	97.93	1
3	Warranty	12669488	(S)PUMP	121.06	169.48	1

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: May 29, 2018

Dealer BAC: 301[redacted]

Repair Order Type: --

Service Order Closed Date: May 31, 2018

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone: ---

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 303

Advisor Full Name: RENE RODRIGUEZ

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	27992	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	0.0	**Warranty Amount Subtotal:**	387.5	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	387.5
DMS Reported Customer Pay Subtotal:	0.0	**DMS Reported Warranty Amount Subtotal:**	387.5	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	387.5

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Warranty	4041510	BATTERY REPLACEMENT	3200	45.58
2	---	Warranty	OLH	DIAG AND ADD TIMES	0100	34.19
3	---	Internal pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
4	---	Warranty	23	RENTAL CAR - Customer requests use of a rental vehicle and accepts financial responsibility for fuel, insurance, taxes, damage and or rental use charges incurred.	9000	0.0
5	---	Warranty	9997	MISC. SHOP CHARGES	9000	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Warranty	88865934	94R/PG	133.34	186.68	1
1	Warranty	84095546	(S)BLOCK	47.18	66.05	1

[redacted]

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Aug 3, 2018

Dealer BAC: 301[redacted]

Repair Order Type: --

Service Order Closed Date: Aug 3, 2018

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 395

Advisor Full Name: HECTOR M YANEZ

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	31093	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	59.0	**Warranty Amount Subtotal:**	0.0	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	62.38
DMS Reported Customer Pay Subtotal:	59.0	**DMS Reported Warranty Amount Subtotal:**	0.0	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	62.38

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Internal pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0
2	---	Customer pay	0114	*SPECIAL* ENGINE OIL AND FILTER CHANGE SERVICE. ROTATE 4 TIRE, INSPECT ALL FLUID LEVELS AND TOP OFF AS NECESSARY	9100	21.0
3	---	Customer pay	9997	MISC. SHOP CHARGES	9000	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
2	Customer pay	19330001	(S)FILTER	3.17	8.64	1
2	Customer pay	B19352900	0W-20 DEXOS	2.81	3.37	8

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Dec 11, 2018

Dealer BAC: 301[redacted]

Repair Order Type: --

Service Order Closed Date: Dec 14, 2018

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 303

Advisor Full Name: RENE RODRIGUEZ

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	35737	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	0.0	**Warranty Amount Subtotal:**	218.15	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	218.15
DMS Reported Customer Pay Subtotal:	0.0	**DMS Reported Warranty Amount Subtotal:**	218.15	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	218.15

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Warranty	MM	MISC REPAIRS	9000	0.0
2	---	Warranty	6440440	FRONT CENTER SEAT BELT BUCKLE REPLACEMENT	9600	91.16
3	---	Warranty	MM	MISC REPAIRS	9000	0.0
4	---	Internal pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0
5	---	Warranty	1415230	FUEL TANK FILLER PIPE HOUSING REPLACEMENT	6000	11.4
6	---	Internal pay	SPLIT	** SPLIT RO... LINE MOVED... **	9000	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
2	Warranty	19300850	BELT KIT	81.57	114.2	1
5	Warranty	11561878	(S)RETAINER	0.99	1.39	1

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Dec 11, 2018

Dealer BAC: 301[redacted]

Repair Order Type: --

Service Order Closed Date: Dec 13, 2018

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 303

Advisor Full Name: RENE RODRIGUEZ

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	35737	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	64.26	**Warranty Amount Subtotal:**	0.0	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	67.64
DMS Reported Customer Pay Subtotal:	64.26	**DMS Reported Warranty Amount Subtotal:**	0.0	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	67.64

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Customer pay	[redacted]	*SPECIAL* ENGINE OIL AND FILTER CHANGE SERVICE. ROTATE 4 TIRE, INSPECT ALL FLUID LEVELS AND TOP OFF AS NECESSARY	[redacted]	26.26
2	---	Customer pay		MISC. SHOP CHARGES		0.0

Parts Information

Filter Results:

[redacted]

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Customer pay	19383806	(S)FILTER	3.17	8.64	1
1	Customer pay	B19352900	0W-20 DEXOS	2.81	3.37	8

[redacted]

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Apr 30, 2016

Dealer BAC: 114[redacted]

Repair Order Type: --

Service Order Closed Date: Apr 30, 2016

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 344

Advisor Full Name: BILL MORALES

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	952	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	388.4	**Warranty Amount Subtotal:**	0.0	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	388.4
DMS Reported Customer Pay Subtotal:	388.4	**DMS Reported Warranty Amount Subtotal:**	0.0	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	388.4

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Customer pay	MM	MISC REPAIRS	9000	0.0
2	---	Customer pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0
3	---	Customer pay	MM	MISC REPAIRS	9000	125.16

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
3	Customer pay	23221574	LINER PKG	169.0	241.5	1

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Sep 29, 2016

Dealer BAC: 114[redacted]

Repair Order Type: --

Service Order Closed Date: Sep 30, 2016

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 393

Advisor Full Name: JOHN TWIFORD

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	6588	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	0.0	**Warranty Amount Subtotal:**	88.72	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	88.72
DMS Reported Customer Pay Subtotal:	0.0	**DMS Reported Warranty Amount Subtotal:**	88.72	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	88.72

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Warranty	0600723	2014 2 YEAR MAINTENANCE PROGRAM	9118	10.0
2	---	Warranty	9102276	---	9000	21.69
3	---	Warranty	OLHS	OTHER LABOR HOURS SOLD (ADD ON PER WARRANTY STRAIGHT TIME...)~~	9000	10.85
4	---	Internal pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Warranty	HAZWA	HAZ WASTE	0.0	2.4	1
1	Warranty	19259487	OIL	3.37	4.72	8
1	Warranty	19330000	(S)FILTER	4.3	6.02	1

[redacted] 3/3

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Mar 13, 2017

Dealer BAC: 114[redacted]

Repair Order Type: --

Service Order Closed Date: Mar 14, 2017

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 393

Advisor Full Name: JOHN TWIFORD

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	12269	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	0.0	**Warranty Amount Subtotal:**	423.44	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	423.44
DMS Reported Customer Pay Subtotal:	0.0	**DMS Reported Warranty Amount Subtotal:**	423.44	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	423.44

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Warranty	0600723	2014 2 YEAR MAINTENANCE PROGRAM	9118	10.0
2	---	Warranty	4081038	SHIM BOTH ENGINE MOUNTS	3200	300.16
3	---	Warranty	OLHS	OTHER LABOR HOURS SOLD (ADD ON PER WARRANTY STRAIGHT TIME...)~~	9000	33.35
4	---	Internal pay	MM	MISC REPAIRS	9000	0.0
5	---	Internal pay	42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	0108	0.0
6	---	Warranty	2810375	PARKING ASSIST CONTROL MODULE REPROGRAMMING WITH SPS	9000	33.35

[redacted]

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
7	---	Internal pay	MM	MISC REPAIRS	9000	0.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Warranty	19330000	(S)FILTER	4.3	6.02	1
1	Warranty	HAZWA	HAZ WASTE	0.0	2.4	0
1	Warranty	19259487	OIL	3.37	4.72	8
2	Warranty	47768	SHIM	0.5	0.7	4

[redacted]

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Aug 7, 2017

Dealer BAC: 30[redacted]

Repair Order Type: --

Service Order Closed Date: Aug 8, 2017

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 395

Advisor Full Name: HECTOR M YANEZ

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	18140	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	60.41	**Warranty Amount Subtotal:**	0.0	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	60.41
DMS Reported Customer Pay Subtotal:	60.41	**DMS Reported Warranty Amount Subtotal:**	0.0	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	60.41

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Customer pay	0114	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	9100	13.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
No Results Available						

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Aug 7, 2017

Dealer BAC: 114[redacted]

Repair Order Type: --

Service Order Closed Date: Aug 8, 2017

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone:

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 395

Advisor Full Name: HECTOR M YANEZ

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	18140	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	64.8	**Warranty Amount Subtotal:**	0.0	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	64.8
DMS Reported Customer Pay Subtotal:	64.8	**DMS Reported Warranty Amount Subtotal:**	0.0	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	64.8

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount

[redacted]

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Customer pay	0114	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	9100	13.0

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Customer pay	19330001	(S)FILTER	3.17	5.97	1
1	Customer pay	19352900	OIL	3.54	4.88	8
1	Customer pay	HAZWA	HAZ WASTE	0.0	2.4	1

REPAIR ORDER DETAIL

Repair Order Information

VIN: 3GCPCREC8GG[redacted]

Repair Order Number: [redacted]

Service Order Open Date: Feb 5, 2018

Dealer BAC: 301[redacted]

Repair Order Type: --

Service Order Closed Date: Feb 5, 2018

Customer Information

First Name: [redacted]

Last Name:

Account:

Customer Number:

Home Phone: [redacted]

Work Phone:

Cell Phone: ---

Email Address:

Address: [redacted]

City:

State:

Zip Code:

Service Contact

Advisor ID: 303

Advisor Full Name: RENE RODRIGUEZ

[redacted]

Vehicle Information

Year:	2016	**Make:**	Chevrolet	**Model:**	Silverado 1500
Merchandise Model Code:	--	**Odometer:**	24132	**Delivery Date:**	Mar 30, 2016

Payment Information

Customer Pay Amount Subtotal:	339.83	**Warranty Amount Subtotal:**	0.0	**Internal Amount Subtotal:**	0.0	**Repair Order Amount Subtotal:**	339.83
DMS Reported Customer Pay Subtotal:	339.83	**DMS Reported Warranty Amount Subtotal:**	0.0	**DMS Reported Internal Subtotal:**	0.0	**DMS Reported Repair Order Amount Total:**	339.83

Labor Information

Filter Results:

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
1	---	Customer pay	0114	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	9100	24.35
2	---	Customer pay	9997	MISC. SHOP CHARGES	9000	0.0
3	---	Customer pay	15	REPLACED AIR FILTER	0700	12.0

Invoice Line Item	Department Type	Event Repair Labor Type 3	DMS Operation Code	DMS Operation Description	Standard Operation Code	Labor Amount
4	---	Customer pay	1EFI	PERFORM FUEL SYSTEM SERVICE: OUR TECHNICIAN WITH POWERFUL AND EFFECTIVE SAFE CLEANER, WILL CLEAN THIS VEHICLES FUEL PASSAGES, THROTTLE BODY, TOP OF INTAKE VALVES & COMBUSTION CHAMBERS. THIS WILL REDUCE HARMFUL EMISSIONS AND IMPROVE LOST PERFORMANCE	3800	179.46

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Customer pay	B19352900	0W-20 DEXOS	2.81	3.37	8
1	Customer pay	19330001	(S)FILTER	3.17	8.64	1
3	Customer pay	22845992	(S)ELEMENT	20.11	40.23	1
4	Customer pay	7553	INJ-KIT-F	20.26	35.49	1

VEHICLE HISTORY

Customer Data

First Name: [redacted]

Last Name: [redacted]

Account: [redacted]

Home Phone: [redacted]

Work Phone: [redacted]

Email Address: [redacted]

Address: [redacted]

City: [redacted]

State: [redacted]

Zip Code: [redacted]

VIN Information

VIN	Model Year	Division Name	Brand	Acquisition Date	Disposal Date	Vehicle Status Code	Selling BAC
3GCPCREC8GG[redacted]	2016	CHEVROLET	SILVERADO	Mar 30, 2016	---	BNSR	114[redacted]

Repair Order Summary

Filter Results:

Repair Order Info					Repair Order Amounts				Labor Payments			Parts Payments		
RO Number	Servicing BAC	Service Closed Date	Repair Order Type	Vehicle Odometer	RO Total Amount	RO Customer Pay Total Amount	RO Warranty Pay Total Amount	RO Internal Pay Total Amount	Labor - Customer Pay Flag	Labor - Warranty Pay Flag	Labor - Internal Pay Flag	Parts - Customer Pay Flag	Parts - Warranty Pay Flag	Parts - Internal Pay Flag

[redacted]

Repair Order Info					Repair Order Amounts				Labor Payments			Parts Payments		
RO Number	Servicing BAC	Service Closed Date	Repair Order Type	Vehicle Odometer	RO Total Amount	RO Customer Pay Total Amount	RO Warranty Pay Total Amount	RO Internal Pay Total Amount	Labor - Customer Pay Flag	Labor - Warranty Pay Flag	Labor - Internal Pay Flag	Parts - Customer Pay Flag	Parts - Warranty Pay Flag	Parts - Internal Pay Flag
[redacted]		Dec 15, 2015	---	3	275.1	0.0	137.55	137.55	N	Y	Y	N	N	N
		Apr 30, 2016	---	952	366.66	366.66	0.0	0.0	Y	N	N	N	N	N
		Sep 30, 2016	---	6588	88.72	0.0	88.72	0.0	N	Y	Y	N	N	N
		Mar 14, 2017	---	12269	423.44	0.0	423.44	0.0	N	Y	Y	N	N	N
[redacted]		Aug 9, 2017	---	18140	255.69	0.0	255.69	0.0	N	Y	Y	N	N	N
		Aug 9, 2017	---	18140	255.69	0.0	255.69	0.0	N	Y	Y	N	N	N
		Aug 14, 2017	---	18170	0.0	0.0	0.0	0.0	N	Y	Y	N	N	N
		Aug 14, 2017	---	18170	0.0	0.0	0.0	0.0	N	Y	Y	N	N	N
		May 17, 2018	---	27603	748.98	0.0	748.98	0.0	N	Y	Y	N	Y	N
		May 31, 2018	---	27992	387.5	0.0	387.5	0.0	N	Y	Y	N	Y	N
		Aug 3, 2018	---	31093	62.38	59.0	0.0	0.0	Y	N	Y	Y	N	N
		Dec 14, 2018	---	35737	218.15	0.0	218.15	0.0	N	Y	Y	N	Y	N
		Dec 13, 2018	---	35737	67.64	64.26	0.0	0.0	Y	N	N	Y	N	N

[redacted]

Repair Order Info					Repair Order Amounts				Labor Payments			Parts Payments		
RO Number	Servicing BAC	Service Closed Date	Repair Order Type	Vehicle Odometer	RO Total Amount	RO Customer Pay Total Amount	RO Warranty Pay Total Amount	RO Internal Pay Total Amount	Labor - Customer Pay Flag	Labor - Warranty Pay Flag	Labor - Internal Pay Flag	Parts - Customer Pay Flag	Parts - Warranty Pay Flag	Parts - Internal Pay Flag
[redacted]		Apr 30, 2016	---	952	388.4	388.4	0.0	0.0	Y	N	N	Y	N	N
		Sep 30, 2016	---	6588	88.72	0.0	88.72	0.0	N	Y	Y	N	Y	N
		Mar 14, 2017	---	12269	423.44	0.0	423.44	0.0	N	Y	Y	N	Y	N
		Aug 8, 2017	---	18140	60.41	60.41	0.0	0.0	Y	N	N	N	N	N
		Aug 8, 2017	---	18140	64.8	64.8	0.0	0.0	Y	N	N	Y	N	N
		Feb 5, 2018	---	24132	339.83	339.83	0.0	0.0	Y	N	N	Y	N	N

[redacted]

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

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

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
					Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

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

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of		
One Payment of		
One Payment of		
		Monthly beginning
One final payment		

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

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

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

STATEMENT OF INSURANCE

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

Vehicle Insurance

		Term	Premium
$ _____	Ded. Comp., Fire & Theft	____ Mos.	$ _____
$ _____	Ded. Collision	____ Mos.	$ _____
Bodily Injury	$ _____ Limits	____ Mos.	$ _____
Property Damage	$ _____ Limits	____ Mos.	$ _____
Medical		____ Mos.	$ _____
		____ Mos.	$ _____
Total Vehicle Insurance Premiums			$ _____ (a)

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

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

Buyer X _____
Co-Buyer X _____
Seller X _____

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	____ Mos.	____	$ _____
Credit Disability	____ Mos.	____	$ _____
Total Credit Insurance Premiums			$ _____ (b)

Insurance Company Name _____

Home Office Address _____

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have

N. (Optional) Service Contract (to whom paid) _____ $ _____ (N)
O. (Optional) Service Contract (to whom paid) _____ $ _____ (O)
P. (Optional) Service Contract (to whom paid) _____ $ _____ (P)
Q. Prior Credit or Lease Balance paid by Seller to _____ (e) $ _____ (Q)
(see downpayment and trade-in calculation)
R. (Optional) Gap Contract (to whom paid) _____ $ _____ (R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ _____ (S)
T. Other (to whom paid) _____
For _____ $ _____ (T)

Total Cash Price (A through T) $ _____ (1)

2. Amounts Paid to Public Officials
A. Vehicle License Fees $ _____ (A)
B. Registration/Transfer/Titling Fees $ _____ (B)
C. California Tire Fees $ _____ (C)
D. Other _____ $ _____ (D)

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

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b) $ _____ (3)

4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ _____ (4)

5. Subtotal (1 through 4) $ _____ (5)

6. Total Downpayment
A. Agreed Trade-In Value Yr _____ Make _____ $ _____ (A)
Model _____ Odom _____
VIN _____
B. Less Prior Credit or Lease Balance (e) $ _____ (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ _____ (C)
D. Deferred Downpayment $ _____ (D)
E. Manufacturer's Rebate $ _____ (E)
F. Other _____ $ _____ (F)
G. Cash $ _____ (G)

Total Downpayment (C through G) $ _____ (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) $ _____ (7)

Date: (5) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

_____ X _____ _____
Date Buyer Signature Age

_____ X _____ _____
Date Co-Buyer Signature Age

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

Term _____ Mos. _____
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

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

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

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

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

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

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

_____

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

Buyer Signs X _____
Co-Buyer Signs X _____

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

X _____ X _____
Buyer Co-Buyer

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

Buyer Signs X _____ Co-Buyer Signs X _____

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

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ X _____

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

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

WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: _____

Amount $ _____ Finance Charge $ _____

Total $ _____ Payable in _____

installments of $ _____ $ _____

from this Loan is shown in item 6D.

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

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

_____

and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X _____

Co-Buyer Signs X _____

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

X _____ X _____

Buyer Co-Buyer

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

Buyer Signs X _____ Co-Buyer Signs X _____

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

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

WARNING:

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

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

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

S/S X _____ X _____

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

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X _____ **Co-Buyer Signature X** _____

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

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

Buyer Signature X _____ **Co-Buyer Signature X** _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

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

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

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

Buyer Signature X _____ Date _____ Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs _____ Date _____ By X _____ Title _____

LAW **FORM NO. 553-CA-ARB** (REV. 7 13) U.S. PATENT NO. D460,782
©2013 The Reynolds and Reynolds Company TO ORDER: www.rsysource.com; 1-800-344-0996; fax 1-800-531-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

FILE COPY

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

[redacted]

CUSTOMER NAME: [redacted]

VIN: [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ____ to the down payment of this vehicle, (b) ____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) ____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
	$ $750.00	
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ $750.00	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs, for example, Division supported financing leasing, etc.)

I elect to receive the following in lieu of _____

AND OR

I elect to receive _____

Vehicle Incentive Acknowledgement: I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold leased to me by the Dealer named below. This vehicle was purchased leased for personal business use and not resale and I took delivery on 03/30/15. I acknowledge receipt of incentive(s) as described in Item(s) _____ and release GM from any future claim or obligation for incentive(s) on this [redacted]

Purchaser/Lessee Signature: [redacted] **Date:** 03/30/15

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

Agreement to OnStar Terms and Conditions

I have read and agree to be bound by the OnStar terms and conditions and privacy statement, a copy of which is available at www.OnStar.com, or from my dealer.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due [redacted] card information will be provided at least 30 days prior to any charges. Current pricing and in[redacted] at www.onstar.com.

Purchaser/Lessee Signature: [redacted] **Date:** 03/30/15

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the Incentive Payments, OnStar Vehicle Software; OnStar Terms and Conditions; Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ **Date:** 03/30/15

Dealership Name: [redacted] **Dealer Code** [redacted]

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. *(GM379509-06012014) Rev 06-01-2014*

FORM NO. GM379509(R) Rev. 6-1-14

VIN: 3GCPCREC8 GG[redacted] SELLG SCE: 13 MDL YR: 16 ORD NO: [redacted]
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
INCENTIVE MEMO	13 20216	00045569019		07/05/16	NCC	1,000.00
INCTV PAYMENT	13 20216	00045569019		07/05/16	NCC	1,000.00
INCENTIVE MEMO	13 20216	00045569019		07/05/16	LJR	1,000.00
INCTV PAYMENT	13 20216	00045569019		07/05/16	LJR	1,000.00
INCENTIVE MEMO	13 20216	00045569019		07/05/16	JXI	1,000.00
INCTV PAYMENT	13 20216	00045569019		07/05/16	JXI	1,000.00
INCENTIVE MEMO	13 20216	00045569019		07/05/16	JXA	1,000.00
INCTV PAYMENT	13 20216	00045569019		07/05/16	JXA	1,000.00
INCENTIVE MEMO	13 20216	00045569019		07/05/16	JPN	832.24
INCTV PAYMENT	13 20216	00045569019		07/05/16	JPN	832.24
INCENTIVE MEMO	13 20216	00045569019		07/05/16	DRH	1,750.00
INCTV PAYMENT	13 20216	00045569019		07/05/16	DRH	1,750.00
INCTV APPLICATN	13 20216	00045569019		06/18/16	NCC	1,000.00
INCTV APPLICATN	13 20216	00045569019		06/18/16	LJR	1,000.00
INCTV APPLICATN	13 20216	00045569019		06/18/16	JXI	1,000.00
INCTV APPLICATN	13 20216	00045569019		06/18/16	JXA	1,000.00
INCTV APPLICATN	13 20216	00045569019		06/18/16	JPN	832.24
INCTV APPLICATN	13 20216	00045569019		06/18/16	DRH	1,750.00
INCENTIVE MEMO	13 20216	00045258184		04/19/16	FFC	52.08
INCTV PAYMENT	13 20216	00045258184		04/19/16	FFC	52.08
INCTV APPLICATN	13 20216	00045258184		04/02/16	FFC	52.08
DELIVERY D.O.E.	13 20216			03/31/16		0.00
DELIVERY TO CUS	13 20216			03/30/16		0.00
EXPIRATION TRAN	13 20216	1AD20027586		12/14/15		0.00
SETTLEMENT DATE	13 20216	1AD20027586		12/12/15		42,546.65 CR
ORIGINAL INVOIC	13 20216	1AD20027586		11/30/15		42,546.65
SHIPMENT DATE	13 20216			11/28/15		0.00
PRODUCTION (BUI	13 20216			11/28/15		0.00
PREFERENCE TO P	13 20216			11/03/15		0.00
GM ORDER ACCEPT	13 20216			10/29/15		0.00
GM ORDER ACCEPT				10/29/15		0.00

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 05/13/17
PROCESSING SOURCE: CHEVROLET 08:32:34
PAGE: 1

VIN: 3GCPCREC8 GG[redacted] SELLG SCE: 13 MDL YR: 16 ORD NO: [redacted]

ODATE: 10/29/15 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 20216
DDATE: 03/30/16 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 03/31/16 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: CA 91744
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
DRH	01	13 20216	[redacted]	07/05/16	1,750.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045569019 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 20216	[redacted]	04/19/16	52.08	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00045258184 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
JPN	01	13 20216	[redacted]	07/05/16	832.24	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045569019 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
JXA	01	13 20216	[redacted]	07/05/16	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045569019 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

VIN: 3GCPCREC8 GG[redacted] SELLG SCE: 13 MDL YR: 16 ORD NO: [redacted]

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
JXI	01	13 20216	[redacted]	07/05/16	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045569019 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
LJR	01	13 20216	[redacted]	07/05/16	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045569019 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
NCC	01	13 20216	[redacted]	07/05/16	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045569019 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

2016 SILVERADO 1500 2WD LT CREW — GENERAL MOTORS LLC
GXG TUNGSTEN METALLIC /V8G
H0U JET BLACK — RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 3GC PCRE C8 GG[redacted] — VEHICLE INVOICE [redacted]
**********7097******13*20216S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15543 SILVERADO 1500 2WD LT CRE	38090.00	35423.70	INVOICE 11/30/15
C5W GVW RATING - 7,000 LBS	N/C	N/C	SHIPPED 11/28/15
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP I/T 12/14/15
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	996.45	INT COM 12/14/15
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	PRC EFF 11/28/15
PCW LT PLUS PACKAGE:	785.00	714.35	KEYS V3759 V3759
* POWER SLIDING REAR WINDOW			WFP-F QTR OPT-1
* UNIVERSAL HOME REMOTE			BANK: ALLY - 061
* REAR PARK ASSIST			CHG-TO 20-216
* POWER ADJUSTABLE PEDALS			
PDU ALL STAR EDITION	2360.00	2147.60	SHIP WT: 5191
* TRAILERING EQUIPMENT PKG INCL			HP: 45.7
AUTO LOCKING REAR			GVWR: 7000
DIFFERENTIAL			GAWR.FT: 3850
* PWR SEAT ADJUSTER, DRIVER			GAWR.RR: 3950
* LED FRONT FOG LAMPS			EMPLOY: 40254.60
* AIR CONDITIONING,			SUPPLR: 41873.75
DUAL ZONE CLIMATE CONTROL			NTR: 1/2
* STEERING COLUMN,			DAN: 20 S
TILT & TELESCOPING			EMPINC: 2451.39
* REMOTE VEHICLE START			SUPINC: 832.24
* REAR VISION CAMERA			
* REAR WINDOW DEFROSTER			
* POWER OUTLET, 110-VOLT AC			
RD4 WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	1595.00	1451.45	
SFZ BLACK BOWTIE EMBLEMS PACKAGE (DEALER INSTALLED)	185.00	168.35	
UF2 LED LIGHTING, CARGO BOX	125.00	113.75	
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	160.00	145.60	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ ALL STAR EDITION PACKAGE DISCOUNT	750.00-	682.50-	
TOTAL MODEL & OPTIONS	43645.00	40478.75	ACT 237 40364.40
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1309.35
DEALER IMR CONTRIBUTION		436.45	ADV 261 436.45
LMA GROUP CONTRIBUTION		436.45	EXP 65A 436.45
TOTAL	44840.00	42546.65	PAY 310 42546.65
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		40665.95	

****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

PUENTE HILL'S CHEVROLET

REMIT TO ALLY NO. 061
VIN 3GCPCREC8GG[redacted]
$ 42546.65 INV [redacted]
DUE 12/14/15 DEALER 20-216

SR No.	[redacted]	**Ref No.**	[redacted]	**BRC Type**	**CA CEC**	**Business Unit**	**BRC**
Account		**Site/BAC**		**Cost Ast.**	**No Goodwill Offered**	**Area**	**CA CEC**
Last Name	[redacted]	**First Name**	[redacted]	**GW SubType**		**Sub-Area**	**Tier 2**
Daytime #	[redacted]	**Evening #**	[redacted]	**Approval**	**Not Initiated**	**Safety**	**Yes**
		Source					
Involved Dlr	**Puente Hills Chevrolet**	**Contact Accnt.**		**UCC**	**Brakes - General**	**Updated**	**Sep 17, 2018 3:09 PM**
Serial/VIN #	**3GCPCREC8GG[redacted]1**	**Source**	**Phone**				
Model	**Silverado 1500**	**License #**		**Priority**	**Medium**	**Owner**	**PZQJZG**
Make	**Chevrolet**	**Warranty Start**	**Mar 30, 2016 12:00 AM**	**Status**	**Closed**	**Opened**	**May 30, 2018 5:31 PM**
Year	**2016**	**Mileage**	**28000**	**Sub Status**	**Dissatisfied**	**Closed**	**Sep 17, 2018 3:09 PM**
Customer Description	**"This is a California CEC Case. Do NOT assume or close."**			**Cust Concern**	**Trade in request / Vehicle breaking down**		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/17/2018 15:09:29	PZQJZG	PZQJZG	SR Closed - Dissatisfied		Done	09/17/2018 15:09:30	Service Request has been Closed Dissatisfied.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/17/2018 15:08:04	PZQJZG	PZQJZG	SR Summary	SR Closure Review	Done	09/17/2018 15:09:19	SR Closure Review
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
cust seeks repurchase - Case was sent for request of repurchase and was denied. No repurchase. MaryS DS CACEC 5921001							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/17/2018 14:57:44	PZQJZG	PZQJZG	Outbound Call Customer	Made Contact	Done	09/17/2018 15:07:47	DS spoke to closing
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
DS Contacted cust on Per Repurchase Reviewer, no repurchase. DS sts thank you for alling GM CACEC to work wit you regarding your vehicel . GMCA CEC has rendered a decision regarding your request for repurchase, At his time the request for repurchase has been denied. We do go by the standards fo the consumer protection at for the states of California .If you are not happy with the decision you may research that or look in the back of your owner manuel for customer satisfaction. I do							

encourage if you vehicle is not operating to you as it should please sched an appt with the dlr . "

DS Seeks to up date case status.

cust adv It is obviously there is something wrong with the truck – I have taken it down there so many times. I can not get a rental. And I work 3 days out of the week. Ok thank you .

MaryS DS CACEC 5921001

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/17/2018 14:42:42	CZHGRQ	PZQJZG	Notify CRM		Done	09/17/2018 14:56:23	Case review complete

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Case review complete

Dave McWhorter
CA CEC Senior Repurchase Reviewer

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/17/2018 14:41:33	CZHGRQ	BRCWCASEREVIEW	BRC Case Review	Case Review Approved D	Done	09/17/2018 14:42:36	Case review complete

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Case review complete

Dave McWhorter
CA CEC Senior Repurchase Reviewer

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/17/2018 12:50:49	VZCTPV	PZQJZG	Notify CRM		Done	09/17/2018 13:12:13	Customer is trying to reach you, Requesting for a callback

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/17/2018 12:44:23	VZCTPV	VZCTPV	Inbound Call Customer	Complex Request	Done	09/17/2018 12:50:47	**** Assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason for calling: Customer called looking for the OSA and doing some follow up on the case

Expectation set: Tried to contact the SA ext and its on vm. Sent notification.

BNTC: 6265599567
BTC: anytime

Michelle/CAC Tier1/Level 0/Mnl Safety Flag Pilot

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/14/2018 14:40:39	PZQJZG	PZQJZG	Scheduled Outbound Call Cust	Follow-up Attempt	Done	09/17/2018 14:57:18	Waiting on legal coord review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/14/2018 14:37:20	PZQJZG	PZQJZG	Inbound Call Customer	Service Request Update	Done	09/14/2018 14:40:06	DS Spoke to cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Cust Sts calling regarding status of veh. Ok i hope it is today instead of Monday.

Cust seeks to up date case status .

DS asdv there is no decision yet and i have expedited this to my manager and hopefully you will get a call today or Monday.

MaryS DS CACEC 5921001

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/14/2018 14:29:47	SZ9GT7	SZ9GT7	Inbound Call Customer	Complex Request	Done	09/14/2018 14:30:10	Assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name: [redacted]

Phone: [redacted]

Emai[redacted]

Address[redacted]

YMM: 2016 Chevrolet Silverado 1500

VIN: 3GCPCREC8GG[redacted]

Mileage: 28,000

Reason for calling: Customer wanted to get in touch with the SA assigned on her case

Resolution: Transferred to the SA

Source: SS2289

Diego/CAC/MNL

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/14/2018 11:37:00	CZHGRQ	PZQJZG	Notify CRM		Done	09/14/2018 13:59:27	Additional Information Required

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Additional Information Required

Dave McWhorter
CA CEC Senior Repurchase Reviewer

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/11/2018 18:42:55	VZX5XG	VZX5XG	Inbound Call Customer	Complex Request	Done	09/11/2018 18:43:15	Assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name: [redacted]
Phone: [redacted]

Reason for calling:
Cust called in to be transfer to Mary

Expectation:
Successfully transferred the customer.

Source:
GWM, GM Answer

Jude/CAC/T1/Manila

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/11/2018 13:56:53	PZQJZG	PZQJZG	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	09/14/2018 14:44:03	Waitng on Decision

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/11/2018 13:53:13	PZQJZG	PZQJZG	Outbound Call Customer	Left Message	Done	09/11/2018 13:56:43	DS Left vm for cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

DS conacted cust on [redacted]

DS Sts GM CACEC hs not rendered a decision regarding your request for repurchase - I wil call you in 5 days or if the decision is rendered before 5 days you will get a call.

DS Seels to up date case status

Cust adv ok.

MaryS DS CACAEC 5921001

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/11/2018 13:49:36	PZQJZG	PZQJZG	Inbound Call Customer	Voice Mail Received	Done	09/11/2018 13:52:19	September 11, 2018 11:03{<

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Hello Mary ,

This is [redacted] would yuou pleas call me back regarding my case [redacted]

MaryS DS CACEC 5921001

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/11/2018 11:03:16	XZTP8F	PZQJZG	Notify CRM	Customer Called	Done	09/11/2018 13:46:58	Please See IBCC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/11/2018 11:02:43	XZTP8F	XZTP8F	Inbound Call Customer	Complex Request	Done	09/11/2018 11:03:14	***Assisting Only ***

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason for call: Customer is calling to speak to the SA about the case.

Expectations Set : Informed customer I will transfer them to the SA . Advised customer if the SA is away from the desk or on another call please leave a messsage with the SR# and best number for the advisor to return the call .

Resourses : GMA
JODIE.ATX.CAC.T1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/10/2018 17:55:50	VZX5XG	PZQJZG	Notify CRM	Customer Called	Done	09/11/2018 13:49:23	SEE IBCC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/10/2018 17:47:29	VZX5XG	VZX5XG	Inbound Call Customer	Complex Request	Done	09/10/2018 17:55:49	Assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name: [redacted]
Phone: [redacted]
Email: [redacted]

Reason for calling:
Cust called in to get an update for her case.

Expectation:
Contacted the OA. Just got VM. Informed that there is a scheduled call back for tomorrow. Advised that i will notify her OA. she agreed.

Source:
GWM, GM Answer

Jude/CAC/T1/Manila

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/06/2018 14:17:59	PZQJZG	BRCWCASEREVIEW	BRC Case Review	Additional Info Requested	Done	09/14/2018 11:36:55	Additional Information Required

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Additional Information Required

Dave McWhorter
CA CEC Senior Repurchase Reviewer

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

09/05/2018 17:39:43	RZXPC4	PZQJZG	Notify CRM	Case Review Complete	Done	09/06/2018 14:01:18	Additional Info Requested
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/05/2018 13:59:54	PZQJZG	PZQJZG	Scheduled Outbound Call Cust	Follow-up Attempt	Done	09/11/2018 13:53:02	Waiting on legal coord review
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/05/2018 13:51:35	PZQJZG	PZQJZG	Outbound Call Customer	Made Contact	Done	09/05/2018 13:59:27	DS spoke to cust
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

DS contacted cust on [redacted]

I an still having problems with the truck - I can not take it in cause they will not lend me a veh. can you do some ting to speed the process.

DS Seeks to up dates case status.

DS advised this just went back in the Q on Aug 16, it should be coming around again. I will call you when the decision is rendered even if it is before 5 days.

MaryS DS CACEC 54921001

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/29/2018 19:12:53	PZQJZG	PZQJZG	Scheduled Outbound Call Cust	Follow-up Attempt	Done	09/05/2018 13:51:20	Waiting on legal cord review
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/29/2018 19:08:37	PZQJZG	PZQJZG	Outbound Call Customer	Made Contact	Done	08/29/2018 19:12:44	DS spoke to cust
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

DS Contacted cust on [redacted]

DS Sts GM CACEC Has not rendered a decision regarding the request for repurchase - it could take more or less that 2-3weeks.

DS Seeks to up date case status.

cust adv ok it is taking a long time is that normal.

Mary DS CACEC 5921001

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/28/2018 19:07:20	KZ1GJZ	PZQJZG	Notify CRM	Customer Called	Done	08/28/2018 19:47:44	Please see IBCC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/28/2018 19:04:08	KZ1GJZ	KZ1GJZ	Inbound Call Customer	Complex Request	Done	08/28/2018 19:08:04	Assisting Only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason: Mrs. [redacted] called in to request that she be put in touch with her agent.

Expectations set: I offered a transfer and I advised her what to do in the event that we reached her voicemail. She accepted and I left her to leave a message on her advisor's line.
Resources: GWM GMA

Jamie.ATX.CAC.T1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/21/2018 17:35:56	PZQJZG	PZQJZG	Outbound Call Customer	Left Message	Done	08/21/2018 17:43:33	DS left vm for cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

DS Contacted cust on [redacted]

DS Sts GM has not rendered a decisions regarding your request for repurchase .. I will call you back in 5 days with status .

DS Seeks to up date case status.

Cust adv no response vm received

MatryS DS CACEC 5921001

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/16/2018 18:26:08	PZQJZG	PZQJZG	Scheduled Outbound Call Cust	Follow-up Attempt	Done	08/21/2018 17:34:53	Waiting legal cord review

Last Name	First Name	Account	BAC Code

[redacted]	[redacted]			
Comments				

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/16/2018 18:19:43	PZQJZG	PZQJZG	Outbound Call Customer	Made Contact	Done	08/16/2018 18:24:12	DS Spoke to cust
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
DS Contacted cust on [redacted] DS Sts I atted the requested information to the case assessment and have resubmitted it. I will call you on Tuesday Aug 21, 2018. DS Seeks to up date case status cust adv ok. MaryS DS CACEC 5921001							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/16/2018 18:17:41	PZQJZG	BRCWCASEREVIEW	BRC Case Review	Additional Info Requested	Done	09/05/2018 17:39:36	Additional Info Requested
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Additional Info Requested Holly Remillard CA CEC Repurchase Reviewer							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/14/2018 19:34:28	DLYONS12341	PZQJZG	Notify CRM		Done	08/16/2018 17:32:12	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
[redacted]							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/14/2018 19:34:10	DLYONS12341	PZQJZG	Notify CRM		Done	08/16/2018 17:32:21	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/14/2018 19:33:52	DLYONS12341	PZQJZG	Notify CRM		Done	08/16/2018 17:32:28	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/14/2018 19:33:39	DLYONS12341	PZQJZG	Notify CRM		Done	08/16/2018 17:32:37	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/14/2018 19:33:06	DLYONS12341	PZQJZG	Follow-Up		Done	08/16/2018 17:32:52	Dealer Update Case
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
sent copies to customer							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/14/2018 19:29:50		PZQJZG	Email - Inbound		Done	08/16/2018 17:37:05	[EXTERNAL] Re: CA CEC Alert – Action Required: Case # Chevrolet, [redacted] VIN 3GCPCREC8GG[redacted] Mileage 28000
Last Name		**First Name**		**Account**	**BAC Code**		
Lyons		Danielle					
Comments							

---- Original Message ----
From: GMCACUpdate@gm.com
Sent: 8/13/2018 4:20:57 PM
To: dbuentellolyons@chevyph.com, jmcnatt@phchevy.com
Subject: CA CEC Alert – Action Required: Case # Chevrolet,[redacted], VIN 3GCPCREC8GG[redacted] Mileage 28000

Greetings

3GCPCREC8GG[redacted]

As you are aware this customer is requesting that GM repurchase her vehicle . In an effort to access the request with the utmost consideration, would you please be so kind as to provide the following Customer copy of these Job Cards.

[redacted]

Thank you in advance for your support in this matter .

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SR[redacted]

****

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/13/2018 19:20:54	SADMIN	SADMIN	Email - Outbound		Done	08/13/2018 19:20:54	CA CEC Alert – Action Required: Case # Chevrolet,[redacted], VIN 3GCPCREC8GG1[redacted], Mileage 28000

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Greetings

3GCPCREC8GG[redacted]

As you are aware this customer is requesting that GM repurchase her vehicle . In an effort to access the request with the utmost consideration, would you please be so kind as to provide the following Customer copy of these Job Cards.

[redacted] .

Thank you in advance for your support in this matter .

[redacted]

[SR[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/13/2018 18:39:48	PZQJZG	PZQJZG	Scheduled Outbound Call Cust	Follow-up Attempt	Done	08/16/2018 17:37:25	Case status

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/13/2018 18:30:26	PZQJZG	PZQJZG	Outbound Call Customer	Made Contact	Done	08/13/2018 18:39:42	DS Spoke to cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

DS Contacted cust on[redacted]

DS Sts I have summoned fof the requested info we spoke about a couple of days ago. and am waiting on a response for the dlr . once that is obtained I can sent the request for review . I will call you on Thursday August 16, 2018.

DS Seeks to up date case status.

Cust adv ok.

MaryS DS CACEC 5921001

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/13/2018 18:25:56	PZQJZG	DLYONS12341	Dealer Notification	Action Required	Done	08/16/2018 17:37:38	Request for Job cards

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Greetings

3GCPCREC8GG[redacted]

As you are aware this customer is requesting that GM repurchase her vehicle . In an effort to access the request with the utmost consideration, would you please be so kind as to provide the following Customer copy of these Job Cards.

[redacted] .

Thank you in advance for your support in this matter .

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/08/2018 17:48:	PZQJZG	PZQJZG	Scheduled	Follow-up Attempt	Done	08/13/2018 18:15:11	additional if needed

34			Outbound Call Cust			

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

-RO [redacted] is not warranty repair change paying party to customer, DOS do not count
-Add RO [redacted] (Customer pay) job a and c
-RO [redacted] missing job b
-Missing RO [redacted]
-RO [redacted] missing job line a and b

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/08/2018 17:43:05	PZQJZG	PZQJZG	Inbound Call Customer	Service Request Update	Done	08/08/2018 17:47:27	DS spoke to cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

cust sts how long I have not other trans and the dlr will not provide a rental. My veh is still not right and i need my car we my husband and i work different hours . I will wait for your call

Cust seeks to up date case status

DS adv there was additional info needed on this case as soon as it is provided the case will be sent back to the Q for review . I will call you on Monday.August for status.

MaryS DS CACEC 5921001

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/08/2018 17:37:39	KZ6PQY	PZQJZG	Notify CRM	Customer Called	Done	08/08/2018 17:48:30	customer requesting a callback today

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/08/2018 17:27:42	KZ6PQY	KZ6PQY	Inbound Call Customer	Complex Request	Done	08/08/2018 17:37:16	assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason: cust wants to speak to her SA April

Expectation: acrs sts that April is no longer handling SR. Mary is the new SA assigned to case & will calling her tomorrow. acrs offer to connect cust to Mary but said SA is unavailable. acrs will notify SA & adv cust to keep lines open so that she can be contacted directly. acrs offer to connect cust to Mary's vm. cust agreed but requested if Mary can her today. acrs will notify SA. acrs was able to transfer cust to SA's vm.

Safety Pilot Flag:no. did not state any

[redacted]

*Request to send details via email:no

Denise/CCC T1/MNL/Redesign/Safety Team Pilot

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2018 21:19:15	YZF1G6	PZQJZG	Ownership Changed		Done	08/07/2018 21:19:15	Service Request Ownership has changed FROM: KZ6LS2 TO: PZQJZG
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/07/2018 16:35:24	PZ0FW1	KZ6LS2	Notify CRM		Done	08/08/2018 17:48:19	Additional information sought.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Additional information sought. Rahea Repurchase Reviewer							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/02/2018 18:42:17	KZ6LS2	KZ6LS2	Inbound Call Customer	Complex Request	Done	08/02/2018 18:44:35	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Customer returned call Let customer know I was following up with her case Customer has no further questions and will call her back next week. Customer agrees, no further questions APRIL/CACEC/ATX/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/02/2018 18:40:16	SZBR1G	SZBR1G	Inbound Call Customer	Complex Request	Done	08/02/2018 18:40:36	Assisting only.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Name: [redacted]
PTN: [redacted]
Reason: Follow up with the case.
Expectation: [redacted] calls in asking for the SA assign to her case, was able to connect customer to the SA.
Chris/CACT1/MNL

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/02/2018 16:54:12	GZTTWB	KZ6LS2	Notify CRM		Done	08/02/2018 18:42:08	Requesting for call back

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/02/2018 16:52:57	GZTTWB	GZTTWB	Inbound Call Customer	Complex Request	Done	08/02/2018 16:56:05	***assisting only***

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason for Calling:
[redacted] called in wanting to speak to the owning case CA advisor.

Expectation Set:
- I offered to cust to be connected to the owning case SA, but not available.
- I informed cust that the owning case SA will be notified within 24 hours. She agreed.

Potential Safety: No

Lad/CAC/T1/Manila

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/02/2018 15:46:46	KZ6LS2	BRCWCASEREVIEW	BRC Case Review	Additional Info Requested	Done	08/07/2018 16:35:19	Additional information sought.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Additional information sought.

Rahea
Repurchase Reviewer

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/02/2018 15:46:22	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	08/08/2018 17:48:04	[redacted]

Last Name	First Name	Account	BAC Code

[redacted]	[redacted]			
Comments				
Call customer to follow up with case review APRIL/CACEC/ATX/5915015				

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/02/2018 15:46:00	KZ6LS2	KZ6LS2	Email - Outbound		Done	08/02/2018 15:46:24	[redacted] Chevrolet Request for your Contact
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Dear [redacted], We have received your request for assistance Total customer satisfaction is important to us at Chevrolet. Please contact me at the number provided below at your earliest convenience. Please refer to the service request number [redacted]. Thank you! Chevrolet Business Resource Center Phone Number: >> 866-790-5600 Extension Number: >>> 5915015 [SR[redacted]							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/02/2018 15:38:27	KZ6LS2	KZ6LS2	Outbound Call Customer	Left Message	Done	08/02/2018 15:45:55	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Called customer to follow up with case review Left vm APRIL/CACEC/ATX/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
08/01/2018 13:15:32	KZ6LS2	KZ6LS2	CA CEC	Case Update	Done	08/01/2018 13:15:50	SOC set for tomorrow
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
APRIL/CACEC/ATX/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/26/2018 11:08:59	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	08/02/2018 15:38:25	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call customer to follow up with case

APRIL/CACEC/ATX/5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/26/2018 11:08:01	KZ6LS2	KZ6LS2	Inbound Call Customer	Complex Request	Done	07/26/2018 11:08:54	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer called to get status update on case

Adv customer that case is still in progress

Will continue to follow up with her every week
APRIL/CACEC/ATX/5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/26/2018 11:07:15	SZ4BMN	SZ4BMN	Inbound Call Customer	Complex Request	Done	07/26/2018 11:08:20	**Assisting Only**

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason: Customer called because its been over a week and she hasnt gotten a call from April

Expectation: Transferred customer, April was available.

Melody.CAC.ATX.T1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/24/2018 15:52:58	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	07/26/2018 11:07:56	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call customer to follow up with case review until case has reached a resolution

APRIL/CACEC/ATX/5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/19/2018 19:22:54	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Rescheduled - Rep	Done	07/24/2018 15:52:54	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Call customer to follow up with case review until case has reached a resolution APRIL/CACEC/ATX/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/16/2018 15:36:19	KZ6LS2	KZ6LS2	Outbound Call Customer	Made Contact	Done	07/16/2018 15:38:22	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Called customer to follow up with case review Let customer know that I was just calling to touch base with her case Customer has no further questions or concerns APRIL/CACEC/ATX/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/16/2018 12:02:32	ZZS18R	KZ6LS2	Notify CRM		Done	07/16/2018 15:36:00	Customer attempted reaching you, requesting callback
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/16/2018 12:02:05	ZZS18R	ZZS18R	Inbound Call Customer	Complex Request	Done	07/16/2018 12:02:25	Assisting only
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Name: [redacted] Callback #[redacted] Reasons for calling: Customer is returning the call because she missed the call of her advisor April and she would like to get some update, customer is asking assistance. Expectation set: Advised the customer that her advisor is not available and we will send internal notification to call her back, customer agreed.							

Bryann / CAC Tier-1 / MNL / Safety-Flag Pilot

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/16/2018 11:49:11	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Rescheduled - Rep	Done	07/19/2018 19:22:53	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Call customer to follow up with case review until case has reached a resolution APRIL/CACEC/ATX/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/16/2018 11:48:49	KZ6LS2	KZ6LS2	Email - Outbound		Done	07/16/2018 11:49:07	[redacted], Chevrolet Request for your Contact
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Dear [redacted] We have received your request for assistance Total customer satisfaction is important to us at Chevrolet. Please contact me at the number provided below at your earliest convenience. Please refer to the service request number[redacted]. Thank you! Chevrolet Business Resource Center Phone Number: >> 866-790-5600 Extension Number: >>> 5915015 [SR[redacted]							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/16/2018 11:47:05	KZ6LS2	KZ6LS2	Outbound Call Customer	Left Message	Done	07/16/2018 11:48:25	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Called customer to follow up with case review Left vm APRIL/CACEC/ATX/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

07/09/2018 11:45:19	KZ6LS2	KZ6LS2	Scheduled Follow up		Done	07/16/2018 11:47:03	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
APRIL/CACEC/ATX/5915015							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
07/09/2018 11:40:39	KZ6LS2	KZ6LS2	Outbound Call Customer	Made Contact	Done	07/09/2018 11:44:05	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Called customer to follow up with case review Let customer know case is still under review Customer sts she has no further questions or concerns APRIL/CACEC/ATX/5915015							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
07/09/2018 09:59:20	WZ66BY	KZ6LS2	Notify CRM	Customer Called	Done	07/09/2018 11:39:44	Customer attempted reaching you, requesting callback
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
07/09/2018 09:55:46	WZ66BY	WZ66BY	Inbound Call Customer	Complex Request	Done	07/09/2018 09:59:16	Customer called
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Customer called requested for a new advisor to call her back since April is not calling her. Customer is upset that she's haven't heard anything from anyone yet about the case. I advised customer that we can request for another advisor to call her back though we cannot get anyone on the line right now. Customer understood. Kari / CAC / T1 / MNL							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
07/05/2018 14:52:03	CZ33DY	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	07/09/2018 11:40:35	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		

[redacted]	[redacted]			
Comments				
Call customer				

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
07/03/2018 17:19:26	KZ6LS2	CZ33DY	Scheduled Outbound Call Cust	Rescheduled - Rep	Done	07/05/2018 14:52:03	[redacted]
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Call customer APRIL/CACEC/ATX/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/25/2018 12:58:42	KZ6LS2	KZ6LS2	Scheduled Follow-up		Done	06/26/2018 13:43:51	case review
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
APRIL/CACEC/ATX/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/25/2018 12:56:45	KZ6LS2	KZ6LS2	Outbound Call Customer		Done	06/25/2018 12:58:39	[redacted]
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Called customer to follow up with case Customer sts she has no further questions at this point APRIL/CACEC/ATX/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/19/2018 16:04:23	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/25/2018 12:56:36	[redacted]
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Call customer APRIL/ATX/CACEC/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

06/19/2018 16:02:58	KZ6LS2	KZ6LS2	Outbound Call Customer	Made Contact	Done	06/19/2018 16:04:21	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Called customer to let her know case is still in review and information has been gathered

Customer has no further questions or conerns

APRIL/ATX/CACEC/5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/13/2018 13:57:59	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/19/2018 16:02:56	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call customer

APRIL/ATX/CACEC/5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/13/2018 13:56:17	KZ6LS2	KZ6LS2	Outbound Call Customer	Made Contact	Done	06/13/2018 13:57:57	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Called customer to let her know case is still in review

Customer has no further questions or concerns

APRIL/ATX/CACEC/5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/06/2018 22:54:11		KZ6LS2	Email - Inbound		Done	06/13/2018 13:53:57	[EXTERNAL] Re: Chevrolet Request for Information, [redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

You told me you would get the the sale contract from dealership. Or would you like me to send it to you?

On Wed, Jun 6, 2018, 7:52 PM [redacted] wrote:

Alaska USA Federal Credit Union
Phone: 800 525-9094

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/06/2018 22:52:39		KZ6LS2	Email - Inbound		Done	06/13/2018 13:53:54	[EXTERNAL] Re: Chevrolet Request for Information, [redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Alaska USA Federal Credit Union Phone: 800 525-9094							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/05/2018 18:22:37	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/13/2018 13:56:09	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Call customer every 5 days until case has reached a resolution APRIL/ATX/CACEC/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/05/2018 18:22:08	KZ6LS2	KZ6LS2	Email - Outbound		Done	06/05/2018 18:22:31	Chevrolet Request for Information, [redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Dear [redacted]

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

Please reply to this email with the following information:

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

Please send the requested documents by replying to this email with an attachment, or if you prefer you may fax the requested information to <direct fax> at your earliest convenience.

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

Thank you!

Chevrolet CA CEC
Phone Number: >> 866-790-5600
Extension Number: >> 5915015

[SR[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/05/2018 18:10:40	KZ6LS2	KZ6LS2	Outbound Call Customer	Made Contact	Done	06/05/2018 18:18:39	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					

Comments

Called customer in regards to trade in request

Adv cust that I will gather all docs necessary for the trade in request and requested copy of registration for customer

Customer sts she is afraid that something will happen to her veh in the mean time.

Adv customer if something does happen to veh to give me a call and I will assist with getting veh back to dlr

Customer agrees, no further questions

Will send email

APRIL/ATX/CACEC/5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/05/2018 14:46:43	KZ6LS2	KZ6LS2	Inbound Call Customer	Voice Mail Received	Done	06/05/2018 14:47:12	06/04/2018 748pm
Last Name		**First Name**		**Account**	**BAC Code**		[redacted]
[redacted]		[redacted]					

Comments

Customer left voice mail seeking update on case

will call customer at 3pm PST

APRIL/ATX/CACEC/5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/05/2018 11:13:28	SZJMHB	KZ6LS2	Notify CRM	Customer Called	Done	06/05/2018 13:53:39	please see IBCC
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/05/2018 11:06:27	SZJMHB	SZJMHB	Inbound Call Customer	Complaint or Escalation	Done	06/05/2018 11:13:22	follow up
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					

Comments
Cust sts: -The customer would like to know the status of the case. She would like to get a decision. She said that the best time to call her is after 3 pm PST. crs -advised customer that we will send a notification to April and let her know about her contact. Ozzy/EmailT1/MNL

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/04/2018 19:48:52	RZRV3B	KZ6LS2	Notify CRM		Done	06/05/2018 13:53:25	Please Assume SR
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
[redacted]							
See IBCC							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/04/2018 19:47:33	RZRV3B	RZRV3B	Inbound Call Customer	Complex Request	Done	06/04/2018 19:48:50	Assisting Only
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Customer requesting immediate callback to follow up with SA on case. Customer has many questions and is concerned.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/04/2018 15:44:04	KZ6LS2	KZ6LS2	CA CEC	Case Update	Done	06/04/2018 15:44:22	Calling customer today
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
APRIL/ATX/CACEC/5915015							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/04/2018 15:26:23	CZ7RMX	KZ6LS2	Notify CRM	Customer Called	Done	06/04/2018 15:43:57	"Customer attempted reaching you, requesting callback"
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/04/2018 15:22:40	CZ7RMX	CZ7RMX	Inbound Call Customer	Complex Request	Done	06/04/2018 15:28:04	Assisting only
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					

Comments
Reason for calling: Customer called in to check her case. Expectation set: Advise that April will call her within the day. Call the extension, routed to VM. Advised that notification has been sent about this call and requested for a callback as soon as possible. BTTC: Anytime @ (626) 559-9567 Ann/CacTier1/MNL

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/04/2018 10:52:45	BZKZVM	KZ6LS2	Notify CRM	Customer Called	Done	06/04/2018 15:43:53	See IBCC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Reason for calling: The customer directly requested for her owning adviser. Expectation set: I called April, but she was not available. I will do further notification. I assured the customer that I will remind the owning adviser of the urgency on the customers concern and request for a call back. Please call the customer as soon as able. Warranty Start Date New/Used Status Primary Contact/Is tick mark selected properly? Was VIN associated with the customer name? Duke/CAC Tier1/Level 0/Manila

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/04/2018 10:51:14	BZKZVM	BZKZVM	Inbound Call Customer	Complex Request	Done	06/04/2018 10:52:44	Assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Reason for calling: The customer directly requested for her owning adviser.

Expectation set: I called April, but she was not available. I will do further notification.

Warranty Start Date
New/Used
Status
Primary Contact/Is tick mark selected properly?
Was VIN associated with the customer name?

Duke/CAC Tier1/Level 0/Manila

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/01/2018 18:52:17	DLYONS12341	KZ6LS2	Notify CRM		Done	06/04/2018 15:43:37	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/01/2018 18:52:05	DLYONS12341	KZ6LS2	Notify CRM		Done	06/04/2018 15:43:33	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 18:24:10	XZYCJ8	KZ6LS2	Notify CRM		Done	06/04/2018 15:43:24	Customer attempted reaching you, requesting callback
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 18:23:40	XZYCJ8	XZYCJ8	Inbound Call Customer	Complex Request	Done	05/31/2018 18:24:08	**assisting only**
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Reason the customer called:
Customer mentioned that she is supposed to receive a callback from someone but did not get anything and trying to get in contact with the SA handling the case for updates.

Expectation:
Apologized. Advised customer I will notify SA instead about his call for today. Reassured customer that he will be called back by the SA for assistance on his case.

.Alex.CAC.T1.MNL.Redesign.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 17:57:47	SADMIN	SADMIN	Email - Outbound		Done	05/31/2018 17:57:47	Customer Assistance Alert – Action Required: Case # Chevrolet, [redacted] VIN 3GCPCREC8GG[redacted], Mileage

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

We have received a CA CEC case that pertains to one of our mutual customers, <customer name>. Please provide the following documentation:

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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

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

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SR[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 17:57:41	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/05/2018 18:10:33	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call customer in regards to repurchase request

CALL AT 5PM

APRIL/ATX/CACEC/5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 17:57:19	KZ6LS2	KZ6LS2	Email - Outbound		Done	05/31/2018 17:57:45	[redacted], Chevrolet Request for your Contact

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Dear [redacted]

We have received your request for assistance.

Total customer satisfaction is important to us at Chevrolet. Please contact me at the number provided below at your earliest convenience. Please refer to the service request number [redacted].

Thank you!

Chevrolet Business Resource Center
Phone Number: >> 866-790-5600
Extension Number: >>> 5915015

[SR [redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 17:56:51	KZ6LS2	DLYONS12341	Dealer Notification	Action Required	Done	06/04/2018 15:43:29	Seeking ROs

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

We have received a CA CEC case that pertains to one of our mutual customers, <customer name>. Please provide the following documentation:

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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 17:54:16	KZ6LS2	KZ6LS2	CA CEC	Initial Contact	Done	05/31/2018 17:56:49	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Called cust in regards to Trade in request / Vehicle breaking down

left detailed vm

APRIL/ATX/CACEC/5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 17:40:40	QZRJW1	KZ6LS2	Notify CRM		Done	05/31/2018 17:54:08	Requesting for follow up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 17:37:53	QZRJW1	QZRJW1	Inbound Call Customer	Complex Request	Done	05/31/2018 17:41:01	***Assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason for calling:
Customer is waiting for a call and feedback regarding her query. Customer said that she was supposed to be called within 1 business day yesterday but no one has called her yet.

Expectation Set:
Advised that I tried contacting the owning advisor on her case but she is currently assisting other customers at the moment. Advised that I will send a notification for her. Customer okay.

Hazel/CAC T1/MNL

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 09:33:24	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Initial Attempt	Done	05/31/2018 17:54:14	Initial

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

APRIL/ATX/CACEC/5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 09:32:42	KZ6LS2	KZ6LS2	CA CEC	VIN Scan Completed	Done	05/31/2018 09:33:03	VIN scan performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

No open recalls
No previous SRs
No previous goodwill
Selling dlr: PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440
Service dlr: PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

APRIL/ATX/CACEC/5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 09:02:36	WZ4XY7	KZ6LS2	Ownership Changed		Done	05/31/2018 09:02:36	Service Request Ownership has changed FROM: LZ8Z2K TO: KZ6LS2

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 09:02:19	WZ4XY7	WZ4XY7	CA CEC	Initial VIN Scan	Done	05/31/2018 09:02:42	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

VIN Scan Completed. No other SR's found associated to this VIN:

Cory/BRC Legal/WF/3766893

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 09:02:06	WZ4XY7	WZ4XY7	Ownership Changed	Ownership Escalated to BRC	Done	05/31/2018 09:02:06	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/31/2018 09:02:06	WZ4XY7	KZ6LS2	Notify CRM	Need to Assume SR	Done	05/31/2018 09:28:20	New Case Assigned

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Service Request assigned to CA CEC CRS KZ6LS2 ext.5915015

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/30/2018 17:39:17	LZ8Z2K	CACECQ	CA CEC Escalation	Assigned CA CEC Case	Done	05/31/2018 09:02:45	CA Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name: [redacted]
BNTC/BTTC: [redacted]
Email: [redacted]
Address: [redacted]
Vin/Mileage: 3GCPCREC8GG[redacted] / Customer cannot determine
Dealer: Puente Hills
Safety Flag: no

Customers Concern: My Husband was stranded recently due to the car having is break down on the freeway. every time I have to take it in to this dealership they never offered any loaner vehicle even though I have warranty on my car previously I had several issues with the brake and it was hard to stop I could have hit another car due to that we have been going back and forth to the dealer around 4 to 5 times ever since owning it and we

felt that it is not reliable anymore which is why we want to request to GM to give us a different car instead.

Expectation that I set: I let customer know that I would be escalating their case to our California Engagement Team that specializes in this area. I also advised them that the California Engagement Team will get back to them after 1 business day.

Joseph/CACT1/MNL

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/30/2018 17:38:52	LZ8Z2K	LZ8Z2K	Inbound Call Customer	Complex Request	Done	05/30/2018 17:39:12	Trade in request / Vehicle breaking down

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name: [redacted]
BNTC/BTTC: [redacted]
Email: [redacted]
Address: [redacted]
Vin/Mileage: 3GCPCREC8GG[redacted] Customer cannot determine
Dealer: Puente Hills
Safety Flag: no

Customers Concern: My Husband was stranded recently due to the car having is break down on the freeway. every time I have to take it in to this dealership they never offered any loaner vehicle even though I have warranty on my car previously I had several issues with the brake and it was hard to stop I could have hit another car due to that we have been going back and forth to the dealer around 4 to 5 times ever since owning it and we felt that it is not reliable anymore which is why we want to request to GM to give us a different car instead.

Expectation that I set: I let customer know that I would be escalating their case to our California Engagement Team that specializes in this area. I also advised them that the California Engagement Team will get back to them after 1 business day.

Joseph/CACT1/MNL

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	CA CEC
Account		Site/BAC		GW SubType		Business Unit	BRC
Address	[redacted]			Approval	Not Initiated	Area	CA CEC
City	[redacted]	Zip	[redacted]	State [redacted]	UCC	Brakes - General	Sub-Area	Tier 2
Last Name	[redacted]	First Name	[redacted]		Involved Dlr	Puente Hills Chevrolet	Safety	Yes
Daytime #	[redacted]	Evening #	[redacted]		Source	Phone	Updated	09/17/2018 15:09:30
Serial/VIN #	3GCPCREC8GG[redacted]11	Mileage	28000		Priority	Medium License #	Owner	PZQJZG
Model	Silverado 1500	Model Year	2016		Status	Closed	Opened	May 30, 2018 5:31 PM
Make	Chevrolet	Warranty Start	03/30/2016 00:00:00		Sub Status	Dissatisfied	Closed	Sep 17, 2018 3:09 PM
Cust Concern	Trade in request / Vehicle breaking down							
Customer Description	"This is a California CEC Case. Do NOT assume or close."							

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc		Incident Desc	

Service Request Activities – UCC PAR

Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**Property Type**
Last Service Date				**Loc Last Service**				**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	
Primary Veh Use				**Inspection Type**				**Inspected By**	**Inspection Date/Time**

Veh Damage Description		Explain Other	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 17, 2018 3:09 PM	PZQJZG	PZQJZG	SR Closed - Dissatisfied		Done	09/17/2018 15:09:30	Service Request has been Closed Dissatisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 17, 2018 3:08 PM	PZQJZG	PZQJZG	SR Summary	SR Closure Review	Done	09/17/2018 15:09:19	SR Closure Review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

cust seeks repurchase -

Case was sent for request of repurchase and was denied. No repurchase.

MaryS DS CACEC 5921001

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Sep 17, 2018 2:57 PM	PZQJZG	PZQJZG	Outbound Call Customer	Made Contact	Done	09/17/2018 15:07:47	DS spoke to closing

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

DS Contacted cust on Per Repurchase Reviewer, no repurchase.

DS sts thank you for alling GM CACEC to work wit you regarding your vehicel . GMCA CEC has rendered a decision regarding your request for repurchase, At his time the request for repurchase has been denied. We do go by the standards fo the consumer protection at for the states of California .If you are not happy with the decision you may research that or look in the back of your owner manuel for customer satisfaction. I do encourage if you vehicle is not operating to you as it should please sched an appt with the dlr . "

DS Seeks to up date case status.

cust adv It is obviously there is something wrong with the truck – I have taken it down there so many times. I can not get a rental. And I work 3 days out of the week. Ok thank you .

MaryS DS CACEC 5921001

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 17, 2018 2:42 PM	CZHGRQ	PZQJZG	Notify CRM		Done	09/17/2018 14:56:23	Case review complete

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Case review complete

Dave McWhorter
CA CEC Senior Repurchase Reviewer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 17, 2018 2:41 PM	CZHGRQ	BRCWCASEREVIEW	BRC Case Review	Case Review Approved D	Done	09/17/2018 14:42:36	Case review complete

Last Name	First Name	Account	BAC Code

[redacted]	[redacted]		

Comments

Case review complete

Dave McWhorter
CA CEC Senior Repurchase Reviewer

Confidential Comments

Per Repurchase Reviewer, no repurchase.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 17, 2018 12:50 AM	VZCTPV	PZQJZG	Notify CRM		Done	09/17/2018 13:12:13	Customer is trying to reach you, Requesting for a callback

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 17, 2018 12:44 AM	VZCTPV	VZCTPV	Inbound Call Customer	Complex Request	Done	09/17/2018 12:50:47	**** Assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason for calling: Customer called looking for the OSA and doing some follow up on the case

Expectation set: Tried to contact the SA ext and its on vm. Sent notification.

[redacted]
BTC: anytime

Michelle/CAC Tier1/Level 0/Mnl Safety Flag Pilot

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2018 2:40 PM	PZQJZG	PZQJZG	Scheduled Outbound Call Cust	Follow-up Attempt	Done	09/17/2018 14:57:18	Waiting on legal coord review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2018 2:37 PM	PZQJZG	PZQJZG	Inbound Call Customer	Service Request Update	Done	09/14/2018 14:40:06	DS Spoke to cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Cust Sts calling regarding status of veh. Ok i hope it is today instead of Monday.

Cust seeks to up date case status .

DS asdv there is no decision yet and i have expedited this to my manager and hopefully you will get a call today or Monday.

MaryS DS CACEC 5921001

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2018 2:29 PM	SZ9GT7	SZ9GT7	Inbound Call Customer	Complex Request	Done	09/14/2018 14:30:10	Assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Service Request Activities – UCC PAR

Name: [redacted]

Phone: ([redacted]

Email: [redacted]

[redacted]

YMM: 2016 Chevrolet Silverado 1500

VIN: 3GCPCREC8GG[redacted]

Mileage: 28,000

Reason for calling: Customer wanted to get in touch with the SA assigned on her case

Resolution: Transferred to the SA

Source: SS2289

Diego/CAC/MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 14, 2018 11:37 AM	CZHGRQ	PZQJZG	Notify CRM		Done	09/14/2018 13:59:27	Additional Information Required

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Additional Information Required

Dave McWhorter
CA CEC Senior Repurchase Reviewer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 11, 2018 6:42 PM	VZX5XG	VZX5XG	Inbound Call Customer	Complex Request	Done	09/11/2018 18:43:15	Assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name: [redacted]

Reason for calling:
Cust called in to be transfer to Mary

Expectation:
Successfully transferred the customer.

Source:
GWM, GM Answer

Jude/CAC/T1/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 11, 2018 1:56 PM	PZQJZG	PZQJZG	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	09/14/2018 14:44:03	Waitng on Decision

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 11, 2018 1:53 PM	PZQJZG	PZQJZG	Outbound Call Customer	Left Message	Done	09/11/2018 13:56:43	DS Left vm for cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

DS conacted cust on [redacted]

DS Sts GM CACEC hs not rendered a decision regarding your request for repurchase - I wil call you in 5 days or if the decision is rendered before 5 days you will get a call.

DS Seels to up date case status

Cust adv ok.

MaryS DS CACAEC 5921001

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 11, 2018 1:49 PM	PZQJZG	PZQJZG	Inbound Call Customer	Voice Mail Received	Done	09/11/2018 13:52:19	September 11, 2018 11:03{<

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Hello Mary ,

This is [redacted] would yuou pleas call me back regarding my case . [redacted]

MaryS DS CACEC 5921001

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 11, 2018 11:03 AM	XZTP8F	PZQJZG	Notify CRM	Customer Called	Done	09/11/2018 13:46:58	Please See IBCC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 11, 2018 11:02 AM	XZTP8F	XZTP8F	Inbound Call Customer	Complex Request	Done	09/11/2018 11:03:14	***Assisting Only ***

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason for call: Customer is calling to speak to the SA about the case.

Expectations Set : Informed customer I will transfer them to the SA . Advised customer if the SA is away from the desk or on another call please leave a messsage with the SR# and best number for the advisor to return the call .

Resourses : GMA
JODIE.ATX.CAC.T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 10, 2018 5:55 PM	VZX5XG	PZQJZG	Notify CRM	Customer Called	Done	09/11/2018 13:49:23	SEE IBCC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 10, 2018 5:47 PM	VZX5XG	VZX5XG	Inbound Call Customer	Complex Request	Done	09/10/2018 17:55:49	Assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name: [redacted]
Phone: [redacted]

Reason for calling:
Cust called in to get an update for her case.

Expectation:
Contacted the OA. Just got VM. Informed that there is a scheduled call back for tomorrow. Advised that i will notify her OA. she agreed.

Source:
GWM, GM Answer

Jude/CAC/T1/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 6, 2018 2:17 PM	PZQJZG	BRCWCASEREVIEW	BRC Case Review	Additional Info Requested	Done	09/14/2018 11:36:55	Additional Information Required

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Additional Information Required

Dave McWhorter
CA CEC Senior Repurchase Reviewer

Confidential Comments

Page 1
-Correct the date vehicle purchased

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 5, 2018 5:39 PM	RZXPC4	PZQJZG	Notify CRM	Case Review Complete	Done	09/06/2018 14:01:18	Additional Info Requested

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 5, 2018 1:59 PM	PZQJZG	PZQJZG	Scheduled Outbound Call Cust	Follow-up Attempt	Done	09/11/2018 13:53:02	Waiting on legal coord review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 5, 2018 1:51 PM	PZQJZG	PZQJZG	Outbound Call Customer	Made Contact	Done	09/05/2018 13:59:27	DS spoke to cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

DS contacted cust on [redacted]

I an still having problems with the truck - I can not take it in cause they will not lend me a veh. can you do some ting to speed the process.

DS Seeks to up dates case status.

DS advised this just went back in the Q on Aug 16, it should be coming around again. I will call you when the decision is rendered even if it is before 5 days.

MaryS DS CACEC 54921001

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 29, 2018 7:12 PM	PZQJZG	PZQJZG	Scheduled	Follow-up	Done	09/05/2018 13:51:20	Waiting on legal cord review

			Outbound Call Cust	Attempt			

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 29, 2018 7:08 PM	PZQJZG	PZQJZG	Outbound Call Customer	Made Contact	Done	08/29/2018 19:12:44	DS spoke to cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

DS Contacted cust on ([redacted]

DS Sts GM CACEC Has not rendered a decision regarding the request for repurchase - it could take more or less that 2-3weeks.

DS Seeks to up date case status.

cust adv ok it is taking a long time is that normal.

Mary DS CACEC 5921001

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 28, 2018 7:07 PM	KZ1GJZ	PZQJZG	Notify CRM	Customer Called	Done	08/28/2018 19:47:44	Please see IBCC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Aug 28, 2018 7:04 PM	KZ1GJZ	KZ1GJZ	Inbound Call Customer	Complex Request	Done	08/28/2018 19:08:04	Assisting Only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason: Mrs. [redacted] called in to request that she be put in touch with her agent.

Expectations set: I offered a transfer and I advised her what to do in the event that we reached her voicemail. She accepted and I left her to leave a message on her advisor's line.
Resources: GWM GMA

Jamie.ATX.CAC.T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 21, 2018 5:35 PM	PZQJZG	PZQJZG	Outbound Call Customer	Left Message	Done	08/21/2018 17:43:33	DS left vm for cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

DS Contacted cust on [redacted]

DS Sts GM has not rendered a decisions regarding your request for repurchase .. I will call you back in 5 days with status .

DS Seeks to up date case status.

Cust adv no response vm received

MatryS DS CACEC 5921001

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2018 6:26 PM	PZQJZG	PZQJZG	Scheduled	Follow-up	Done	08/21/2018 17:34:53	Waiting legal cord review

			Outbound Call Cust	Attempt			

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2018 6:19 PM	PZQJZG	PZQJZG	Outbound Call Customer	Made Contact	Done	08/16/2018 18:24:12	DS Spoke to cust

Last [redacted]	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

DS Contacted cust on [redacted]

DS Sts I atted the requested information to the case assessment and have resubmitted it. I will call you on Tuesday Aug 21, 2018.

DS Seeks to up date case status

cust adv ok.

MaryS DS CACEC 5921001

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2018 6:17 PM	PZQJZG	BRCWCASEREVIEW	BRC Case Review	Additional Info Requested	Done	09/05/2018 17:39:36	Additional Info Requested

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Additional Info Requested

Holly Remillard

CA CEC Repurchase Reviewer

Confidential Comments

Page 1
-Correct the date vehicle purchased
-Correct the mileage at purchase

Page 2
-95714C correct the paying party and count days out. Global shows this as a warranty pay

-60619 days out of service do not count for customer pay

Page 3
-Choose 'Applicable' or 'Not Applicable'

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2018 7:34 PM	DLYONS12341	PZQJZG	Notify CRM		Done	08/16/2018 17:32:12	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2018 7:34 PM	DLYONS12341	PZQJZG	Notify CRM		Done	08/16/2018 17:32:21	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2018 7:33 PM	DLYONS12341	PZQJZG	Notify CRM		Done	08/16/2018 17:32:28	A Dealer Employee has added an attachment on this case. Please review the key details of

Last Name	First Name	Account	BAC Code

[redacted]	[redacted]						the case and provide updates to the case. This will ensure we have forward movement on the concern.

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2018 7:33 PM	DLYONS12341	PZQJZG	Notify CRM		Done	08/16/2018 17:32:37	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2018 7:33 PM	DLYONS12341	PZQJZG	Follow-Up		Done	08/16/2018 17:32:52	Dealer Update Case

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

sent copies to customer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2018 7:29 PM		PZQJZG	Email - Inbound		Done	08/16/2018 17:37:05	[EXTERNAL] Re: CA CEC Alert – Action Required: Case # Chevrolet, [redacted], VIN 3GCPCREC8GG[redacted] Mileage 28000

Last Name	First Name	Account	BAC Code
Lyons	Danielle		

Comments

---- Original Message ----
From: GMCACUpdate@gm.com

Sent: 8/13/2018 4:20:57 PM
To: dbuentellolyons@chevyph.com, jmcnatt@phchevy.com
Subject: CA CEC Alert – Action Required: Case # Chevrolet, [redacted] VIN 3GCPCREC8GG[redacted] Mileage 28000

Greetings

3GCPCREC8GG[redacted]

As you are aware this customer is requesting that GM repurchase her vehicle . In an effort to access the request with the utmost consideration, would you please be so kind as to provide the following Customer copy of these Job Cards.

[redacted] .

Thank you in advance for your support in this matter .

[redacted]

[redacted]

****

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Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 13, 2018 7:20 PM	SADMIN	SADMIN	Email - Outbound		Done	08/13/2018 19:20:54	CA CEC Alert – Action Required: Case # Chevrolet, [redacted], VIN 3GCPCREC8GG[redacted] Mileage 28000

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Greetings

3GCPCREC8GG[redacted]

As you are aware this customer is requesting that GM repurchase her vehicle . In an effort to access the request with the utmost consideration, would you please be so kind as to provide the following Customer copy of these Job Cards.

[redacted]

Thank you in advance for your support in this matter .

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[[redacted]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 13, 2018 6:39 PM	PZQJZG	PZQJZG	Scheduled Outbound Call Cust	Follow-up Attempt	Done	08/16/2018 17:37:25	Case status

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Aug 13, 2018 6:30 PM	PZQJZG	PZQJZG	Outbound Call Customer	Made Contact	Done	08/13/2018 18:39:42	DS Spoke to cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

DS Contacted cust on [redacted]

DS Sts I have summoned fof the requested info we spoke about a couple of days ago. and am waiting on a response for the dlr . once that is obtained I can sent the request for review . I will call you on Thursday August 16, 2018.

DS Seeks to up date case status.

Cust adv ok.

MaryS DS CACEC 5921001

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 13, 2018 6:25 PM	PZQJZG	DLYONS12341	Dealer Notification	Action Required	Done	08/16/2018 17:37:38	Request for Job cards

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Greetings

3GCPCREC8GG[redacted]

As you are aware this customer is requesting that GM repurchase her vehicle . In an effort to access the request with the utmost consideration, would you please be so kind as to provide the following Customer copy of these Job Cards.

[redacted]

Thank you in advance for your support in this matter .

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2018 5:48 PM	PZQJZG	PZQJZG	Scheduled Outbound Call Cust	Follow-up Attempt	Done	08/13/2018 18:15:11	additional if needed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

-RO [redacted] is not warranty repair change paying party to customer, DOS do not count
-Add RO [redacted] (Customer pay) job a and c
-RO [redacted] missing job b
-Missing RO [redacted]
-RO [redacted] missing job line a and b

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2018 5:43 PM	PZQJZG	PZQJZG	Inbound Call Customer	Service Request Update	Done	08/08/2018 17:47:27	DS spoke to cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

cust sts how long I have not other trans and the dlr will not provide a rental. My veh is still not right and i need my car we my husband and i work different hours . I will wait for your call

Cust seeks to up date case status

DS adv there was additional info needed on this case as soon as it is provided the case will be sent back to the Q for review . I will call you on Monday.August for status.

MaryS DS CACEC 5921001

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2018 5:37 PM	KZ6PQY	PZQJZG	Notify CRM	Customer Called	Done	08/08/2018 17:48:30	customer requesting a callback today

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2018 5:27 PM	KZ6PQY	KZ6PQY	Inbound Call Customer	Complex Request	Done	08/08/2018 17:37:16	assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason: cust wants to speak to her SA April

Expectation: acrs sts that April is no longer handling SR. Mary is the new SA assigned to case & will calling her tomorrow. acrs offer to connect cust to Mary but said SA is unavailable. acrs will notify SA & adv cust to keep lines open so that she can be contacted directly. acrs offer to connect cust to Mary's vm. cust agreed but requested if Mary can her today. acrs will notify SA. acrs was able to transfer cust to SA's vm.

Safety Pilot Flag:no. did not state any

[redacted]

***Request to send details via email:no**

Denise/CCC T1/MNL/Redesign/Safety Team Pilot

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2018 9:19 PM	YZF1G6	PZQJZG	Ownership Changed		Done	08/07/2018 21:19:15	Service Request Ownership has changed FROM: KZ6LS2 TO: PZQJZG

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2018 4:35 PM	PZ0FW1	KZ6LS2	Notify CRM		Done	08/08/2018 17:48:19	Additional information sought.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Additional information sought.

Rahea
Repurchase Reviewer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 2, 2018 6:42 PM	KZ6LS2	KZ6LS2	Inbound Call Customer	Complex Request	Done	08/02/2018 18:44:35	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer returned call

Let customer know I was following up with her case

Customer has no further questions and will call her back next week. Customer agrees, no further questions

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 2, 2018 6:40 PM	SZBR1G	SZBR1G	Inbound	Complex Request	Done	08/02/2018 18:40:36	Assisting only.

			Call Customer				
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]	[redacted]						

Comments

Name: [redacted]
PTN: [redacted]
Reason: Follow up with the case.
Expectation: [redacted] **calls in asking for the SA assign to her case, was able to connect customer to the SA.**
Chris/CACT1/MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 2, 2018 4:54 PM	GZTTWB	KZ6LS2	Notify CRM		Done	08/02/2018 18:42:08	Requesting for call back

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 2, 2018 4:52 PM	GZTTWB	GZTTWB	Inbound Call Customer	Complex Request	Done	08/02/2018 16:56:05	***assisting only***

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason for Calling:
[redacted] **called in wanting to speak to the owning case CA advisor.**

Expectation Set:
- I offered to cust to be connected to the owning case SA, but not available.
- I informed cust that the owning case SA will be notified within 24 hours. She agreed.

Potential Safety: No

Lad/CAC/T1/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 2, 2018 3:46 PM	KZ6LS2	BRCWCASEREVIEW	BRC Case Review	Additional Info Requested	Done	08/07/2018 16:35:19	Additional information sought.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Additional information sought.

Rahea
Repurchase Reviewer

Confidential Comments

-RO [redacted] is not warranty repair change paying party to customer, DOS do not count
-Add RO [redacted] (Customer pay) job a and c
-RO [redacted] missing job b
-Missing RO [redacted]
-RO [redacted] missing job line a and b

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 2, 2018 3:46 PM	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	08/08/2018 17:48:04	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call customer to follow up with case review

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 2, 2018 3:46 PM	KZ6LS2	KZ6LS2	Email - Outbound		Done	08/02/2018 15:46:24	[redacted] Chevrolet Request for your Contact

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Dear [redacted]

We have received your request for assistance

Total customer satisfaction is important to us at Chevrolet. Please contact me at the number provided below at your earliest convenience.
Please refer to the service request number [redacted].

Thank you!

Chevrolet Business Resource Center
Phone Number: >> 866-790-5600
Extension Number: >>> 5915015

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 2, 2018 3:38 PM	KZ6LS2	KZ6LS2	Outbound Call Customer	Left Message	Done	08/02/2018 15:45:55	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Called customer to follow up with case review

Left vm

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

Service Request Activities – UCC PAR

			Type				
Aug 1, 2018 1:15 PM	KZ6LS2	KZ6LS2	CA CEC	Case Update	Done	08/01/2018 13:15:50	SOC set for tomorrow

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 26, 2018 11:08 AM	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	08/02/2018 15:38:25	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call customer to follow up with case

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 26, 2018 11:08 AM	KZ6LS2	KZ6LS2	Inbound Call Customer	Complex Request	Done	07/26/2018 11:08:54	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer called to get status update on case

Adv customer that case is still in progress

Will continue to follow up with her every week
APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 26, 2018 11:07 AM	SZ4BMN	SZ4BMN	Inbound Call Customer	Complex Request	Done	07/26/2018 11:08:20	**Assisting Only**

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason: Customer called because its been over a week and she hasnt gotten a call from April

Expectation: Transferred customer, April was available.

Melody.CAC.ATX.T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 24, 2018 3:52 PM	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	07/26/2018 11:07:56	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call customer to follow up with case review until case has reached a resolution

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 19, 2018 7:22 PM	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Rescheduled - Rep	Done	07/24/2018 15:52:54	[redacted]

Last Name	First Name	Account	BAC Code

[redacted]	[redacted]		

Comments

Call customer to follow up with case review until case has reached a resolution

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 16, 2018 3:36 PM	KZ6LS2	KZ6LS2	Outbound Call Customer	Made Contact	Done	07/16/2018 15:38:22	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Called customer to follow up with case review

Let customer know that I was just calling to touch base with her case

Customer has no further questions or concerns

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 16, 2018 12:02 AM	ZZS18R	KZ6LS2	Notify CRM		Done	07/16/2018 15:36:00	Customer attempted reaching you, requesting callback

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 16, 2018 12:02 AM	ZZS18R	ZZS18R	Inbound	Complex Request	Done	07/16/2018 12:02:25	Assisting only

			Call Customer				
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]	[redacted]						
Comments							
Name: [redacted] **Callback #:** [redacted] **Reasons for calling: Customer is returning the call because she missed the call of her advisor April and she would like to get some update, customer is asking assistance.** **Expectation set: Advised the customer that her advisor is not available and we will send internal notification to call her back, customer agreed.** **Bryann / CAC Tier-1 / MNL / Safety-Flag Pilot**							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 16, 2018 11:49 AM	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Rescheduled - Rep	Done	07/19/2018 19:22:53	[redacted]
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]	[redacted]						
Comments							
Call customer to follow up with case review until case has reached a resolution **APRIL/CACEC/ATX/5915015**							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 16, 2018 11:48 AM	KZ6LS2	KZ6LS2	Email - Outbound		Done	07/16/2018 11:49:07	[redacted], Chevrolet Request for your Contact
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]	[redacted]						
Comments							
Dear [redacted]							

We have received your request for assistance

Total customer satisfaction is important to us at Chevrolet. Please contact me at the number provided below at your earliest convenience.
Please refer to the service request number [redacted]

Thank you!

Chevrolet Business Resource Center
Phone Number: >> 866-790-5600
Extension Number: >>> 5915015

[SR [redacted] **]**

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 16, 2018 11:47 AM	KZ6LS2	KZ6LS2	Outbound Call Customer	Left Message	Done	07/16/2018 11:48:25	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Called customer to follow up with case review

Left vm

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 9, 2018 11:45 AM	KZ6LS2	KZ6LS2	Scheduled Follow up		Done	07/16/2018 11:47:03	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 9, 2018 11:40 AM	KZ6LS2	KZ6LS2	Outbound Call Customer	Made Contact	Done	07/09/2018 11:44:05	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Called customer to follow up with case review

Let customer know case is still under review

Customer sts she has no further questions or concerns

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 9, 2018 9:59 AM	WZ66BY	KZ6LS2	Notify CRM	Customer Called	Done	07/09/2018 11:39:44	Customer attempted reaching you, requesting callback

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 9, 2018 9:55 AM	WZ66BY	WZ66BY	Inbound Call Customer	Complex Request	Done	07/09/2018 09:59:16	Customer called

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer called requested for a new advisor to call her back since April is not calling her. Customer is upset that she's haven't heard anything from anyone yet about the case.

I advised customer that we can request for another advisor to call her back though we cannot get anyone on the line right now. Customer understood.

Kari / CAC / T1 / MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 5, 2018 2:52 PM	CZ33DY	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	07/09/2018 11:40:35	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Call customer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 3, 2018 5:19 PM	KZ6LS2	CZ33DY	Scheduled Outbound Call Cust	Rescheduled - Rep	Done	07/05/2018 14:52:03	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Call customer

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2018 12:58	KZ6LS2	KZ6LS2	Scheduled		Done	06/26/2018 13:43:51	case review

AM			Follow-up				

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 25, 2018 12:56 AM	KZ6LS2	KZ6LS2	Outbound Call Customer		Done	06/25/2018 12:58:39	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Called customer to follow up with case

Customer sts she has no further questions at this point

APRIL/CACEC/ATX/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 19, 2018 4:04 PM	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/25/2018 12:56:36	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call customer

APRIL/ATX/CACEC/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 19, 2018 4:02 PM	KZ6LS2	KZ6LS2	Outbound Call Customer	Made Contact	Done	06/19/2018 16:04:21	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Called customer to let her know case is still in review and information has been gathered

Customer has no further questions or conerns

APRIL/ATX/CACEC/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 13, 2018 1:57 PM	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/19/2018 16:02:56	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call customer

APRIL/ATX/CACEC/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 13, 2018 1:56 PM	KZ6LS2	KZ6LS2	Outbound Call Customer	Made Contact	Done	06/13/2018 13:57:57	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Called customer to let her know case is still in review

Customer has no further questions or concerns

APRIL/ATX/CACEC/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 6, 2018 10:54 PM		KZ6LS2	Email - Inbound		Done	06/13/2018 13:53:57	[EXTERNAL] Re: Chevrolet Request for Information, [redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

[redacted]

You told me you would get the the sale contract from dealership. Or would you like me to send it to you?

On Wed, Jun 6, 2018, 7:52 PM[redacted] wrote:

Alaska USA Federal Credit Union
Phone: 800 525-9094

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 6, 2018 10:52 PM		KZ6LS2	Email - Inbound		Done	06/13/2018 13:53:54	[EXTERNAL] Re: Chevrolet Request for Information, [redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Alaska USA Federal Credit Union
Phone: 800 525-9094

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2018 6:22 PM	KZ6LS2	KZ6LS2	Scheduled	Follow-up	Done	06/13/2018 13:56:09	[redacted]

			Outbound Call Cust	Attempt			[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call customer every 5 days until case has reached a resolution

APRIL/ATX/CACEC/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2018 6:22 PM	KZ6LS2	KZ6LS2	Email - Outbound		Done	06/05/2018 18:22:31	Chevrolet Request for Information, [redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Dear [redacted]

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

Please reply to this email with the following information:

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

Please send the requested documents by replying to this email with an attachment, or if you prefer you may fax the requested information to <direct fax> at your earliest convenience.

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

Thank you!

Chevrolet CA CEC
Phone Number: >> 866-790-5600
Extension Number: >> 5915015

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2018 6:10 PM	KZ6LS2	KZ6LS2	Outbound Call Customer	Made Contact	Done	06/05/2018 18:18:39	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Called customer in regards to trade in request

Adv cust that I will gather all docs necessary for the trade in request and requested copy of registration for customer

Customer sts she is afraid that something will happen to her veh in the mean time.

Adv customer if something does happen to veh to give me a call and I will assist with getting veh back to dlr

Customer agrees, no further questions

Will send email

APRIL/ATX/CACEC/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2018 2:46 PM	KZ6LS2	KZ6LS2	Inbound Call Customer	Voice Mail Received	Done	06/05/2018 14:47:12	06/04/2018 748pm [redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer left voice mail seeking update on case

will call customer at 3pm PST

APRIL/ATX/CACEC/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2018 11:13 AM	SZJMHB	KZ6LS2	Notify CRM	Customer Called	Done	06/05/2018 13:53:39	please see IBCC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 5, 2018 11:06 AM	SZJMHB	SZJMHB	Inbound Call Customer	Complaint or Escalation	Done	06/05/2018 11:13:22	follow up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Cust sts:
-The customer would like to know the status of the case. She would like to get a decision. She said that the best time to call her is after 3 pm PST.

crs
-advised customer that we will send a notification to April and let her know about her contact.

Ozzy/EmailT1/MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2018 7:48 PM	RZRV3B	KZ6LS2	Notify CRM		Done	06/05/2018 13:53:25	Please Assume SR

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

See IBCC

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2018 7:47 PM	RZRV3B	RZRV3B	Inbound Call Customer	Complex Request	Done	06/04/2018 19:48:50	Assisting Only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer requesting immediate callback to follow up with SA on case. Customer has many questions and is concerned.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2018 3:44 PM	KZ6LS2	KZ6LS2	CA CEC	Case Update	Done	06/04/2018 15:44:22	Calling customer today

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

APRIL/ATX/CACEC/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2018 3:26 PM	CZ7RMX	KZ6LS2	Notify CRM	Customer Called	Done	06/04/2018 15:43:57	"Customer attempted reaching you, requesting callback"

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2018 3:22 PM	CZ7RMX	CZ7RMX	Inbound	Complex Request	Done	06/04/2018 15:28:04	Assisting only

Service Request Activities – UCC PAR

			Call Customer			
Last Name	**First Name**		**Account**		**BAC Code**	
[redacted]	[redacted]					

Comments

Reason for calling:
Customer called in to check her case.

Expectation set:
Advise that April will call her within the day. Call the extension, routed to VM. Advised that notification has been sent about this call and requested for a callback as soon as possible.

BTTC: Anytime @ [redacted]

Ann/CacTier1/MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2018 10:52 AM	BZKZVM	KZ6LS2	Notify CRM	Customer Called	Done	06/04/2018 15:43:53	See IBCC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason for calling: The customer directly requested for her owning adviser.

Expectation set: I called April, but she was not available. I will do further notification.

I assured the customer that I will remind the owning adviser of the urgency on the customers concern and request for a call back.

Please call the customer as soon as able.

Warranty Start Date
New/Used
Status
Primary Contact/Is tick mark selected properly?
Was VIN associated with the customer name?

Duke/CAC Tier1/Level 0/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 4, 2018 10:51 AM	BZKZVM	BZKZVM	Inbound Call Customer	Complex Request	Done	06/04/2018 10:52:44	Assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason for calling: The customer directly requested for her owning adviser.

Expectation set: I called April, but she was not available. I will do further notification.

Warranty Start Date
New/Used
Status
Primary Contact/Is tick mark selected properly?
Was VIN associated with the customer name?

Duke/CAC Tier1/Level 0/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 1, 2018 6:52 PM	DLYONS12341	KZ6LS2	Notify CRM		Done	06/04/2018 15:43:37	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

							concern.
Confidential Comments							
Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
Jun 1, 2018 6:52 PM	DLYONS12341	KZ6LS2	Notify CRM		Done	06/04/2018 15:43:33	A Dealer Employee has added an attachment on this case. Please review the key details of the case and provide updates to the case. This will ensure we have forward movement on the concern.
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Confidential Comments							
Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
May 31, 2018 6:24 PM	XZYCJ8	KZ6LS2	Notify CRM		Done	06/04/2018 15:43:24	Customer attempted reaching you, requesting callback
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Confidential Comments							
Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
May 31, 2018 6:23 PM	XZYCJ8	XZYCJ8	Inbound Call Customer	Complex Request	Done	05/31/2018 18:24:08	**assisting only**
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Reason the customer called: **Customer mentioned that she is supposed to receive a callback from someone but did not get anything and trying to get in contact with the SA handling the case for updates.** **Expectation:** **Apologized. Advised customer I will notify SA instead about his call for today. Reassured customer that he will be called back by the SA for assistance on his case.**							

.Alex.CAC.T1.MNL.Redesign.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 5:57 PM	SADMIN	SADMIN	Email - Outbound		Done	05/31/2018 17:57:47	Customer Assistance Alert – Action Required: Case # Chevrolet, [redacted], VIN 3GCPCREC8GG[redacted], Mileage

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

We have received a CA CEC case that pertains to one of our mutual customers, <customer name>. Please provide the following documentation:

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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

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

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 5:57 PM	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Follow-up Attempt	Done	06/05/2018 18:10:33	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call customer in regards to repurchase request

CALL AT 5PM

APRIL/ATX/CACEC/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 5:57 PM	KZ6LS2	KZ6LS2	Email - Outbound		Done	05/31/2018 17:57:45	[redacted] Chevrolet Request for your Contact

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Dear [redacted]

We have received your request for assistance.
Total customer satisfaction is important to us at Chevrolet. Please contact me at the number provided below at your earliest convenience.
Please refer to the service request number [redacted]

Thank you!

Chevrolet Business Resource Center
Phone Number: >> 866-790-5600
Extension Number: >>> 5915015

[[redacted]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 5:56 PM	KZ6LS2	DLYONS12341	Dealer Notification	Action Required	Done	06/04/2018 15:43:29	Seeking ROs

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

We have received a CA CEC case that pertains to one of our mutual customers, <customer name>. Please provide the following documentation:

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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 5:54 PM	KZ6LS2	KZ6LS2	CA CEC	Initial Contact	Done	05/31/2018 17:56:49	[redacted]

[redacted]

Comments

Called cust in regards to Trade in request / Vehicle breaking down

left detailed vm

APRIL/ATX/CACEC/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 5:40 PM	QZRJW1	KZ6LS2	Notify CRM		Done	05/31/2018 17:54:08	Requesting for follow up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 5:37 PM	QZRJW1	QZRJW1	Inbound Call Customer	Complex Request	Done	05/31/2018 17:41:01	***Assisting only

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Reason for calling: **Customer is waiting for a call and feedback regarding her query. Customer said that she was supposed to be called within 1 business day yesterday but no one has called her yet.** **Expectation Set:** **Advised that I tried contacting the owning advisor on her case but she is currently assisting other customers at the moment. Advised that I will send a notification for her. Customer okay.** **Hazel/CAC T1/MNL**
Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 9:33 AM	KZ6LS2	KZ6LS2	Scheduled Outbound Call Cust	Initial Attempt	Done	05/31/2018 17:54:14	Initial

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
APRIL/ATX/CACEC/5915015
Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 9:32 AM	KZ6LS2	KZ6LS2	CA CEC	VIN Scan Completed	Done	05/31/2018 09:33:03	VIN scan performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
No open recalls **No previous SRs** **No previous goodwill** **Selling dlr: PUENTE HILL'S CHEVROLET** **17300 E GALE AVENUE** **CITY OF INDUSTRY CA 91748-1512** **6269130440** **Service dlr: PUENTE HILL'S CHEVROLET**

17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

APRIL/ATX/CACEC/5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 9:02 AM	WZ4XY7	KZ6LS2	Ownership Changed		Done	05/31/2018 09:02:36	Service Request Ownership has changed FROM: LZ8Z2K TO: KZ6LS2

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 9:02 AM	WZ4XY7	WZ4XY7	CA CEC	Initial VIN Scan	Done	05/31/2018 09:02:42	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

VIN Scan Completed. No other SR's found associated to this VIN:

Cory/BRC Legal/WF/3766893

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 9:02 AM	WZ4XY7	WZ4XY7	Ownership Changed	Ownership Escalated to BRC	Done	05/31/2018 09:02:06	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 31, 2018 9:02 AM	WZ4XY7	KZ6LS2	Notify CRM	Need to Assume SR	Done	05/31/2018 09:28:20	New Case Assigned

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Service Request assigned to CA CEC CRS KZ6LS2 ext.5915015

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 30, 2018 5:39 PM	LZ8Z2K	CACECQ	CA CEC Escalation	Assigned CA CEC Case	Done	05/31/2018 09:02:45	CA Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name: [redacted]
BNTC/BTTC: [redacted]
Email: [redacted]
Address: [redacted]
Vin/Mileage: 3GCPCREC8GG[redacted] / Customer cannot determine
Dealer: Puente Hills
Safety Flag: no

Customers Concern: My Husband was stranded recently due to the car having is break down on the freeway. every time I have to take it in to this dealership they never offered any loaner vehicle even though I have warranty on my car previously I had several issues with the brake and it was hard to stop I could have hit another car due to that we have been going back and forth to the dealer around 4 to 5 times ever since owning it and we felt that it is not reliable anymore which is why we want to request to GM to give us a different car instead.

Expectation that I set: I let customer know that I would be escalating their case to our California Engagement Team that specializes in this area. I also advised them that the California Engagement Team will get back to them after 1 business day.

Joseph/CACT1/MNL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 30, 2018 5:38 PM	LZ8Z2K	LZ8Z2K	Inbound Call Customer	Complex Request	Done	05/30/2018 17:39:12	Trade in request / Vehicle breaking down

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name: [redacted]
BNTC/BTTC: [redacted]
Email: [redacted]
Address: [redacted]
Vin/Mileage: 3GCPCREC8GG[redacted] / Customer cannot determine
Dealer: Puente Hills
Safety Flag: no

Customers Concern: My Husband was stranded recently due to the car having is break down on the freeway. every time I have to take it in to this dealership they never offered any loaner vehicle even though I have warranty on my car previously I had several issues with the brake and it was hard to stop I could have hit another car due to that we have been going back and forth to the dealer around 4 to 5 times ever since owning it and we felt that it is not reliable anymore which is why we want to request to GM to give us a different car instead.

Expectation that I set: I let customer know that I would be escalating their case to our California Engagement Team that specializes in this area. I also advised them that the California Engagement Team will get back to them after 1 business day.

Joseph/CACT1/MNL

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	No Symptom Indicated
J01	Engine - General	No Symptom Indicated

End of Report

SR No.	[redacted]	**Ref No.**	[redacted]	**BRC Type**	**Legal**	**Business Unit**	**BRC**
Account	**Consumer Law Experts, PC**	**Site/BAC**	**CA**	**Cost Ast.**	**No Goodwill Offered**	**Area**	**Legal**
Last Name	[redacted]	**First Name**	[redacted]	**GW SubType**		**Sub-Area**	**Lawsuit**
Daytime #	[redacted]	**Evening #**	[redacted]	**Approval**	**Not Initiated**	**Safety**	
		Source					
Involved Dlr	**Puente Hills Chevrolet**	**Contact Accnt.**		**UCC**	**Engine - Motor and Engine Mounts**	**Updated**	**Dec 18, 2018 12:13 AM**
Serial/VIN #	**3GCPCREC8GG[redacted]**	**Source**	**White Mail**				
Model	**Silverado 1500**	**License #**		**Priority**	**Medium**	**Owner**	**FZ8MQN**
Make	**Chevrolet**	**Warranty Start**	**Mar 30, 2016 12:00 AM**	**Status**	**Open**	**Opened**	**Sep 25, 2018 12:40 AM**
Year	**2016**	**Mileage**	**27992**	**Sub Status**	**Dissatisfied**	**Closed**	
Customer Description	**Consumer Law Experts - CA ***This is a BRC Legal Case. Do not assume case. Forward any Attorney inquires to Luciana at luciana. mandelbarrosbeccaro@gm.com. If caller is a customer, refer to their attorney. ***			**Cust Concern**	**CA- BRC LEGAL Lawsuit NER (Closed < 90)**		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/17/2018 14:09:00	FZ8MQN	FZ8MQN	Scheduled Follow up		Scheduled Alarm		Work on removal
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/17/2018 13:21:24	BZSXG2	FZ8MQN	Notify CRM	Other	Done	12/17/2018 14:08:45	Non-ER Lawsuit has been assigned
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
As per SS7846 all documents and related files need to be transmitted to Local Counsel for handling. No BRC LEGAL > Acknowledgment activities or case assessment are required. In addition all available sales & service history (repair orders) from the involved dealerships needs to be requested and included in the removal packet. The removal will need to be completed within 120 business hours of assignment, and both Local Counsel and the Legal Coordinator notified if unable to meet this timeframe. Thank you.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/17/2018 13:20:46	BZSXG2	FZ8MQN	BRC LEGAL	Case Reassigned- IN	Done	12/17/2018 14:07:10	Case Reassigned- IN
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Case Reassigned- IN

Joshua/BRC LEGAL/WF/5911241

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/17/2018 13:20:33	BZSXG2	FZ8MQN	Ownership Changed		Done	12/17/2018 13:20:33	Service Request Ownership has changed FROM: BZSXG2 TO: FZ8MQN
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/17/2018 13:20:14	BZSXG2	BZSXG2	BRC LEGAL	VIN Scan Completed	Done	12/17/2018 13:20:51	VIN Scan Performed
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

VIN Scan Completed. SR's found associated to this VIN:
[redacted] BRC CA CEC
BRC LEGAL (Reopened; Closed < 90)

Joshua/BRC Legal/WF/5911241

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/17/2018 13:19:31	BZSXG2	FZ8MQN	BRC LEGAL	Assigned Lawsuit NER	Done	12/17/2018 14:07:06	Assigned Lawsuit NER
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Assigned Lawsuit NER

Joshua/BRC LEGAL/WF/5911241

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/14/2018 11:30:09	BZSXG2	BZSXG2	Ownership Changed		Done	12/14/2018 11:30:09	Service Request Ownership has changed FROM: SZ06FS TO: BZSXG2
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

12/14/2018 11:30:04	BZSXG2	SZ06FS	SR Opened		Done	12/14/2018 11:30:05	SR in Status of Closed has been Re-Opened by BZSXG2
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
12/13/2018 16:57:55		FZ8MQN	Email - Inbound		Done	12/17/2018 14:07:02	NEW SUIT - [redacted] N - 910219 - CA [GM-imanage.FID1744350]
Last Name		**First Name**		**Account**	**BAC Code**		
Comments							

Hi Mary

Please see the attached new suit for your handling.

Thank you.

LaStella S. Bell

GM Legal Discovery Support Representative

SBU Client Operations - West

Global Document Outsourcing

One Renaissance Center Drive

Mail Stop: 482-028-021

Detroit, MI 48265

313-665-0593

Lastella.bell@gm.com

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/27/2018 09:55:49	SZ06FS	SZ06FS	SR Closed - Dissatisfied		Done	11/27/2018 09:55:49	Service Request has been Closed Dissatisfied.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/27/2018 09:55:18	SZ06FS	SZ06FS	Correspondence		Done	11/27/2018 09:55:18	Fulfilled:BRCLEG_LG0047. SR[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
Anvar		Jessica		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/27/2018 09:54:38	SZ06FS	SZ06FS	BRC LEGAL	Closed-No Response/Acceptance	Done	11/27/2018 09:54:53	Closed-No Response/Acceptance
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
Matt/BRC Legal/ATX/5913757							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/26/2018 16:12:01	ZZFD85	SZ06FS	Notify CRM		Done	11/27/2018 09:54:58	Approved to close case due to no response/no acceptance.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/26/2018 15:26:	SZ06FS	SZ06FS	Scheduled Follow		Done	11/27/2018 09:55:00	Check for approval

26			up			
Last Name		**First Name**		**Account**	**BAC Code**	
[redacted]		[redacted]		Consumer Law Experts, PC	CA	
Comments						

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
11/26/2018 15:26:06	SZ06FS	ZZFD85	Manager Review	Case Closure	Done	11/26/2018 16:11:58	Approved to close case due to no response/no acceptance.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
Debbie/BRC Legal TL/ATX							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
11/21/2018 15:45:10	SZ06FS	SZ06FS	Scheduled Follow up		Done	11/26/2018 15:26:48	Submit for closure if no response is received.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
11/21/2018 15:43:18	SZ06FS	SZ06FS	Outbound Email	Attorney	Done	11/21/2018 15:44:00	Law Firm Info: Consumer Law Experts PC PC: Jessica Anvar P#:310-442-1410 F#:877-566-8828 E:jessica@nolemon.com A: 5757 W Century Blvd Ste 500 Los Angeles, CA 90045 adrian@nolemon.com
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
This email is being sent to follow up and verify that you received the settlement offer that was emailed 11/7/18(see attached). If this offer is acceptable to your client(s) please have them sign the offer letter. Please return the completed documents to me by email or at the fax number below along with a copy the current vehicle registration. Thank you. Matt/BRC Legal/ATX/5913757							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
11/16/2018 15:25:07	SZ06FS	SZ06FS	Scheduled Outbound Email	Cancelled - Completed Early	Done	11/21/2018 15:45:10	Final follow up
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/16/2018 15:12:37	SZ06FS	SZ06FS	BRC LEGAL	10 Day Letter Sent	Done	11/16/2018 15:13:02	Law Firm Info: Consumer Law Experts PC PC: Jessica Anvar P#:310-442-1410 F#:877-566-8828 E:jessica@nolemon.com A: 5757 W Century Blvd Ste 500 Los Angeles, CA 90045 adrian@nolemon.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

This email is being sent to follow up and verify that you received the settlement offer that was emailed 11/7/18(see attached). If this offer is acceptable to your client(s) please have them sign the offer letter. Please return the completed documents to me by email or at the fax number below along with a copy the current vehicle registration.

Matt/BRC Legal/ATX/5913757

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/16/2018 15:02:16	SZ06FS	SZ06FS	Correspondence		Done	11/16/2018 15:02:16	Created:BRCLEG_LG0047. SR[redacted]

Last Name	First Name	Account	BAC Code
Anvar	Jessica	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/13/2018 17:33:08	SZ06FS	SZ06FS	Scheduled Outbound Email	Cancelled - Completed Early	Done	11/16/2018 15:25:24	10 day letter if no response is received.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/13/2018 17:32:35	SZ06FS	SZ06FS	BRC LEGAL	3-5 Day Follow Up	Done	11/13/2018 17:33:05	Law Firm Info: Consumer Law Experts PC PC: Jessica Anvar P#:310-442-1410 F#:877-566-8828 E:jessica@nolemon.com A: 5757 W Century Blvd Ste 500 Los Angeles, CA 90045 adrian@nolemon.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

This email is being sent to follow up and verify that you received the settlement offer that was emailed 11/7/18(see attached). If this offer is acceptable to your client(s) please have them sign the offer letter. Please return the completed documents to me by email or at the fax number below along with a copy the current vehicle registration.

Matt/BRC Legal/ATX/5913757

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/12/2018 17:57:32	SZ06FS	SZ06FS	Scheduled Follow up		Done	11/13/2018 17:45:25	Review case progress and action plan.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/12/2018 17:53:34	SZ06FS	SZ06FS	Outbound Email	Attorney	Done	11/12/2018 17:54:04	Law Firm Info: Consumer Law Experts PC PC: Jessica Anvar P#:310-442-1410 F#:877-566-8828 E:jessica@nolemon.com A: 5757 W Century Blvd Ste 500 Los Angeles, CA 90045 adrian@nolemon.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

I will be handling the above referenced matter moving forward. Please send all future correspondence to me. In reviewing the documents it appears that we still need a copy of the current vehicle registration, sales contract, or any repair orders. Please provide any copies if available.

Matt/BRC Legal/ATX/5913757

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/12/2018 11:48:23	CZ51FH	SZ06FS	Notify CRM	Other	Done	11/12/2018 17:55:17	Case has been reassigned

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Case has been reassigned; please update extended description and update any outstanding SOCCs

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/12/2018 11:48:21	CZ51FH	SZ06FS	Ownership Changed		Done	11/12/2018 11:48:21	Service Request Ownership has changed FROM: PZCG8D TO: SZ06FS

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/12/2018 11:47:49	CZ51FH	CZ51FH	BRC LEGAL	VIN Scan Completed	Done	11/12/2018 11:48:10	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

No new SRs found

Shannon/BRCLegal TL/ATX

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/12/2018 11:47:32	CZ51FH	CZ51FH	BRC LEGAL	Case Reassigned- IN	Done	11/12/2018 11:49:06	Case Reassigned- IN

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Case Reassigned- IN

Shannon/BRCLegal TL/ATX

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/07/2018 12:20:10	CZ51FH	PZCG8D	Notify CRM		Done	11/07/2018 15:15:51	Inbound Fax Received

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/07/2018 12:19:51	CZ51FH	CZ51FH	Inbound Fax	Dealer	Done	11/07/2018 12:20:09	Inbound Fax Received

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Please see attachments

Shannon/BRCLegal TL/ATX

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/07/2018 09:40:37	PZCG8D	PZCG8D	Scheduled Outbound Email		Done	11/12/2018 17:55:21	3-5 Day Follow Up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Initial Offer Out 11/07/2018

Deon/BRC Legal / ATX / 5915496 /L1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/07/2018 09:29:54	PZCG8D	PZCG8D	Outbound Email	Attorney	Done	11/07/2018 09:40:36	Law Firm Info: Consumer Law Experts PC PC: Jessica Anvar P#:310-442-1410 F#:877-566-8828

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law	CA

		Experts, PC		E:jessica@nolemon.com A: 5757 W Century Blvd Ste 500 Los Angeles, CA 90045

Comments

Dear Jessica,

Please see the attachment.

Sincerely,
Deon | –Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, Ext. 5915496

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/07/2018 09:29:46	PZCG8D	PZCG8D	Correspondence		Done	11/07/2018 09:29:46	Fulfilled:BRCLEG_LG0044. SR#[redacted]

Last Name	First Name	Account	BAC Code
Anvar	Jessica	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/07/2018 09:17:22	PZCG8D	PZCG8D	Correspondence		Done	11/07/2018 09:17:22	Created:BRCLEG_LG0044. SR#[redacted]

Last Name	First Name	Account	BAC Code
Anvar	Jessica	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/07/2018 09:14:52	PZCG8D	PZCG8D	BRC LEGAL	Initial Offer Out - Cash	Done	11/07/2018 09:44:32	Initial Offer Out - Cash

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Deon/BRC Legal / ATX / 5915496 /L1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/07/2018 09:14:17	PZCG8D	PZCG8D	BRC LEGAL	VIN Scan Completed	Done	11/07/2018 09:14:51	VIN Scan Completed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

No new SRs found.
Deon/BRC Legal / ATX / 5915496 /L1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/06/2018 14:08:28	MITOW301757	PZCG8D	Follow-Up		Done	11/07/2018 09:44:15	Dealer Update Case
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
resent documents to different fax # 586-920-0770 per request from 586-834-4700.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/06/2018 13:46:24	NZ6NKZ	PZCG8D	Outbound Call Dealer	Left Message	Done	11/06/2018 13:52:43	Puente Hill Chevrolet
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
Left voice message for Mike to Re-send to to 586-920-0770 Ebonee /BRC Legal / ATX / 5930834/L2							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/06/2018 13:18:43	NZ6NKZ	PZCG8D	Scheduled Follow up		Done	11/07/2018 09:44:19	Initial Offer
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
Send Initial Offer Out							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/06/2018 12:40:32	MITOW301757	PZCG8D	Follow-Up		Done	11/07/2018 09:44:21	Dealer Update Case
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
I SHOW 95 PAGE DOCUMENT WAS FAXED TO 586-920-0487ON 10/19/18.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/06/2018 11:14:50	LZ2NV9	PZCG8D	Notify CRM	Case Review Complete	Done	11/06/2018 13:18:42	Case Review Complete
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		

Comments
Ebonee/BRCLegal/ATX/5930834/L2

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/06/2018 11:14:04	LZ2NV9	LZ2NV9	GM PreApproval	GM PreAppd	Done	11/06/2018 11:14:38	Recommendation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments
Case review complete. Rocky Farias GM LS General Motors Legal Coordinator

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/05/2018 10:36:17	PZCG8D	PZCG8D	Scheduled Follow-up		Done	11/06/2018 13:10:33	Pending GMLS

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments
Ebonee/BRCLegal/ATX/5930834/L2

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/29/2018 10:10:24	PZCG8D	PZCG8D	Scheduled Follow-up		Done	11/05/2018 10:36:16	Pending GMLS

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/26/2018 07:25:33	SADMIN	SADMIN	Email - Outbound		Done	10/26/2018 07:25:33	Legal Escalation to CAM (4 days): Chevrolet 301757, Puente Hills Chevrolet, Case Number [redacted], VIN 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
I requested information from CEM 4 business days ago, and have escalated the concern to the DMA and MA listed above, but haven't received a response. Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors,...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/26/2018 03:09:57	SADMIN	PZCG8D	Notify CRM		Done	10/29/2018 10:09:56	Follow up with Customer
Last Name		**First Name**		**Account**	**BAC Code**		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/26/2018 03:09:57	SADMIN	DLYONS12341	Dealer Notification	4 Days No Response	Done	10/29/2018 10:10:19	Case Escalation
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/25/2018 07:08:45	SADMIN	SADMIN	Email - Outbound		Done	10/25/2018 07:08:45	Legal Escalation to MA (3 days): Chevrolet 301757, Puente Hills Chevrolet, Case Number [redacted] VIN 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a customer case notification from GM Customer Assistance. I requested information from CEM 3 business days ago, and have escalated the concern to the DMA but haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resour...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/25/2018 03:10:34	SADMIN	DLYONS12341	Dealer Notification	3 Days No Response	Done	10/26/2018 03:09:58	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/24/2018 07:49:52	SADMIN	SADMIN	Email - Outbound		Done	10/24/2018 07:49:52	Legal Escalation to DMA/DMC (2 days): Chevrolet 301757, Puente Hills Chevrolet, Case Number [redacted], VIN 3GCPCREC8GG[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					

Comments

This a customer case notification from GM Customer Assistance. I requested information from the Dealership CEM 2 business days ago, but I haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,

Deon – BRC Advisor
Business Resource Center
Alorica on behalf ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/24/2018 03:08:26	SADMIN	PZCG8D	Notify CRM		Done	10/29/2018 10:10:22	Follow up with Customer
Last Name		**First Name**		**Account**	**BAC Code**		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/24/2018 03:08:25	SADMIN	DLYONS12341	Dealer Notification	2 Days No Response	Done	10/25/2018 03:10:34	Case Escalation
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/23/2018 15:09:31	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/29/2018 10:11:05	Pending GMLS
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/23/2018 15:08:59	PZCG8D	BRCWCASEREVIEW	BRC Case Review	Alternate Recommendation	Done	11/06/2018 11:14:02	Pending Legal Coord Review
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/23/2018 15:01:25	PZCG8D	PZCG8D	BRC Case Review	Submit For Legal Coord Review	Done	10/23/2018 15:08:58	Submit For Legal Coord Review
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
Deon/BRC Legal / ATX / 5915496 /L1							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/23/2018 14:59:56	PZCG8D	PZCG8D	BRC LEGAL	VIN Scan Completed	Done	10/23/2018 15:01:14	VIN Scan Completed
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
No new SRs found. Deon/BRC Legal / ATX / 5915496 /L1							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/23/2018 13:54:40	CZ6XY2	PZCG8D	Notify CRM	Other	Done	10/23/2018 14:59:53	Case assessment has been approved
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/23/2018 13:05:53	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/23/2018 14:59:50	Check case assessment review
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

10/23/2018 13:04:23	PZCG8D	CZ6XY2	Notify CRM		Done	10/23/2018 13:54:38	Please review case assessment
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
10/23/2018 10:28:14	CZ6XY2	PZCG8D	Notify CRM	Other	Done	10/23/2018 13:04:21	Case assessment has not been approved, Please see email for corrections
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
10/23/2018 03:57:01	SADMIN	SADMIN	Email - Outbound		Done	10/23/2018 03:57:01	Legal Alert – 24 HR No Response: Chevrolet Case #[redacted], VIN 3GCPCREC8GG[redacted] Mileage 27992
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

[redacted]

[SR[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/23/2018 03:14:03	SADMIN	DLYONS12341	Dealer Notification	24 HR No Response	Done	10/24/2018 03:08:27	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/22/2018 15:00:13	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/23/2018 13:05:50	Check case assessment review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/22/2018 14:59:31	PZCG8D	CZ6XY2	Notify CRM		Done	10/23/2018 10:28:12	Please review case asssessment

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/22/2018 14:51:06	PZCG8D	PZCG8D	Outbound Call Dealer	Left Message	Done	10/22/2018 14:52:21	Follow up for repair orders.

Last Name	First Name	Account	BAC Code

[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Left message for Mike Itow send send over repair orders

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/19/2018 12:41:49	SADMIN	SADMIN	Email - Outbound		Done	10/19/2018 12:41:49	Legal Assistance Alert – Documentation Request: Case #[redacted], VIN 3GCPCREC8GG[redacted] Mileage 27992

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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
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The Actual Cash Value statement of any trade
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Please confirm if you are aware of any accidents or aftermarket modifications.
Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SR[redacted]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/19/2018 12:40:00	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/22/2018 14:52:24	Follow up with dealer for repair orders

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

10/19/2018 12:38:31	PZCG8D	MITOW301757	Dealer Notification	Documentation Request	Done	10/23/2018 03:14:04	Documents required for legal

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/19/2018 12:36:09	PZCG8D	PZCG8D	Outbound Call Dealer	Made Contact	Done	10/19/2018 12:38:29	Follow up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Spoke with Danny at Puente Hills Chevrolet. Danielle Lyons no longer works there. New service manager is Mike Itow. Danny confirmed vehicle hasn't been involved in an accident.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/19/2018 11:49:51	XZDBX5	PZCG8D	Notify CRM		Done	10/19/2018 12:23:52	Please make corrections per email sent 10/18 and resubmit for review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Sara/BRCLegal/ATX/5924051/L2

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

10/18/2018 12:51:40	PZCG8D	PZCG8D	Outbound Call Dealer	Left Message	Done	10/18/2018 12:53:18	Follow up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Left message to confirm if vehicle has been in a accident.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/18/2018 11:39:42	XZDBX5	XZDBX5	Notify CRM		Done	10/19/2018 11:49:49	Case Assessment Rejected

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Please make corrections per email sent and resubmit a Manager Review to XZDXB5

Sara/BRCLegal/ATX/5924051/L2

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/18/2018 10:35:10	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/19/2018 12:40:38	Check case assessment review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/15/2018 13:03:42	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/18/2018 10:35:07	Check case assessment review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/15/2018 13:03:01	PZCG8D	XZDBX5	Manager Review	Case Assessment	Done	10/18/2018 11:39:37	Review Case Assessment

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/12/2018 19:26:		PZCG8D	Email - Inbound		Done	10/15/2018 10:52:38	[EXTERNAL] [redacted] vs.

04							General Motors, LLC
Last Name		**First Name**		**Account**	**BAC Code**		
Comments							

PRIVILEGED AND CONFIDENTIAL COMMUNICATION

Evidence Code Section 1152, et. seq.

Dear Deon,

This confirms receipt of your correspondence. Per your request, attached please find the repair orders regarding the above referenced case. Please note, the documents produced are not a complete set of the documents relevant to this matter.

I am the case manager assigned to this matter. As such, please direct all future correspondence pertaining to this matter to me.

Thank you.

Sincerely,

Adrian Pintor

Case Manager

Consumer Law Experts, PC

5757 W. Century Blvd., Suite 500

Los Angeles, CA 90045

Direct: 424.210.3272

Toll Free: 877.885.5366 Ext. 127

Fax: 877.566.8828

adrian@nolemon.com

[redacted]

IMPORTANT NOTICE: This email is the sole property of Consumer Law Experts, PC. It is intended for the identified and named recipient(s) only. If you are not the intended recipient of this email, or the employee of or agent responsible for delivery to the intended recipient, you should delete this e-mail and destroy any printouts or copies. Any review or use of this communication by anyone other than its identified and named recipient(s) is unauthorized; is a breach of the privacy rights of the sender and of the recipient(s); and will subject the unauthorized reader or user to liability. This communication contains confidential information that may be protected by the attorney work prod...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/12/2018 11:17:48	TZPBK0	PZCG8D	Notify CRM	Other	Done	10/15/2018 10:52:35	Manager Review - Approved

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Permission to proceed without repair orders and sales documents.

Jeralyn/BRC Legal /ATX /5921286 /ABAY TL

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/11/2018 09:31:07	PZCG8D	TZPBK0	Manager Review	TM Approved Docs	Done	10/12/2018 11:17:47	Approved

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Permission to proceed without repair orders and sales documents.

Jeralyn/BRC Legal /ATX /5921286 /ABAY TL

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/10/2018 18:03:52	XZDBX5	PZCG8D	Notify CRM		Done	10/11/2018 09:32:05	Case Assessment Rejected

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Please make corrections per email and resubmit a Manager Review to XZDXB5

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/09/2018 08:07:11	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/15/2018 13:02:57	Check case assessment review.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/09/2018 08:06:20	PZCG8D	XZDBX5	Notify CRM		Done	10/10/2018 18:03:44	Please review case assessment.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/09/2018 08:05:31	PZCG8D	PZCG8D	BRC LEGAL	Case Assessment Complete	Done	10/09/2018 08:06:09	Case Assessment Complete
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
Deon/BRC Legal / ATX / 5915496 /L1							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/09/2018 08:03:49	PZCG8D	PZCG8D	BRC LEGAL	VIN Scan Completed	Done	10/09/2018 08:05:29	VIN Scan Completed
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
VIN Scan Comments: Previous SR's Found: Yes [redacted]CA CEC Opened-05/30/2018-09/17/2018 Concern - Customer sought repurchase Resolution - Repurchase denied Open Recalls- N Branded Title/ Warranty Block – No Deon/BRC Legal / ATX / 5915496 /L1							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/04/2018 15:59:45	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/05/2018 15:03:18	Follow up
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		

Comments
Wait to receive docs.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/04/2018 11:08:28	PZCG8D	PZCG8D	Email - Outbound		Done	10/04/2018 11:14:26	BRC-Legal Field Escalation for Assistance with Dealership Puente Hills Chevrolet for [redacted] , GG[redacted]

Last Name	First Name	Account	BAC Code
Kropp	Robert	Consumer Law Experts, PC	CA

Comments

SR#[redacted]
paul.byrne@gm.com
Servicing Dealer Name: Puente Hills Chevrolet
BAC:30[redacted]
A:17300 E. Gale Avenue
City of Industry, CA 91748-1512
P:626-913-0440

Service Manager: Danielle Lyons
F:626-913-0850
E:dbuentellolyons@chevyph.com
2016 Chevrolet Silverado 1500

Dear Chris

I am contacting you because I have not received a response after several attempts from the subject dealership nor the District Manager Aftersales Paul Byrne regarding this Customer and case. I am very concerned that the Customer's case is not receiving the appropriate attention. The dealership was notified of the Customer's vehicle repair/service concern, and assistance with documentation was requested on several occasions:

09/25/2018
09/26/2018
09/28/2018
10/01/2018

May I ask for your assistance in obtaining the following documentation:
All sales purchase and finance agreements, including a conversion invoice (if any);
The incentives acknowledgement form;
Actual Cash Value statement of any trade;
Service and body shop repair orders (RO's) and all internal, customer pay, and warranty repair orders (including the front and back of the repair order as well as the technician notes);
Any receipts for aftermarket or dealer add-on's.
Thank you for your assistance and prompt attention to this matter. Should you have any questions or concerns, I may be reached at the phone number provided below.

Deon—Business Resource Center
Alorica on behalf of General Motors
Phone: (866) 790-5600 Ext: 5915496
F...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

10/02/2018 15:53:49	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/04/2018 15:59:40	Follow up with TL

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Follow up with TL about how to obtain ROs and sales documents.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/02/2018 07:22:08	SADMIN	SADMIN	Email - Outbound		Done	10/02/2018 07:22:08	Legal Escalation to CAM (4 days): Chevrolet 301757, Puente Hills Chevrolet, Case Number [redacted] VIN 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

I requested information from CEM 4 business days ago, and have escalated the concern to the DMA and MA listed above, but haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, ...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/02/2018 03:11:03	SADMIN	PZCG8D	Notify CRM		Done	10/02/2018 11:13:11	Follow up with Customer

Last Name	First Name	Account	BAC Code

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/02/2018 03:11:02	SADMIN	DLYONS12341	Dealer Notification	4 Days No Response	Done	11/12/2018 17:48:42	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/01/2018 10:45:21	PZCG8D	PZCG8D	Scheduled Follow-up	Escalation	Done	10/02/2018 15:47:25	Escalate to TL

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Escalate to TL if sales docs and ROs aren't received tomorrow.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/01/2018 09:37:07	PZCG8D	PZCG8D	Email - Outbound		Done	10/01/2018 09:39:34	BRC Legal Escalation, [redacted] 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
Farmer	Chris	Consumer Law Experts, PC	CA

Comments

Customer Nam [redacted]
[redacted]
VIN#:3GCPCREC8GG[redacted]

Y,M,M:2016 Chevrolet Silverado 1500
Lawsuit: NA

This a customer case notification GM Customer Assistance. I requested information from the Dealership CEM 2 business days ago, but I haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

Your cooperation in this matter is greatly appreciated as we are under strict tim...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/01/2018 07:18:39	SADMIN	SADMIN	Email - Outbound		Done	10/01/2018 07:18:39	Legal Escalation to MA (3 days): Chevrolet 301757, Puente Hills Chevrolet, Case Number [redacted], VIN 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a customer case notification from GM Customer Assistance. I requested information from CEM 3 business days ago, and have escalated the concern to the DMA but haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resourc...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/01/2018 03:10:21	SADMIN	DLYONS12341	Dealer Notification	3 Days No Response	Done	10/02/2018 03:11:03	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2018 15:16:18	PZCG8D	PZCG8D	Scheduled Outbound Email		Done	10/01/2018 09:39:46	Escalate to MA

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

****FOR BRC USE ONLY****
Will escalate to MA if sales docs and ROs aren't received on Monday.
Deon/BRC Legal / ATX / 5915496 /L1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2018 15:13:26	PZCG8D	PZCG8D	Outbound Call Dealer	Left Message	Done	09/28/2018 15:15:56	Follow up for documentation request.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Left message for Caroline to send over ROs and sales docs.

Deon/BRC Legal / ATX / 5915496 /L1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/28/2018 07:43:01	SADMIN	SADMIN	Email - Outbound		Done	09/28/2018 07:43:01	Legal Escalation to DMA/DMC (2 days): Chevrolet 301757, Puente Hills Chevrolet, Case Number [redacted], VIN 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This a customer case notification from GM Customer Assistance. I requested information from the Dealership CEM 2 business days ago, but I haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf o...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

09/28/2018 03:09:10	SADMIN	PZCG8D	Notify CRM		Done	09/28/2018 12:12:06	Follow up with Customer
Last Name		**First Name**		**Account**	**BAC Code**		
Comments							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
09/28/2018 03:09:09	SADMIN	DLYONS12341	Dealer Notification	2 Days No Response	Done	10/01/2018 03:10:21	Case Escalation
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
09/27/2018 15:59:30	PZCG8D	PZCG8D	Scheduled Outbound Call Dlr		Done	09/28/2018 15:10:48	Follow up with dealer
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
Follow up with dealer to receive ROs and sales docs.							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
09/27/2018 10:59:23	PZCG8D	PZCG8D	Email - Outbound		Done	09/27/2018 11:01:38	BRC Legal Escalation [redacted] 3GCPCREC8GG[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
Byrne		Paul		Consumer Law	CA		

		Experts, PC	

Comments

This a customer case notification GM Customer Assistance. I requested information from the Dealership CEM 2 business days ago, but I haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

Servicing Dealer Name: Puente Hills Chevrolet
BAC:301[redacted]
A:17300 E. Gale Avenue
City of Industry, CA 91748-1512
P:626-913-0440

Service Manager: Danielle Lyons
F:626-913-0850
E: dbuentellolyons@chevyph.com

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2018 03:44:22	SADMIN	SADMIN	Email - Outbound		Done	09/27/2018 03:44:22	Legal Alert – 24 HR No Response: Chevrolet Case #[redacted], VIN 3GCPCREC8GG[redacted] Mileage 27992

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

[redacted]

[SR[redacted]]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2018 03:12:54	SADMIN	DLYONS12341	Dealer Notification	24 HR No Response	Done	09/28/2018 03:09:10	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/26/2018 16:07:22	PZCG8D	PZCG8D	Outbound Call Dealer	Made Contact	Done	09/26/2018 16:09:23	Follow up for documents.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Receptionist says that CEM Danielle Lyons is out for several weeks.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/26/2018 16:03:33	PZCG8D	PZCG8D	Scheduled Outbound Email		Done	09/27/2018 11:01:40	Escalate to DMA

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

****FOR BRC USE ONLY****
Escalate to DMA if sales docs and ROs aren't received tomorrow

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 17:31:37	SADMIN	SADMIN	Email - Outbound		Done	09/25/2018 17:31:37	Legal Assistance Alert – Documentation Request: Case # [redacted] VIN 3GCPCREC8GG[redacted], Mileage 27992

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

[redacted]

[SR[redacted]]

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 16:15:32	PZCG8D	PZCG8D	Scheduled Outbound Call Dlr		Done	09/26/2018 16:03:31	Follow up with dealer.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
Follow up with Danielle Lyons for sales docs and ROs. Deon/BRC Legal / ATX / 5915496 /L1							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 16:13:10	PZCG8D	DLYONS12341	Dealer Notification	Documentation Request	Done	09/27/2018 03:12:54	Documents required for Legal
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Consumer Law Experts, PC	CA		
Comments							
This is a request for documentation only. Please do not reach out to the customer at this time. We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487. Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter. Sincerely, Deon – BRC Advisor Business Resource Center Alorica on behalf of General Motors, LLC Phone: 1-866-790-5600, Ext. 5915496							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 16:08:48	PZCG8D	PZCG8D	Email - Outbound		Done	09/25/2018 16:10:31	URGENT! BRC-Legal NISM Notification for Puente Hills Chevrolet, 301757 for [redacted] 3GCPCREC8GG[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
Byrne		Paul		Consumer Law	CA		

		Experts, PC	

Comments

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Puente Hills Chevrolet, 301757
VIN: 3GCPCREC8GG[redacted]
Vehicle: 2016 Chevrolet Silverado 1500
Mileage:

Dear Paul,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has not been involved. Due to time constraints, a response to this e-mail is required within 48 hours.

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

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

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

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

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

Thank you!
Deon
Business Re...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 16:05:46	PZCG8D	PZCG8D	Email - Outbound		Done	09/25/2018 16:07:26	Receipt of NISM - [redacted]

Last Name	First Name	Account	BAC Code
Anvar	Jessica	Consumer Law Experts, PC	CA

Comments

Dear Jessica,

Please see the attachment.

Sincerely,
Deon | –Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, Ext. 5915496

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 16:05:34	PZCG8D	PZCG8D	Correspondence		Done	09/25/2018 16:05:34	Fulfilled:BRCLEG_LG0006. SR[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
Anvar		Jessica		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 16:00:34	PZCG8D	PZCG8D	Correspondence		Done	09/25/2018 16:00:34	Created:BRCLEG_LG0006. SR#[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
Anvar		Jessica		Consumer Law Experts, PC	CA		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 15:17:48	BZSXG2	PZCG8D	BRC LEGAL	Acknowledgement - Dealer	Done	09/25/2018 16:15:24	Acknowledgement - Dealer
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

****
Servicing Dealer Name: Puente Hills Chevrolet
BAC:301[redacted]
A:17300 E. Gale Avenue
City of Industry, CA 91748-1512
P:626-913-0440

Service Manager: Danielle Lyons
F:626-913-0850
E: dbuentellolyons@chevyph.com
Ack sent via dealer notification activity

Deon/BRC Legal / ATX / 5915496 /L1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 15:17:44	BZSXG2	PZCG8D	BRC LEGAL	Acknowledgement - AVM	Done	09/25/2018 16:10:37	Acknowledgement - AVM
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

****FOR BRC USE ONLY****
DMA:Paul Byrne
P:805-279-8324

E:paul.byrne@gm.com

DMA Ack sent via Siebel email
Deon/BRC Legal / ATX / 5915496 /L1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 15:17:41	BZSXG2	PZCG8D	BRC LEGAL	Acknowledgement - Atty/Cust	Done	09/25/2018 16:07:36	Acknowledgement - Atty/Cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Law Firm Info: Consumer Law Experts PC
PC: Jessica Anvar
P#:310-442-1410
F#:877-566-8828
E:jessica@nolemon.com
A: 5757 W Century Blvd Ste 500
Los Angeles, CA 90045

Date on Demand/Complaint Letter:September 21, 2018
In-Service Date: 03/30/2016

PC ack sent via Siebel email

Deon/BRC Legal / ATX / 5915496 /L1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 15:17:37	BZSXG2	PZCG8D	BRC LEGAL	VIN Scan Completed	Done	09/25/2018 15:58:12	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

VIN Scan

Comments: Previous SR's Found: Yes

[redacted]/CA CEC
Opened-05/30/2018-09/17/2018
Concern - Customer sought repurchase
Resolution - Repurchase denied

Open Recalls- N
Branded Title/ Warranty Block – No

Previous Goodwill-No

Deon/BRC Legal / ATX / 5915496 /L1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 15:16:53	BZSXG2	PZCG8D	Notify CRM	Other	Done	09/25/2018 15:58:16	ER NISM has been assigned Joshua/BRC LEGAL/WF/5911241
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 15:16:47	BZSXG2	PZCG8D	Ownership Changed		Done	09/25/2018 15:16:47	Service Request Ownership has changed FROM: BZSXG2 TO: PZCG8D
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 15:16:33	BZSXG2	PZCG8D	BRC LEGAL	VIN Scan Completed	Done	09/25/2018 15:58:22	VIN Scan Performed
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
VIN Scan Completed. SR's found associated to this VIN: [redacted] BRC CA CEC Joshua/BRC Legal/WF/5911241							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 15:16:05	BZSXG2	PZCG8D	BRC LEGAL	Assigned NISM ER	Done	09/25/2018 15:58:25	Assigned NISM ER
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Assigned NISM ER Joshua/BRC LEGAL/WF/5911241							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 13:18:29	GZRVMQ	BZSXG2	Ownership Changed		Done	09/25/2018 13:18:29	Service Request Ownership has changed FROM: GZRVMQ TO: BZSXG2
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
[redacted]							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/25/2018 12:41:23	GZRVMQ	GZRVMQ	Ownership Changed	Ownership Escalated to BRC	Done	09/25/2018 12:41:23	Ownership Escalated to BRC
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/24/2018 14:38:07		PZCG8D	Email - Inbound	Whitemail	Done	09/25/2018 15:58:30	Demand Letter
Last Name		**First Name**		**Account**	**BAC Code**		
Comments							
FirstName:[redacted] LastName[redacted] Service Request:= VIN:=							

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	Legal
Account	Consumer Law Experts, PC	Site/BAC	CA	GW SubType		Business Unit	BRC
Address	648 N Unruh Ave			Approval	Not Initiated	Area	Legal
City	La Puente	Zip 917442760	State CA	UCC	Engine - Motor and Engine Mounts	Sub-Area	Lawsuit
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Puente Hills Chevrolet	Safety	
Daytime #	[redacted]	Evening #	[redacted]	Source	White Mail	Updated	12/18/2018 12:13:07
Serial/VIN #	3GCPCREC8GG[redacted]	Mileage	[redacted]	Priority	Medium License #	Owner	FZ8MQN
Model	Silverado 1500	Model Year	2016	Status	Open	Opened	Sep 25, 2018 12:40 AM
Make	Chevrolet	Warranty Start	03/30/2016 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	CA- BRC LEGAL Lawsuit NER (Closed < 90)						
Customer Description	Consumer Law Experts - CA ***This is a BRC Legal Case. Do not assume case. Forward any Attorney inquires to Luciana at luciana.mandelbarrosbeccaro@gm.com. If caller is a customer, refer to their attorney.***						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed				**Weather Condition**			
Prop Owner		**Property Type**					
Last Service Date				**Loc Last Service**			
Property Location		**Prop Est Repair Cost**					
Veh Est Repair Cost				**Spec Equip Installer**			
Prop Damage Description							

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**	**Inspection Date/Time**
Veh Damage Description				**Explain Other**	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2018 2:09 PM	FZ8MQN	FZ8MQN	Scheduled Follow up		Scheduled Alarm		Work on removal

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2018 1:21 PM	BZSXG2	FZ8MQN	Notify CRM	Other	Done	12/17/2018 14:08:45	Non-ER Lawsuit has been assigned

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

As per SS7846 all documents and related files need to be transmitted to Local Counsel for handling. No BRC LEGAL > Acknowledgment activities or case assessment are required. In addition all available sales & service history (repair orders) from the involved dealerships needs to be requested and included in the removal packet. The removal will need to be completed within 120 business hours of assignment, and both Local Counsel and the Legal Coordinator notified if unable to meet this timeframe. Thank you.

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

Service Request Activities – UCC PAR

			Type				
Dec 17, 2018 1:20 PM	BZSXG2	FZ8MQN	BRC LEGAL	Case Reassigned- IN	Done	12/17/2018 14:07:10	Case Reassigned- IN

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Case Reassigned- IN

Joshua/BRC LEGAL/WF/5911241

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2018 1:20 PM	BZSXG2	FZ8MQN	Ownership Changed		Done	12/17/2018 13:20:33	Service Request Ownership has changed FROM: BZSXG2 TO: FZ8MQN

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 17, 2018 1:20 PM	BZSXG2	BZSXG2	BRC LEGAL	VIN Scan Completed	Done	12/17/2018 13:20:51	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

VIN Scan Completed. SR's found associated to this VIN:
[redacted] BRC CA CEC
BRC LEGAL (Reopened; Closed < 90)

Joshua/BRC Legal/WF/5911241

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

Service Request Activities – UCC PAR

			Type				
Dec 17, 2018 1:19 PM	BZSXG2	FZ8MQN	BRC LEGAL	Assigned Lawsuit NER	Done	12/17/2018 14:07:06	Assigned Lawsuit NER

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Assigned Lawsuit NER

Joshua/BRC LEGAL/WF/5911241

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 14, 2018 11:30 AM	BZSXG2	BZSXG2	Ownership Changed		Done	12/14/2018 11:30:09	Service Request Ownership has changed FROM: SZ06FS TO: BZSXG2

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 14, 2018 11:30 AM	BZSXG2	SZ06FS	SR Opened		Done	12/14/2018 11:30:05	SR in Status of Closed has been Re-Opened by BZSXG2

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 13, 2018 4:57 PM		FZ8MQN	Email - Inbound		Done	12/17/2018 14:07:02	NEW SUIT - [redacted] N - 910219 - CA [GM-imanage.FID1744350]

Last Name	First Name	Account	BAC Code

Comments

Hi Mary

Please see the attached new suit for your handling.

Thank you.

LaStella S. Bell

GM Legal Discovery Support Representative

SBU Client Operations - West

Global Document Outsourcing

One Renaissance Center Drive

Mail Stop: 482-028-021

Detroit, MI 48265

313-665-0593

Lastella.bell@gm.com

The information contained in this message may be privileged, confidential, and protected from disclosure. If the reader of this message is not the intended recipient, or any employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to the message and deleting it from your computer.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 27, 2018 9:55 AM	SZ06FS	SZ06FS	SR Closed - Dissatisfied		Done	11/27/2018 09:55:49	Service Request has been Closed Dissatisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 27, 2018 9:55 AM	SZ06FS	SZ06FS	Correspondence		Done	11/27/2018 09:55:18	Fulfilled:BRCLEG_LG0047. SR#[redacted]

Last Name	First Name	Account	BAC Code
Anvar	Jessica	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 27, 2018 9:54 AM	SZ06FS	SZ06FS	BRC LEGAL	Closed-No Response/Acceptance	Done	11/27/2018 09:54:53	Closed-No Response/Acceptance

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Matt/BRC Legal/ATX/5913757

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 4:12 PM	ZZFD85	SZ06FS	Notify CRM		Done	11/27/2018 09:54:58	Approved to close case due to no response/no acceptance.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 3:26 PM	SZ06FS	SZ06FS	Scheduled Follow up		Done	11/27/2018 09:55:00	Check for approval

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 26, 2018 3:26 PM	SZ06FS	ZZFD85	Manager Review	Case Closure	Done	11/26/2018 16:11:58	Approved to close case due to no response/no acceptance.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Debbie/BRC Legal TL/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 21, 2018 3:45 PM	SZ06FS	SZ06FS	Scheduled		Done	11/26/2018 15:26:48	Submit for closure if no

			Follow up				response is received.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 21, 2018 3:43 PM	SZ06FS	SZ06FS	Outbound Email	Attorney	Done	11/21/2018 15:44:00	Law Firm Info: Consumer Law Experts PC PC: Jessica Anvar P#:310-442-1410 F#:877-566-8828 E:jessica@nolemon.com A: 5757 W Century Blvd Ste 500 Los Angeles, CA 90045 adrian@nolemon.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

This email is being sent to follow up and verify that you received the settlement offer that was emailed 11/7/18(see attached). If this offer is acceptable to your client(s) please have them sign the offer letter. Please return the completed documents to me by email or at the fax number below along with a copy the current vehicle registration.

Thank you.

Matt/BRC Legal/ATX/5913757

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 16, 2018 3:25 PM	SZ06FS	SZ06FS	Scheduled Outbound Email	Cancelled - Completed Early	Done	11/21/2018 15:45:10	Final follow up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 16, 2018 3:12 PM	SZ06FS	SZ06FS	BRC	10 Day Letter	Done	11/16/2018 15:13:02	Law Firm Info: Consumer Law

			LEGAL	Sent			Experts PC
Last Name	**First Name**		**Account**		**BAC Code**		PC: Jessica Anvar
[redacted]	[redacted]		Consumer Law Experts, PC		CA		P#:310-442-1410
Comments							F#:877-566-8828
This email is being sent to follow up and verify that you received the settlement offer that was emailed 11/7/18(see attached). If this offer is acceptable to your client(s) please have them sign the offer letter. Please return the completed documents to me by email or at the fax number below along with a copy the current vehicle registration. Matt/BRC Legal/ATX/5913757							E:jessica@nolemon.com A: 5757 W Century Blvd Ste 500 Los Angeles, CA 90045 adrian@nolemon.com
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 16, 2018 3:02 PM	SZ06FS	SZ06FS	Correspondence		Done	11/16/2018 15:02:16	Created:BRCLEG_LG0047. SR#[redacted]
Last Name	**First Name**		**Account**		**BAC Code**		
Anvar	Jessica		Consumer Law Experts, PC		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 13, 2018 5:33 PM	SZ06FS	SZ06FS	Scheduled Outbound Email	Cancelled - Completed Early	Done	11/16/2018 15:25:24	10 day letter if no response is received.
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]	[redacted]		Consumer Law Experts, PC		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 13, 2018 5:32 PM	SZ06FS	SZ06FS	BRC LEGAL	3-5 Day Follow Up	Done	11/13/2018 17:33:05	Law Firm Info: Consumer Law Experts PC
Last Name	**First Name**		**Account**		**BAC Code**		PC: Jessica Anvar

[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

This email is being sent to follow up and verify that you received the settlement offer that was emailed 11/7/18(see attached). If this offer is acceptable to your client(s) please have them sign the offer letter. Please return the completed documents to me by email or at the fax number below along with a copy the current vehicle registration.

Matt/BRC Legal/ATX/5913757

Confidential Comments

P#:310-442-1410
F#:877-566-8828
E:jessica@nolemon.com
A: 5757 W Century Blvd Ste 500
Los Angeles, CA 90045
adrian@nolemon.com

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 12, 2018 5:57 PM	SZ06FS	SZ06FS	Scheduled Follow up		Done	11/13/2018 17:45:25	Review case progress and action plan.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 12, 2018 5:53 PM	SZ06FS	SZ06FS	Outbound Email	Attorney	Done	11/12/2018 17:54:04	Law Firm Info: Consumer Law Experts PC PC: Jessica Anvar P#:310-442-1410 F#:877-566-8828 E:jessica@nolemon.com A: 5757 W Century Blvd Ste 500 Los Angeles, CA 90045 adrian@nolemon.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

I will be handling the above referenced matter moving forward. Please send all future correspondence to me. In reviewing the documents it appears that we still need a copy of the current vehicle registration, sales contract, or any repair orders. Please provide any copies if available.

Matt/BRC Legal/ATX/5913757

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 12, 2018 11:48 AM	CZ51FH	SZ06FS	Notify CRM	Other	Done	11/12/2018 17:55:17	
Last Name	**First Name**	**Account**	**BAC Code**				**Case has been reassigned**
[redacted]	[redacted]	Consumer Law Experts, PC	CA				
Comments							
Case has been reassigned; please update extended description and update any outstanding SOCCs							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 12, 2018 11:48 AM	CZ51FH	SZ06FS	Ownership Changed		Done	11/12/2018 11:48:21	Service Request Ownership has changed FROM: PZCG8D TO: SZ06FS
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]	Consumer Law Experts, PC	CA				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 12, 2018 11:47 AM	CZ51FH	CZ51FH	BRC LEGAL	VIN Scan Completed	Done	11/12/2018 11:48:10	VIN Scan Performed
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]	Consumer Law Experts, PC	CA				
Comments							
No new SRs found Shannon/BRCLegal TL/ATX							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 12, 2018 11:47 AM	CZ51FH	CZ51FH	BRC LEGAL	Case Reassigned- IN	Done	11/12/2018 11:49:06	Case Reassigned- IN
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]	Consumer Law Experts, PC	CA				

Comments
Case Reassigned- IN Shannon/BRCLegal TL/ATX
Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 7, 2018 12:20 AM	CZ51FH	PZCG8D	Notify CRM		Done	11/07/2018 15:15:51	Inbound Fax Received

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments
Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 7, 2018 12:19 AM	CZ51FH	CZ51FH	Inbound Fax	Dealer	Done	11/07/2018 12:20:09	Inbound Fax Received

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments
Please see attachments Shannon/BRCLegal TL/ATX
Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 7, 2018 9:40 AM	PZCG8D	PZCG8D	Scheduled Outbound Email		Done	11/12/2018 17:55:21	3-5 Day Follow Up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Initial Offer Out 11/07/2018

Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 7, 2018 9:29 AM	PZCG8D	PZCG8D	Outbound Email	Attorney	Done	11/07/2018 09:40:36	Law Firm Info: Consumer Law Experts PC PC: Jessica Anvar P#:310-442-1410 F#:877-566-8828 E:jessica@nolemon.com A: 5757 W Century Blvd Ste 500 Los Angeles, CA 90045

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Dear Jessica,

Please see the attachment.

Sincerely,
Deon | –Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, Ext. 5915496

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 7, 2018 9:29 AM	PZCG8D	PZCG8D	Correspondence		Done	11/07/2018 09:29:46	Fulfilled:BRCLEG_LG0044. SR[redacted]

Last Name	First Name	Account	BAC Code
Anvar	Jessica	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Nov 7, 2018 9:17 AM	PZCG8D	PZCG8D	Correspondence		Done	11/07/2018 09:17:22	

Last Name	First Name	Account	BAC Code	
Anvar	Jessica	Consumer Law Experts, PC	CA	Created:BRCLEG_LG0044. SR#[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 7, 2018 9:14 AM	PZCG8D	PZCG8D	BRC LEGAL	Initial Offer Out - Cash	Done	11/07/2018 09:44:32	Initial Offer Out - Cash

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Cash:$7000

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 7, 2018 9:14 AM	PZCG8D	PZCG8D	BRC LEGAL	VIN Scan Completed	Done	11/07/2018 09:14:51	VIN Scan Completed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

No new SRs found.
Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 6, 2018 2:08 PM	MITOW301757	PZCG8D	Follow-Up		Done	11/07/2018 09:44:15	Dealer Update Case

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

resent documents to different fax # 586-920-0770 per request from 586-834-4700.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 6, 2018 1:46 PM	NZ6NKZ	PZCG8D	Outbound Call Dealer	Left Message	Done	11/06/2018 13:52:43	Puente Hill Chevrolet

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Left voice message for [redacted] to Re-send to to [redacted]

Ebonee /BRC Legal / ATX / 5930834/L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 6, 2018 1:18 PM	NZ6NKZ	PZCG8D	Scheduled Follow up		Done	11/07/2018 09:44:19	Initial Offer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Send Initial Offer Out

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 6, 2018 12:40 AM	MITOW301757	PZCG8D	Follow-Up		Done	11/07/2018 09:44:21	Dealer Update Case

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

I SHOW 95 PAGE DOCUMENT WAS FAXED TO 586-920-0487ON 10/19/18.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 6, 2018 11:14 AM	LZ2NV9	PZCG8D	Notify CRM	Case Review Complete	Done	11/06/2018 13:18:42	Case Review Complete

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Ebonee/BRCLegal/ATX/5930834/L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 6, 2018 11:14 AM	LZ2NV9	LZ2NV9	GM PreApproval	GM PreAppd	Done	11/06/2018 11:14:38	Recommendation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Case review complete.
Rocky Farias
GM LS
General Motors Legal Coordinator

Confidential Comments

Recommend cash offer $7 to 11K inclusive.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 5, 2018 10:36 AM	PZCG8D	PZCG8D	Scheduled Follow-up		Done	11/06/2018 13:10:33	Pending GMLS

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Ebonee/BRCLegal/ATX/5930834/L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 29, 2018 10:10 AM	PZCG8D	PZCG8D	Scheduled Follow-up		Done	11/05/2018 10:36:16	Pending GMLS

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 26, 2018 7:25 AM	SADMIN	SADMIN	Email - Outbound		Done	10/26/2018 07:25:33	Legal Escalation to CAM (4 days): Chevrolet 301757, Puente Hills Chevrolet, Case Number[redacted], VIN 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

I requested information from CEM 4 business days ago, and have escalated the concern to the DMA and MA listed above, but haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware

there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors,...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 26, 2018 3:09 AM	SADMIN	PZCG8D	Notify CRM		Done	10/29/2018 10:09:56	Follow up with Customer

Last Name	First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 26, 2018 3:09 AM	SADMIN	DLYONS12341	Dealer Notification	4 Days No Response	Done	10/29/2018 10:10:19	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 25, 2018 7:08 AM	SADMIN	SADMIN	Email - Outbound		Done	10/25/2018 07:08:45	Legal Escalation to MA (3 days): Chevrolet 301757, Puente Hills Chevrolet, Case Number [redacted], VIN 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a customer case notification from GM Customer Assistance. I requested information from CEM 3 business days ago, and have escalated the concern to the DMA but haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,

Deon – BRC Advisor
Business Resour...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 25, 2018 3:10 AM	SADMIN	DLYONS12341	Dealer Notification	3 Days No Response	Done	10/26/2018 03:09:58	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 24, 2018 7:49 AM	SADMIN	SADMIN	Email - Outbound		Done	10/24/2018 07:49:52	Legal Escalation to DMA/DMC (2 days): Chevrolet 301757, Puente Hills Chevrolet, Case

Last Name	First Name	Account	BAC Code

[redacted] [redacted]

Number [redacted], VIN 3GCPCREC8GG[redacted]

Comments

This a customer case notification from GM Customer Assistance. I requested information from the Dealership CEM 2 business days ago, but I haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 24, 2018 3:08 AM	SADMIN	PZCG8D	Notify CRM		Done	10/29/2018 10:10:22	Follow up with Customer

Last Name	First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 24, 2018 3:08 AM	SADMIN	DLYONS12341	Dealer Notification	2 Days No Response	Done	10/25/2018 03:10:34	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 3:09 PM	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/29/2018 10:11:05	Pending GMLS

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 3:08 PM	PZCG8D	BRCWCASEREVIEW	BRC Case Review	Alternate Recommendation	Done	11/06/2018 11:14:02	Pending Legal Coord Review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 3:01 PM	PZCG8D	PZCG8D	BRC Case Review	Submit For Legal Coord Review	Done	10/23/2018 15:08:58	Submit For Legal Coord Review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Recommendation: $4000-$8000 Cash

Rationale: Vehicle had four presentations for the engine with eight days down.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 2:59 PM	PZCG8D	PZCG8D	BRC LEGAL	VIN Scan Completed	Done	10/23/2018 15:01:14	VIN Scan Completed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

No new SRs found.

Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 1:54 PM	CZ6XY2	PZCG8D	Notify CRM	Other	Done	10/23/2018 14:59:53	Case assessment has been approved

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 1:05 PM	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/23/2018 14:59:50	Check case assessment review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 1:04 PM	PZCG8D	CZ6XY2	Notify CRM		Done	10/23/2018 13:54:38	Please review case assessment

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 10:28 AM	CZ6XY2	PZCG8D	Notify CRM	Other	Done	10/23/2018 13:04:21	Case assessment has not been approved, Please see email for corrections

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 3:57 AM	SADMIN	SADMIN	Email - Outbound		Done	10/23/2018 03:57:01	Legal Alert – 24 HR No Response: Chevrolet Case # [redacted] VIN 3GCPCREC8GG[redacted] Mileage 27992

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

[redacted]

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 23, 2018 3:14 AM	SADMIN	DLYONS12341	Dealer	24 HR No	Done	10/24/2018 03:08:27	Case Escalation

Last Name	First Name	Notification Account	Response BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 22, 2018 3:00 PM	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/23/2018 13:05:50	Check case assessment review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 22, 2018 2:59 PM	PZCG8D	CZ6XY2	Notify CRM		Done	10/23/2018 10:28:12	Please review case asssessment

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 22, 2018 2:51 PM	PZCG8D	PZCG8D	Outbound Call Dealer	Left Message	Done	10/22/2018 14:52:21	Follow up for repair orders.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Left message for Mike Itow send send over repair orders

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 19, 2018 12:41 AM	SADMIN	SADMIN	Email - Outbound		Done	10/19/2018 12:41:49	Legal Assistance Alert – Documentation Request: Case # [redacted] VIN 3GCPCREC8GG[redacted] Mileage 27992

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SR:[redacted]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 19, 2018 12:40 AM	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/22/2018 14:52:24	Follow up with dealer for repair orders

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 19, 2018 12:38 AM	PZCG8D	MITOW301757	Dealer Notification	Documentation Request	Done	10/23/2018 03:14:04	Documents required for legal

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 19, 2018 12:36 AM	PZCG8D	PZCG8D	Outbound Call Dealer	Made Contact	Done	10/19/2018 12:38:29	Follow up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments
Spoke with Danny at Puente Hills Chevrolet. Danielle Lyons no longer works there. New service manager is Mike Itow. Danny confirmed vehicle hasn't been involved in an accident.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 19, 2018 11:49 AM	XZDBX5	PZCG8D	Notify CRM		Done	10/19/2018 12:23:52	Please make corrections per email sent 10/18 and resubmit for review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments
Sara/BRCLegal/ATX/5924051/L2

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Oct 18, 2018 12:51 AM	PZCG8D	PZCG8D	Outbound Call Dealer	Left Message	Done	10/18/2018 12:53:18	Follow up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Left message to confirm if vehicle has been in a accident.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 18, 2018 11:39 AM	XZDBX5	XZDBX5	Notify CRM		Done	10/19/2018 11:49:49	Case Assessment Rejected

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Please make corrections per email sent and resubmit a Manager Review to XZDXB5

Sara/BRCLegal/ATX/5924051/L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 18, 2018 10:35 AM	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/19/2018 12:40:38	Check case assessment review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 1:03 PM	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/18/2018 10:35:07	Check case assessment review

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 15, 2018 1:03 PM	PZCG8D	XZDBX5	Manager Review	Case Assessment	Done	10/18/2018 11:39:37	Review Case Assessment

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 12, 2018 7:26 PM		PZCG8D	Email - Inbound		Done	10/15/2018 10:52:38	[EXTERNAL] [redacted] , [redacted] vs. General Motors, LLC

Last Name	First Name	Account	BAC Code

Comments

PRIVILEGED AND CONFIDENTIAL COMMUNICATION

Evidence Code Section 1152, et. seq.

Dear Deon,

This confirms receipt of your correspondence. Per your request, attached please find the repair orders regarding the above referenced case. Please note, the documents produced are not a complete set of the documents relevant to this matter.

I am the case manager assigned to this matter. As such, please direct all future correspondence pertaining to this matter to me.

Thank you.

Sincerely,

Adrian Pintor

Case Manager

Consumer Law Experts, PC

5757 W. Century Blvd., Suite 500

Los Angeles, CA 90045

Direct: 424.210.3272

Toll Free: 877.885.5366 Ext. 127

Fax: 877.566.8828

adrian@nolemon.com

www.nolemon.com

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 12, 2018 11:17 AM	TZPBK0	PZCG8D	Notify CRM	Other	Done	10/15/2018 10:52:35	Manager Review - Approved

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Permission to proceed without repair orders and sales documents.

Jeralyn/BRC Legal /ATX /5921286 /ABAY TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 11, 2018 9:31 AM	PZCG8D	TZPBK0	Manager Review	TM Approved Docs	Done	10/12/2018 11:17:47	Approved

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Permission to proceed without repair orders and sales documents.

Jeralyn/BRC Legal /ATX /5921286 /ABAY TL

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 10, 2018 6:03 PM	XZDBX5	PZCG8D	Notify CRM		Done	10/11/2018 09:32:05	Case Assessment Rejected

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Please make corrections per email and resubmit a Manager Review to XZDXB5

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 9, 2018 8:07 AM	PZCG8D	PZCG8D	Scheduled		Done	10/15/2018 13:02:57	Check case assessment

			Follow-up				review.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 9, 2018 8:06 AM	PZCG8D	XZDBX5	Notify CRM		Done	10/10/2018 18:03:44	Please review case assessment.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 9, 2018 8:05 AM	PZCG8D	PZCG8D	BRC LEGAL	Case Assessment Complete	Done	10/09/2018 08:06:09	Case Assessment Complete

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 9, 2018 8:03 AM	PZCG8D	PZCG8D	BRC LEGAL	VIN Scan Completed	Done	10/09/2018 08:05:29	VIN Scan Completed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

VIN Scan

Comments: Previous SR's Found: Yes

[redacted] CA CEC
Opened-05/30/2018-09/17/2018
Concern - Customer sought repurchase
Resolution - Repurchase denied

Open Recalls- N
Branded Title/ Warranty Block – No

Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 4, 2018 3:59 PM	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/05/2018 15:03:18	Follow up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments
Wait to receive docs.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 4, 2018 11:08 AM	PZCG8D	PZCG8D	Email - Outbound		Done	10/04/2018 11:14:26	BRC-Legal Field Escalation for Assistance with Dealership Puente Hills Chevrolet for [redacted] , GG[redacted]

Last Name	First Name	Account	BAC Code
Kropp	Robert	Consumer Law Experts, PC	CA

Comments
SR#[redacted]
paul.byrne@gm.com
Servicing Dealer Name: Puente Hills Chevrolet
BAC:301[redacted]
A:17300 E. Gale Avenue
City of Industry, CA 91748-1512
P:626-913-0440

Service Manager: Danielle Lyons
F:626-913-0850
E:dbuentellolyons@chevyph.com
2016 Chevrolet Silverado 1500

Dear Chris

I am contacting you because I have not received a response after several attempts from the subject dealership nor the District Manager Aftersales Paul Byrne regarding this Customer and case. I am very concerned that the Customer's case is not receiving the appropriate attention. The dealership was notified of the Customer's vehicle repair/service concern, and assistance with documentation was requested on several occasions:

09/25/2018
09/26/2018
09/28/2018
10/01/2018

May I ask for your assistance in obtaining the following documentation:
All sales purchase and finance agreements, including a conversion invoice (if any);
The incentives acknowledgement form;
Actual Cash Value statement of any trade;
Service and body shop repair orders (RO's) and all internal, customer pay, and warranty repair orders (including the front and back of the repair order as well as the technician notes);
Any receipts for aftermarket or dealer add-on's.
Thank you for your assistance and prompt attention to this matter. Should you have any questions or concerns, I may be reached at the phone number provided below.

Deon—Business Resource Center
Alorica on behalf of General Motors
Phone: (866) 790-5600 Ext: 5915496
F...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 2, 2018 3:53 PM	PZCG8D	PZCG8D	Scheduled Follow-up		Done	10/04/2018 15:59:40	Follow up with TL

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments
Follow up with TL about how to obtain ROs and sales documents.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 2, 2018 7:22 AM	SADMIN	SADMIN	Email - Outbound		Done	10/02/2018 07:22:08	Legal Escalation to CAM (4 days): Chevrolet 301757, Puente Hills Chevrolet, Case Number [redacted], VIN 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

I requested information from CEM 4 business days ago, and have escalated the concern to the DMA and MA listed above, but haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, ...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 2, 2018 3:11 AM	SADMIN	PZCG8D	Notify CRM		Done	10/02/2018 11:13:11	Follow up with Customer

Last Name	First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 2, 2018 3:11 AM	SADMIN	DLYONS12341	Dealer Notification	4 Days No Response	Done	11/12/2018 17:48:42	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 1, 2018 10:45 AM	PZCG8D	PZCG8D	Scheduled Follow-up	Escalation	Done	10/02/2018 15:47:25	Escalate to TL

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Escalate to TL if sales docs and ROs aren't received tomorrow.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 1, 2018 9:37 AM	PZCG8D	PZCG8D	Email - Outbound		Done	10/01/2018 09:39:34	BRC Legal Escalation, [redacted], 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
Farmer	Chris	Consumer Law Experts, PC	CA

Comments

Customer Name[redacted]
SR#:[redacted]
VIN#:3GCPCREC8GG[redacted]
Y,M,M:2016 Chevrolet Silverado 1500
Lawsuit: NA

This a customer case notification GM Customer Assistance. I requested information from the Dealership CEM 2 business days ago, but I haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

Your cooperation in this matter is greatly appreciated as we are under strict tim...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 1, 2018 7:18 AM	SADMIN	SADMIN	Email - Outbound		Done	10/01/2018 07:18:39	Legal Escalation to MA (3 days): Chevrolet 301757, Puente Hills Chevrolet, Case Number [redacted], VIN 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
This is a customer case notification from GM Customer Assistance. I requested information from CEM 3 business days ago, and have escalated the concern to the DMA but haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resourc...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 1, 2018 3:10 AM	SADMIN	DLYONS12341	Dealer Notification	3 Days No Response	Done	10/02/2018 03:11:03	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2018 3:16 PM	PZCG8D	PZCG8D	Scheduled		Done	10/01/2018 09:39:46	Escalate to MA

			Outbound Email				
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]	[redacted]		Consumer Law Experts, PC		CA		

Comments

****FOR BRC USE ONLY****
Will escalate to MA if sales docs and ROs aren't received on Monday.
Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2018 3:13 PM	PZCG8D	PZCG8D	Outbound Call Dealer	Left Message	Done	09/28/2018 15:15:56	Follow up for documentation request.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Left message for Caroline to send over ROs and sales docs.

Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2018 7:43 AM	SADMIN	SADMIN	Email - Outbound		Done	09/28/2018 07:43:01	Legal Escalation to DMA/DMC (2 days): Chevrolet 301757, Puente Hills Chevrolet, Case Number [redacted], VIN 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This a customer case notification from GM Customer Assistance. I requested information from the Dealership CEM 2 business days ago, but I haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf o...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2018 3:09 AM	SADMIN	PZCG8D	Notify CRM		Done	09/28/2018 12:12:06	Follow up with Customer

Last Name	First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 28, 2018 3:09 AM	SADMIN	DLYONS12341	Dealer Notification	2 Days No Response	Done	10/01/2018 03:10:21	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 27, 2018 3:59 PM	PZCG8D	PZCG8D	Scheduled Outbound Call Dlr		Done	09/28/2018 15:10:48	Follow up with dealer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments
Follow up with dealer to receive ROs and sales docs.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 27, 2018 10:59 AM	PZCG8D	PZCG8D	Email - Outbound		Done	09/27/2018 11:01:38	BRC Legal Escalation, [redacted] [redacted] 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
Byrne	Paul	Consumer Law Experts, PC	CA

Comments

This a customer case notification GM Customer Assistance. I requested information from the Dealership CEM 2 business days ago, but I haven't received a response.

Would you please have the CEM contact me through the Dealer Case Management Portal within 1 business day to provide the information I've requested?

Here is the original note to the CEM:

Servicing Dealer Name: Puente Hills Chevrolet
BAC:301[redacted]
A:17300 E. Gale Avenue
City of Industry, CA 91748-1512
P:626-913-0440

Service Manager: Danielle Lyons
F:626-913-0850
E: dbuentellolyons@chevyph.com

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 27, 2018 3:44 AM	SADMIN	SADMIN	Email - Outbound		Done	09/27/2018 03:44:22	Legal Alert – 24 HR No Response: Chevrolet Case #[redacted] [redacted] VIN 3GCPCREC8GG[redacted] Mileage 27992

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

[redacted]

[SR[redacted]]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 27, 2018 3:12 AM	SADMIN	DLYONS12341	Dealer Notification	24 HR No Response	Done	09/28/2018 03:09:10	Case Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 26, 2018 4:07 PM	PZCG8D	PZCG8D	Outbound Call Dealer	Made Contact	Done	09/26/2018 16:09:23	Follow up for documents.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments
Receptionist says that CEM Danielle Lyons is out for several weeks.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 26, 2018 4:03 PM	PZCG8D	PZCG8D	Scheduled Outbound Email		Done	09/27/2018 11:01:40	Escalate to DMA

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

******FOR BRC USE ONLY******
Escalate to DMA if sales docs and ROs aren't received tomorrow

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 5:31 PM	SADMIN	SADMIN	Email - Outbound		Done	09/25/2018 17:31:37	Legal Assistance Alert – Documentation Request: Case #[redacted], VIN 3GCPCREC8GG[redacted], Mileage 27992

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

[redacted]

[SR[redacted]

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 4:15 PM	PZCG8D	PZCG8D	Scheduled Outbound Call Dlr		Done	09/26/2018 16:03:31	Follow up with dealer.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

Follow up with Danielle Lyons for sales docs and ROs.

Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 4:13 PM	PZCG8D	DLYONS12341	Dealer Notification	Documentation Request	Done	09/27/2018 03:12:54	Documents required for Legal

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Consumer Law Experts, PC	CA

Comments

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal 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. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer you can fax to 586-920-0487.

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

Sincerely,
Deon – BRC Advisor

Service Request Activities – UCC PAR

Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5600, Ext. 5915496

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 4:08 PM	PZCG8D	PZCG8D	Email - Outbound		Done	09/25/2018 16:10:31	URGENT! BRC-Legal NISM Notification for Puente Hills Chevrolet, 301757 for [redacted] 3GCPCREC8GG[redacted]

Last Name	First Name	Account	BAC Code
Byrne	Paul	Consumer Law Experts, PC	CA

Comments

Service Request:[redacted]
Customer Last Name:[redacted]
Involved Dealership: Puente Hills Chevrolet, 301757
VIN: 3GCPCREC8GG[redacted]
Vehicle: 2016 Chevrolet Silverado 1500
Mileage:

Dear Paul,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has not been involved. Due to time constraints, a response to this e-mail is required within 48 hours.

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

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

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

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

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

Thank you!

Deon
Business Re...

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 4:05 PM	PZCG8D	PZCG8D	Email - Outbound		Done	09/25/2018 16:07:26	Receipt of NISM - [redacted] - [redacted]

Last Name	First Name	Account	BAC Code
Anvar	Jessica	Consumer Law Experts, PC	CA

Comments

Dear Jessica,

Please see the attachment.

Sincerely,
Deon | –Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, Ext. 5915496

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 4:05 PM	PZCG8D	PZCG8D	Correspondence		Done	09/25/2018 16:05:34	Fulfilled:BRCLEG_LG0006. SR#[redacted]

Last Name	First Name	Account	BAC Code
Anvar	Jessica	Consumer Law Experts, PC	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Sep 25, 2018 4:00 PM	PZCG8D	PZCG8D	Correspondence		Done	09/25/2018 16:00:34

Last Name	First Name	Account	BAC Code	
Anvar	Jessica	Consumer Law Experts, PC	CA	Created:BRCLEG_LG0006. SR#[redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 3:17 PM	BZSXG2	PZCG8D	BRC LEGAL	Acknowledgement - Dealer	Done	09/25/2018 16:15:24	Acknowledgement - Dealer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

****
Servicing Dealer Name: Puente Hills Chevrolet
BAC:301[redacted]
A:17300 E. Gale Avenue
City of Industry, CA 91748-1512
P:626-913-0440

Service Manager: Danielle Lyons
F:626-913-0850
E: dbuentellolyons@chevyph.com
Ack sent via dealer notification activity

Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 3:17 PM	BZSXG2	PZCG8D	BRC LEGAL	Acknowledgement - AVM	Done	09/25/2018 16:10:37	Acknowledgement - AVM

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

****FOR BRC USE ONLY****
DMA:Paul Byrne
P:805-279-8324
E:paul.byrne@gm.com

DMA Ack sent via Siebel email
Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 3:17 PM	BZSXG2	PZCG8D	BRC LEGAL	Acknowledgement - Atty/Cust	Done	09/25/2018 16:07:36	Acknowledgement - Atty/Cust

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Law Firm Info: Consumer Law Experts PC
PC: Jessica Anvar
P#:310-442-1410
F#:877-566-8828
E:jessica@nolemon.com
A: 5757 W Century Blvd Ste 500
Los Angeles, CA 90045

Date on Demand/Complaint Letter:September 21, 2018
In-Service Date: 03/30/2016

PC ack sent via Siebel email

Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Sep 25, 2018 3:17 PM	BZSXG2	PZCG8D	BRC LEGAL	VIN Scan Completed	Done	09/25/2018 15:58:12

Last Name	First Name	Account	BAC Code	VIN Scan Performed
[redacted]	[redacted]			

Comments

VIN Scan

Comments: Previous SR's Found: Yes

[redacted]/CA CEC
Opened-05/30/2018-09/17/2018
Concern - Customer sought repurchase
Resolution - Repurchase denied

Open Recalls- N
Branded Title/ Warranty Block – No

Previous Goodwill-No

Deon/BRC Legal / ATX / 5915496 /L1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 3:16 PM	BZSXG2	PZCG8D	Notify CRM	Other	Done	09/25/2018 15:58:16	ER NISM has been assigned Joshua/BRC LEGAL/WF/5911241

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 3:16 PM	BZSXG2	PZCG8D	Ownership Changed		Done	09/25/2018 15:16:47	Service Request Ownership has changed FROM: BZSXG2 TO: PZCG8D

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 3:16 PM	BZSXG2	PZCG8D	BRC LEGAL	VIN Scan Completed	Done	09/25/2018 15:58:22	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
VIN Scan Completed. SR's found associated to this VIN: [redacted]BRC CA CEC Joshua/BRC Legal/WF/5911241

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 3:16 PM	BZSXG2	PZCG8D	BRC LEGAL	Assigned NISM ER	Done	09/25/2018 15:58:25	Assigned NISM ER

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Assigned NISM ER Joshua/BRC LEGAL/WF/5911241

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 1:18 PM	GZRVMQ	BZSXG2	Ownership Changed		Done	09/25/2018 13:18:29	Service Request Ownership has changed FROM: GZRVMQ TO: BZSXG2

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 25, 2018 12:41 AM	GZRVMQ	GZRVMQ	Ownership Changed	Ownership Escalated to BRC	Done	09/25/2018 12:41:23	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 24, 2018 2:38 PM		PZCG8D	Email - Inbound	Whitemail	Done	09/25/2018 15:58:30	Demand Letter

Last Name	First Name	Account	BAC Code

Comments
FirstName:=[redacted] LastName:=[redacted] Service Request:= VIN:=

Confidential Comments

UCC Information

UCC Code	Description	Symptom
N02	Electrical Start/Charge - Battery / Cables	Battery - Dead
H46	Brakes - Booster - Hydro / Vac or Pump	Inoperative
C33	Trim - Dash Pad	Loose
J12	Engine - Motor and Engine Mounts	Vibration / Balance

End of Report

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC8GG[redacted]
Y,M,M:2016 Chevrolet Silverado 1500
Lawsuit: NA
****
Law Firm Info: Consumer Law Experts PC
PC: Jessica Anvar
P#:310-442-1410
F#:877-566-8828
E:jessica@nolemon.com
A: 5757 W Century Blvd Ste 500
Los Angeles, CA 90045

Date on Demand/Complaint Letter:September 21, 2018
In-Service Date: 03/30/2016
****
CAM: Robert Kropp
P: 818-540-9418
****
BRM:Steve Franklin
P:805-208-9245
E:steve.franklin@gm.com

****
Legal Assistant
Name: Valentino "Rocky" Farias
Email:Rocky.farias@gm.com
P#: 512-389-7057
****

VIN Scan

Comments: Previous SR's Found: Yes

[redacted]/CA CEC
Opened-05/30/2018-09/17/2018
Concern - Customer sought repurchase
Resolution - Repurchase denied

Open Recalls- N
Branded Title/ Warranty Block – No

Previous Goodwill-No
****
Selling Dealer Name:
BAC:
A:
P:

Service Manager:
F:
E:

DMA:
P:
E:
****
Servicing Dealer Name: Puente Hills Chevrolet
BAC:301[redacted]
A:17300 E. Gale Avenue
City of Industry, CA 91748-1512
P:626-913-0440

Service Manager: Danielle Lyons
F:626-913-0850
E: dbuentellolyons@chevyph.com

DMA:Paul Byrne
P:805-279-8324
E:paul.byrne@gm.com

****
****
LC:
PC:
E:
A:
P:
F:
****
FOR BRC USE ONLY
<<NAME>> /BRC Legal / ATX /<<Extension>> /L1
Edmunds:
MSRP:
Color:
Bought New/Used:
Mileage @ Purchase:
Current Mileage:

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE
(WITH ARBITRATION PROVISION)

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

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
					Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

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

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of		
One Payment of		
One Payment of		
		Monthly beginning
One final payment		

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

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

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

STATEMENT OF INSURANCE

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

Vehicle Insurance

	Term	Premium
$ _____ Ded. Comp., Fire & Theft	____ Mos.	$ _____
$ _____ Ded. Collision	____ Mos.	$ _____
Bodily Injury $ _____ Limits	____ Mos.	$ _____
Property Damage $ _____ Limits	____ Mos.	$ _____
Medical _____	____ Mos.	$ _____
_____	____ Mos.	$ _____
Total Vehicle Insurance Premiums		$ _____ (a)

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

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

Buyer X _____
Co-Buyer X _____
Seller X _____

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	____ Mos.	____	$ _____
Credit Disability	____ Mos.	____	$ _____
Total Credit Insurance Premiums			$ _____ (b)

Insurance Company Name _____

Home Office Address _____

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have

N. (Optional) Service Contract (to whom paid) _____ $ _____ (N)

O. (Optional) Service Contract (to whom paid) _____ $ _____ (O)

P. (Optional) Service Contract (to whom paid) _____ $ _____ (P)

Q. Prior Credit or Lease Balance paid by Seller to _____ (e) $ _____ (Q)

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) _____ $ _____ (R)

S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ _____ (S)

T. Other (to whom paid) _____

For _____ $ _____ (T)

Total Cash Price (A through T) $ _____ (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees $ _____ (A)

B. Registration/Transfer/Titling Fees $ _____ (B)

C. California Tire Fees $ _____ (C)

D. Other _____ $ _____ (D)

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

3. Amount Paid to Insurance Companies

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

4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ _____ (4)

5. Subtotal (1 through 4) $ _____ (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr _____ Make _____ $ _____ (A)

Model _____ Odom _____

VIN _____

B. Less Prior Credit or Lease Balance (e) $ _____ (B)

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

D. Deferred Downpayment $ _____ (D)

E. Manufacturer's Rebate $ _____ (E)

F. Other _____ $ _____ (F)

G. Cash $ _____ (G)

Total Downpayment (C through G) $ _____ (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) $ _____ (7)

SELLER ASSISTED LOAN

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

Proceeds of Loan From: _____

Amount $ _____ Finance Charge $ _____

Total $ _____ Payable in _____

installments of $ _____ $ _____

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

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

_____

Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).
You want to buy the credit insurance.

_____ X _____ ____
Date Buyer Signature Age

_____ X _____ ____
Date Co-Buyer Signature Age

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

Term _____ Mos. _____
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

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

1L Company _____

Term _____ Mos. or _____ Miles

1M Company _____

Term _____ Mos. or _____ Miles

1N Company _____

Term _____ Mos. or _____ Miles

1O Company _____

Term _____ Mos. or _____ Miles

1P Company _____

Term _____ Mos. or _____ Miles

Buyer X _____

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

Buyer Signs X _____

Co-Buyer Signs X _____

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

X _____ X _____
Buyer Co-Buyer

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

Buyer Signs X _____ Co-Buyer Signs X _____

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

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

WARNING:

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

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

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

S/S X _____ X _____

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

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund

WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: _____

Amount $ _____ Finance Charge $ _____

Total $ _____ Payable in _____

installments of $ _____, $ _____

from this Loan is shown in item 6D.

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

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

_____

and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X _____

Co-Buyer Signs X _____

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

X _____ X _____

Buyer Co-Buyer

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

Buyer Signs X _____ Co-Buyer Signs X _____

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

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

WARNING:

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

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

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

S/S X _____ X _____

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

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X _____ **Co-Buyer Signature X** _____

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

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

Buyer Signature X _____ **Co-Buyer Signature X** _____

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

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

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

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

Buyer Signature X _____ Date _____ Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs _____ Date _____ By X _____ Title _____

LAW **FORM NO. 553-CA-ARB** (REV. 7 13) U.S. PATENT NO. D460,782
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FILE COPY

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

DEAL# [redacted]

CUSTOMER NAME: [redacted]

VIN: 3 / G / C / P / C / R / E / C / 8 / G / G / [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ____ to the down payment of this vehicle, (b) ____ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ____ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
	$ 5750.00	
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
Total Incentive Amount Received	$ 5750.00	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing leasing, etc.)

I elect to receive the following in lieu of _____.

AND OR

I elect to receive _____.

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold leased to me by the Dealer, named below. This vehicle was purchased leased for personal business use and not resale and I took delivery on 03/30/16. I acknowledge receipt of incentive(s) as described in Item(s) ____ and release GM from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature: [redacted] /16

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

Agreement to OnStar Terms and Conditions

I have read and agree to be bound by the OnStar terms and conditions and privacy statement, a copy of which is available at www.OnStar.com, or from my dealer.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due and how to update or remove my credit or debit card information will be provided at least 30 days prior to any charges. Current pricing and inf[redacted]und at www.onstar.com.

Purchaser/Lessee Signature: [redacted] **Date:** 03/30/16

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the Incentive Payments, OnStar Vehicle Software; OnStar Terms and Conditions; Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ **Date:** 03/30/16

Dealership Name: PUENTE HILLS CHEVROLET **Dealer Code** [redacted]

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. *(GM379509-06012014) Rev 06-01-2014*

CUSTOMER #: [redacted]

paid 12.17.15

ACCOUNTING

PUENTE HILLS CHEVROLET

[redacted]

PAGE 1

HOME: CONT:N/A ** PRE-INVOICE **

BUS: CELL: SERVICE ADVISOR: 156 JOE L MCNATT JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		3/3	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS DD	30NOV15		17:30 11DEC15			CASH	15DEC15

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD
14:55 11DEC15	08:46 15DEC15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	1.3										
CAUSE: PER NEW VEHICLE INVENTORY											
	PDI PERFORM PRE-DELIVERY INSPECTION...										
	307	IPDI		0.00	1.30	2925	13755			137.55	137.55
PARTS: 0.00 LABOR: 137.55 OTHER: 0.00 TOTAL LINE A: 137.55											
B	0.1 VK3 0.5 SFZ 0.6 UF2 0.1 VAV										
CAUSE: ADDS											
CONCERN CODE:											
	0590032 PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS										
	307	WC		0.00	1.30	2925	13755			137.55	137.55
FC: PART#: COUNT: 0 0 TPARTS											
CLAIM TYPE: ZPDI											
AUTH CODE:											
						2925	13755	TLABOR			
PARTS: 0.00 LABOR: 137.55 OTHER: 0.00 TOTAL LINE B: 137.55											
*** NO RO PUNCH TIMES ON FILE ***											

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
464	13755	2925		462	13755	2925	
13A	13755	*******		263	13755	*******	

COST, SALE, & COMP TOTALS 5850 27510 0

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.

SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791



2016 Silverado 1500
CHEVROLET Pre-Delivery Inspection Form

Vehicle Identification Number: 3GCPCREC8GG[redacted] Dealer/BAC Code: _____ Stock #_____ Repair Order #[redacted]

Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:
- ✓ Leave door edge protection and other shipping/storage materials on until customer delivery
- ✓ Adjust tires to pressures specified on the Certification/Tire Label. Do NOT relearn the Tire Pressure Monitoring System. Record adjusted results.

Temperature: _____°F ☐°C☐

Tires: LF 35 RF 35 LR 35 RR 35
Spare ____ (if equipped)

- ✓ Install loose shipped parts and all accessories (torque as needed)

Interior:
- Power mirrors (if equipped)
- Seats, all: Check material, operation and that removable seats are properly secured
- Seat belts, all: material, operation, routing and latches
- Displays, gauges, interior and exterior lights

Exterior:
- Doors, locks, all keys/fobs and keyless entry system
- Check child safety door/window locks are in normal (unlocked) position (if equipped)
- Fit/Function removable top/panel convertible top (if equipped)
- Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches, sunroof (if equipped)
- Check antenna mast installation

Under Hood:
- Remote hood release, latch and hood safety latch
- Check condition and charge 12V battery using ***PDI Mode*** on the EL-50313 battery tester/charger (Midtronics GR8). Attach print out to repair order. See TSB 03-06-03-004 for additional information.
- Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- Hoses, clamps, pipes, fittings, seals, and gaskets for seepage and proper connection
- Fluid levels: Add as required

Under Vehicle:
- Visually inspect underbody; check all fluid systems for leaks
- Brake/fuel lines secured in clips

Road Test:
ODOMETER:
Before _____ **After** _____
Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.
Drive on a legal roadway with road conditions permitting. Evaluate the following:

- Check Automatic Transmission Shift lock control
- Check electronic steering column lock (PEPS vehicles only) (if equipped)
- Remote start (if equipped)
- Engine Performance: Cold start, idle quality
- Forward Collision Alert, Front and Rear Parking Assist, Lane Departure Warning, Side Blind Zone Alert, Lane Change Alert, Rear Cross Traffic Alert, Safety Seat Alert, Rear Vision Camera (if equipped)
- Front and rear HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- Electronic compass for function. Set to correct zone and calibrate (if equipped)
- Regular and steering wheel controls for radio, CD, MP3, XM, RSA, RSE and NAV (if equipped)
- Steering wheel – center position
- Steering for leads, pulls, vibration at idle, vibration while driving
- Wipers, delay, RainSense and washers, front and rear (if equipped)
- Brakes for noise, pulls, vibration or shudder at both high and low speeds
- Unusual wind noise
- Unusual noise/vibration/squeak/rattle
- Cruise/adaptive cruise (if equipped)
- Transfer case operation, all ranges (if equipped)
- Transmission shifter, clutch, noise, shift smoothness
- Engine performance: Hot start, idle quality
- Check for MIL, SES, SVS, and any warning lights

OnStar: Verify Hot Spot (if equipped)
- Verify OnStar indicator light is green
- Wi-Fi® broadcast check – Press the OnStar "Voice Command" button and say "Wi-Fi® Settings"
- Using the information on the screen connect a device, using a Wi-Fi® enabled device (e.g. smartphone), verify that you can connect to vehicle's Hot Spot

Note: **You do not need to press the Blue OnStar button. The Demo message will continue to play during each ignition cycle until a customer purchases the vehicle and an Online Enrollment is submitted by the selling Dealer.**

Special Inspection Items

Preparation – "Transport Mode On" may display on the DIC or the red battery light may flash. To turn the mode off, start the engine, activate hazard flashers, press brake pedal and turn the ignition key to the crank position for 15 seconds.
Initial Prep – Ensure all GM accessories are installed. Examples: cargo lamps, running boards, cargo hooks. Refer to accessory installation manual in SI.
Interior – Set NAV radio (if equipped to the correct region. NAV map data is loaded into the internal memory hard disc drive from factory.
Interior – Place cleaning cloth (from loose shipped parts) in Integrated Center Stack behind the faceplate (if equipped). Otherwise, place in glove box.
Note – Vehicles in dealer inventory need to be properly maintained for a quality delivery. Refer to TSB 09-00-89-002L.
NEW – **Exterior** – Check operation of power-retractable running side board (if equipped).
Final Inspection & Prep – Due to normal daily & seasonal temperature changes, tire pressures MUST be rechecked at time of delivery. Consult Tire Loading Label Recommended Cold Tire Inflation Pressure.

Final Inspection & Preparation:
Perform just prior to delivery.
- ✓ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ✓ Install/secure the floor mat retainers to the carpet side retainers (if equipped)
- ✓ Check heated/cooled seats/steering wheel (if equipped)
- ✓ Set NAV to correct region (if required)
- ✓ Exterior wash and dry, preferably by hand or touchless car wash to avoid paint scratches; check for water leaks
- ✓ Check paint finish for dents, dings, chips, scratches, or blemishes. Repair.
- ✓ Reset fuel economy readings
- ✓ Set clock/calendar to local time
- ✓ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ✓ Thoroughly clean all glass surfaces, use plain water on interior glass
- ✓ Recheck tire pressures (Including spare, if equipped) and 12V battery condition (using EL50313 battery tester/charger ***PDI Mode***)
- ✓ Check Investigate Vehicle History (IVH) for required field actions (open recall campaigns, service update bulletins, systems software updates)

Certification: I certify that this Pre-Delivery In[redacted]

Silvia
Technician (Print Name)

12-11-15
Date

CHEVROLET ☑ **Completely Satisfied** New Vehicle Delivery System

2016 Chevrolet Silverado 1500

Vehicle Identification Number _____

Pre-Delivery Inspection (PDI) Date _____

Delivery Date _____

Pre-Delivery Check (Sales consultant performs these checks prior to customer arrival.)

☐ I reviewed the completed GM Pre-Delivery Inspection form, inspected the body and paint surfaces for fit and appearance, confirmed that all financial paperwork is in order (e.g., title/registration, financing, service contract), and prepared the Disclosure of Non-GM Products form (if appropriate).The vehicle has been driven on a road test and the battery is fully charged. Sales consultant's initials: _____

Consultation at Delivery

☐
- Present all glovebox material including the Owner Manual, Maintenance Schedule, Warranty Information, XM Radio and OnStar literature (if applicable).
- Review Roadside Assistance and Courtesy Transportation procedures.
- Provide state-required Lemon Law information, if applicable.

☐ Explain the importance of following the GM Recommended Maintenance Schedule and the GM Engine Oil Life System (if equipped). The engine oil and filter must be changed at least once a year.

☐ Inform the customer that they will be receiving a Purchase and Delivery Satisfaction Survey and, if applicable, a Service Satisfaction Survey so that your dealership can better serve them.
- Advise the customer of a potential follow-up call to ensure that they are completely satisfied with their new vehicle.

Vehicle Presentation with Customer

☐ Review the exterior of the vehicle to make sure it is clean and damage-free.

☐ Review the location and operation of important items, including:
- Hood latch, prop rod, and trunk release (if applicable)
- Fuel door cap
- Spare tire and jack, or tire sealant and compressor kit (as applicable)
- Remote Keyless Entry (RKE), remote start, manual door release handles, and keyless ignition (as applicable)
- Procedure for checking all fluid levels (e.g., Diesel Exhaust Fluid (DEF), engine oil, engine coolant, windshield washer fluid)

☐ Review the interior of the vehicle to make sure it is clean and damage-free.

☐ Demonstrate all vehicle features and controls using the Owner Manual, the "In Brief" section located at the front of the Owner Manual, or other supplemental information. Customer understanding of the vehicle features and controls is critical to satisfaction with the ownership experience.
- Discuss operation of the Tire Pressure Monitoring System
- Assist the customer in setting all personalized, programmable and memory functions, including the Universal Home Remote System (if equipped).
- Demonstrate the proper operation of seats (both front and rear), steering wheel, mirrors, power retractable running boards and adjustable pedals (as applicable).
- Review the climate control system operation: manual, automatic, dual zone, defog, defrost. Include heated/cooled seats and steering wheel (if equipped).
- Explain key features of the audio and infotainment systems: clock, radio, XM, CD, DVD, MP3, USB, Mass Storage Media (MEM), and navigation.
- Go to www.gm.com/Bluetooth, print phone specific instructions, and demonstrate how to pair the customer's phone to the in-vehicle Bluetooth system (as applicable).
- Point out safety features such as safety belts, airbags, child restraints, LATCH system, window lockout switch and rear door security locks (as applicable).
- Inform customer of the operation of OnStar www.onstar.com/web/portal/home (if applicable). Explain the benefits of OnStar Vehicle Diagnostics and the Dealer Maintenance Notification.
- Review OnStar Prep with customer: data plans/trials, Hands-Free Calling (HFC) minutes, credit card requirements for data plans and HFC minutes, and download OnStar RemoteLink to smartphone.
- Demonstrate Infotainment Set up: pairing Bluetooth, navigation, and radio presets/voice controls/steering wheel controls.
- Inform customer about the new OnStar with 4G LTE Wi-Fi® Hotspot set up, push "OnStar Voice Command" button, after the beep say "Wi-Fi® settings", pair device, "if desired", in device Wi-Fi® settings. OnStar welcome call – change hotspot password.
- Assist customer with setting up OnStar RemoteLink on customer's smartphone.
- Reset the Average Fuel Economy reading in the Driver Information Center (if applicable).

Vehicle Features and Controls – Customer Tips

☐ **Infotainment System –** Radios with a USB ports, located on the instrument panel or in the center console, can control an iPod ® or USB storage device using the radio buttons and knobs. Not all iPods® and USB drives are compatible with the USB ports. See Owner Manual page 7-17 (as applicable).

☐ **Infotainment System –** Bluetooth® capable cell phones can be easily paired to your vehicle's audio system. Refer to the cell phone manufacturer's user guide before beginning the process and to Owner Manual page 7-32 for instructions on pairing the phone to the in-vehicle Bluetooth® system (as applicable). Explain key features of Apple Play and Android Auto (if applicable).

☐ **Infotainment System –** If equipped, voice recognition allows for hands-free operation within the audio and phone applications. Review Hands Free Commands Refer to Owner Manual page 7-24 thru 7-41 (as applicable).

☐ **Climate Controls –** Vehicles equipped with dual automatic climate controls, review system operation with the customer. Refer to Owner Manual pages 8-5 thru 8-8 (as applicable).

☐ **Driving & Operating –** For vehicles with the Ultrasonic Rear Parking Assist (URPA) system, a "PARKING ASSIST BLOCKED SEE OWNER MANUAL" message can occur if the ultrasonic sensors are not clean, are covered by frost/ice, or an object (e.g. trailer, bike) is attached to the vehicle. Refer to Owner Manual page 9-64 (as applicable).

☐ **Driving & Operating –** For vehicles with the Rear Vision Camera (RVC) system, the rear vision camera must be disconnected if the tailgate needs to be removed. Refer to Owner Manual pages 9-66 for instructions (as applicable).

☐ **Driving & Operating –** Review Normal, Tow Haul, Cruise Grade Braking and Hill Descent features. Refer to Owner's Manual pages 5-26, 9-39 thru 9-44 & 9-62 thru 9-64 (as applicable).

☐ **Driving & Operating –** Review the functions of the Integrated Trailer Brake Controller and Towing information. Refer to Owner's manual pages 9-77 thru 9-98 & 10-99 thru 10-104 (as applicable).

☐ **Navigation System –** Radios equipped with Navigation capabilities can have destinations entered in different ways. Press the DEST control button to access the destination entry screen. From this screen you can select from several options to plan a route. Set the Owners Home address. Refer to Navigation System Manual pages 78 thru 89 (as applicable).

☐ **Vehicle Care –** Cleaning cloth package for use on high gloss surfaces and vehicle displays is in Integrated Center Stack behind faceplate or in glove box. Review usage with customer at delivery.

☐ **Information –** Inform the customer about the Manage My Chevrolet Owners Center which requires owners registration: https://my.chevrolet.com/web/portal/managemybrand?g=1

☐ **Information –** For Manuals & Videos refer to: http://www.chevrolet.com/owners/chevy-manuals/?evar25=chevrolet

Service Introduction and Orientation

☐ Introduce the customer to Service Department personnel and familiarize the customer with the dealership's Service facilities.
- Present dealership service benefits (e.g., hours of operation, shuttles, early bird drop-off, after hours pickup, factory-trained technicians)
- Discuss convenience and competitive pricing for regular maintenance items (e.g., wiper blades, filters, batteries, brakes, tires)
- Suggest a follow-up visit (e.g., courtesy inspection or New Owner Clinic)
- Schedule first follow-up visit. Date scheduled: _____

The above items were inspected, explained and demonstrated to my complete satisfaction.

Customer's Signature _____ Date_____

Salesperson's Signature _____ Date_____

Retain a copy of this completed form in the customer's sales file.

CUSTOMER #: N/A

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 156 MCNATT JR,JOE L

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		3/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS DD	30NOV15		17:30 11DEC15			CASH	

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD
11DEC2015 14:55		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	PDI	30	IPDI	1.3

1.3

B LPO WC 0.1 VK3 0.5 SFZ 0.6 UF2 0.1 VAV |CC:

Lic Plt VK3 .1
Mats VAV .1
Bolsters SFZ .5
Bed Liner UF2 .6

1.3

No Recalls

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back.

[redacted]

AUTHO

Revised Totals _____ Phone # _____
Date FAX # _____ BY _____
Revision E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

307

A

COMPLAINT: Program PDI

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $

WARRANTY PARTS TURNED IN

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY
#			
#			

ENGINE CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ RF ____

LR ____ RR ____

TIRE PRESSURE

LF ____ psi RF ____ psi

LR ____ psi RR ____ psi

BRAKE CONDITION

LF ____ % RF ____ %

LR ____ % RR ____ %

FUEL GUAGE

1/4 1/2 FULL

QUALITY CONTROL TECH ASM ____

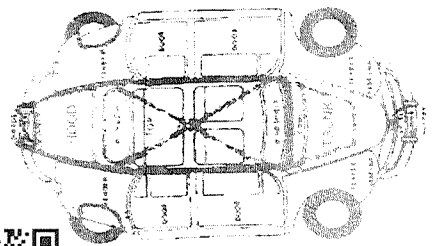
FOREMAN'S SIG. X ____

LABOR RECORD

FLAG SHEET	OFF 7 ON
FLAG SHEET	OFF 6 ON
FLAG SHEET	OFF 5 ON
FLAG SHEET	OFF 4 ON
FLAG SHEET	OFF 3 ON
FLAG SHEET	OFF 2 ON
FLAG SHEET	OFF 1 ON

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ UNITS	
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	
	REFRIGERANT — POUNDS RECOVERED ___ LBS ___ OZ — POUNDS USED ___ LBS ___ OZ	
	TOTAL HAZARDOUS WASTE DISPOSAL UNITS — $0. ___ c X	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PRIOR TO MAKING RO PAPER



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Form #: Technician Hard Copy McMARTIN AUTOMOTIVE FORMS. To Reorder (877) McMartin (877-626-2764) www.McForms.com Copyright© 1994-2013 McMartin Business Forms. All rights reserved.

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

[redacted]

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		952/952	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 02MAY16			CASH	30APR16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
13:36 30APR16	15:57 30APR16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	BOTH OUTTER MIRROR GLASSES HAVE BEEN STOLEND. INSTALL CUSTOMERS GLASS PURCHASED ELSEWHERE. MM NEEDS LEFT OUTTER MIRROR BECAUSE OF BROKEN WIRING. UNABLE TO MOUNT GLASS. STILL MISSING ATTACHEMENT BRACKET.										
		368	CP	0.00	0.00	0	0			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00				
B	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE CAUSE: N/C INSPECTION 42 UNABLE TO MOUNT, MISSING ATTACHEMENT BRACKET.										
		368	CP	0.00	0.00	0	0			0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00				
C	** INSTALL BED LINER PER CUSTOMER MM MISC REPAIRS										
		311	CP	0.00	1.00	1600	12516			125.16	125.16
	1 23221574	LINER PKG				16900	24150	0	241.50	241.50	241.50
PARTS:	241.50	LABOR:	125.16	OTHER:	0.00	TOTAL LINE C:	366.66				
952	1.00	INSTALLED BED LINER									

EST: 125.00 30APR16 13:36 SA: 344

EST: 515.00 30APR16 13:41 SA: 344
CONTACT: .

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-30-16	15:16	15:16	0.00	W	311	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460A	12516	1600		467	24150	16900	
324	2174	0		225	38840	*******	

COST, SALE, & COMP TOTALS 18500 36666 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	125.16
PARTS AMOUNT	241.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	366.66
LESS INSURANCE	0.00
SALES TAX	21.74
PLEASE PAY THIS AMOUNT	388.40

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

ACCOUNTING COPY



Vehicle Report

Printed on: 04/30/2016 04:24:42

WORKBENCH Service

VIN: 3GCPCREC8GG[redacted] **Vehicle Model:** 2016 SILVERADO 1500 2WD CREW CAB **Delivery Date:** 03/30/2016

Service Consultant : bill morales **Mileage :** 952

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	K59AG30P

Required Field Actions

Number	Type	Description	Release Date	Status

No information found for this vehicle.

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	03/30/2016	19 MI	03/30/2021	60019 MI	Applicable
Corrosion Limited Warranty	03/30/2016	19 MI	03/30/2022	100019 MI	Applicable
Emission Select State Component Ltd Wty	03/30/2016	19 MI	03/30/2023	70019 MI	Applicable
Emission Select Component Ltd Wty	03/30/2016	19 MI	03/30/2024	80019 MI	Applicable
Bumper to Bumper Limited Warranty	03/30/2016	19 MI	03/30/2019	36019 MI	Applicable
Chevrolet Scheduled Maintenance-2 visits	03/30/2016	19 MI	03/30/2018	24019 MI	2 of 2 visits remaining
Emission Limited Warranty	03/30/2016	19 MI	03/30/2019	50019 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/11/2015	[redacted]	ZPDI	[redacted]	PDI - Dealer Installed - Factory Invoiced Options	3 MI	Warranty
12/02/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage

No information found for this vehicle.

Please Note: This document may be considered current for 24 hours from the time it was printed.

Jorge Velasquez

CUSTOMER #. [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 344 MORALES, BILL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		952/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 30APR16			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
30APR2016 13:36		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MM		CP	BOTH OUTTER MIRROR GLASSES HAVE BEEN STOLEND. INSTALL CUSTOMERS GLASS PURCHASED ELSEWHERE. unable to do
# B	42		CP	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

18/C

C & Load/bedliner 1.0 24.50.
3/1 1.0 Installed bed liner 125.00

$ 366.50
21.74
$ 388.24

130.00

Jorge Velazquez

PRELIMINARY ESTIMATE $ 125.00

AUTHORIZED BY X

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details 4/5/16 X Jorge Velazquez
added bedliner
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

TECHNICIAN COPY

COMPLAINT:

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER | PARTS $ | LABOR $ | TOTAL $

WARRANTY REPAIRS PERFORMED

SIGNATURE | DATE | TECH ID

ENGINE OIL

4 CYL ☐ 6 CYL ☐ V6 ☐ V8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES

PS ☐ PB ☐ MO ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ RF _____

LR _____ RR _____

TIRE PRESSURE

LF _____ PSI RF _____ PSI

LR _____ PSI RR _____ PSI

BRAKE CONDITION

LF _____ %

LR _____ %

RF _____ %

RR _____ %

FLUID LEVELS

BRAKE _____

P/S _____

COOLANT _____

BATTERY _____

LABOR RECORD

FLAG SHEET — OFF 7 — ON

FLAG SHEET — OFF 6 — ON

FLAG SHEET — OFF 5 — ON

FLAG SHEET — OFF 4 — ON

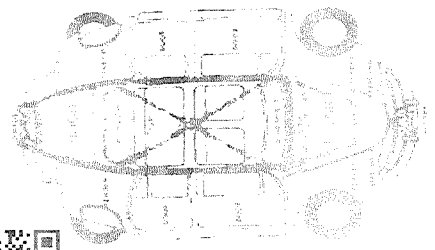
FLAG SHEET — OFF 3 — ON

FLAG SHEET — OFF 2 — ON

FLAG SHEET — OFF 1 — ON

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ _____ UNITS	
	OIL FILTER @ 2 UNITS	
	CTS. OIL @ 1 UNIT	
	CTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	CAPACITY LBS/OZS	POUNDS USED
	LBS OZS	LBS OZS





CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2
* PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		6588/6588	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 29SEP16			CASH	30SEP16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
16:04 29SEP16	08:19 30SEP16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
C	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
CAUSE: N/C INSPECTION											
	42		PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE								
		317	IPS	0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											
6588 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET											
(ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-29-16	16:39	16:40	0.02	W	317	A C	
	16:44	16:44	0.00	W	359	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	4254	1760		480	4378	3126	
77D	240	0		463	0	0	
263	8872	*******		67D	0	*******	

COST, SALE, & COMP TOTALS 4886 8872 0

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE OF THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
PRE-INVOICE **
SERVICE ADVISOR: 3[redacted]8

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		6588/6588	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 29SEP16			CASH	30SEP16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
16:04 29SEP16	08:19 30SEP16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.										50.00
	CAUSE: LOF & TIRE ROTATION SPECIAL										
	CONCERN CODE: 0021										
	0600723 2014 2 YEAR MAINTENANCE PROGRAM										
		317	WC	0.02	0.80	1280	1000			10.00	10.00
	1	19330000	(S)FILTER			430	602	0	8.60	6.02	6.02
	8	19259487	OIL			2696	3776	0	5.91	4.72	37.76
	1	HAZWA	HAZ WASTE			0	240	0	2.40	2.40	2.40
	FC: 9094										
	PART#: 19330000										
	COUNT: 1						3126		4618	TPARTS	
	CLAIM TYPE: ZREG										
	AUTH CODE:										
							1280		1000	TLABOR	
	PARTS: 46.18 LABOR: 10.00 OTHER: 0.00 TOTAL LINE A: 56.18										
	6588 maint perform oil filter, rotate, ck all fluid										
B	16007 Product Safety Recall Frontal Airbag And Pretensioner Non Deploy										
	CAUSE:										
	CONCERN CODE:										
	9102276 Inflatable Restraint Sensing and Diagnostic Module Reprogr										
		359	WC	0.00	0.20	320	2169			21.69	21.69
	OLHS OTHER LABOR HOURS SOLD (ADD ON PER WARRANTY STRAIGHT TIME...)										
		359	WC	0.00	0.10	160	1085			10.85	10.85
	FC: PART#: COUNT:						0		0	TPARTS	
	CLAIM TYPE: ZFAT										
	AUTH CODE:										
							480		3254	TLABOR	
	PARTS: 0.00 LABOR: 32.54 OTHER: 0.00 TOTAL LINE B: 32.54										
	6588 j2534 0.30 programed IRS and setup										

add

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

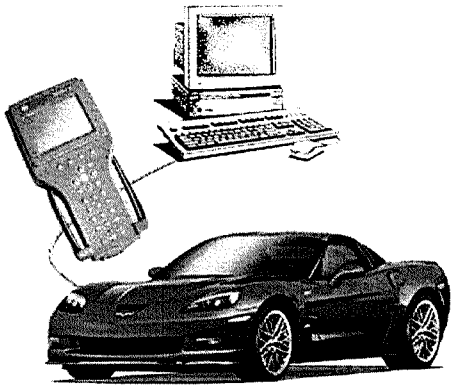
ACCOUNTING COPY



Programming Complete.

Inflatable Restraint Sensing and Diagnostic Module - Programming and Setup (K36)

2016-09-29 16:35:02 PDT



Warranty Claim Code: S30DB

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset the controller.

Controller Specific Instructions:

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

VIN 3GCPCREC8GG[redacted]

Print | Clear DTCs | Proceed with same VIN | New | Cancel

Connect

John Twiford
Puente Hills Chevrolet

Service Workbench Home | Help | Print Logout

Menu & Inspection Toolkit **View Service Info, Diagnose & Program** Process Warranty Info **Online Service Scheduling**

Service Consultant Toolkit

Service Workbench Home >> Menu & Inspection Toolkit >> View Consultant Dashboard

SELECTED VEHICLE SUMMARY

Edit Select New Vehicle

VIN 3GCPCREC8GG[redacted] Mileage: 6588 Customer Name: RO#: Line Items

Consultant Dashboard | **Multi-Point Inspection** | **Maintenance Menu**

Consultant Dashboard | Vehicle Build Information | Investigate Vehicle History

Print Vehicle Info

ALERTS & ACTION ITEMS

Type	Description	Action Needed	Date
Open Field Action	Frontal Airbag And Pretensioner Non Deploy	View technical details for 16007	09/08/2016
Maintenance	Vehicle Qualifies for Chevrolet Scheduled Maintenance-2 visits, 2 of 2 service visits remaining as of 09/29/2016	Please use OP Code[redacted] Please review Warranty Claim History to confirm eligibility. View Program Details	03/30/2018

SERVICE CHECKLIST

VEHICLE INFORMATION

Vehicle Model: 2016 SILVERADO 1500 2WD CREW CAB

Delivery Date: 03/30/2016

Delivery Type: 010 INDIVIDUAL

CUSTOMER INFORMATION FROM GM

Address:

Phone Number(s): No Contact Information Available

Email:

NEXT STEPS

- View Required Field Actions
- View Applicable Warranties
- View Service Contracts
- View Service Information
- View Warranty Claim History
- View Repair Order History

ONSTAR AND SIRIUS/XM RADIO INFORMATION

ONSTAR

OnStar Status: Equipped - Active

Advanced Diagnostics: Yes

DMN Enabled: Yes

For OnStar contact 888.ON STAR1 (888.667.8271).

SIRIUS / XM RADIO

Radio Status: Equipped - Active

Radio ID: K59AG30P

For Sirius / XM Radio contact 877.GET.XMST (877.438.9677).

REQUIRED FIELD ACTIONS

Number	Type	Description	Release Date	Status
16007	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Open

APPLICABLE WARRANTIES

Valid warranties are highlighted

Valid	Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
✓	Powertrain Limited Warranty	03/30/2016	19 MI	03/30/2021	60019 MI	Applicable
✓	Chevrolet Scheduled Maintenance-2 visits	03/30/2016	19 MI	03/30/2018	24019 MI	2 of 2 visits remaining
✓	Bumper to Bumper Limited Warranty	03/30/2016	19 MI	03/30/2019	36019 MI	Applicable
✓	Emission Select State Component Ltd Wty	03/30/2016	19 MI	03/30/2023	70019 MI	Applicable
✓	Emission Limited Warranty	03/30/2016	19 MI	03/30/2019	50019 MI	Applicable
✓	Corrosion Limited Warranty	03/30/2016	19 MI	03/30/2022	100019 MI	Applicable

[redacted]9/29/2016

Page 1 of 1 Displaying Records 1 - 6 of 6

SERVICE CONTRACTS

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

SERVICE INFORMATION

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0376	Check Engine Light Illuminated and DTC P0751 Set on Vehicles Under 5,000 Miles	09/02/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016
EI	PIE0365		06/21/2016

Page 1 of 1 Displaying Records 1 - 4 of 4

VEHICLE WARRANTY CLAIM HISTORY (FROM IVH)

Service Date	Repair Order#	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/11/2015	[redacted]	ZPDI	[redacted]	PDI - Dealer Installed - Factory Invoiced Options	3 MI	Warranty
12/02/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Page 1 of 1 Displaying Records 1 - 2 of 2

REPAIR ORDER HISTORY (FROM DEALER MANAGEMENT SYSTEMS)

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
04/30/2016	[redacted]	CA	MISC REPAIRS	3	C	952 MI

Page 1 of 1 Displaying Records 1 - 1 of 1

Print Vehicle Info

▸ Select New Vehicle ▸ Back To Home

APPOINTMENT [redacted]

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 TWIFORD,JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]	[redacted]	6588/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 29SEP16			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
29SEP2016 16:04		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0114	317	WC	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS. |CC:
# B	MM	317	WC	16007 Product Safety Recall Frontal Airbag And Pretensioner Non Deploy |CC: JJ534 .3 9102716.1
# C	42	317	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

CUSTOMER STATES ONE OF THE COVERS FOR BEDLINER CAME OFF IN CARWASH LAST VISIT. DO WE HAVE AN EXTRA ONE?

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X Jorge Velazquez

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

A

COMPLAINT: Perform oil filter Retest all Fluid

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION: Prepared IPS and setup

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $

WARRANTY PARTS TURNED IN

PROBLEM	PART # OR DESCRIPTION	DATE	RECVD BY
#			
#			

ENGINE CID

4 CYL ☐ 6 CYL ☐ V6 ☐ V8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ RF _____

LR _____ RR _____

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____% RF _____%

LR _____% RR _____%

FUEL GUAGE

1/4 1/2 FULL

QUALITY TECH _____

CONTROL ASM _____

FOREMAN'S SIG X _____

LABOR RECORD

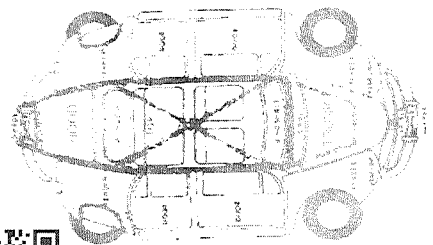
	OFF	ON
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ UNITS	
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED
	LBS OZ	LBS OZ

TOTAL HAZARDOUS WASTE DISPOSAL UNITS SO _____ C.K. _____

INDICATE ANY DAMAGE OR FLAWS ON VEHICLE BELOW. NOTIFY YOUR SERVICE ADVISOR.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Form #: Technician Hard Copy MOMENTUM AUTOMOTIVE FORMS To Reorder (877) MoMentum (877.566.3686) www.MoForms.com Copyright © 1994-2015 MoMentum Business Forms All rights reserved.

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

[redacted]

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		12269/12269	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 14MAR17			CASH	14MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
08:16 13MAR17	15:51 14MAR17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES										
	CAUSE: LOF AND ROTATE										
	CONCERN CODE: 0021										
	0600723 MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES										
		317	WC	0.01	0.80	1280	1000			10.00	10.00
	1 19330000 (S)FILTER					430	602	0	8.60	6.02	6.02
	8 19259487 OIL					2696	3776	0	5.91	4.72	37.76
	FC: 9094										
	PART#: 19259487										
	COUNT: 8					3126	4378	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						1280	1000	TLABOR			
	PARTS: 43.78 LABOR: 10.00 OTHER: 0.00 TOTAL LINE A: 53.78										
	12269 perform lof rtoated 0.80 MAINT										
B	CUSTOMER STATES VEHICLE SHAKING AT IDLE AND WHEN STOPPED AT RED LIGHTS										
	CAUSE: BULLETIN PIP5211										
	CONCERN CODE: 0323										
	4081038 SHIM BOTH ENGINE MOUNTS										
		302	WC	0.02	2.70	7965	30016			300.16	300.16
	4 47768 SHIM					200	280	0	1.25	0.70	2.80
	OLHS OTHER LABOR HOURS SOLD (ADD ON PER WARRANTY STRAIGHT TIME...)										
		302	WC	0.00	0.30	885	3335			33.35	33.35
	FC: 9090 PART#: COUNT:					200	280	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						8850	33351	TLABOR			
	PARTS: 2.80 LABOR: 333.51 OTHER: 0.00 TOTAL LINE B: 336.31										
	12269 PERFORM OBD SYSTEM CK NO DTC, NO MISFIRE FOUND BULLETIN PIP5211F 4081038 3.00 SHIM BOTH ENGINE MOUNTS AND PERFORM PICO										

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

ACCOUNTING COPY



CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8G[redacted]		12269/12269	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 14MAR17			CASH	14MAR17

R.O. OPENED	READY	OPTIONS:
08:16 13MAR17	15:51 14MAR17	SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
VERIFICATION											
C CUSTOMER STATES WHEN TAKING OFF IN DRIVE THE ENGINE SHAKES/VIBRATES											
CONCERN CODE:											
MM SEE JOB LINE B FOR REPAIRS											
	302		IPS	0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											
D PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE											
CAUSE: N/C INSPECTION											
42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE											
	317		IPS	0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00											
12269 perform 27 point TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI											
E** CUSTOMER STATES THAT SERVICE PARK ASSIST WARNING MESSAGE COMES ON											
CAUSE: PIT 5507B BB8D4											
CONCERN CODE: 0621											
2810375 PARKING ASSIST CONTROL MODULE REPROGRAMMING WITH SPS											
	368		WC	0.02	0.30	870	3335			33.35	33.35
FC: 9090 PART#: COUNT: 0 0 TPARTS											
CLAIM TYPE: ZREG											
AUTH CODE:											
870 3335 TLABOR											
PARTS: 0.00 LABOR: 33.35 OTHER: 0.00 TOTAL LINE E: 33.35											
12269 OBD TEST, U0159 HISTORY CODE FOUND BULLETIN PIT5507B 2810375 0.30 REPROGRAMMED PARK ASSIST MODULE. BB8D4											
F** RENTAL CHARGES											
CAUSE: RENTAL CHARGES											
CONCERN CODE:											
MM MISC REPAIRS											
	999		IPS	0.00	0.00	0	0			0.00	0.00

Code BB8D4

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SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

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EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 3
* PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		12269/12269	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 14MAR17			CASH	14MAR17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
08:16 13MAR17	15:51 14MAR17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	0.00				

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-13-17	09:25	09:26	0.01	W	317	A	
	09:31	09:31	0.00	W	317	D	
	16:45	16:46	0.02	W	302	B	
03-14-17	09:45	09:46	0.02	W	368	E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	37686	11000		480	4658	3326	
463	0	0		263	42344	*******	
67D	0	*******					

4/23
4.9.68
27

COST, SALE, & COMP TOTALS 14326 42344 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

Connect

John Twiford
Puente Hills Chevrolet

Service Workbench Home | Help | Print Logout

Menu & Inspection Toolkit | **View Service Info, Diagnose & Program** | Process Warranty Info | **Online Service Scheduling**

Service Consultant Toolkit

Service Workbench Home > Menu & Inspection Toolkit > View Consultant Dashboard

SELECTED VEHICLE SUMMARY

Edit Select New Vehicle

VIN 3GCPCREC8G[redacted] Mileage: 12269 Customer Name RO#: Line Items

Consultant Dashboard | Multi-Point Inspection | Maintenance Menu

Consultant Dashboard | Vehicle Build Information | Investigate Vehicle History | Print Vehicle Info

ALERTS & ACTION ITEMS

Type	Description	Action Needed	Date
Maintenance	Vehicle Qualifies for Chevrolet Scheduled Maintenance-2 visits. 1 of 2 service visits remaining as of 03/13/2017	Please use OP Code [redacted] Please review Warranty Claim History to confirm eligibility. View Program Details	03/30/2018

SERVICE CHECKLIST

VEHICLE INFORMATION

Vehicle Model: 2016 SILVERADO 1500 2WD CREW CAB
Delivery Date: 03/30/2016
Delivery Type: 010 INDIVIDUAL

CUSTOMER INFORMATION FROM GM

Address

Phone Number(s): No Contact Information Available

Email

NEXT STEPS

- View Required Field Actions
- View Applicable Warranties
- View Service Contracts
- View Service Information
- View Warranty Claim History
- View Repair Order History

ONSTAR AND SIRIUS/XM RADIO INFORMATION

ONSTAR | SIRIUS / XM RADIO

OnStar Status: Equipped - Active
Advanced Diagnostics: Yes
DMN Enabled: Yes

Radio Status: Equipped - InActive
Radio ID: K59AG30P

For OnStar contact 888.ON.STAR1 (888.667.8271).

For Sirius / XM Radio contact 877.GET.XMST (877.438.9677)

REQUIRED FIELD ACTIONS

Number	Type	Description	Release Date	Status
16007	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

APPLICABLE WARRANTIES

Valid warranties are highlighted

Valid	Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
✓	Powertrain Limited Warranty	03/30/2016	19 MI	03/30/2021	60019 MI	Applicable
✓	Chevrolet Scheduled Maintenance-2 visits	03/30/2016	19 MI	03/30/2018	24019 MI	1 of 2 visits remaining
✓	Bumper to Bumper Limited Warranty	03/30/2016	19 MI	03/30/2019	36019 MI	Applicable
✓	Emission Select State Component Ltd Wty	03/30/2016	19 MI	03/30/2023	70019 MI	Applicable
✓	Emission Limited Warranty	03/30/2016	19 MI	03/30/2019	50019 MI	Applicable
✓	Corrosion Limited Warranty	03/30/2016	19 MI	03/30/2022	100019 MI	Applicable

Page 1 of 1 Displaying Records 1 - 6 of 6

SERVICE CONTRACTS

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

SERVICE INFORMATION

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016
EI	PIE0376	Check Engine Light Illuminated and DTC P0751 Set on Vehicles Under 5,000 Miles	09/02/2016
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	03/15/2016
EI	PIE0365		06/21/2016

Page 1 of 1 Displaying Records 1 - 4 of 4

VEHICLE WARRANTY CLAIM HISTORY (FROM IVH)

Service Date	Repair Order#	Transaction Type	OP Code	Description	Odometer Reading	Service Type
09/29/2016	[redacted]	ZFAT	[redacted]	16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	6588 MI	Warranty
09/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 MI	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 MI	Warranty
12/02/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 MI	Warranty

Page 1 of 1 Displaying Records 1 - 4 of 4

REPAIR ORDER HISTORY (FROM DEALER MANAGEMENT SYSTEMS)

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
09/30/2016	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I,W	6,588 MI
04/30/2016		CA	MISC REPAIRS	3	C	952 MI

Page 1 of 1 Displaying Records 1 - 2 of 2

Print Vehicle Info

Select New Vehicle Back To Home

#PIT5507B: Service Park Assist Message At Start Up With DTC U0159 And/Or False Alerts - (Dec 21, 2016)

Subject: Service Park Assist Message At Start Up With DTC U0159 And/Or False Alerts

Models: 2015-2016 Cadillac Escalade Models
2014 Chevrolet Silverado 1500
2015-2016 Chevrolet Silverado, Suburban, Tahoe
2014 GMC Sierra 1500
2015-2016 GMC Sierra and Yukon Models
With Ultrasonic Park Assist System (RPO UD5 or UD7)

This PI was superseded to update the Recommendation with additional repair and parts information. Please discard PIT5507A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some owners may comment of any of the following Parking Assist System issues:

1. Unwanted/false alerts suggesting there is an object in front and/or behind the vehicle when there is nothing there. This issue is more prevalent when it is raining or snowing.
2. (This concern only applies to 2016 models) At times when the truck is first started, there is a "Service Parking Assist" message displayed. If the ignition is cycled off and back on, the message will be gone. When scanning for DTC's, a U0159 will be set in the IPC and/or BCM. This concern only occurs at start up and is very random.

Recommendation/Instructions

Engineering has developed updated Parking Assist Control Module (K41) calibrations to correct these concerns. Reprogram the K41 Parking Assist Control Module with the latest calibrations currently available in TIS2WEB.

Additional information for Condition 1

This information ONLY applies to the front park assist sensors on 2016 Silverado/Sierra 1500 models

The new calibration will greatly improve unwanted/false alerts.

If the issue continues, after the park assist module has been programmed with the new calibration, it is possible the front park assist sensor rings are incorrect.

If the front park assist sensor(s) have been replaced previously for any reason, some replacement park assist sensors were coming with the incorrect sensor ring.

The incorrect sensor rings did not have the scallops/reliefs molded into the ring, as shown below.

Remove the front park assist sensor(s) and inspect the sensor rings for scallops/reliefs molded into the ring.

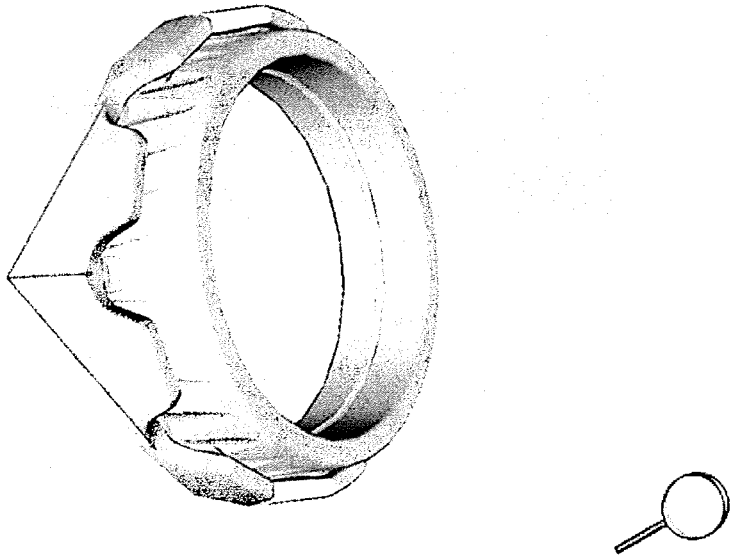
If there are no scallops/reliefs molded into the ring, the wrong sensor ring(s)are installed. Replace the sensor ring(s) with GM part number 84075328, shown below.

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[redacted]

It is imperative when installing the sensor rings to pay close attention that the sensor and ring are properly installed.

If the sensor and ring are not properly installed and there is binding/misalignment/etc. of the sensor/ring, it will continue to cause unwanted/false alerts.



Parts Information

Part Number	Description	Qty
84075328*	Front Park Assist Sensor Ring	As Needed
*For use only on 2016 Silverado/Sierra 1500 Models.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Warranty Information

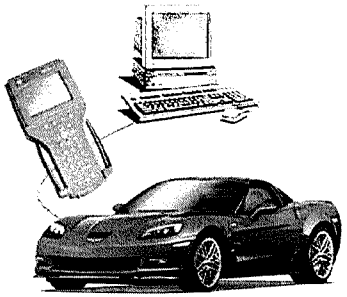
For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
[redacted]	Parking Assist Control Module Reprogramming with SPS	Use Published Labor Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION



ProgrammingComplete.

Parking Assist Control Module - Programming (K41)

2017-03-14 09:29:07 -07:00

WarrantyClaim Code: BB8D4

Record this code on the warranty repair order (if applicable).

Post ProgrammingInstructions:

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset controller.

Controller SpecificInstructions:

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

VIN 3GCPCREC8GG[redacted]

Print | Clear DTCs | Proceed with same VIN | New | Cancel

APPOINTMENT Lube 19A Tune

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 TWIFORD,JOHN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		12269/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 13MAR17			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
13MAR2017 08:16		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	[redacted]	317	WC	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES |CC: Perform 1st Rotate
# B	MM 302		WC	CUSTOMER STATES VEHICLE SHAKING AT IDLE AND WHEN STOPPED AT RED LIGHTS |CC: 4081038 2.7 .3 30 PCM verification Bulletin PIP5211
# C	MM		WC	CUSTOMER STATES WHEN TAKING OFF IN DRIVE THE ENGINE SHAKES/VIBRATES |CC: 3rd 1st B
# D	42	317	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE Perform 27 Point
# E	MM		WC	CUSTOMER STATES SERVICE PARK ASSIST WARNING MESSAGE COMES ON. Owner called in 3-13-17 8:40am BL 2810325 03

3-14-17 AH

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

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EST. $ _____

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X Jorge Velazquez

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

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TECHNICIAN COPY

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT: Reform OBD system ck no DTC

CAUSE: NO misfire Found Bulletin PIP5211F

CORRECTION: Shim Both Engine mounts, and Reform PCO verification

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $
(E) OBD TEST U0154 HISORY FOUND BULLETIN PIT5507B REPROGRAMMED ANTI THEFT MODULE BB8D4			

WARRANTY PARTS TURNED IN

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY
#			
#			

ENGINE CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ RF _____

LR _____ RR _____

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ % RF _____ %

LR _____ % RR _____ %

FUEL GUAGE

1/4 1/2 FULL

QUALITY TECH _____

CONTROL ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET — OFF 7 — ON

FLAG SHEET — OFF 6 — ON

FLAG SHEET — OFF 5 — ON

FLAG SHEET — OFF 4 — ON

FLAG SHEET — OFF 3 — ON

FLAG SHEET — OFF 2 — ON

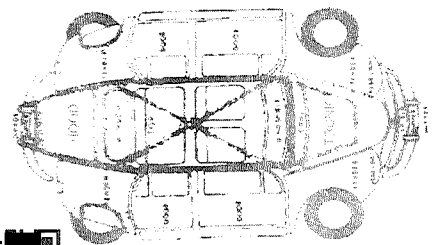
FLAG SHEET — OFF 1 — ON

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ UNITS	
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED
	LBS OZ	LBS OZ

TOTAL HAZARDOUS WASTE DISPOSAL UNITS SO. c X

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

PAGE 1
* PRE-INVOICE **
SERVICE ADVISOR: 395 HECTOR M YANEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18140/18140	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 07AUG17			CASH	08AUG17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:04 07AUG17	13:54 08AUG17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
CAUSE: N/C INSPECTION											
	42		PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE								
		311	IPS	0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
18140 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI											
B	CUST STATES KNEE BOLSTER RATTLES AND MAKES NOISE										
CAUSE: DASH PANEL LOOSE											
CONCERN CODE: 0821											
	1033250		INSTRUMENT PANEL ASSEMBLY REPLACEMENT								
		368	WC	0.05	2.00	5800	22234			222.34	222.34
	FC: 6025 PART#: COUNT:					0	0 TPARTS				
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						5800	22234 TLABOR				
PARTS: 0.00 LABOR: 222.34 OTHER: 0.00 TOTAL LINE B: 222.34											
18140 ROAD TESTED VEHICLE AND VERIFIED COMPLAINT, REMOVED KNEE BOLSTER. ROAD TESTED AGAIN, DIAGNOSED AND FOUND LEFT LOWER DASH PANEL BOLTS LOOSE. 1033250 2.00 TIGHTENED ALL DASH PANEL BOLTS AND ROAD TESTED AGAIN, NO RATTLE. RE-INSTALLED KNEE BOLSTER AND PREVIOUSLY REMOVED PARTS. START MI 18143 STOP MI 18146											
C	CUST STATES THAT WHENEVER THEY PRESS ON THE GAS ITS SLUGGISH TO RESPONSE										
CAUSE: .											
CONCERN CODE:											
	MM		MISC REPAIRS								
		302	WC	0.00	0.00	0	0			0.00	0.00
						0	0 TPARTS				
						0	0 TLABOR				
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											
D	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE										

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

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EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

** PRE-INVOICE **

SERVICE ADVISOR: 395 HECTOR M YANEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18140/18140	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 07AUG17			CASH	08AUG17

R.O. OPENED	READY	OPTIONS:
09:04 07AUG17	13:54 08AUG17	SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	(AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.										
CAUSE: LOF & TIRE ROTATION SPECIAL											
	0114										
	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.										
		311	CP	0.00	0.80	1280	1300			13.00	13.00
	1 19330001 (S) FILTER					317	597	0	6.34	5.97	5.97
	8 19352900 OIL					2832	3904	0	6.00	4.88	39.04
	1 HAZWA HAZ WASTE					0	240	0	2.40	2.40	2.40

PARTS: 47.41 LABOR: 13.00 OTHER: 0.00 TOTAL LINE D: 60.41

18140 0.80 performed lof and rotate

EST: 59.95 07AUG17 09:04 SA: 395

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-07-17	10:36	10:36	0.00	W	311	A D	
08-08-17	12:05	12:08	0.05	W	368	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
463	0	0		462	22234	5800	
460A	1300	1280		467	4501	3149	
77D	240	0		324	439	0	
67D	0	*******		263	22234	*******	
225	6480	*******					

COST, SALE, & COMP TOTALS 10229 28275 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

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RECEIVED BY _____

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EST. $ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	13.00
PARTS AMOUNT	47.41
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	60.41
LESS INSURANCE	0.00
SALES TAX	4.39
PLEASE PAY THIS AMOUNT	64.80

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

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ACCOUNTING COPY

Vehicle Report

Printed on: 8/7/2017 11:43 AM

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted] **Odometer:** 18140 mi | **Delivery Date:** 3/30/2016
Service Advisor: Armando Moreno

WORKBENCH
Service Menu & Inspection Toolkit

Oil Life : 26%

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	LUBE OIL AND FILTER CHANGE ROTATE TIRES	3/14/2017	MPVI
✔ Accepted	SOFTWARE REPROGRAM FOR PARK ASSIST	3/14/2017	MPVI
✔ Accepted	SHIM ENGINE MOUNTS	3/14/2017	MPVI
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	3/14/2017	Factory

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 12269 mi.
Driving Conditions:

Previous Menu: 3/14/2017
Previous MPVI: 3/13/2017

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	3/15/2016
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
3/13/2017	[redacted]	ZREG	[redacted]	Parking Assist Control Module Reprogramming with SPS	12269 mi.	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 mi.	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 mi.	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 mi.	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 mi.	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 mi.	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 mi.	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed.

Vehicle Report

Printed on: 8/7/2017 11:43 AM

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted] | **Odometer:** 18140 mi | **Delivery Date:** 3/30/2016
Service Advisor: Armando Moreno

WORKBENCH
Service Menu & Inspection Toolkit

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 mi.	3/30/2021	60019 mi.	✓ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 mi.	3/30/2018	24019 mi.	✗ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 mi.	3/30/2019	36019 mi.	✓ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 mi.	3/30/2023	70019 mi.	✓ Applicable
Emission Limited Warranty	3/30/2016	19 mi.	3/30/2019	50019 mi.	✓ Applicable
Corrosion Limited Warranty	3/30/2016	19 mi.	3/30/2022	100019 mi.	✓ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

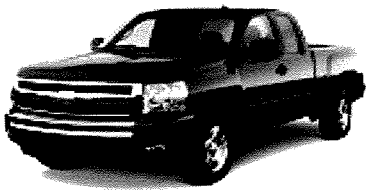
	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	3/14/2017	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	7	I, W	12269 mi.
	9/30/2016	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 mi.
	4/30/2016	[redacted]	CA	MISC REPAIRS	3	C	952 mi.

Please Note: This document may be considered current for 24 hours from the time it was printed.

Puente Hills Chevrolet CA

Recommended Maintenance Schedule

Jesus Amaya 626.913.0440



2016 Chevrolet Silverado	VIN: 3GCPCREC8GG[redacted]
5.30L 8	Odometer: 18140
RWD	08/07/2017

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$42.17	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	$19.95		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

N\A	22500 Miles		45000 Miles	
	Replace cabin air filter	$74.95 and Up	Change brake fluid (or every 3 years, whichever occurs first).	$129.05
	Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD)	See Advisor
	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00	For GVW under 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor
	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
			Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
			Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)	See Advisor
			Replace cabin air filter	$74.95 and Up
			Replace engine air filter	$34.95 and Up
			Replace automatic transmission fluid	$195.00 and Up

Dealer Recommended Maintenance

Recent 15000 Miles		Current 20000 Miles		Next 25000 Miles	
Throttle Body Service	$99.15	2 Wheel Alignment	$128.00	Power Steering Fluid Service	$119.95
		4 Wheel Alignment	$165.00	Transfer Case Service (4wd)	$149.45
				Brake Fluid Exchange	$129.14

Advisor Signature

Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
7:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

Service Department: (877) 241-1312

www.chevroletpuentehills.com

Puente Hills Chevrolet CA

Recommended Maintenance Schedule

Jesus Amaya 626.913.0440



2016 Chevrolet Silverado	**VIN: 3GCPCREC8GG[redacted]**
5.30L 8	**Odometer: 18140**
RWD	**08/07/2017**

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$42.17	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	$19.95		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

N\A	22500 Miles		45000 Miles	
	Replace cabin air filter	$74.95 and Up	Change brake fluid (or every 3 years, whichever occurs first).	$129.05
	Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD)	See Advisor
	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00	For GVW under 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor
	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
			Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
			Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)	See Advisor
			Replace cabin air filter	$74.95 and Up
			Replace engine air filter	$34.95 and Up
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Dealer Recommended Maintenance

Recent 15000 Miles		Current 20000 Miles		Next 25000 Miles	
Throttle Body Service	$99.15	2 Wheel Alignment	$128.00	Power Steering Fluid Service	$119.95
		4 Wheel Alignment	$165.00	Transfer Case Service (4wd)	$149.45
				Brake Fluid Exchange	$129.14

Advisor Signature

Customer Signature

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Service Hours:
7:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

Service Department: (877) 241-1312

www.chevroletpuentehills.com

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 395 YANEZ,HECTOR M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18140/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 07AUG17			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
07AUG2017 09:04		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	42		IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

311

B MM 308 WC CUST STATES KNEE BOLSTER RATTLES AND MAKES NOISE |CC: 1033250 20

8.9 17 DH

C MM 307 .3 WC CUST STATES THAT WHENEVER THEY PRESS ON THE GAS ITS SLUGGISH TO RESPONSE |CC: 4029959.3

D 0114 0.8 CP PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.

311 performed oil & Rotate

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

PR[redacted]

AUTHORIZED BY [redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

Notice to Consumer: Please read important information on back.

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TECHNICIAN COPY

COMPLAINT:

CAUSE:

A

CORRECTION:

LABOR RECORD

FLAG SHEET

FLAG SHEET

Road tested vehicle, verified complaint. Readjusted again & ~~verified~~ complaint. Found left cover dash panel ~~Diagnosed~~ loose & causing rattle. Tightened all dash panel bolts. Road tested again, no rattle. Reinstalled all previously removed panels. Start mi: 18143

Stop mi: 18146

Perform OBD system ck ~~no DTC~~, ck Bulletins

CAUSE: Road test vehicle from ~~70~~ 18140 to 18143.

CORRECTION: Cust concern not present at this time

STRAIGHT TIME (HOURS.)	FLAT RATE	R/O NO [redacted]	TIME	OFF 4
	2.0	OPER. NO. EMP. NO. 368		AUG 8 AM 11:43 ON AUG 9 AM 9:46

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

STRAIGHT TIME (HOURS.)	FLAT RATE	R/O [redacted]	TIME	OFF 2
0 3		OPER. NO. EMP. NO. 302		AUG 7 PM 3:13 ON AUG 7 PM 2:25

COMPLAINT:

CAUSE:

D

CORRECTION:

ENGINE OIL

TIRE CONDITION

BRAKE CONDITION

FUEL GUAGE

QUALITY CONTROL TECH ASM

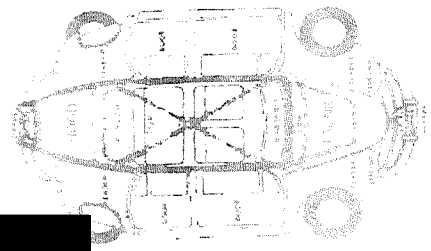
FOREMANS O.K. X

REVISED ESTIMATE WORKSHEET

ITEMS TO INCLUDE TYPE LINE NUMBER PARTS LABOR TOTALS

WARRANTY PARTS TURNED IN

PROBLEM PART # OR DESCRIPTION DATE RECD BY



[redacted]

PRIOR DAMAGE

CUSTOMER #: [redacted]

[redacted]

[redacted]

PUENTE HILLS

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
PRE-INVOICE **
SERVICE ADVISOR: 395 HECTOR M YANEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18170/18170	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 09AUG17			CASH	14AUG17

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:56 09AUG17	13:21 14AUG17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE										
CAUSE: N/C INSPECTION											
	42		PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE								
		304	IPS	0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
18170 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI											
B	CUST STATES AFTER PICKING VEH UP WHEN BRAKING VEH AT TIMES DOES NOT STOP ALSO ON BACKING UP & BRAKING PEDAL DOWN VEH KEEPS ROLLING										
CAUSE: .											
CONCERN CODE:											
	MM		ROAD TEST VEH OBD CHECK NO DTC'S UNABLE TO VERIFY CUST CONCERN AT THIS TIME								
		304	WC	0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00											
18170 road test vehicle and perform obd system check vehicle operating to design											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-09-17	12:15	12:15	0.00	W	304	B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
463	0	0		462	0	0	
67D	0	*******		263	0	*******	

COST, SALE, & COMP TOTALS 0 0 0

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

ACCOUNTING COPY



Vehicle Report

Printed on: 8/9/2017 12:37 PM

WORKBENCH
Service Menu & Inspection Toolkit

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted] **Odometer:** 18170 mi | **Delivery Date:** 3/30/2016
Service Advisor: Hector Yanez

Oil Life : 99%

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	3/14/2017	Factory

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 18140 mi.
Driving Conditions:
Previous Menu: 3/14/2017
Previous MPVI: 8/7/2017

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	3/15/2016
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
3/13/2017	[redacted]	ZREG	[redacted]	Parking Assist Control Module Reprogramming with SPS	12269 mi.	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 mi.	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 mi.	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 mi.	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 mi.	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 mi.	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 mi.	Warranty

Please Note: This document may be considered current for 24 hours from the time it was printed

Vehicle Report Printed on: 8/9/2017 12:37 PM

2016 CHEVROLET SILVERADO 1500 2WD CREW CAB
VIN: 3GCPCREC8GG[redacted] **Odometer:** 18170 mi | **Delivery Date:** 3/30/2016
Service Advisor: Hector Yanez

WORKBENCH
Service Menu & Inspection Toolkit

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 mi.	3/30/2021	60019 mi.	✓ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 mi.	3/30/2018	24019 mi.	✗ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 mi.	3/30/2019	36019 mi.	✓ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 mi.	3/30/2023	70019 mi.	✓ Applicable
Emission Limited Warranty	3/30/2016	19 mi.	3/30/2019	50019 mi.	✓ Applicable
Corrosion Limited Warranty	3/30/2016	19 mi.	3/30/2022	100019 mi.	✓ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	3/14/2017	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	7	I, W	12269 mi.
	9/30/2016	[redacted]	CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 mi.
	4/30/2016	[redacted]	CA	MISC REPAIRS	3	C	952 mi.

Please Note: This document may be considered current for 24 hours from the time it was printed

Service Lane eAdvisor

DTC Report

VIN: 3GCPCREC8GG[redacted]

Date: 8/9/2017 9:37:44 AM

DTCs Read

Code	Description	Failure Code	Status
B127B	Rear Camera Input Signal Circuit	2B - missing reference	History
B1325	Control Module Power Circuit	03 - voltage below threshold	History

TODAY Brakes

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 395 YANEZ,HECTOR M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18170/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 09AUG17			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09AUG2017 09:56		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	42		IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
# B	MM	81	WC	CUST STATES AFTER PICKING VEH UP WHEN BRAKING VEH AT TIMES DOES NOT STOP ALSO ON BACKING UP & BRAKING PEDAL DOWN VEH KEEPS ROLLING |CC:

18170 to 18173 NPF

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

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EST. $ _____

Notice to Consumer: Please read important information on back.

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

PRE[redacted]

AUTHORIZED BY X[redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM169963 EPA # CAD983667791

TECHNICIAN COPY

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION: Road test Vehicle and Rev For OBD System Check No ABS Codes Found

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $

WARRANTY PARTS TURNED IN

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY
#			
#			

ENGINE CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ RF _____

LR _____ RR _____

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ % RF _____ %

LR _____ % RR _____ %

FUEL GUAGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

FOREMAN'S SIG. X _____

JOB REPORT

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

FLAG SHEET

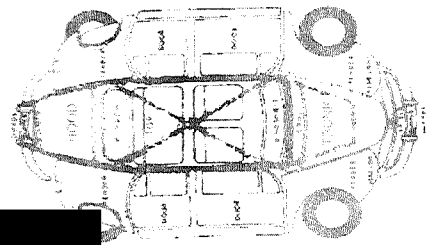
FLAG SHEET

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	TIRE DISPOSAL FEE @ UNITS	
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED
	LBS OZ	LBS OZ

TOTAL HAZARDOUS WASTE DISPOSAL UNITS GO c X

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

[redacted]

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

* PRE-INVOICE **

SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		24132/24132	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 05FEB18			CASH	05FEB18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:03 05FEB18	11:40 05FEB18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.										
CAUSE: LOF & TIRE ROTATION SPECIAL											
	0114		PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.								
		359	CP	0.00	0.60	1080	2435			24.35	24.35
	HAZ	HAZ	WASTE OIL CHARGE			240	240			2.40	2.40
	8	B19352900	0W-20 DEXOS			2248	2696	0	3.37	3.37	26.96
	1	19330001	(S)FILTER			317	864	0	8.64	8.64	8.64
PARTS: 35.60 LABOR: 24.35 OTHER: 2.40 TOTAL LINE A: 62.35											
24132 0.60 performed lof and rotate											
B	REPLACED AIR FILTER										
CAUSE: AIR FILTER											
	15		REPLACED AIR FILTER								
		359	CP	0.00	0.10	180	1200			12.00	12.00
	1	22845992	(S)ELEMENT			2011	4023	0	40.23	40.23	40.23
PARTS: 40.23 LABOR: 12.00 OTHER: 0.00 TOTAL LINE B: 52.23											
24132 0.10 replaced air filter											
C	PERFORM FUEL SYSTEM SERVICE: OUR TECHNICIAN WITH POWERFUL AND EFFECTIVE SAFE CLEANER, WILL CLEAN THIS VEHICLES FUEL PASSAGES, THROTTLE BODY, TOP OF INTAKE VALVES & COMBUSTION CHAMBERS. THIS WILL REDUCE HARMFUL EMISSIONS AND IMPROVE LOST PERFORMANCE										
CAUSE: PREVENTATIVE MAINTENANCE PER CUSTOMER REQUEST											
	1EFI		PERFORM FUEL SYSTEM SERVICE: OUR TECHNICIAN WITH POWERFUL AND EFFECTIVE SAFE CLEANER, WILL CLEAN THIS VEHICLES FUEL PASSAGES, THROTTLE BODY, TOP OF INTAKE VALVES & COMBUSTION CHAMBERS. THIS WILL REDUCE HARMFUL EMISSIONS AND IMPROVE LOST PERFORMANCE								
		359	CP	0.00	2.00	3600	17946			179.46	179.46

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM EPA # CAD

ACCOUNTING COPY

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

PRE-INVOICE **
SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		24132/24132	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 05FEB18			CASH	05FEB18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:03 05FEB18	11:40 05FEB18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1	7553		INJ-KIT-F			2026	3549	0	35.49	35.49	35.49

PARTS: 35.49 LABOR: 179.46 OTHER: 0.00 TOTAL LINE C: 214.95

24132 2.00 performed efi service
D** PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
CAUSE: N/C INSPECTION

42	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE								0.00	0.00
	359	IPS	1.42	0.00	0	0			0.00	0.00

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

24132 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET
(ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES
___35__ PSI --- REAR RIGHT & LEFT TIRES ___35__ PSI
E** UPON INSPECTION FOUND FRONT BRAKES WORN UNEVENLY
CONCERN CODE:

MM	MISC REPAIRS								0.00	0.00
	359	WC	0.05	0.00	0	0			0.00	0.00
1	84218390	(S)	PAD KIT		5750	8050	0	115.00	80.50	80.50
					5750	8050	TPARTS			
					0	0	TLABOR			

PARTS: 80.50 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 80.50

24132 upon inspection found front brake pads worn unevenly. L/F @3mm R/F @6mm Rotors L/F 29.48mm R/F 29.41 mm
Replaced front pads and machine rotors. After machine front rotors L/F 29.33 R/F 29.31
PER DOC ID# 4817999

EST: 59.95 05FEB18 09:03 SA: 303

EST: 339.95 05FEB18 09:06 SA: 303
CONTACT: .

LIMITED WARRANTY
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SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

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RECEIVED BY _____

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EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM EPA # CAD

ACCOUNTING COPY

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

** PRE-INVOICE **

SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		24132/24132	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 05FEB18			CASH	05FEB18

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
09:03 05FEB18	11:40 05FEB18	

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

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-05-18	09:33	10:58	1.42	W	359	D C B A	
	10:58	11:01	0.05	W	359	E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460A	21581	4860		77D	240	240	
491	2696	2248		467	8436	4354	
463	0	0		462	0	0	
480	8050	5750		324	1030	0	
225	33983	*******		67D	0	*******	
263	8050	*******					

COST, SALE, & COMP TOTALS 17452 41003 0

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SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

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RECEIVED BY _____

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EST. $ _____

DESCRIPTION	TOTALS
LABOR AMOUNT	215.81
PARTS AMOUNT	111.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.40
TOTAL CHARGES	329.53
LESS INSURANCE	0.00
SALES TAX	10.30
PLEASE PAY THIS AMOUNT	339.83

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM EPA # CAD

ACCOUNTING COPY

Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 24132 mi

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Oil Life : 19%

Subscription Statuses

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics Report:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

No information found for this vehicle

Last Maintenance

No information found for this vehicle

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0365		6/21/2016

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
8/7/2017	[redacted]	ZREG	[redacted]	Emissions - Customer Concern Not Duplicated (CCND)	18140 miles	Warranty
8/7/2017		ZREG		Instrument Panel Assembly Replacement	18140 miles	Warranty
3/13/2017		ZREG		Parking Assist Control Module Reprogramming with SPS	12269 miles	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 miles	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 miles	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 miles	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 miles	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 miles	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 miles	Warranty

Printed on: 2/5/2018 11:57 AM

Please Note: This document may be considered current for 24 hours from the time it was printed

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 24132 m[redacted]

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 miles	3/30/2021	60019 miles	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 miles	3/30/2018	24019 miles	✖ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 miles	3/30/2019	36019 miles	✔ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 miles	3/30/2023	70019 miles	✔ Applicable
Emission Limited Warranty	3/30/2016	19 miles	3/30/2019	50019 miles	✔ Applicable
Corrosion Limited Warranty	3/30/2016	19 miles	3/30/2022	100019 miles	✔ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	8/14/2017	[redacted]	CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	2	I, W	18170 miles
	8/9/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	4	I, W	18140 miles
	8/8/2017		CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	1	C	18140 miles
	3/14/2017		CA	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE4 TIRES	7	I, W	12269 miles
	9/30/2016		CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 miles
	4/30/2016		CA	MISC REPAIRS	3	C	952 miles
	12/15/2015		CA	PERFORM PRE-DELIVERY INSPECTION...	2	I, W	3 miles

Printed on: 2/5/2018 11:57 AM

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Service Lane eAdvisor

DTC Report

VIN: 3GCPCREC8GG[redacted]

Date: 2/5/2018 8:57:04 AM

DTCs Read

Code	Description	Failure Code	Status
B1325	Control Module Power Circuit	03 - voltage below threshold	History
U0164	Lost Communication with HVAC Control Module	00 - no additional information	History

Puente Hills Chevrolet CA

Recommended Maintenance Schedule



2016 Chevrolet Silverado	VIN: 3GCPCREC8GG[redacted]
5.30L 8	Odometer: 24132
RWD	02/05/2018

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$42.17	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	$19.95		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

N\A

22500 Miles		45000 Miles	
Replace cabin air filter	$74.95 and Up	Change brake fluid (or every 3 years, whichever occurs first).	$129.05
Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up	For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD)	See Advisor
Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00	For GVW under 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor
For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
		Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
		Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)	See Advisor
		Replace cabin air filter	$74.95 and Up
		Replace engine air filter	$34.95 and Up
		Replace automatic transmission fluid	$195.00 and Up

Dealer Recommended Maintenance

Recent 20000 Miles		Current 25000 Miles		Next 30000 Miles	
2 Wheel Alignment	$128.00	Power Steering Fluid Service	$119.95	Fuel Induction Service	$219.95
4 Wheel Alignment	$165.00	Transfer Case Service (4wd)	$149.45	Cooling System Service	$139.95
		Brake Fluid Exchange	$129.14	Throttle Body Service	$99.15
				Front Diff Svc (4wd)	$99.15
				Rear Diff Svc (Rwd)	$195.45
				2 Wheel Alignment	$128.00
				4 Wheel Diff + Trans Svc (4wd)	$395.45
				4 Wheel Alignment	$165.00

Advisor Signature

Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
7:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

Service Department: (877) 241-1312

www.chevroletpuentehills.com

#PIT5377E: Uneven Front Brake Pad Wear - (May 26, 2017)

Subject: Uneven Front Brake Pad Wear

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2017		All	All	All	All
Chevrolet	Silverado 1500	2014-2017		All	All	All	All
Chevrolet	Suburban LD	2015-2017		All	All	All	All
Chevrolet	Tahoe	2015-2017		All	All	All	All
GMC	Sierra 1500	2014-2017		All	All	All	All
GMC	Yukon	2015-2017		All	All	All	All

Does NOT apply to Police Pursuit Tahoe (RPO 9C1) and/or NOT intended to cover situations of common or average disc brake wear.

Supersession Statement

This PI was superseded to add the 2017 model year and update the Recommendation and Parts sections. Please discard PIT5377D.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

During a brake inspection, some complaints of uneven front brake pad wear have been reported. The vehicle may have low mileage, typically around 10K miles. The inner pad on either the front left or right side may be worn out. It is considered uneven pad wear if one of the following is true:

- Inboard to outboard brake pad wear difference of 3mm or greater for 'normal' highway driving (no heavy loads, without trailer towing, without frequent elevation changes)
- Inboard to outboard brake pad wear difference of 6mm or greater for the following driving conditions: heavy city driving, frequent elevation changes, frequent trailer towing, heavy loads.

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- DO NOT use any air tools to remove or install the brake caliper bolts. Use hand tools ONLY.
- Install an open end wrench to hold the caliper guide pin in line with the brake caliper while removing or installing the brake caliper bolt. DO NOT allow the open end wrench to come in contact with the brake caliper.
- When compressing the caliper pistons, use large C-clamps over the top of the caliper housing and against the back of the outboard pad. Slowly tighten the C-clamps until the pistons are pushed completely into the caliper bores. Using this method will help determine if there is anything binding.

After completing normal diagnostics, if a root cause for the uneven pad wear is not found, replace the front brake pads with the part number in the table below. Refer to the Brake Rotor Surface and Wear Inspection information in SI to determine if the brake rotor(s) require servicing or replacement. If the brake rotors require service due to excessive heat checking/blueing, it is recommended to replace the rotors rather than attempting to refinish the rotor(s) for this issue. Refer to the parts catalog for the correct O.E.M. rotor part number, which are Ferritic Nitro-Carburizing (FNC) rotors.

Note: The brake pad kit part number listed below is intended to be used together with the O.E.M. brake rotors. If the rotors were previously replaced with part number 22950035 (NON-FNC), per the earlier version of this PI, and the vehicle now requires brake rotors, refer to the parts catalog and replace both rotors with the O.E.M. brake rotors.

After repairs and pad burnishing have been completed, test drive the vehicle for 20-30 miles. The test drive needs to be performed on an open road at cruising speeds (55 mph+) where very little braking is actually performed. Immediately after returning from the test drive, lift the truck up on a hoist and spin both front wheels by hand, checking for a wheel that is hard to spin. If a wheel is hard to spin, it may be an indication of a brake drag. While the condition is present, perform normal SI diagnostics to determine the cause of the drag (caliper piston binding, binding pads or pins in the bracket, brake hose restriction, etc). Repair if necessary and re-evaluate the concern.

Parts Information

Part Number	Description	Qty
22742382	PAD KIT-FRT DISC BRK	1
* Refer to Parts Catalog	ROTOR-FRT DISC BRK	As needed

* If the front brake rotors were previously replaced with PN 22950036 (NON-FNC), per an ealier version of this PI, then both front rotors need to be replaced with the PN specified in the parts catalog.

Warranty Information

The correction for this concern may be one of several repairs described above. For vehicles repaired under warranty, please use the appropriate warranty labor operation based on the original cause in addition to well documented straight time, if necessary.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Additional SI Keywords

Grind Grinding Scrape Scraping

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and

WE SUPPORT VOLUNTARY

safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



TECHNICIAN CERTIFICATION

[redacted]

11:15AM WAITED

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER
REPRINT
PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 303 RODRIGUEZ, RENE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		24132/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 05FEB18			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
05FEB2018 09:03		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0114	389	CP	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.
				Perf lof at mi .6
# B	15		CP	REPLACED AIR FILTER
				Perf air filter .1
# C	1EFI		CP	PERFORM FUEL SYSTEM SERVICE: OUR TECHNICIAN WITH POWERFUL AND EFFECTIVE SAFE CLEANER, WILL CLEAN THIS VEHICLES FUEL PASSAGES, THROTTLE BODY, TOP OF INTAKE VALVES & COMBUSTION CHAMBERS. THIS WILL REDUCE HARMFUL EMISSIONS AND IMPROVE LOST PERFORMANCE
				Perf EFI 2.0
# D	*42		IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE ✓
				Perf 27 pt
E				add on ck for uneven wear 3mm vs 6mm 2/5/18 10am upon inspection found brakes worn unevenly
				24/20150 .9, 77 add 87 front pads machine rotors
				2420150 - .9 add to refinish rotor both - .7

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

PRE[redacted]

AUTHORIZED BY X [redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

340 05FEB 09:06 303

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

BAR # AM EPA #

Notice to Consumer: Please read important information on back.

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TECHNICIAN COPY

COMPLAINT:

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT: upon inspection found front Pads worn unevenly

CAUSE: L/F @3mm R/F @7mm Rotors L/F 29.48 R/F 29.41

~~E~~ **C**

CORRECTION: Replaced front Pads and machine rotors after machine Front Rotors L/F ~~29~~ 29.33 R/F 29.31

COMPLAINT:

CAUSE:

D

CORRECTION:

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER	PARTS $	LABOR $	TOTAL $

PARTS TURNED IN Pads

WARRANTY PARTS TURNED IN

PROBLEM	PART #	DESCRIPTION	DATE	RECV. BY
1				
2				

DATE 2-5-15

RECEIVED [redacted]

ENGINE CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ RF ____

LR ____ RR ____

TIRE PRESSURE

LF ____ psi RF ____ psi

LR ____ psi RR ____ psi

BRAKE CONDITION

LF ____ MM RF ____ MM

LR ____ MM RR ____ MM

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH ____ ASM ____

FOREMAN'S SIG. X ____

[redacted]

LABOR RECORD

	OFF	ON
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET		
FLAG SHEET	1	

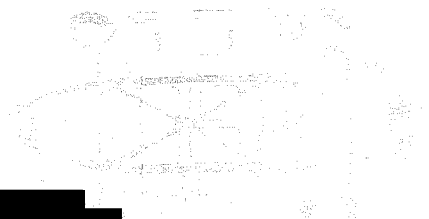
checked calips- slides not binding move freely, check No restrictions

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	BATTERY DISPOSAL FEE @ $	X
	TIRE DISPOSAL FEE @ $ EACH	X
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED
	LBS ____ OZ	LBS ____ OZ

TOTAL HAZARDOUS WASTE DISPOSAL UNITS $0. ____ @ X

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Form #: Technician Hard Copy McMARTIN AUTOMOTIVE FORMS To Reorder (877) McMartin (877-626-2784) www.McForms.com Copyright © 1995-2013 McMartin Business Forms. All rights reserved.

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CA[redacted]91748
PHONE (626) 9[redacted]

SERVICE ADVISOR: 2328 Mark Beck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/27603	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	17MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
08:38 15MAY18	12:57 17MAY18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THAT CAR HAS DELAY AFTER STEPPING ON THROTTLE BEFORE ACCELERATING											
CAUSE: .											
CONCERN CODE:											
NO TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANK YOU FOR YOUR PATIENCE.											
	302	WC		0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
B CUSTOMER STATES THAT THERE IS LOUD NOISEFROM UNDER CAR WHEN PUT INTO REVERSE											
CAUSE: .											
CONCERN CODE:											
NO TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANK YOU FOR YOUR PATIENCE.											
	304	WC		0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00											
27603 test vehicle , vehicle operating to design											
C CUSTOMER STATES WHEN BACKING UP THE BRAKE PEDAL DOES ENGAUGE RIGHT AWAY. DELAY IN PEDAL REACTING											
CAUSE: BULLETIN PIT5361C											
CONCERN CODE: 0131											
2480118 Replace vacuum pump, belts, vacuum pump to booster hose, v											
	304	WC		0.02	2.80	7560	31906			319.06	319.06
1	12669488	(S)PUMP				12106	16948	0	242.13	169.48	169.48
1	23135220	(S)BOOSTER				7946	11124	0	158.91	111.24	111.24
1	20925765	(S)CYLINDER				6995	9793	0	139.90	97.93	97.93
1	23135228	(S)PIPE				3662	5127	0	73.24	51.27	51.27

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 2
** PRE-INVOICE **

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 2328 Mark Beck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/27603	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	17MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
08:38 15MAY18	12:57 17MAY18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	FC: 9090										
	PART#: 12669488										
	COUNT: 1					30709	42992	TPARTS			
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						7560	31906	TLABOR			

PARTS: 429.92 LABOR: 319.06 OTHER: 0.00 TOTAL LINE C: 748.98

27603 upon inspection and road test found brake pedal hard , per doc 4748532 replace brake vaccum pump , booster and master cylinder 2.80 Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder

D PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

CAUSE: N/C INSPECTION

42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

304	IPS	0.00	0.00	0	0			0.00	0.00

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

27603 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-16-18	11:02	11:03	0.02	W	304	C	
	11:03	11:03	0.00	W	304	B	
	11:06	11:06	0.00	W	304	D	
	11:16	11:16	0.00	W	302	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	31906	7560		480	42992	30709	
463	0	0		263	74898	*******	
67D	0	*******					

COST, SALE, & COMP TOTALS 38269 74898 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

ACCOUNTING COPY

Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27603 mi

Delivery Date: 3/30/2016
Service Advisor: Mark Beck

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Subscription Statuses

Oil Life : 50%

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics Report:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Recommend Change Engine Oil & Filter	2/5/2018	MPVI
✔ Accepted	Recommend Front Brakes (DF & PF) Replacement (Good)	2/5/2018	MPVI
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	2/5/2018	Factory
✖ Requires Immediate Attention	Driver front	2/5/2018	MPVI
✖ Requires Immediate Attention	Engine oil	2/5/2018	MPVI
May Require Attention Soon	Driver front	2/5/2018	MPVI
May Require Attention Soon	Passenger front	2/5/2018	MPVI
May Require Attention Soon	Passenger rear	2/5/2018	MPVI

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 24132 miles
Driving Conditions:

Previous Menu: 2/5/2018
Previous MPVI: 2/5/2018

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0365		6/21/2016

Printed on: 5/15/2018 11:34 AM

Please Note: This document may be considered current for 24 hours from the time it was printed

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27603 mi

Delivery Date: 3/30/2016
Service Advisor: Mark Beck

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
2/5/2018	[redacted]	ZREG	[redacted]	Front Disc Brake Pads Replacement	24132 miles	Warranty
8/7/2017		ZREG		Emissions - Customer Concern Not Duplicated (CCND)	18140 miles	Warranty
8/7/2017		ZREG		Instrument Panel Assembly Replacement	18140 miles	Warranty
3/13/2017		ZREG		Parking Assist Control Module Reprogramming with SPS	12269 miles	Warranty
3/13/2017		ZREG		Shim Both Engine Mounts	12269 miles	Warranty
3/13/2017		ZREG		Chevrolet 2 Year Maintenance	12269 miles	Warranty
9/29/2016		ZFAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 miles	Warranty
9/29/2016		ZREG		Chevrolet 2 Year Maintenance	6588 miles	Warranty
12/11/2015		ZPDI		PDI - Dealer Installed - Factory Invoiced Options	3 miles	Warranty
12/2/2015		ZPDI		Pre-Delivery Inspection - Base Time	1 miles	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 miles	3/30/2021	60019 miles	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 miles	3/30/2018	24019 miles	✖ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 miles	3/30/2019	36019 miles	✔ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 miles	3/30/2023	70019 miles	✔ Applicable
Emission Limited Warranty	3/30/2016	19 miles	3/30/2019	50019 miles	✔ Applicable
Corrosion Limited Warranty	3/30/2016	19 miles	3/30/2022	100019 miles	✔ Applicable

Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	2/5/2018	[redacted]	CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	4	C	24132 miles
	8/14/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	2	I, W	18170 miles
	8/9/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	4	I, W	18140 miles

Printed on: 5/15/2018 11:34 AM

Please Note: This document may be considered current for 24 hours from the time it was printed

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Service Lane eAdvisor

DTC Report

VIN: 3GCPCREC8GG[redacted]

Date: 5/15/2018 8:34:33 AM

DTCs Read

Code	Description	Failure Code	Status
B1325	Control Module Power Circuit	03 - voltage below threshold	History
U0164	Lost Communication with HVAC Control Module	00 - no additional information	History

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 2328 Beck,Mark

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
15MAY2018 08:38		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MM	304	WC	CUSTOMER STATES THAT CAR HAS DELAY AFTER STEPPING ON THROTTLE BEFORE ACCELERATING |CC:
				- Freeway speeds -
# B	MM	304	WC	CUSTOMER STATES THAT THERE IS LOUD NOISEFROM UNDER CAR WHEN PUT INTO REVERSE |CC:
# C	MM	304	WC	CUSTOMER STATES WHEN BACKING UP THE BRAKE PEDAL DOES ENGAUGE RIGHT AWAY. DELAY IN PEDAL REACTING |CC:
				2486118 - 2.8 9090 0131 Dc# 4748532
# D	42	304	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

12669488
23135220
20925765

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

Notice to Consumer: Please read important information on back.

AUTHORIZED BY [redacted]

Revised Estimate Pa[redacted] #

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

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

BAR # AM EPA #

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TECHNICIAN COPY

A

COMPLAINT:

CAUSE:

CORRECTION: Road test Vehicle, Vehicle Operating to Design

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE: Upon Inspection Found Hard Brake Pedal on Applay, Per Bulletin ~~44~~ 4748532 Replace Vacuum Pump Booster Cylinder

CORRECTION: Replaced Vacuum Pump, Vacuum Pump Hose, Vacuum Brake Booster Master Cylinder

D

COMPLAINT:

CAUSE:

CORRECTION:

LABOR RECORD

FLAG SHEET	OFF	ON
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

CID

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES

P/S ☐ R/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ RF ____

LR ____ RR ____

PRESSURE

____ psi RF ____ psi

____ psi RR ____ psi

BRAKE CONDITION

LF ____ MM RF ____ MM

LR ____ MM RR ____ MM

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH ____

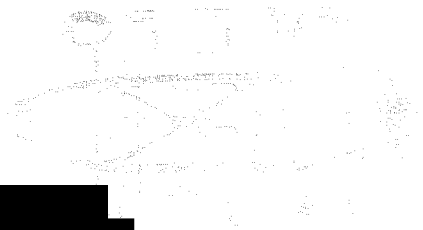
ASM ____

FOREMAN S.A.E. X ____

QTY	HAZARDOUS WASTE DISPOSAL UNITS	HAZ MAT
	BATTERY DISPOSAL FEE @ $	X
	TIRE DISPOSAL FEE @ $ EACH	X
	OIL FILTER @ 2 UNITS	
	QTS. OIL @ 1 UNIT	
	QTS. AUTO TRANS. FLUID @ 1 UNIT	
	GALS. COOLANT / ANTIFREEZE @ 3 UNITS	

REFRIGERANT	POUNDS RECOVERED	POUNDS USED
	LBS ____ OZ.	LBS ____ OZ.
TOTAL HAZARDOUS WASTE DISPOSAL UNITS	$0. ____ ¢ X	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

REVISED ESTIMATE WORKSHEET

ITEMS TO DISCUSS WITH CUSTOMER

STRAIGHT TIME (HOURS.)	FLAT RATE	R/O
2 91		OPER. NO.
		EMP. NO. 304

OFF 10

ON 05/15 pm 5:15

WARRANTY CLAIM NUMBER(S) Pump / Booster / Hose / Cylinder

PROBLEM	PART # OR DESCRIPTION	DATE	RECV. BY
#	DATE 05/16/18		
#	RECEIVED BY Jm		

[redacted]

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Model No./Nº de mod
Nº de modelo
94R/PG
Serial No.
Nº de série/Nº de serie
P028R

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

** PRE-INVOICE **

SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27992/27992	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 30MAY18			CASH	31MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
18:18 29MAY18	15:06 31MAY18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	RENT		RENTAL	CONTRACT#3384		0	4200			42.00	42.00
							0	0	TPARTS		
							0	0	TLABOR		

PARTS: 0.00 LABOR: 0.00 OTHER: 42.00 TOTAL LINE C: 42.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-31-18	09:24	09:26	0.03	W	302	A B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	0	0		480	25273	18052	
467	1300	1300		463	0	0	
300P	4200	0	100525	263	30773	*******	
67D	0	*******					

COST, SALE, & COMP TOTALS 19352 30773 0

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

PRE-INVOICE **

SERVICE ADVISOR: 303 RENE RODRIGUEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27992/27992	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 30MAY18			CASH	31MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
18:18 29MAY18	15:06 31MAY18	

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

A CUST STATES VEHICLE STALLED WHILE COMING TO A STOP. VEHICLE DID NOT WANT TO START AFTER STALLING NO CRANK. NEC TO JUMP START VEHICLE ADVISE

CONCERN CODE:

MM MISC REPAIRS

	302	WC	0.03	0.00	0	0			0.00	0.00
1	88865934	94R/PG			13334	18668	0	189.99	186.68	186.68
	CORE CHARGE	W			1300	1300			13.00	13.00
1	84095546	(S)BLOCK			4718	6605	0	82.75	66.05	66.05
					19352	26573	TPARTS			
					0	0	TLABOR			

PARTS: 265.73 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 265.73

27992 CK CHARGING SYSTEM ALT OUTPUT 100A 14V ,BATTERY FAILED LOAD TEST , AND FOUND OPEN IN BATTERY MEGA FUSE 175A 4041510 0.70 REPLACE BATTERY AND BATTERY FUSE BLOCK

B PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

CAUSE: N/C INSPECTION

42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

	302	IPS	0.00	0.00	0	0			0.00	0.00

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

27992 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI

C** RENTAL CAR - Customer requests use of a rental vehicle and accepts financial responsibility for fuel, insurance, taxes, damage and or rental use charges incurred.

CAUSE: RENTAL CHARGES

CONCERN CODE:

23 RENTAL CAR - Customer requests use of a rental vehicle and accepts financial responsibility for fuel, insurance, taxes, damage and or rental use charges incurred.

	999	WC	0.00	0.00	0	0			0.00	0.00

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.	ORIGINAL ESTIMATE $	REVISED ESTIMATE $	2ND REVISED ESTIMATE $

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

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ACCOUNTING COPY

Service Lane eAdvisor

DTC Report

VIN: 3GCPCREC8GG[redacted] **Date:** 5/29/2018 6:15:16 PM

DTCs Read

Code	Description	Failure Code	Status
B1380	Device Ignition ACCESSORY Circuit	04 - open circuit	History
B1517	Battery 1 Voltage	03 - voltage below threshold	History
U0126	Lost Communication with Steering Wheel Angle Sensor Module	00 - no additional information	History
B2530	Front Fog Lamps Control Circuit	02 - short to ground	History
U0121	Lost Communication with Electronic Brake Control Module	00 - no additional information	History
U0100	Lost Communication with Engine Control Module	00 - no additional information	History
B2580	Left Headlamp High Beam Control Circuit	02 - short to ground	History
B2750	Horn Relay Coil Circuit	02 - short to ground	History
C0800	Control Module Power Circuit	03 - voltage below threshold	History
B3631	Adjustable Foot Pedal Inhibit Circuit	02 - short to ground	History
B3873	Front Washer Relay Circuit	01 - short to battery	History
B3875	Windshield Wiper High Speed Relay Circuit	02 - short to ground	History
B3883	License Plate Lamp Circuit	01 - short to battery	History
B3979	No Environment Identifier Received From Device 2	00 - no additional information	History
U0422	Invalid Data Received From Body Control Module	00 - no additional information	History
B3980	No Environment Identifier Received From Device 3	00 - no additional information	History
U0155	Lost Communication with Instrument Cluster	00 - no additional information	History
B3981	No Environment Identifier Received From Device 4	00 - no additional information	History
B1325	Control Module Power Circuit	03 - voltage below threshold	History
U0101	Lost Communication with Transmission Control Module	00 - no additional information	History
U15F0	LIN Bus 15 Lost Communication with Device 0	00 - no additional information	History
U0020	Low Speed CAN Bus	00 - no additional information	History
U0028	MOST Bus	00 - no additional information	History
U0164	Lost Communication with HVAC Control Module	00 - no additional information	History
U15E1	LIN Bus 14 Lost Communication with Device 1	00 - no additional information	History
U2098	MOST Communication Enable Circuit	02 - short to ground	History

Puente Hills Chevrolet CA

Recommended Maintenance Schedule



2016 Chevrolet Silverado	VIN: 3GCPCREC8GG[redacted]
5.30L 8	Odometer: 27992
RWD	05/29/2018

Every Oil Life Monitor Cycle

Change Engine Oil & Filter	$42.17	Perform Multipoint Inspection	Inc. in LOF
Rotate & Inspect Tires	$19.95		

*Some vehicles and synthetic oil are additional

GM Factory Required Maintenance

N\A		22500 MI		45000 MI	
		Replace cabin air filter	$74.95 and Up	Change brake fluid (or every 3 years, whichever occurs first).	$129.05
		Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up	For GVW under 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor
		Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00	Replace fuel filter. (6.6L 8 - Cylinder Engine) (Applies to: 6.6L)	$95.00
		For GVW over 8600 lbs, change transfer case fluid, if equipped with 4WD. (Applies to: 4WD , Severe)	See Advisor	Change automatic transmission fluid and filter. (HD 6 - Speed Allison Transmission) (Applies to: Allison , Severe)	$195 and Up
				Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)	See Advisor
				Replace cabin air filter	$74.95 and Up
				Replace engine air filter	$34.95 and Up
				Replace automatic transmission fluid	$195.00 and Up

Dealer Recommended Maintenance

Recent 25000 MI		Current 30000 MI		Next N\A
Power Steering Fluid Service	$119.95	Fuel Induction Service	$219.95	
Transfer Case Service (4wd)	$149.45	Cooling System Service	$139.95	
Brake Fluid Exchange	$129.14	Throttle Body Service	$99.15	
		Front Diff Svc (4wd)	$99.15	
		Rear Diff Svc (Rwd)	$195.45	
		2 Wheel Alignment	$128.00	
		4 Wheel Diff + Trans Svc (4wd)	$395.45	
		4 Wheel Alignment	$165.00	

Advisor Signature

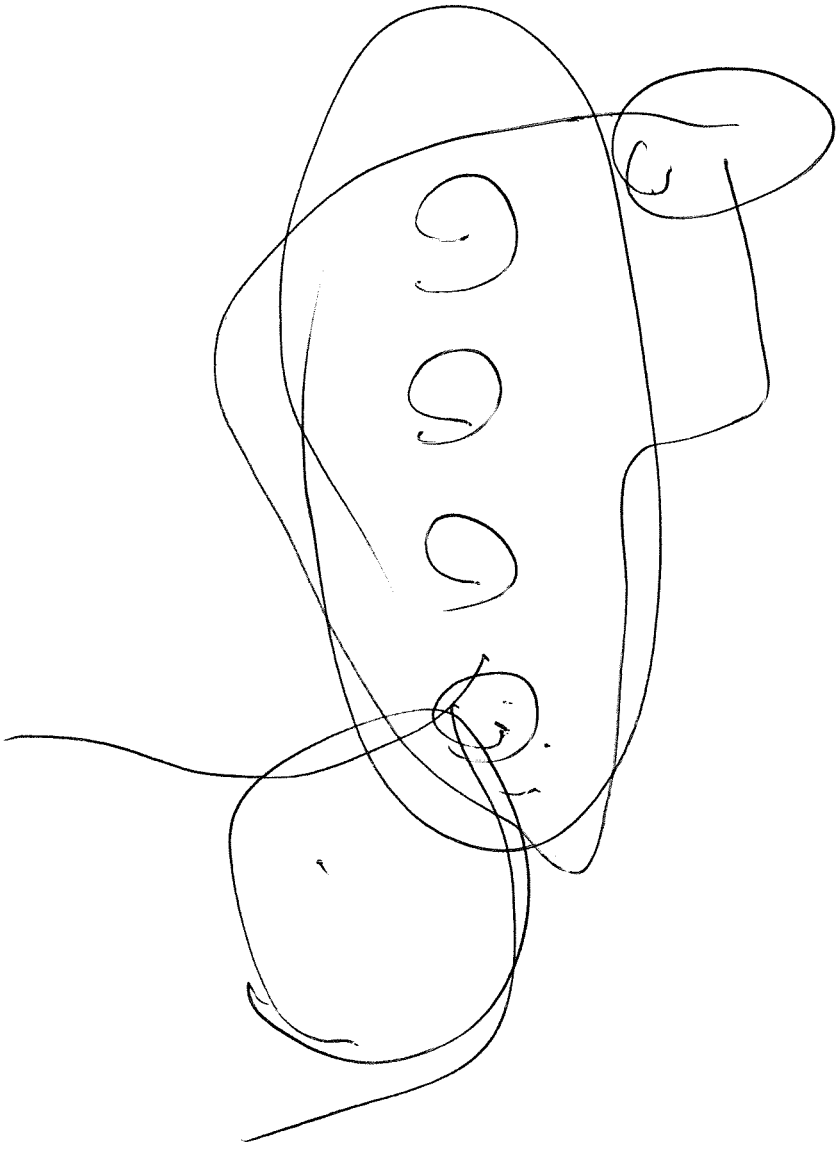
Customer Signature

The above items are typical of a vehicle in your mileage range and do not reflect actual services you may have performed to date.

Service Hours:
8:00 am - 7:00 pm Monday - Friday
8:00 am - 4:00 pm Saturday
Closed Sunday

Service Department: (877) 241-1312

www.chevroletpuentehills.com



Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27992 mi

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
5/15/2018	[redacted]	REG	[redacted]	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	27603 miles	Warranty
2/5/2018		REG		Front Disc Brake Pads Replacement	24132 miles	Warranty
8/7/2017		REG		Emissions - Customer Concern Not Duplicated (CCND)	18140 miles	Warranty
8/7/2017		REG		Instrument Panel Assembly Replacement	18140 miles	Warranty
3/13/2017		REG		Parking Assist Control Module Reprogramming with SPS	12269 miles	Warranty
3/13/2017		REG		Shim Both Engine Mounts	12269 miles	Warranty
3/13/2017		REG		Chevrolet 2 Year Maintenance	12269 miles	Warranty
9/29/2016		FAT		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	6588 miles	Warranty
9/29/2016		REG		Chevrolet 2 Year Maintenance	6588 miles	Warranty
12/11/2015		PDI		PDI - Dealer Installed - Factory Invoiced Options	3 miles	Warranty
12/2/2015		PDI		Pre-Delivery Inspection - Base Time	1 miles	Warranty

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	3/30/2016	19 miles	3/30/2021	60019 miles	✔ Applicable
Chevrolet Scheduled Maintenance-2 visits	3/30/2016	19 miles	3/30/2018	24019 miles	✖ Expired
Bumper to Bumper Limited Warranty	3/30/2016	19 miles	3/30/2019	36019 miles	✔ Applicable
Emission Select State Component Ltd Wty	3/30/2016	19 miles	3/30/2023	70019 miles	✔ Applicable
Emission Limited Warranty	3/30/2016	19 miles	3/30/2019	50019 miles	✔ Applicable
Corrosion Limited Warranty	3/30/2016	19 miles	3/30/2022	100019 miles	✔ Applicable

Repair Order History (From Dealer Management Systems)

✓ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
✓	5/17/2018	[redacted]	CA	TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANKYOU FOR YOUR PATIENCE.	4	I, W	27603 miles
✓	2/5/2018		CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	4	C	24132 miles

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27992 mi

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Repair Order History (From Dealer Management Systems)

☆ Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	8/14/2017	[redacted]	CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	2	I, W	18170 miles
	8/9/2017		CA	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE	4	I, W	18140 miles
	8/8/2017		CA	PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUID LEVELS.	1	C	18140 miles
☆	3/14/2017		CA	MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE4 TIRES	7	I, W	12269 miles
	9/30/2016		CA	2014 2 YEAR MAINTENANCE PROGRAM	4	I, W	6588 miles
	4/30/2016		CA	MISC REPAIRS	3	C	952 miles
	12/15/2015		CA	PERFORM PRE-DELIVERY INSPECTION...	2	I, W	3 miles

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Vehicle Report

2016 CHEVROLET SILVERADO 1500
2WD CREW CAB
VIN: 3GCPCREC8GG[redacted]
Odometer: 27992 mi

Delivery Date: 3/30/2016
Service Advisor: Rene Rodriguez

WORKBENCH
Service Menu & Inspection Toolkit
Puente Hills Chevrolet

Subscription Statuses

Oil Life : 44%

OnStar Status:	✔ Equipped & Active	**Radio Status:**	Equipped & Inactive
Advanced Diagnostics Report:	✔ Yes	**Radio ID:**	K59AG30P
DMN Enabled:	✔ Yes	**Owner Center Status:**	Insufficient customer information

Most Recent Services

Status	Description	Date	Type
✔ Accepted	Recommend Change Engine Oil & Filter	2/5/2018	MPVI
✔ Accepted	Recommend Front Brakes (DF & PF) Replacement (Good)	2/5/2018	MPVI
✔ Accepted	Tire Rotation and Oil Change Maintenance Services	2/5/2018	Factory
✖ Requires Immediate Attention	Driver front	5/15/2018	MPVI
✖ Requires Immediate Attention	Engine oil	5/15/2018	MPVI
May Require Attention Soon	Driver front	5/15/2018	MPVI
May Require Attention Soon	Passenger front	5/15/2018	MPVI
May Require Attention Soon	Passenger rear	5/15/2018	MPVI

Last Maintenance

Service: Tire Rotation and Oil Change Maintenance Services
Odometer: 27603 miles
Driving Conditions:

Previous Menu: 2/5/2018
Previous MPVI: 2/5/2018

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Product Safety Recall	16007	Frontal Airbag And Pretensioner Non Deploy	9/8/2016

Service Contracts

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	3/15/2016
EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	4/13/2017
EI	PIE0365		6/21/2016

Printed on: 5/29/2018 9:15 PM

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Puente Hills Chevrolet (626) 913 0440
17300 E. Gale Ave., City of Industry, CA 91748

RENTAL AGREEMENT

[redacted]

REPLACEMENT CAR NO. [redacted]	ORIG. CAR NO.
MAKE-MODEL-YEAR-COLOR	MAKE-MODEL-YEAR-COLOR
[redacted]	LICENSE NUMBER
ODOMETER IN	ODOMETER IN
ODOMETER OUT	ODOMETER OUT
MILES DRIVEN	DATE AND TIME IN A.M. P.M.
MILES ALLOWED	DATE AND TIME OUT A.M. P.M.
CHARGEABLE MILES	DATE DUE EXPIRATION OF AGREEMENT A.M. P.M.

EMPLOYER PHONE

EMPLOYER'S ADDRESS

CITY STATE ZIP REFERRED BY

I will not under any circumstances surrender the use of the rented vehicle to any person other than those listed below or in Paragraph 6 of the back of this Agreement. Operation of the vehicle by any driver in violation of Paragraph 6 is prohibited. If none, print NONE across this section.

GAS OUT	GAS IN
E	E
1/4	1/4
1/2	1/2
3/4	3/4
F	F

ADDITIONAL RENTER NAME | HOME PHONE NO. | DATE OF BIRTH

DRIVER'S LICENSE NO. | STATE/COUNTRY | EXPIRATION DATE

PHYSICAL DAMAGE WAIVER

RENTER'S INITIALS — DECLINES: X

RATE $ _____ PER DAY $ _____ PER WEEK

RENTER'S INITIALS — ACCEPTS: X

By my initials, I accept or decline Physical Damage Waiver at the rates listed above If I decline to purchase the Waiver, I accept full responsibility for loss by collision or Physical damage, regardless of cause up to $ _____ per occurrence, which may be charged to my credit card shown below.
Accepting reduces my responsibility to $ _____ per occurrence, which may be charged to my credit card shown below.

PHYSICAL DAMAGE WAIVER IS NOT INSURANCE

PERSONAL ACCIDENT INSURANCE (P.A.I.)

RENTER'S INITIALS — DECLINES: X

By my initials, I accept or decline enrollment for Personal Accident Insurance. If I accept, I understand and acknowledge that coverage is at the rates indicated and that I have read the certificate of insurance furnished by dealer prior to rental.

RATE $ _____ PER DAY $ _____ PER WEEK

RENTER'S INITIALS — ACCEPTS: X

PERSONAL EFFECTS COVERAGE (P.E.C.)

RENTER'S INITIALS — DECLINES: X

By my initials, I accept or decline enrollment for Personal Effects Coverage. If I accept, I understand and acknowledge that coverage is at the rates indicated and that I have read the certificate of insurance furnished by dealer prior to rental.

RATE $ _____ PER DAY $ _____ PER WEEK

RENTER'S INITIALS — ACCEPTS: X

VEHICLE CONDITION	SPARE JACK O.K.	CUSTOMER INITIALS
OUT		
IN		

RENTAL WILL BE PAID BY

UC

DRC	
AMEX	
CB/DINERS	
VISA	
M/C	
OTHER	

400525
Pre Approved
11/01/18

RENTAL RATES	CHARGES
Miles @	$
Hours @	$
Days @	$
Weeks @	$
Months @	$
Total Time and Mileage Charges	$
	$
Gas (Taxable)	$
PHYSICAL DAMAGE WAIVER (NOT INSURANCE)	$
Sub-Total	$
Sales Tax or Surcharge	$
	$
	$
Gas (Non-Taxable)	
C/CDW (Non-Taxable)	
PERSONAL ACCIDENT INSURANCE	$
Sub-Total	$
PERSONAL EFFECTS COVERAGE	$
Sub-Total	$
Less Refund For:	$
Total Charge	$
Less Deposits	$ 42 00
Net Amount Due	$
Net Due Renter	$

WARNING
- I have read carefully all driving and use restrictions on the reverse side.
- I am responsible for all traffic violations and must turn in all summonses upon return of vehicle.
- I will report all accidents immediately.

I have read both sides of this agreement and agree to its terms and conditions.
I authorize you to process a credit card voucher, if any, in my name.

TH[redacted]

X _____

EXTEND TO	ADDITIONAL CASH DEPOSIT	DATE	INITIALS
	$		
EXTEND TO	ADDITIONAL CASH DEPOSIT	DATE	INITIALS
	$		

CREDIT AUTH. NO.	DATE	TIME	AMOUNT	AUTHORIZED BY:	CHECKED OUT BY:	CHECKED IN BY:

STANDARD RENTAL AGREEMENT
BACK

1. GENERAL DEFINITIONS
   a. Daily Rental Company - means the Vehicle rental firm shown on the FRONT side, which is an independent daily rental dealer.
   b. Renter - means the person(s) signing this Agreement, and any other person or entity to which the charges incurred under this Agreement are to be billed, and any Additional Renter shown on the FRONT of this agreement or otherwise permitted to drive the Vehicle with the written consent of Daily Rental Company.
   c. Vehicle - means the motor Vehicle described on the FRONT side of this Agreement and includes all tires, tools, accessories, equipment, keys and Vehicle documents in or on the Vehicle.
   d. Renting Location - means the Daily Rental Company location shown on the FRONT side of this Agreement.

2. RENTAL OF VEHICLE AND RESPONSIBILITY FOR PAYMENT Daily Rental Company agrees to rent Vehicle to Renter subject to all of the terms and conditions on this page and on FRONT side whether printed or written. All persons or entities who are by definition the Renter are jointly and severally responsible to Daily Rental Company for charges due under this Agreement.

3. NATURE OF AGREEMENT/VEHICLE REPAIRS/WARRANTY DISCLAIMER Vehicle is Daily Rental Company's property. This Agreement is a contract only for use of Vehicle while Vehicle is on rental to Renter. Renter is not Daily Rental Company's agent or employee, nor is Renter's conduct under Daily Rental Company's control, for any purpose. Any service to or replacement of a part or accessory to Vehicle during rental must have Daily Rental Company's prior approval. Renter acquires no other rights other than to use Vehicle in accordance with this Agreement. Daily Rental Company MAKES NO WARRANTY OF ANY KIND, NATURE OR DESCRIPTION, EXPRESS OR IMPLIED REGARDING VEHICLE AND SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS OF VEHICLE FOR ANY PARTICULAR PURPOSE. Daily Rental Company shall in no event be responsible to Renter for any indirect, special or consequential damages in connection with or arising out of furnishing, performance or use of Vehicle.

4. RESPONSIBILITY FOR VEHICLE CONDITION/RETURN/REPOSSESSION Renter shall return Vehicle to Daily Rental Company in same condition as received to location where rented or to such location as set forth on FRONT side on the due date specified. If Vehicle is not returned to such location by due date (or within thirty (30) days of commencement of rental, whichever is earlier), Daily Rental Company may repossess Vehicle at any time thereafter at Renter's expense. Daily Rental Company reserves right to repossess Vehicle at any time without demand, at Renter's expense, if Vehicle is illegally parked, used for an illegal purpose, or apparently abandoned. Renter waives prior notice, presezure hearing and receipt of judicial process as a prior condition to Daily Rental Company repossession. Renter agrees that Daily Rental Company may notify the police or other authorities that the Vehicle is stolen or missing, and Renter will not hold Daily Rental Company or the civil authorities responsible for their actions to repossess Vehicle. In the event of any Vehicle replacement for any reason, Daily Rental Company may, at its option, terminate this Agreement and rent any replacement Vehicle under the terms of a new agreement.

5. LOSS OF OR DAMAGE TO VEHICLE;PHYSICAL DAMAGE WAIVER (PDW) If Vehicle is lost or damaged while on rental, whether or not due to Renter's fault, Renter shall pay Daily Rental Company on demand the amount of such loss or damage at prevailing retail price plus Daily Rental Company's related expenses, including loss of use.
   If Vehicle is used in accordance with all terms and conditions of this Agreement, Renter's responsibility for loss of or damage to Vehicle arising from collision or rollover or losses normally considered "comprehensive" losses, is determined as follows:
   (A) If Renter declines the Physical Damage Waiver at the time of rental by initialing the box labelled PDW DECLINED, Renter's responsibility is limited to maximum amount set forth on FRONT side.
   (B) If Renter accepts Physical Damage Waiver at time of rental by initialing the box labeled PDW ACCEPTED, Renter's responsibility is further reduced to the amount set forth on the FRONT side. PHYSICAL DAMAGE WAIVER IS DAILY RENTAL COMPANY'S WAIVER OF RENTER'S RESPONSIBILITY, IT IS NOT INSURANCE.
   IF VEHICLE IS USED BY PERSONS OTHER THAN RENTER OR ANY APPROVED ADDITIONAL RENTER, OR IS USED BY THE RENTER OR ANYONE ELSE IN VIOLATION OF THIS AGREEMENT, RENTER SHALL BE RESPONSIBLE TO DAILY RENTAL COMPANY FOR ALL LOSS OR DAMAGE TO VEHICLE UP TO ITS FULL VALUE PLUS ANY INCIDENTAL RELATED COSTS INCURRED, WHETHER OR NOT RENTER HAS ACCEPTED PHYSICAL DAMAGE WAIVER.

6. PROHIBITED USES OF VEHICLE Vehicle shall NOT, under any circumstances, be used for any of following purposes or under any of following conditions, and any such use is WITHOUT Daily Rental Company PERMISSION:
   (a) By anyone without first obtaining Daily Rental Company' written consent.
   (b) By anyone under age 23.
   (c) By anyone who is not a qualified and licensed driver.
   (d) By anyone whose driver's license in any state has been revoked or suspended within the previous 3 years, even if he or she now possesses a valid drive's license.
   (e) To carry persons or property for hire, including chauffeur driven limousine service.
   (f) To propel or tow any Vehicle, trailer or other object.
   (g) In any race, test or contest.
   (h) For any illegal purpose or commission of a crime.
   (i) To instruct an unlicensed person in operation of Vehicle.
   (j) If Vehicle is obtained from Daily Rental Company by fraud or misrepresentation.
   (k) To carry persons other than in passenger compartment of Vehicle.
   (l) Loading Vehicle beyond its rated capacity.
   (m) While under the influence of alcohol or other intoxicants like drugs or narcotics or under any other physical or mental impairment which adversely affects driver's ability to operate the Vehicle.
   (n) Intentionally causing damage to or loss of the Vehicle.
   (o) On other than a paved road or graded private road or driveway.
   (p) In an unsafe, reckless, grossly negligent, or wanton manner. Violating a traffic law or receiving a ticket in an accident is not automatically a violation of this provision, but may be an indication that a violation of this provision has occurred.

   PROHIBITED USE OF VEHICLE VIOLATES THIS AGREEMENT, VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW), MAKES VEHICLE SUBJECT TO IMMEDIATE RECOVERY BY DAILY RENTAL COMPANY, VOIDS PDW AND MAKES RENTER RESPONSIBLE FOR ALL LOSS OF OR DAMAGE TO OR CONNECTED WITH VEHICLE, REGARDLESS OF CAUSE, INCLUDING BUT NOT LIMITED TO DAILY RENTAL COMPANY'S EXPENSES, INCLUDING LOSS OF USE.

7. RESPONSIBILITY FOR PROPERTY IN VEHICLE Daily Rental Company is not responsible for loss of or damage to property of the Renter or others left at any time in or on Vehicle or in the Daily Rental Company rental office, even if it is in Daily Rental Company's possession, regardless of who is at fault. Renter releases and indemnifies and holds Daily Rental Company, its agent and employees harmless against all claims made by others for such loss or damages.

8. PAYMENT OF CHARGES All charges and other amounts billed pursuant to this Agreement are payable by Renter (i) in cash at conclusion of rental, or (ii) if a credit card acceptable to Daily Rental Company is used, upon Renter's receipt of applicable statement or invoice, in accordance with the terms of such statement or invoice. CREDIT CARD RENTER AUTHORIZES DAILY RENTAL COMPANY TO PROCESS A CREDIT CARD VOUCHER, IF APPLICABLE, IN RENTER'S NAME FOR CHARGES AND CONSENTS TO RESERVATION OF CREDIT WITH CARD ISSUER FOR AN AMOUNT EQUAL TO ESTIMATED CHARGES DUE.

9. COMPUTATION OF CHARGES As provided in Paragraph 8 hereof, the Renter agrees to pay to Daily Rental Company all charges due in accordance with this Agreement at the request of Daily Rental Company. If Renter directs Daily Rental Company to bill the charges to another person or company who or which fails to make payment upon being billed, the Renter will pay the charges upon demand of Daily Rental Company. Daily Rental Company may keep any security deposit provided on the FRONT of this Agreement to cover any charges or other liability which Daily Rental Company believes warrants the retention of the deposit. The charges Renter will pay include but are not limited to:
   (a) TIME AND MILEAGE CHARGES: Renter will pay Daily Rental Company for the number of miles driven and the time Vehicle is rented at the rates shown on the FRONT of this Agreement. The number of miles will be determined by reading the factory installed odometer. Renter will not detach the odometer and if the seal is broken, Renter shall pay for its replacement or repair and a mileage charge equivalent to the average mileage developed from the experience of Daily Rental Company.
   (b) PHYSICAL DAMAGE WAIVER (PDW) CHARGES; if applicable, computed at daily charge set forth on FRONT side. Daily charge is due for each full or partial Rental Day;
   (c) PERSONAL ACCIDENT INSURANCE (PAI) and PERSONAL EFFECTS COVERAGE (PEC) CHARGES; if applicable, computed at daily charge set forth on FRONT side. Daily charge is due for each full or partial rental day. These are optional insurance coverages. Certificate or summary describing benefits and exclusions is available at renting location.
   (d) TAXES; Applicable sales, use and excise taxes and any amounts charged by Daily Rental Company as reimbursement for taxes paid;
   (e) FINES AND OTHER EXPENSES; Fines, penalties, forfeitures, court costs and other expenses that may be assessed against Daily Rental Company which are due by reason of Renter's possession or use of Vehicle, including traffic and parking fines.
   (f) COLLECTION AND VEHICLE RECOVERY EXPENSES; Daily Rental Company's costs, including reasonable attorney's fees, incurred in collecting charges due from Renter pursuant to this Agreement or in recovering Vehicle which has been abandoned by Renter or seized by governmental authority as a result of Renter's actions;
   (g) INTEREST ON PAST DUE AMOUNTS at the rate of 2% per month, which if not paid is added to the balance and is subject to interest.

   ALL CHARGES ARE SUBJECT TO AUDIT. If, upon audit, an error is found, Credit Card Renter authorizes Daily Rental Company to correct such charges, including changing any charge card invoices signed by Renter, to reflect correct charges, with written notice of correction to Renter.

10. THIRD PARTY LIABILITY PROTECTION In the event that coverage is imposed, by operation of law, for benefit of any person other than Renter, then limits of such coverage shall be equal to the minimum financial responsibility limits established by the Financial Responsibility Law or other applicable statute of the state or other jurisdiction in which accident occurred. Renter and Additional Renter(s) hereby indemnify and hold Daily Rental Company, its agents and employees harmless from and against all loss, liability and expense whatsoever in excess of limits of liability protection provided for herein, as a result of bodily injury, death or property damage caused by, or arising from use or operation of Vehicle. PROTECTION IS VOID IN MEXICO. Renter must obtain Daily Rental Company's written authorization and purchase liability and property damage insurance before entering Mexico. RENTER MUST REPORT ACCIDENT TO DAILY RENTAL COMPANY WITHIN 24 HOURS OF OCCURRENCE. IF RENTER DOES NOT DO SO, THE LIABILITY INSURANCE COVERAGE DESCRIBED IN THIS PARAGRAPH IS VOID AND DAILY RENTAL COMPANY PROVIDES NO LIABILITY INSURANCE TO RENTER UNDER THIS AGREEMENT.

11. REPORTING OF ACCIDENTS AND PARKING OR TRAFFIC VIOLATIONS Renter shall promptly report all accidents involving Vehicle to Daily Rental Company and to police. Renter and Additional Renter(s) shall deliver to Daily Rental Company all papers of any kind received by such party relating to any such accident. Renter and Additional Renter(s) will cooperate fully with Daily Rental Company in completing accident reports and in investigation and defense of any claim or lawsuit relating to any such accident and authorize Daily Rental Company to obtain from any governmental authority having jurisdiction thereof any record of any citation issued as a result of any such accident.

12. PARKING AND TRAFFIC VIOLATIONS Renter shall be responsible for any and all parking and traffic violation fines and penalties arising out of use or operation of Vehicle during the period of the rental and agrees to pay or indemnify and hold Daily Rental Company harmless in event Daily Rental Company pays such fines and penalties on behalf of Renter, and to reimburse Daily Rental Company for all its collection and other expenses including attorney fees relating to same. Renter and Additional Renter(s) authorize Daily Rental Company in connection with claimed violations of parking or traffic laws arising out of use or operation of Vehicle by Renter and/or any such Additional Renter(s), to release to any governmental agency having jurisdiction thereof any information relating to Renter or any such Additional Renter(s) which Daily Rental Company has in its possession.

13. ASSIGNMENT This agreement and Vehicle cannot be assigned or transferred by Renter. Renter remains responsible regardless of any attempted assignment.

14. WAIVER / MODIFICATION OF TERMS / RELEASE This Agreement is the entire agreement between Renter and Daily Rental Company. No other agreements, promises or responsibilities exist between Renter and Daily Rental Company with regard to this rental. No term or condition of this Agreement may be waived or modified as to Daily Rental Company except in writing, signed by a Daily Rental Company representative who has been expressly authorized to do so by Daily Rental Company. Renter acknowledges that this Agreement is between Renter and the Daily Rental Company entity identified on the FRONT side. Renter hereby releases its agents and employees from any responsibility to Renter under this Agreement, and indemnifies and holds harmless from and against any and all loss, liability and expense whatsoever arising out if this Agreement or the operation or use of Vehicle.

15. PROHIBITION BY LAW If any provision of this Agreement is prohibited by law, it shall not affect the remaining provisions.

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 303 RODRIGUEZ,RENE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]	[redacted]	27992/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 30MAY18			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_
29MAY2018 18:18		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MM	302	WC	CUST STATES VEHICLE STALLED WHILE COMING TO A STOP. VEHICLE DID NOT WANT TO START AFTER STALLING NO CRANK. NEC TO JUMP START VEHICLE ADVISE |CC:
[redacted]		4 3 7		
# B	42	302	IPS	PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE

#C WC RENTAL

RENTAL

VORHE

[redacted]

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

PRE[redacted]

AUTHORIZED BY [redacted]

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

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

BAR # AM EPA #

Notice to Consumer: Please read important information on back.

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TECHNICIAN COPY

A

COMPLAINT: ck charging system, Battery failed.

CAUSE: load test. and found open in Battery Fuse Blck.

CORRECTION: Replace Battery and ~~Fuse~~ Battery Fuse Block.

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE: Line A

PARTS TURNED IN: Battery + Fuse Block

CORRECTION:

DATE 5-31-15

RECEIVED BY Am

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ /MM _____ % RF _____ /MM _____ %

LR _____ /MM _____ % RR _____ /MM _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

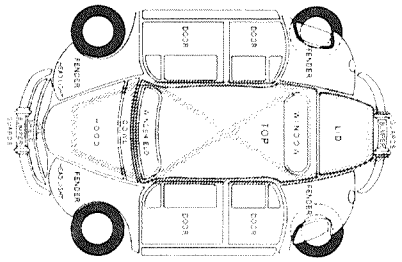
FOREMAN'S SIG. X _____

LABOR RECORD

STRAIGHT TIME (HOURS.)	FLAT RATE	R/O [redacted]	TIME
0 3		OPER. NO.	OFF
		EMP. NO. 302	ON

FLAG SHEET	OFF	10
	ON	
FLAG SHEET	OFF	9
	ON	
	OFF	8
		6
FLAG SHEET	ON	
FLAG SHEET	OFF	6
	ON	
FLAG SHEET	OFF	5
	ON	
FLAG SHEET	OFF	4
	ON	
FLAG SHEET	OFF	3
	ON	
FLAG SHEET	OFF	2
	ON	
FLAG SHEET	OFF	1
	ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Deon Briscoe (C)

From:	Deon Briscoe (C)
Sent:	Wednesday, November 07, 2018 8:34 AM
To:	'jessica@nolemon.com'
Subject:	NISM-[redacted]
Attachments:	Initial Offer Out 10_07_2018-[redacted].pdf

Dear Jessica,

Please see the attachment.

Sincerely,
Deon | –Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, Ext. 5915496

November 16, 2018

Jessica Anvar, Esq.
Consumer Law Experts, PC
5757 W Century Blvd Ste 500
Los Angeles, CA 90045

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC8GG[redacted]
Customer Relationship Specialist: Matthew

Dear Ms. Anvar:

On 11/7/18 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE

Document ID: 4981317

#16007-04: Safety Recall - Frontal Airbag and Pretensioner Non Deploy - (Feb 21, 2018)

Subject: 16007–04 — Frontal Airbag and Pretensioner Non Deploy

Models: 2014–2017 Buick Encore
2014–2016 Buick LaCrosse
2015–2017 Cadillac Escalade, Escalade ESV
2014–2017 Chevrolet Caprice, Corvette, Silverado, Trax
2014–2016 Chevrolet Spark EV, SS
2015–2017 Chevrolet Suburban, Tahoe
2014–2017 GMC Sierra
2015–2017 GMC Yukon, Yukon XL

Reference Number: [redacted]	**Release Date:** February 2018
Revision: 04	
Revision Description: This bulletin is being revised to remove the screenshot attachment requirement in the Service Procedure and Warranty Information sections. Please discard all previous copies of bulletin 16007-03	

Attention:	It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore	2014	2017		

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Buick	LaCrosse	2014	2016		
Cadillac	Escalade	2015	2017		
Cadillac	Escalade ESV	2015	2017		
Chevrolet	Caprice	2014	2017		
Chevrolet	Corvette	2014	2017		
Chevrolet	Silverado	2014	2017		
Chevrolet	Spark EV	2014	2016		
Chevrolet	SS	2014	2016		
Chevrolet	Suburban	2015	2017		
Chevrolet	Tahoe	2015	2017		
Chevrolet	Trax	2014	2017		
GMC	Sierra	2014	2017		
GMC	Yukon	2015	2017		
GMC	Yukon XL	2015	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. The sensing and diagnostic module (SDM) in these vehicles, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt

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	pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.
Correction	Reprogram the SDM with new software that eliminates this defect. In vehicles with any previous deployment events recorded in the SDM, the dealers will replace the existing SDM with a new SDM containing the latest software.

Parts Information

Note: If a replacement is required, use the VIN and the GM Electronic Parts Catalog (EPC) to determine which SDM to order. It is estimated that only 1% of involved vehicles will require SDM replacement. Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
[redacted]	Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	0.3	ZFAT	N/A
	Replace Airbag Sensing and Diagnostic Module (Includes Programming)	**	ZFAT	N/A
	Customer Reimbursement Approved	0.2	ZFAT	***
	Customer Reimbursement Denied – For USA dealers only	0.1	ZFAT	N/A

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

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered into the GWM system when submitting this transaction.

** Refer to *Airbag Sensing and Diagnostic Module Replacement* in the LTG for the appropriate labor time on the make and model being repaired.

*** The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

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Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Programming SDM

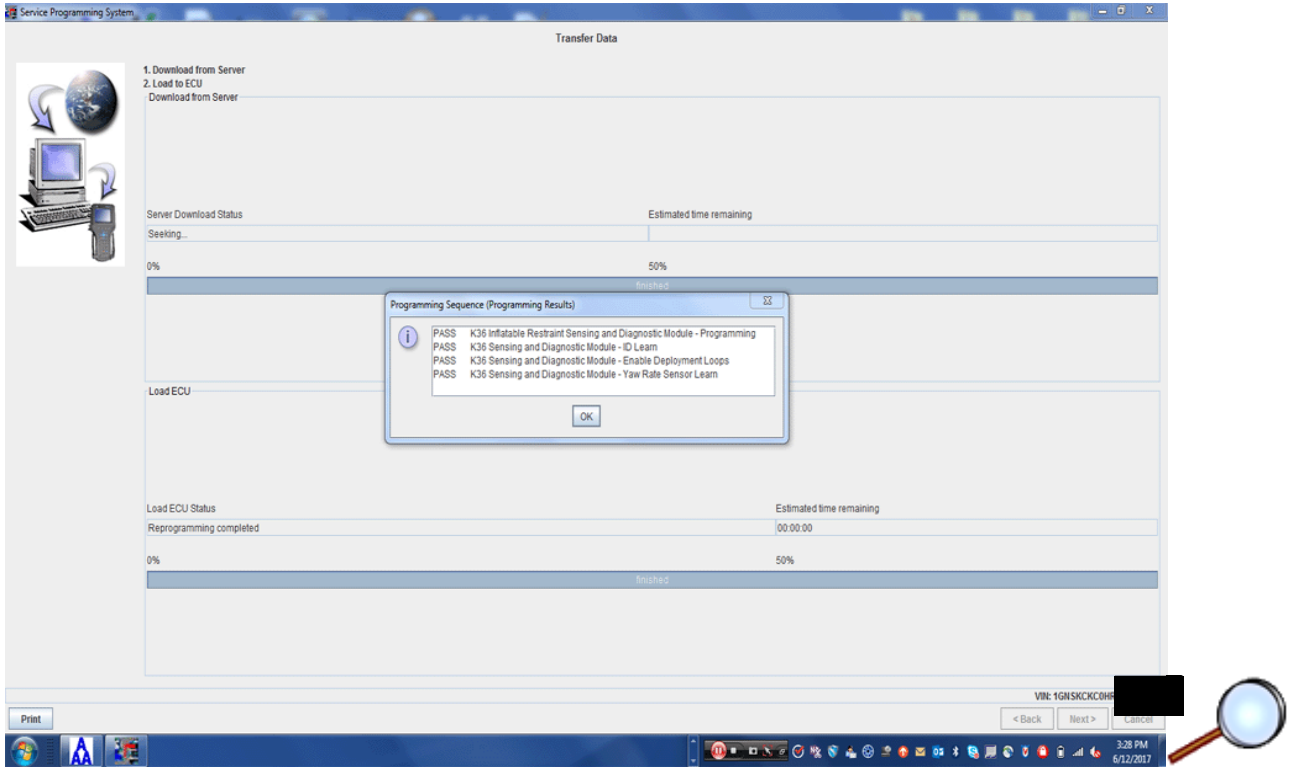
Note: If programming fails, before contacting TCSC, refer to the "Unable to Program SDM" section below to note the value of the parameter name "Software Module 1 Identifier" and "Software Module 2 Identifier".

Pre-SPS Programming Tips

- Verify the vehicle is not in "Transport Mode" before beginning programming.
- Record and clear all DTC's in the vehicle before reprogramming the SDM.

1. Access the Service Programming System (SPS) and follow the on-screen instructions.
2. On the SPS Supported Controllers screen, select K36 Inflatable Restraint Sensing and Diagnostic Module - Programming and Setup and follow the on-screen instructions.

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2.1. To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered into the GWM system when submitting this transaction.

Important: The screen above should show all "PASS" or "SKIPPED" and/or PASS" if the programming event is successful. If ANY of the results show "FAILED", proceed to "Unable to Program SDM" section.

3. Record SPS Warranty Claim Code on job card for warranty transaction submission.
4. At the end of programming, choose the "Clear All DTCs" function on the SPS screen.
    - If the SDM programming fails, refer to Unable to Program SDM.

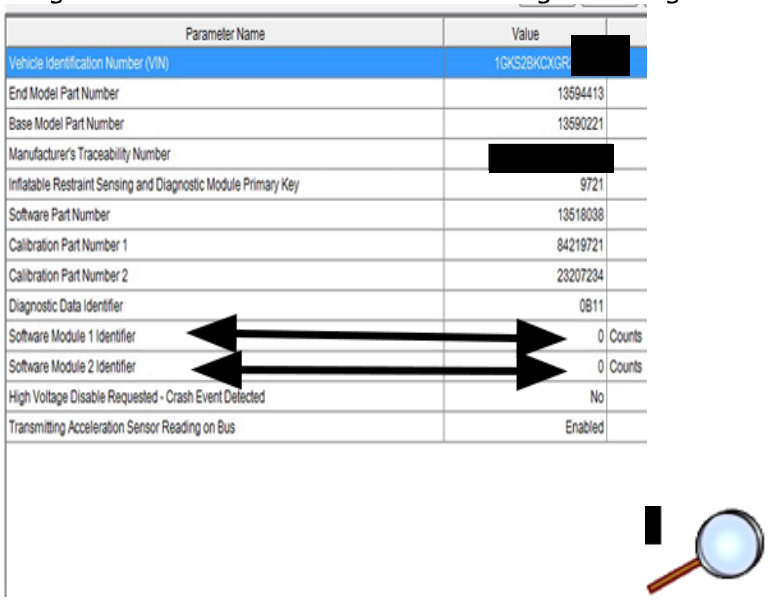
Unable to Program SDM

SPS Programming Tips

- If there is a deployment loop failure, please make sure the ignition switch is in the "Run" position, not the Accessory position. This typically occurs with push button Start. To verify the ignition switch is in the "Run" position go into GDS2, select the ECM and check for ignition 1 voltage. If it is at 12+ volts the ignition switch is in the correct position.
- If a Buick Encore displays an E-4491 programming failure, please check that the vehicle was built in TIS2Web as a light duty truck, not a passenger car.

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1. Using the GDS2 scan tool, build the vehicle and proceed to the Identification Information screen using the following path: Module Diagnostics>Inflatable Restraint Sensing and Diagnostic Module > Identification Information.



Parameter Name	Value	
Vehicle Identification Number (VIN)	1GKS2BKCXGR[redacted]	
End Model Part Number	13594413	
Base Model Part Number	13590221	
Manufacturer's Traceability Number	[redacted]	
Inflatable Restraint Sensing and Diagnostic Module Primary Key	9721	
Software Part Number	13518038	
Calibration Part Number 1	84219721	
Calibration Part Number 2	23207234	
Diagnostic Data Identifier	0B11	
Software Module 1 Identifier	0	Counts
Software Module 2 Identifier	0	Counts
High Voltage Disable Requested - Crash Event Detected	No	
Transmitting Acceleration Sensor Reading on Bus	Enabled	

Note: "Software Module 1 Identifier" and "Software Module 2 Identifier" provides deployment or near-deployment event information.

2. Note the value for parameter name "Software Module 1 Identifier" and "Software Module 2 Identifier".
   - If the value is greater than 0 for either of these parameters, replace the SDM. Refer to *Airbag Sensing and Diagnostic Module Replacement* in SI. Print the Identification Information screen and retain it with the Repair Order (RO).
   - If the value for these parameters is 0, attempt to continue programming one more time before contacting the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). Refer to *Unsuccessful Programming Recovery* in SI. DO NOT use "Proceed with Same VIN" to return to Supported Controllers screen.

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

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

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

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

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

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

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

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

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

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

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted

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Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

IMPORTANT SAFETY RECALL

October 2016

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

Dear General Motors Customer:

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

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

Important:

- Your vehicle is involved in GM recall 16007.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?	The sensing and diagnostic module (SDM) in your vehicle, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.
What will we do?	Your GM dealer will reprogram the SDM with new software that eliminates this defect. If your vehicle has any previous deployment events recorded in the SDM, your dealer will replace the existing SDM with a new SDM containing the latest software. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes up to two hours.
What should you do?	You should contact your GM dealer to arrange a service appointment as soon as possible.
Did you already pay for	Even though you may have already had repairs for this condition, you will still need to take your

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	please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2017, unless state law specifies a longer reimbursement period.
Do you have questions?	If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	**Number**	**Text Telephones (TTY)**
Buick	1-866-608–8080	1-800-832–8425
Cadillac	1–866–982–2339	1–800–833–2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1–866–996–9463	1–800–462–8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V651.

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

Jeffrey M. Boyer

Vice President

Global Vehicle Safety

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Enclosure

GM Recall 16007

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



WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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Luciana Mandel Barros Beccaro (C)

From: GM P2P File Delivery <noreply-p2pfd@gm.com>
Sent: Friday, December 21, 2018 12:50 PM
To: Luciana Mandel Barros Beccaro (C)
Subject: Mary Arens downloaded package: [redacted] v. General Motors

Dear Luciana Mandel Barros Beccaro,

Mary Arens downloaded the following package:

[redacted] v. General Motors Download Package

From: Luciana Mandel Barros Beccaro on 12/18/18 03:57 PM
Size: 32.3 MB in 1 file

Note:
Customer Name: [redacted]
SR#: [redacted]
VIN#: 3GCPCREC8GG[redacted]
Y,M,M: 2016 Chevrolet Silverado 1500
Reference#: [redacted]

Use these alternate addresses if needed:

p2pfd.ext.gm.com

- Download Package

Close Window

View Field Action Details

This screen allows IVH users to view the detail information for the selected VIN on Filed Action.

Vehicle Information

VIN: 3GCPCREC8GG[redacted] Model: CC15543-2016 SILVERADO 1500 2WD CREW CAB
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

Field Action Details

Type	Number	Description	Release Date
Product Safety Recall	2016007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016

Status: Closed
Group:
Sub-Group: 93642
Expires: Does not expire
Original Number: 16007
Labour Ops: [redacted] - Customer Reimbursement Approved
- Customer Reimbursement Denied – For USA dealers only
9102276 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations
9102561 16007 - N16-204817 - Replace Airbag Sensing and Diagnostic Module
Government Agency #: NHTSA: 16V651

Field Action Description: General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. The sensing and diagnostic module (SDM) in these vehicles, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.

Safety Risk Description: If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.

Repair Description: Dealers will reprogram the SDM with new software that eliminates this defect free of charge. In vehicles with any previous deployment events recorded in the SDM, the dealers will replace the existing SDM with a new SDM containing the latest software free of charge.

Note: Visit manufacturer website at https://my.gm.com/recalls for more information.

[redacted]

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GlobalWarranty

Luciana Mandel Barros Beccaro

December 18, 2018

Logout

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

For this vehicle:

- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

Vehicle Information

VIN: 3GCPCREC8GG[redacted] Model: CC15543-2016 SILVERADO 1500 2WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Build

Model: CC15543-2016 SILVERADO 1500 2WD CREW CAB

Gross Vehicle Weight: 3,178

Order Number: SZKJT4

Build Date: 11/28/2015

Build Plant: G

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

1LT - SILVERADO LT EQUIPMENT GROUP:
1SZ - OPTION PACKAGE DISCOUNT
4AA - INTERIOR TRIM
6CT - COMPONENT FRT LH COMPUTER
7CT - COMPONENT FRT RH COMPUTER
8X2 - COMPONENT RR LH NON-COMPUTER
9X2 - COMPONENT RR RH NON-COMPUTER
A31 - POWER WINDOWS, DRIVER EXPRESS
A48 - WINDOW, POWER, REAR SLIDING
A68 - SEAT 60/40 REAR FOLDING BENCH
A91 - REMOTE LOCKING TAILGATE
AG1 - PWR SEAT ADJUSTER, DRIVER
AKO - GLASS, DEEP-TINTED
AL0 - AIRBAG SENSING SYSTEM, PASSENGER
AQQ - REMOTE KEYLESS ENTRY
AU3 - POWER DOOR LOCK SYSTEM
AXK - VEHICLE TYPE TRUCK
AY0 - AIRBAGS DRIVER AND FRONT PASS
AZ3 - SEATS, FRONT 40/20/40 BENCH
B1J - WHEELHOUSE LINERS, REAR
B30 - COLOR KEYED CARPET
B32 - FLOOR MATS, FRONT
B33 - FLOOR MATS, REAR
B86 - BODYSIDE MOLDINGS, BODY

[redacted]

BTV - REMOTE VEHICLE START	BWN - CORNERSTEP, REAR BUMPER
C49 - ELECTRIC REAR WINDOW DEFOGGER	C5W - GVW RATING - 7,000 LBS
CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL	D75 - DOOR HANDLES, BODY COLOR
DH6 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED	DL8 - POWER HEATED OUTSIDE MIRRORS
DP6 - MIRROR CAPS, BODY COLOR	E63 - PICK UP BOX
EF7 - COUNTRY CODE, U.S.A.	FHO - VEHICLE FUEL GASOLINE E10
G80 - AUTO LOCKING REAR DIFFERENTIAL	GU6 - REAR AXLE 3.42 RATIO
GXG - TUNGSTEN METALLIC	H0U - JET BLACK
HQY - HEADLAMP COLOR BEZEL, CHROME	I16 -
IO5 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH	JD9 - ANTILOCK BRAKES, 4 WHEEL DISC
JF4 - POWER ADJUSTABLE PEDALS	K34 - CRUISE CONTROL
KC4 - ENGINE OIL COOLING SYSTEM	KG4 - ALTERNATOR, 150 AMPS
KI4 - POWER OUTLET, 110-VOLT AC	KNP - TRANSMISSION OIL COOLER
L83 - ENGINE, 5.3L V8 ECOTEC3	MAH - MARKETING AREA NORTH AMERICA
MSL - SILAO, MEXICO PLANT	MYC - TRANSMISSION, 6 SPD AUTOMATIC
N37 - STEERING COLUMN, TILT & TELESCOPING	NP5 - LEATHER WRAP STEERING WHEEL
NUF - EMISSION SYSTEM CALIFORNIA	PCW - LT PLUS PACKAGE: * POWER SLIDING REAR WINDOW * UNIVERSAL HOME REMOTE * REAR PARK ASSIST * POWER ADJUSTABLE PEDALS
PDU - ALL STAR EDITION * TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL * PWR SEAT ADJUSTER, DRIVER * LED FRONT FOG LAMPS * AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL * STEERING COLUMN, TILT & TELESCOPING * REMOTE VEHICLE START * REAR VISION CAMERA * REAR WINDOW DEFROSTER * POWER OUTLET, 110-VOLT AC	PPA - EZ LIFT AND LOWER TAILGATE
QSS - TIRES, ALL SEASON	R4Y - TIRE BRAND-GOODYEAR
R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM	RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL
RD4 - WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	RUF - WHEEL, 17" STEEL SPARE
SAF - SPARE TIRE LOCK	SFZ - BLACK BOWTIE EMBLEMS PACKAGE (DEALER INSTALLED)
SLM - STOCK ORDERS	T3U - LED FRONT FOG LAMPS
T4F - HIGH INTENSITY DISCHARGE HEADLAMPS W/ LAMP CONTROL	TG5 - SINGLE-SLOT CD/MP3 PLAYER
U2K - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS	U2L - HD RADIO
U73 - ANTENNA - FIXED MAST	UD7 - REAR PARK ASSIST
UDD - DRIVER INFO - COLOR DISPLAY	UE1 - ONSTAR(R) INCLUDES 5 YR BASIC PLAN PLUS 6 MTH SERVICE W/ AUTOMATIC CRASH RESPONSE, NAVIGATION & MORE. INCL: 4G LTE WI-FI(R) HOTSPOT W/ LIMITED DATA TRIAL & MORE (SUBJECT TO TERMS SEE ONSTAR.COM)



UF2 - LED LIGHTING, CARGO BOX	UG1 - UNIVERSAL HOME REMOTE
UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)	UK3 - STEERING WHEEL AUDIO CONTROLS
UMN - SPEEDOMETER, MILES & KILO, MILES FOR ODOMETER	UQ3 - ENHANCED AUDIO SPEAKERS
UTJ - THEFT DETERRENT SYSTEM	UVC - REAR VISION CAMERA
V22 - CHROME GRILLE SURROUND	V46 - FRONT BUMPER, CHROME
V8D - VEHICLE STATEMENT	VAV - FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)
VHM - VEHICLE HEALTH MANAGEMENT	VJH - BUMPER, REAR CHROME
VK3 - FRONT LICENSE PLATE BRACKET	VRK - VAA/COMPONENT REL ROOF TRIM
VT7 - OWNERS MANUAL ENGLISH	VV4 - 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)
WMG -	X88 - CHEVROLET CONVERSION
XL7 - FREQUENCY RATING 315 MH	YE9 - TRIM PACKAGE
YF5 - 50-STATE EMISSIONS	YM8 - LPO PROCESSING OPTION
Z60 - SUSPENSION PACKAGE	Z82 - TRAILERING EQUIPMENT PKG INCL: AUTO LOCKING REAR DIFFERENTIAL
ZY1 - SOLID PAINT	

Added Option Codes

Vehicle has no current record of SAIO codes.

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Luciana Mandel Barros Beccaro

December 18, 2018

Logout

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

Vehicle Information

VIN: 3GCPCREC8GG[redacted] Model: CC15543-2016 SILVERADO 1500 2WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 11

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 01

Component Code: 61-TRANSMISSION Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 08

Component Code: 65-REAR AXLE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 02

Component Code: 86-ELECTRONIC CONTROL MODULE (ECM) Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 11/28/2015 Time Scanned: 07:39:00 Scan Station: DT

Component Code: 87-BODY CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 11/28/2015 Time Scanned: 07:39:00 Scan Station: DT

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability:
Source Plant: - Part / Number

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

[redacted]

Broadcast:

Date Scanned: N/A Time Scanned: N/A Scan Station: 18

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 04

Component Code: AH-IR-SENSOR ASM-LEFT Traceability: [redacted]
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 11/28/2015 Time Scanned: 07:39:00 Scan Station: DT

Component Code: AJ-IR-SENSOR ASM-RIGHT Traceability: [redacted]
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 11/28/2015 Time Scanned: 07:39:00 Scan Station: DT

Component Code: AL-IR-MODULE ASM-I/P Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 05

Component Code: AS-SENSING DIAGNOSTIC MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 11/28/2015 Time Scanned: 07:39:00 Scan Station: DT

Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 11/28/2015 Time Scanned: 07:39:00 Scan Station: DT

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 11/28/2015 Time Scanned: 07:39:00 Scan Station: DT

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: [redacted]
Source Plant: - Part / Number Broadcast: 2ZZ
Date Scanned: 11/21/2015 Time Scanned: 05:31:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: [redacted]
Source Plant: - Part / Number Broadcast: 2PP
Date Scanned: 11/27/2015 Time Scanned: 13:32:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM Traceability: [redacted]
Source Plant: - Part / Number Broadcast: 2GA
Date Scanned: 11/27/2015 Time Scanned: 23:39:00 Scan Station:

[redacted]

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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December 18, 2018

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INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

Vehicle Information

VIN: 3GCPCREC8GG[redacted] Model: CC15543-2016 SILVERADO 1500 2WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Invoice Information

Invoicing Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512 6269130440

Invoice Date: 11/30/2015

Ship to Information

Ship to Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512 6269130440

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512 6269130440

. Delivery Date: 03/30/2016
Delivery Type: 010—INDIVIDUAL
Delivery Odometer: 19

In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

For this vehicle:

- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

[redacted]

Registration Information

Registration Service Agent: N/A

Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0

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December 18, 2018

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INTERFACE WITH CUSTOMER

View Vehicle Summary

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

For this vehicle:

- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

Vehicle Information

VIN: 3GCPCREC8GG[redacted] Model: CC15543-2016 SILVERADO 1500 2WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

[redacted]

EI	PIE0406	Engineering Information - Rear Defogger Grid Inoperative and/or Will Not Defog Rear Window Properly	04/13/2017
EI	PIE0365		06/21/2016

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y
OnStar Status: Active
XM Equipped: Y
XM Radio ID: K59AG30P
XM Status: Active
OnStar Vehicle Diagnostics: Y
DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	09/06/2018	03/30/2016	19 MI	03/30/2021	60,019 MI
	Corrosion Limited Warranty	09/06/2018	03/30/2016	19 MI	03/30/2022	100,019 MI
	Bumper to Bumper Limited Warranty	09/06/2018	03/30/2016	19 MI	03/30/2019	36,019 MI
	Chevrolet Scheduled Maintenance-2 visits	09/06/2018	03/30/2016	19 MI	03/30/2018	24,019 MI
	Emission Select State Component Ltd Wty	09/06/2018	03/30/2016	19 MI	03/30/2023	70,019 MI
	Emission Limited Warranty	09/06/2018	03/30/2016	19 MI	03/30/2019	50,019 MI
	Special Coverage 18127	09/06/2018	03/30/2016	19 MI	03/30/2026	150,019 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/29/2018	[redacted]	ZREG--- Regular Vehicle Transaction		[redacted] Battery Distribution Engine Compartment Fuse Block Replacement	27,992 MI
05/29/2018		ZREG--- Regular Vehicle Transaction		[redacted] Battery Replacement	27,992 MI
05/15/2018		ZREG---		[redacted] Replace vacuum pump, vacuum	27,603 MI

[redacted]

	[redacted]	Regular Vehicle Transaction	pump to booster hose, vacuum brake booster, and brake master cylinder
02/05/2018	[redacted]	ZREG--Regular Vehicle Transaction	[redacted] - Front Disc Brake Pads Replacement
08/07/2017	[redacted]	ZREG--Regular Vehicle Transaction	[redacted] - Emissions - Customer Concern Not Duplicated (CCND)
08/07/2017	[redacted]	ZREG--Regular Vehicle Transaction	[redacted] - Instrument Panel Assembly Replacement
03/13/2017	[redacted]	ZREG--Regular Vehicle Transaction	[redacted] Parking Assist Control Module Reprogramming with SPS
03/13/2017	[redacted]	ZREG--Regular Vehicle Transaction	[redacted] Shim Both Engine Mounts
03/13/2017	[redacted]	ZREG--Regular Vehicle Transaction	[redacted] Chevrolet Factory Maintenance
09/29/2016	[redacted]	ZFAT--Field Action Recall	[redacted] Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations
09/29/2016	[redacted]	ZREG--Regular Vehicle Transaction	[redacted] Chevrolet Factory Maintenance
12/11/2015	[redacted]	ZPDI--Pre-Delivery Inspection	[redacted] PDI - Dealer Installed - Factory Invoiced Options
12/02/2015	[redacted]	ZPDI--Pre-Delivery Inspection	[redacted] Pre-Delivery Inspection - Base Time

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[redacted]

GlobalWarranty

Luciana Mandel Barros Beccaro

December 18, 2018

Logout

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected.

Vehicle Information

VIN: 3GCPCREC8GG[redacted] Model: CC15543-2016 SILVERADO 1500 2WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

For this vehicle:

- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

Job Card Date: 05/29/2018 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 301757

PUENTE HILLS CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: 27,992 MI

Authorization Code:

Process Date:
08/08/2018

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0328-Engine/Fuel/Exhaust - No Start

Job Card Line #: 2 Transaction Adjustment: Cause Code: 7083-Wiring/Electrical/Sensors - Poor Contact

Labour Op [redacted]-Battery Distribution Engine Compartment Fuse Block Replacement

Causal Part Number 00000000084095546-BLOCK ASM-BAT DISTRIBUTION ENG COMPT FUS

→See other Parts and/or Net Items

Line Total: USD 66.05

Job Card Date: 05/29/2018 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 301757

Odometer Reading: 27,992 MI

[redacted]

PUENTE HILLS CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Authorization Code: K8

Process Date:
08/15/2018

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0328-Engine/Fuel/Exhaust - No Start

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op [redacted]Battery Replacement

Causal Part Number 000000000088865934-BATTERY ASM,.LN4

→See other Parts and/or Net Items

Line Total: USD 308.45

Job Card Date: 05/15/2018 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 301757

Odometer Reading: 27,603 MI

PUENTE HILLS CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Authorization Code:

Process Date:
05/17/2018

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0131-Brakes - Low Pedal/Spongy

Job Card Line #: 3 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op [redacted]Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder

Causal Part Number 000000000012669488-PUMP ASM-VAC

→See other Parts and/or Net Items

Line Total: USD 748.98

Job Card Date: 02/05/2018 **Job Card Number:** **Transaction Detail**

[redacted]

95714

Repair Service Agent: 301757
PUENTE HILLS CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: 24,132 MI
Authorization Code: K8

Process Date:
02/21/2018

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0133-Brakes - Pulsation

Job Card Line #: 5 Transaction Adjustment: Cause Code: 3051-Rotating Part - Worn/Stripped

Labour Op [redacted]-Front Disc Brake Pads Replacement

Causal Part Number 000000000084218390-PAD KIT-FRT DISC BRK

→See other Parts and/or Net Items

Line Total: USD 262.83

Job Card Date: 08/07/2017 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: 18,140 MI
Authorization Code:

Process Date:
08/09/2017

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0322-Engine/Fuel/Exhaust - Engine Performance

Job Card Line #: 3 Transaction Adjustment: Cause Code: 9099-Other - Not Duplicated

Labour Op [redacted]Emissions - Customer Concern Not Duplicated (CCND)

Causal Part Number

Line Total: USD 33.35

[redacted]

Job Card Date: 08/07/2017 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: 18,140 MI
Authorization Code:

Process Date:
08/09/2017

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0821-Interior - Instrument Panel

Job Card Line #: 2 Transaction Adjustment: Cause Code: 6025-Module/Component - Loose

Labour Op [redacted]nstrument Panel Assembly Replacement

Causal Part Number

Line Total: USD 222.34

Job Card Date: 03/13/2017 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: 12,269 MI
Authorization Code:

Process Date:
03/14/2017

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0621-Features/Controls/Displays - Gauges/Warning Lights

Job Card Line #: 5 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op [redacted]Parking Assist Control Module Reprogramming with SPS

Causal Part Number

Line Total: USD 33.35

[redacted]

Job Card Date: 03/13/2017 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: 12,269 MI
Authorization Code:

Process Date:
03/14/2017

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0323-Engine/Fuel/Exhaust - Engine Noise

Job Card Line #: 2 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op [redacted]-Shim Both Engine Mounts

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 336.31

Job Card Date: 03/13/2017 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: 12,269 MI
Authorization Code:

Process Date:
03/14/2017

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op [redacted]Chevrolet Factory Maintenance

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 50.00

[redacted]

Job Card Date: 09/29/2016 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: 6,588 MI
Authorization Code:

Process Date:
09/30/2016

Transaction Type:
ZFAT---Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment: Cause Code: -

Labour Op [redacted] Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations

Causal Part Number

Line Total: USD 32.54

Job Card Date: 09/29/2016 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: 6,588 MI
Authorization Code:

Process Date:
09/30/2016

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op [redacted] Chevrolet Factory Maintenance

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 50.00

[redacted]

Job Card Date: 12/11/2015 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: 3 MI
Authorization Code:

Process Date:
12/16/2015
Transaction Type:
ZPDI—Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-
Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op [redacted] PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number

Line Total: USD 137.55

Job Card Date: 12/02/2015 **Job Card Number:** [redacted] **Transaction Detail**

Repair Service Agent: 114567
PUENTE HILL'S CHEVROLET
17300 E GALE AVENUE
CITY OF INDUSTRY CA 91748-1512
6269130440

Odometer Reading: 1 MI
Authorization Code:

Process Date:
12/02/2015
Transaction Type:
ZPDI—Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op [redacted] Pre-Delivery Inspection - Base Time
Causal Part Number

Line Total: USD 137.55

Global Warranty Management: Site Map

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[redacted]

November 7, 2018

Jessica Anvar, Esq.
Consumer Law Experts
5757 W Century Blvd Ste 500
Los Angeles, CA 90045

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC8GG[redacted]
Customer Relationship Specialist: Deon

Dear Ms. Anvar:

We regret that your client is dissatisfied with her 2016 Chevrolet Silverado 1500 and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $7000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client would retain the vehicle.

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

_____

Odometer

_____ _____

Client's Signature Client's Signature

_____ _____

Date Date

GlobalWarranty

Luciana Mandel Barros Beccaro

December 18, 2018

Logout

Global Warranty Management: Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour | Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
3GCPCREC8GG[redacted]	CC15543		001367930398
Non GM Vehicle Indicator:	**Delivery Type:**	**Odometer:**	**Assigned Warranty Start Date:**
	010	27992	03/30/2016
Business Unit:	**Repairing BAC:**		**Submitting Service Agent:**
1000	301[redacted] PUENTE HILLS CHEVROLET		301[redacted]

Transaction Header Information

Job Card:	Job Card Line:	Transaction Type:	
[redacted]	1	ZREG - Regular Vehicle Transaction	
Job Card Open Date:	**Repair completion date:**	**Process Date:**	**Financial Year & Month:**
05/29/2018	05/31/2018	08/15/2018	
Serialized Part ID:	**Causal Part Number:**	**Pre-Repair Approval Number:**	**Add-on:**
	000000000088865934		

Labour Operation:
[redacted] - Battery Replacement

Transaction Version Information

Process Status:	Correction Required:	Labour Operation Dependency Code:	Reference Number:
ACC/PAID		[redacted]	
Transaction Category:	**Version:**	**Foreign Tourist VIN:**	**Tourist/Transient:**
Warranty	8		X
Additional Credit:	**Full Debit:**	**Partial Debit:**	**Action Performed:**
Service Advisor:	**Technician:**	**Flag Count:**	**Repair Group:**
0199650226	44807525	11	40-Engine Propulsion
Number of TAC Cases:	**Number of CAC Cases:**	**SA Installed Option Flag:**	**Special Coverage:**
0	0		
Field Action:	**Deviation Debit Reason:**	**Invoice Verification Number:**	

[redacted]

Job Card Header

Repairing BAC:	301[redacted] - PUENTE HILLS CHEVROLET
Service Advisor Number:	0199650226
Job Card Number:	[redacted]
Job Card Open Date:	05/29/2018
VIN:	3GCPCREC8GG[redacted]
Sales Model Code:	CC15543
Odometer:	27992
Reference Number:	
Job Card Line:	1
Labour Operation Code:	[redacted] - Battery Replacement
Repair completion date:	05/31/2018
Transaction Type:	ZREG - Regular Vehicle Transaction

Warranty Information

Distance in service:	Time in Service:	Days out of Warranty:	Distance out of Warranty:
27973	790	0	0

Master Warranty:
00000000000000000390

New Vehicle Damage

Damage Code:	Delivery Type:	Carrier Code - NVD:	Vehicle Delivery Receipt Date:

Vehicle Delivery Receipt Number:

Service Contract Information

MIC Agreement Ref Number:	MIC Agreement Ref Type:	MIC Part Number:	MIC Assembly Code:

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	79.77	79.77	0.00	79.77
Parts & Parts Handling:	186.68	186.68	0.00	186.68
Net Items:	42.00	42.00	0.00	42.00
Deductible:				0.00
Customer/Service Agent Participation :				0.00
Total:	308.45	308.45	0.00	308.45

Parts Return Status

Project ID:

Request Nbr: [redacted]

Complaint/Cause/Correction

Complaint: 0328 - Engine/Fuel/Exhaust - No Start

CUST STATES VEHICLE STALLED WHILE COMING TO A STOP. VEHICLE DID NOT WA NT TO START AFTER STALLING NO CRANK. NEC TO JUMPSTARTVEHICLE ADVISE

Cause: 6579 - Module/Component - Shorted

CK CHARGING SYSTEM ALT OUTPUT 100A 14V ,BATTERY FAILED LOAD TEST , AND FOUND OPEN IN BATTERY MEGA FUSE 175A

Correction:

[redacted]

REPLACE BATTERY AND BATTERY FUSE BLOCK

Approvals/Rejects

Approver:	Approver Type:	Effective Authorization:	Required Auth Code:
Blake Carrier	Warranty Support Center (WSC)	K8	K8

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (•) **VIN History (Only Past 2 Years)**
- ( ) **Transaction History**
- ( ) **All History**

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
14	30	[redacted]	10	X	ACC/PAID	[redacted]	02/05/2018	3GCPCREC8GG
11	30		8	X	ACC/PAID		05/29/2018	3GCPCREC8GG
12	11		4	X	ACC/PAID		03/13/2017	3GCPCREC8GG
0	11		2	X	ACC/PAID		12/11/2015	3GCPCREC8GG
0	11		2	X	ACC/PAID		03/13/2017	3GCPCREC8GG

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[redacted]

GlobalWarranty

Luciana Mandel Barros Beccaro

December 18, 2018

Logout

Global Warranty Management: Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
3GCPCREC8GG[redacted]	CC15543		001373764330
Non GM Vehicle Indicator:	**Delivery Type:**	**Odometer:**	**Assigned Warranty Start Date:**
	010	27992	03/30/2016
Business Unit:	**Repairing BAC:**		**Submitting Service Agent:**
1000	301757 - PUENTE HILLS CHEVROLET		301[redacted]

Transaction Header Information

Job Card:	Job Card Line:	Transaction Type:	
[redacted]	2	ZREG - Regular Vehicle Transaction	
Job Card Open Date:	**Repair completion date:**	**Process Date:**	**Financial Year & Month:**
05/29/2018	05/31/2018	08/08/2018	
Serialized Part ID:	**Causal Part Number:**	**Pre-Repair Approval Number:**	**Add-on:**
	000000000084095546		

Labour Operation:

[redacted]Battery Distribution Engine Compartment Fuse Block Replacement

Transaction Version Information

Process Status:	Correction Required:	Labour Operation Dependency Code:	Reference Number:
ACC/PAID			
Transaction Category:	**Version:**	**Foreign Tourist VIN:**	**Tourist/Transient:**
Warranty	2		X
Additional Credit:	**Full Debit:**	**Partial Debit:**	**Action Performed:**
Service Advisor:	**Technician:**	**Flag Count:**	**Repair Group:**
0199650226	44807525	4	54-Power and Signal Distribution
Number of TAC Cases:	**Number of CAC Cases:**	**SA Installed Option Flag:**	**Special Coverage:**

Job Card Header

Repairing BAC:	301[redacted] - PUENTE HILLS CHEVROLET
Service Advisor Number:	0199650226
Job Card Number:	[redacted]
Job Card Open Date:	05/29/2018
VIN:	3GCPCREC8GG[redacted]
Sales Model Code:	CC15543
Odometer:	27992
Reference Number:	
Job Card Line:	2
Labour Operation Code:	[redacted] - Battery Distribution Engine Compartment Fuse Block Replacement
Repair completion date:	05/31/2018
Transaction Type:	ZREG - Regular Vehicle Transaction

[redacted]

0	0		
Field Action:	**Deviation Debit Reason:**	**Invoice Verification Number:**	

Warranty Information

Distance in service:	**Time in Service:**	**Days out of Warranty:**	**Distance out of Warranty:**
27973	790	0	0

Master Warranty:
0000000000000000390

New Vehicle Damage

Damage Code:	**Delivery Type:**	**Carrier Code - NVD:**	**Vehicle Delivery Receipt Date:**

Vehicle Delivery Receipt Number:

Service Contract Information

MIC Agreement Ref Number:	**MIC Agreement Ref Type:**	**MIC Part Number:**	**MIC Assembly Code:**

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	0.00	0.00	0.00	0.00
Parts & Parts Handling:	66.05	66.05	0.00	66.05
Net Items:	0.00	0.00	0.00	0.00
Deductible:				0.00
Customer/Service Agent Participation :				0.00
Total:	66.05	66.05	0.00	66.05

Parts Return Status

Project ID: **Request Nbr:** [redacted]

Complaint/Cause/Correction

Complaint: 0328 - Engine/Fuel/Exhaust - No Start

CUST STATES VEHICLE STALLED WHILE COMING TO A STOP. VEHICLE DIDNOT WANT TO START AFTER STALLING NO CRANK.

Cause: 7083 - Wiring/Electrical/Sensors - Poor Contact

found open in fuse block mega fuse

Correction:

[redacted]

replace fuse block assy

Approvals/Rejects

Approver: **Approver Type:** **Effective Authorization:** **Required Auth Code:**

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (•) **VIN History (Only Past 2 Years)**
- ( ) **Transaction History**
- ( ) **All History**

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
14	30[redacted]	[redacted]	10	X	ACC/PAID	[redacted]	02/05/2018	3GCPCREC8GG[redacted]
11	30[redacted]	[redacted]	8	X	ACC/PAID	[redacted]	05/29/2018	3GCPCREC8GG[redacted]
12	114[redacted]	[redacted]	4	X	ACC/PAID	[redacted]	03/13/2017	3GCPCREC8GG[redacted]
0	114[redacted]	[redacted]	2	X	ACC/PAID	[redacted]	12/11/2015	3GCPCREC8GG[redacted]
0	114[redacted]	[redacted]	2	X	ACC/PAID	[redacted]	03/13/2017	3GCPCREC8GG[redacted]

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[redacted]

GlobalWarranty

Luciana Mandel Barros Beccaro

December 18, 2018

Logout

Global Warranty Management: Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
3GCPCREC8GG[redacted]	CC15543		001270987852
Non GM Vehicle Indicator:	**Delivery Type:**	**Odometer:**	**Assigned Warranty Start Date:**
		3	
Business Unit:	**Repairing BAC:**		**Submitting Service Agent:**
1000	114567 - PUENTE HILL'S CHEVROLET		114[redacted]

Transaction Header Information

Job Card:	Job Card Line:	Transaction Type:	
[redacted]	2	ZPDI - Pre-Delivery Inspection	
Job Card Open Date:	**Repair completion date:**	**Process Date:**	**Financial Year & Month:**
12/11/2015	12/15/2015	12/16/2015	
Serialized Part ID:	**Causal Part Number:**	**Pre-Repair Approval Number:**	**Add-on:**

Labour Operation:
[redacted] PDI - Dealer Installed - Factory Invoiced Options

Transaction Version Information

Process Status:	Correction Required:	Labour Operation Dependency Code:	Reference Number:
ACC/PAID			
Transaction Category:	**Version:**	**Foreign Tourist VIN:**	**Tourist/Transient:**
Pre-Delivery Inspection	2		
Additional Credit:	**Full Debit:**	**Partial Debit:**	**Action Performed:**
Service Advisor:	**Technician:**	**Flag Count:**	**Repair Group:**
0199650226	532541122	0	06-Non Warranty / Miscellaneous
Number of TAC Cases:	**Number of CAC Cases:**	**SA Installed Option Flag:**	**Special Coverage:**

[redacted]

Job Card Header

Repairing BAC:	114[redacted] - PUENTE HILL'S CHEVROLET
Service Advisor Number:	0199650226
Job Card Number:	[redacted]
Job Card Open Date:	12/11/2015
VIN:	3GCPCREC8GG[redacted]
Sales Model Code:	CC15543
Odometer:	3
Reference Number:	
Job Card Line:	2
Labour Operation Code:	[redacted] PDI - Dealer Installed - Factory Invoiced Options
Repair completion date:	12/15/2015
Transaction Type:	ZPDI - Pre-Delivery Inspection

0	0		
Field Action:	**Deviation Debit Reason:**	**Invoice Verification Number:**	

Warranty Information

Distance in service:	**Time in Service:**	**Days out of Warranty:**	**Distance out of Warranty:**
0	0	0	0

Master Warranty:

New Vehicle Damage

Damage Code:	**Delivery Type:**	**Carrier Code - NVD:**	**Vehicle Delivery Receipt Date:**

Vehicle Delivery Receipt Number:

Service Contract Information

MIC Agreement Ref Number:	**MIC Agreement Ref Type:**	**MIC Part Number:**	**MIC Assembly Code:**

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	137.55	137.55	0.00	137.55
Parts & Parts Handling:	0.00	0.00	0.00	0.00
Net Items:	0.00	0.00	0.00	0.00
Deductible:				0.00
Customer/Service Agent Participation :				0.00
Total:	137.55	137.55	0.00	137.55

Parts Return Status

Project ID:

Request Nbr: [redacted]

Complaint/Cause/Correction

Complaint:

Cause:

Correction:

[redacted]

Approvals/Rejects

Approver: **Approver Type:** **Effective Authorization:** **Required Auth Code:**

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (•) **VIN History (Only Past 2 Years)**
- ( ) **Transaction History**
- ( ) **All History**

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
14	301	[redacted]	10	X	ACC/PAID	[redacted]	02/05/2018	3GCPCREC8GG
11	301	[redacted]	8	X	ACC/PAID	[redacted]	05/29/2018	3GCPCREC8GG
12	114	[redacted]	4	X	ACC/PAID	[redacted]	03/13/2017	3GCPCREC8GG
0	114	[redacted]	2	X	ACC/PAID	[redacted]	12/11/2015	3GCPCREC8GG
0	114	[redacted]	2	X	ACC/PAID	[redacted]	03/13/2017	3GCPCREC8GG

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[redacted]

GlobalWarranty

Luciana Mandel Barros Beccaro

December 18, 2018

Logout

Global Warranty Management: Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
3GCPCREC8GG[redacted]	CC15543		001305492910
Non GM Vehicle Indicator:	**Delivery Type:**	**Odometer:**	**Assigned Warranty Start Date:**
	010	6588	03/30/2016
Business Unit:	**Repairing BAC:**		**Submitting Service Agent:**
1000	114[redacted] - PUENTE HILL'S CHEVROLET		114[redacted]

Transaction Header Information

Job Card:	Job Card Line:	Transaction Type:	
[redacted]	1	ZREG - Regular Vehicle Transaction	
Job Card Open Date:	**Repair completion date:**	**Process Date:**	**Financial Year & Month:**
09/29/2016	09/30/2016	09/30/2016	
Serialized Part ID:	**Causal Part Number:**	**Pre-Repair Approval Number:**	**Add-on:**

Labour Operation:

[redacted] - Chevrolet Factory Maintenance

Transaction Version Information

Process Status:	Correction Required:	Labour Operation Dependency Code:	Reference Number:
ACC/PAID			
Transaction Category:	**Version:**	**Foreign Tourist VIN:**	**Tourist/Transient:**
Warranty	2		
Additional Credit:	**Full Debit:**	**Partial Debit:**	**Action Performed:**
Service Advisor:	**Technician:**	**Flag Count:**	**Repair Group:**
0598488001	429176485	0	92-Maintenance
Number of TAC Cases:	**Number of CAC Cases:**	**SA Installed Option Flag:**	**Special Coverage:**
0	0		

[redacted]

Job Card Header

Repairing BAC:	114[redacted] - PUENTE HILL'S CHEVROLET
Service Advisor Number:	0598488001
Job Card Number:	[redacted]
Job Card Open Date:	09/29/2016
VIN:	3GCPCREC8GG[redacted]
Sales Model Code:	CC15543
Odometer:	[redacted]
Reference Number:	
Job Card Line:	1
Labour Operation Code:	[redacted] Chevrolet Factory Maintenance
Repair completion date:	09/30/2016
Transaction Type:	ZREG - Regular Vehicle Transaction

Field Action:	Deviation Debit Reason:	Invoice Verification Number:	

Warranty Information

Distance in service:	Time in Service:	Days out of Warranty:	Distance out of Warranty:
6569	183	0	0

Master Warranty:
00000000000000001133

New Vehicle Damage

Damage Code:	Delivery Type:	Carrier Code - NVD:	Vehicle Delivery Receipt Date:

Vehicle Delivery Receipt Number:

Service Contract Information

MIC Agreement Ref Number:	MIC Agreement Ref Type:	MIC Part Number:	MIC Assembly Code:

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	0.00	0.00	0.00	0.00
Parts & Parts Handling:	0.00	0.00	0.00	0.00
Net Items:	50.00	50.00	0.00	50.00
Deductible:				0.00
Customer/Service Agent Participation :				0.00
Total:	50.00	50.00	0.00	50.00

Parts Return Status

Project ID: **Request Nbr:** [redacted]

Complaint/Cause/Correction

Complaint: 0021 - No Customer Complaint - Maintenance

PERFORMED *SPECIAL* ENGINE OIL & FILTER CHANGE SERVICE, PROVIDED LUBE (AS NECESSARY), ROTATED (4) TIRES AND INSPECTED ALL FLUIDLEVELS.

Cause: 9094 - Other - Follow operation

MAINT

Correction:

[redacted]

PERFORM OIL FILTER, ROTATE, CK ALL FLUID

Approvals/Rejects

Approver: **Approver Type:** **Effective Authorization:** **Required Auth Code:**

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (•) **VIN History (Only Past 2 Years)**
- ( ) **Transaction History**
- ( ) **All History**

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
14	301	[redacted]	10	X	ACC/PAID	[redacted]	02/05/2018	3GCPCREC8GG
11	301		8	X	ACC/PAID		05/29/2018	3GCPCREC8GG
12	114		4	X	ACC/PAID		03/13/2017	3GCPCREC8GG
0	114		2	X	ACC/PAID		12/11/2015	3GCPCREC8GG
0	114		2	X	ACC/PAID		03/13/2017	3GCPCREC8GG

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[redacted]

GlobalWarranty

Luciana Mandel Barros Beccaro

December 18, 2018

Logout

Global Warranty Management: Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
3GCPCREC8GG[redacted]	CC15543		[redacted]
Non GM Vehicle Indicator:	**Delivery Type:**	**Odometer:**	**Assigned Warranty Start Date:**
	010	12269	03/30/2016
Business Unit:	**Repairing BAC:**		**Submitting Service Agent:**
1000	114[redacted] - PUENTE HILL'S CHEVROLET		114[redacted]

Transaction Header Information

Job Card:	Job Card Line:	Transaction Type:	
[redacted]	1	ZREG - Regular Vehicle Transaction	
Job Card Open Date:	**Repair completion date:**	**Process Date:**	**Financial Year & Month:**
03/13/2017	03/14/2017	03/14/2017	
Serialized Part ID:	**Causal Part Number:**	**Pre-Repair Approval Number:**	**Add-on:**

Labour Operation:
[redacted] Chevrolet Factory Maintenance

Transaction Version Information

Process Status:	Correction Required:	Labour Operation Dependency Code:	Reference Number:
ACC/PAID			
Transaction Category:	**Version:**	**Foreign Tourist VIN:**	**Tourist/Transient:**
Warranty	2		
Additional Credit:	**Full Debit:**	**Partial Debit:**	**Action Performed:**
Service Advisor:	**Technician:**	**Flag Count:**	**Repair Group:**
0598488001	429176485	0	92-Maintenance
Number of TAC Cases:	**Number of CAC Cases:**	**SA Installed Option Flag:**	**Special Coverage:**
0	0		

[redacted]

Job Card Header

Repairing BAC:	114[redacted] - PUENTE HILL'S CHEVROLET
Service Advisor Number:	0598488001
Job Card Number:	[redacted]
Job Card Open Date:	03/13/2017
VIN:	3GCPCREC8GG[redacted]
Sales Model Code:	CC15543
Odometer:	12269
Reference Number:	
Job Card Line:	1
Labour Operation Code:	[redacted] - Chevrolet Factory Maintenance
Repair completion date:	03/14/2017
Transaction Type:	ZREG - Regular Vehicle Transaction

Field Action:	Deviation Debit Reason:	Invoice Verification Number:	

Warranty Information

Distance in service:	Time in Service:	Days out of Warranty:	Distance out of Warranty:
12250	348	0	0

Master Warranty:
00000000000000001133

New Vehicle Damage

Damage Code:	Delivery Type:	Carrier Code - NVD:	Vehicle Delivery Receipt Date:

Vehicle Delivery Receipt Number:

Service Contract Information

MIC Agreement Ref Number:	MIC Agreement Ref Type:	MIC Part Number:	MIC Assembly Code:

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	0.00	0.00	0.00	0.00
Parts & Parts Handling:	0.00	0.00	0.00	0.00
Net Items:	50.00	50.00	0.00	50.00
Deductible:				0.00
Customer/Service Agent Participation :				0.00
Total:	50.00	50.00	0.00	50.00

Parts Return Status

Project ID: **Request Nbr:** [redacted]

Complaint/Cause/Correction

Complaint: 0021 - No Customer Complaint - Maintenance

MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTA TE 4 TIRES

Cause: 9094 - Other - Follow operation

PERFORM LOF RTOATED

Correction:

[redacted]

MAINT

Approvals/Rejects

Approver: **Approver Type:** **Effective Authorization:** **Required Auth Code:**

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (•) **VIN History (Only Past 2 Years)**
- ( ) **Transaction History**
- ( ) **All History**

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
14	301	[redacted]	10	X	ACC/PAID	[redacted]	02/05/2018	3GCPCREC8GG
11	301		8	X	ACC/PAID		05/29/2018	3GCPCREC8GG
12	114		4	X	ACC/PAID		03/13/2017	3GCPCREC8GG
0	114		2	X	ACC/PAID		12/11/2015	3GCPCREC8GG
0	114		2	X	ACC/PAID		03/13/2017	3GCPCREC8GG

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GlobalWarranty

Luciana Mandel Barros Beccaro

December 18, 2018

Logout

Global Warranty Management: Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
3GCPCREC8GG[redacted]	CC15543		[redacted]
Non GM Vehicle Indicator:	**Delivery Type:**	**Odometer:**	**Assigned Warranty Start Date:**
	010	12269	03/30/2016
Business Unit:	**Repairing BAC:**		**Submitting Service Agent:**
1000	114[redacted] - PUENTE HILL'S CHEVROLET		114[redacted]

Transaction Header Information

Job Card:	Job Card Line:	Transaction Type:	
[redacted]	5	ZREG - Regular Vehicle Transaction	
Job Card Open Date:	**Repair completion date:**	**Process Date:**	**Financial Year & Month:**
03/13/2017	03/14/2017	03/14/2017	
Serialized Part ID:	**Causal Part Number:**	**Pre-Repair Approval Number:**	**Add-on:**
			X

Labour Operation:
[redacted] - Parking Assist Control Module Reprogramming with SPS

Transaction Version Information

Process Status:	Correction Required:	Labour Operation Dependency Code:	Reference Number:
ACC/PAID		BB8D4	
Transaction Category:	**Version:**	**Foreign Tourist VIN:**	**Tourist/Transient:**
Warranty	2		
Additional Credit:	**Full Debit:**	**Partial Debit:**	**Action Performed:**
Service Advisor:	**Technician:**	**Flag Count:**	**Repair Group:**
0598488001	881804236	6	28-Diagnostic and Programming
Number of TAC Cases:	**Number of CAC Cases:**	**SA Installed Option Flag:**	**Special Coverage:**

Job Card Header

Repairing BAC:	114[redacted] - PUENTE HILL'S CHEVROLET
Service Advisor Number:	0598488001
Job Card Number:	[redacted]
Job Card Open Date:	03/13/2017
VIN:	3GCPCREC8GG[redacted]
Sales Model Code:	CC15543
Odometer:	12269
Reference Number:	
Job Card Line:	5
Labour Operation Code:	[redacted] - Parking Assist Control Module Reprogramming with SPS
Repair completion date:	03/14/2017
Transaction Type:	ZREG - Regular Vehicle Transaction

[redacted]

0	0		
Field Action:	**Deviation Debit Reason:**	**Invoice Verification Number:**	

Warranty Information

Distance in service:	Time in Service:	Days out of Warranty:	Distance out of Warranty:
12250	348	0	0

Master Warranty:
00000000000000000390

New Vehicle Damage

Damage Code:	Delivery Type:	Carrier Code - NVD:	Vehicle Delivery Receipt Date:

Vehicle Delivery Receipt Number:

Service Contract Information

MIC Agreement Ref Number:	MIC Agreement Ref Type:	MIC Part Number:	MIC Assembly Code:

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	33.35	33.35	0.00	33.35
Parts & Parts Handling:	0.00	0.00	0.00	0.00
Net Items:	0.00	0.00	0.00	0.00
Deductible:				0.00
Customer/Service Agent Participation :				0.00
Total:	33.35	33.35	0.00	33.35

Parts Return Status

Project ID: **Request Nbr:** [redacted]

Complaint/Cause/Correction

Complaint: 0621 - Features/Controls/Displays - Gauges/Warning Lights

CUSTOMER STATES THAT SERVICE PARK ASSIST WARNING MESSAGE COMES ON

Cause: 9090 - Other - Field Action / Tech Bulletin

OBD TEST, U0159 HISTORY CODE FOUND BULLETIN PIT5507B

Correction:

[redacted]

REPROGRAMMED PARK ASSIST MODULE. BB8D4

Approvals/Rejects

Approver: **Approver Type:** **Effective Authorization:** **Required Auth Code:**

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (•) **VIN History (Only Past 2 Years)**
- ( ) **Transaction History**
- ( ) **All History**

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
14	301	[redacted]	10	X	ACC/PAID	[redacted]	02/05/2018	3GCPCREC8GG
11	301		8	X	ACC/PAID		05/29/2018	3GCPCREC8GG
12	114		4	X	ACC/PAID		03/13/2017	3GCPCREC8GG
0	114		2	X	ACC/PAID		12/11/2015	3GCPCREC8GG
0	114		2	X	ACC/PAID		03/13/2017	3GCPCREC8GG

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GlobalWarranty

Luciana Mandel Barros Beccaro

December 18, 2018

Logout

Global Warranty Management: Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
3GCPCREC8GG[redacted]	CC15543		001340889320
Non GM Vehicle Indicator:	**Delivery Type:**	**Odometer:**	**Assigned Warranty Start Date:**
	010	18140	03/30/2016
Business Unit:	**Repairing BAC:**		**Submitting Service Agent:**
1000	114[redacted] PUENTE HILL'S CHEVROLET		114[redacted]

Transaction Header Information

Job Card:	Job Card Line:	Transaction Type:	
[redacted]	2	ZREG - Regular Vehicle Transaction	
Job Card Open Date:	**Repair completion date:**	**Process Date:**	**Financial Year & Month:**
08/07/2017	08/08/2017	08/09/2017	
Serialized Part ID:	**Causal Part Number:**	**Pre-Repair Approval Number:**	**Add-on:**

Labour Operation:
[redacted] - Instrument Panel Assembly Replacement

Transaction Version Information

Process Status:	Correction Required:	Labour Operation Dependency Code:	Reference Number:
ACC/PAID			
Transaction Category:	**Version:**	**Foreign Tourist VIN:**	**Tourist/Transient:**
Warranty	2		
Additional Credit:	**Full Debit:**	**Partial Debit:**	**Action Performed:**
Service Advisor:	**Technician:**	**Flag Count:**	**Repair Group:**
0174203734	881804236	6	10-Body Hardware and Trim
Number of TAC Cases:	**Number of CAC Cases:**	**SA Installed Option Flag:**	**Special Coverage:**
0	0		

[redacted]

Job Card Header

Repairing BAC:	114[redacted] - PUENTE HILL'S CHEVROLET
Service Advisor Number:	0174203734
Job Card Number:	[redacted]
Job Card Open Date:	08/07/2017
VIN:	3GCPCREC8GG[redacted]
Sales Model Code:	CC15543
Odometer:	18140
Reference Number:	
Job Card Line:	2
Labour Operation Code:	[redacted] Instrument Panel Assembly Replacement
Repair completion date:	08/08/2017
Transaction Type:	ZREG - Regular Vehicle Transaction

Field Action:	Deviation Debit Reason:	Invoice Verification Number:	

Warranty Information

Distance in service:	Time in Service:	Days out of Warranty:	Distance out of Warranty:
18121	495	0	0

Master Warranty:
00000000000000000390

New Vehicle Damage

Damage Code:	Delivery Type:	Carrier Code - NVD:	Vehicle Delivery Receipt Date:

Vehicle Delivery Receipt Number:

Service Contract Information

MIC Agreement Ref Number:	MIC Agreement Ref Type:	MIC Part Number:	MIC Assembly Code:

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	222.34	222.34	0.00	222.34
Parts & Parts Handling:	0.00	0.00	0.00	0.00
Net Items:	0.00	0.00	0.00	0.00
Deductible:				0.00
Customer/Service Agent Participation :				0.00
Total:	222.34	222.34	0.00	222.34

Parts Return Status

Project ID: **Request Nbr:** [redacted]

Complaint/Cause/Correction

Complaint: 0821 - Interior - Instrument Panel

CUST STATES KNEE BOLSTER RATTLES AND MAKES NOISE

Cause: 6025 - Module/Component - Loose

ROAD TESTED VEHICLE AND VERIFIED COMPLAINT, REMOVED KNEE BOLSTER. ROAD TESTED AGAIN, DIAGNOSED AND FOUND LEFT LOWER DASH PANELBOLTS LOOSE.

Correction:

[redacted]

TIGHTENED ALL DASH PANEL BOLTS AND ROAD TESTED AGAIN, NO RATTLE.
RE-IN STALLED KNEE BOLSTER AND PREVIOUSLY REMOVED PARTS. START
MI18143 STOP MI 18146

Approvals/Rejects

Approver: **Approver Type:** **Effective Authorization:** **Required Auth Code:**

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (•) **VIN History (Only Past 2 Years)**
- ( ) **Transaction History**
- ( ) **All History**

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
14	301[redacted]	[redacted]	10	X	ACC/PAID	[redacted]	02/05/2018	3GCPCREC8GG[redacted]
11	301[redacted]		8	X	ACC/PAID		05/29/2018	3GCPCREC8GG[redacted]
12	114[redacted]		4	X	ACC/PAID		03/13/2017	3GCPCREC8GG[redacted]
0	114[redacted]		2	X	ACC/PAID		12/11/2015	3GCPCREC8GG[redacted]
0	114[redacted]		2	X	ACC/PAID		03/13/2017	3GCPCREC8GG[redacted]

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GlobalWarranty

Luciana Mandel Barros Beccaro

December 18, 2018

Logout

Global Warranty Management: Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour | Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
3GCPCREC8GG[redacted]	CC15543		001340889325
Non GM Vehicle Indicator:	**Delivery Type:**	**Odometer:**	**Assigned Warranty Start Date:**
	010	18140	03/30/2016
Business Unit:	**Repairing BAC:**		**Submitting Service Agent:**
1000	114[redacted] - PUENTE HILL'S CHEVROLET		114[redacted]

Transaction Header Information

Job Card:	Job Card Line:	Transaction Type:	
[redacted]	3	ZREG - Regular Vehicle Transaction	
Job Card Open Date:	**Repair completion date:**	**Process Date:**	**Financial Year & Month:**
08/07/2017	08/09/2017	08/09/2017	
Serialized Part ID:	**Causal Part Number:**	**Pre-Repair Approval Number:**	**Add-on:**

Labour Operation:
[redacted] Emissions - Customer Concern Not Duplicated (CCND)

Transaction Version Information

Process Status:	Correction Required:	Labour Operation Dependency Code:	Reference Number:
ACC/PAID			
Transaction Category:	**Version:**	**Foreign Tourist VIN:**	**Tourist/Transient:**
Warranty	2		
Additional Credit:	**Full Debit:**	**Partial Debit:**	**Action Performed:**
Service Advisor:	**Technician:**	**Flag Count:**	**Repair Group:**
0174203734	44807525	6	40-Engine Propulsion
Number of TAC Cases:	**Number of CAC Cases:**	**SA Installed Option Flag:**	**Special Coverage:**
0	0		

[redacted]

Job Card Header

Repairing BAC:	114[redacted] PUENTE HILL'S CHEVROLET
Service Advisor Number:	0174203734
Job Card Number:	[redacted]
Job Card Open Date:	08/07/2017
VIN:	3GCPCREC8GG[redacted]
Sales Model Code:	CC15543
Odometer:	18140
Reference Number:	
Job Card Line:	3
Labour Operation Code:	[redacted]Emissions - Customer Concern Not Duplicated (CCND)
Repair completion date:	08/09/2017
Transaction Type:	ZREG - Regular Vehicle Transaction

Field Action:	Deviation Debit Reason:	Invoice Verification Number:	

Warranty Information

Distance in service:	Time in Service:	Days out of Warranty:	Distance out of Warranty:
18121	495	0	0

Master Warranty:
00000000000000000390

New Vehicle Damage

Damage Code:	Delivery Type:	Carrier Code - NVD:	Vehicle Delivery Receipt Date:

Vehicle Delivery Receipt Number:

Service Contract Information

MIC Agreement Ref Number:	MIC Agreement Ref Type:	MIC Part Number:	MIC Assembly Code:

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	33.35	33.35	0.00	33.35
Parts & Parts Handling:	0.00	0.00	0.00	0.00
Net Items:	0.00	0.00	0.00	0.00
Deductible:				0.00
Customer/Service Agent Participation :				0.00
Total:	33.35	33.35	0.00	33.35

Parts Return Status

Project ID: **Request Nbr:** [redacted]

Complaint/Cause/Correction

Complaint: 0322 - Engine/Fuel/Exhaust - Engine Performance

CUST STATES THAT WHENEVER THEY PRESS ON THE GAS ITS SLUGGISH TO RESPON SE

Cause: 9099 - Other - Not Duplicated

NO FAILURE FOUND

Correction:

[redacted]

NO FAILURE FOUND, OBD TEST NO CODES, ROAD TEST 18140 TO 18143

Approvals/Rejects

Approver: **Approver Type:** **Effective Authorization:** **Required Auth Code:**

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (•) **VIN History (Only Past 2 Years)**
- ( ) **Transaction History**
- ( ) **All History**

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
14	301	[redacted]	10	X	ACC/PAID	[redacted]	02/05/2018	3GCPCREC8GG
11	301		8	X	ACC/PAID		05/29/2018	3GCPCREC8GG
12	114		4	X	ACC/PAID		03/13/2017	3GCPCREC8GG
0	114		2	X	ACC/PAID		12/11/2015	3GCPCREC8GG
0	114		2	X	ACC/PAID		03/13/2017	3GCPCREC8GG

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[redacted]

GlobalWarranty

Luciana Mandel Barros Beccaro

December 18, 2018

Logout

Global Warranty Management: Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
3GCPCREC8GG[redacted]	CC15543		001357662035
Non GM Vehicle Indicator:	**Delivery Type:**	**Odometer:**	**Assigned Warranty Start Date:**
	010	24132	03/30/2016
Business Unit:	**Repairing BAC:**		**Submitting Service Agent:**
1000	301[redacted] PUENTE HILLS CHEVROLET		301757

Transaction Header Information

Job Card:	Job Card Line:	Transaction Type:	
[redacted]	5	ZREG - Regular Vehicle Transaction	
Job Card Open Date:	**Repair completion date:**	**Process Date:**	**Financial Year & Month:**
02/05/2018	02/06/2018	02/21/2018	
Serialized Part ID:	**Causal Part Number:**	**Pre-Repair Approval Number:**	**Add-on:**
	000000000084218390		X

Labour Operation:

[redacted] - Front Disc Brake Pads Replacement

Transaction Version Information

Process Status:	Correction Required:	Labour Operation Dependency Code:	Reference Number:
ACC/PAID			
Transaction Category:	**Version:**	**Foreign Tourist VIN:**	**Tourist/Transient:**
Warranty	10		X
Additional Credit:	**Full Debit:**	**Partial Debit:**	**Action Performed:**
Service Advisor:	**Technician:**	**Flag Count:**	**Repair Group:**
0199650226	967338986	14	24-Brakes
Number of TAC Cases:	**Number of CAC Cases:**	**SA Installed Option Flag:**	**Special Coverage:**
0	0		
Field Action:	**Deviation Debit Reason:**	**Invoice Verification Number:**	

[redacted]

Job Card Header

Repairing BAC:	301[redacted] - PUENTE HILLS CHEVROLET
Service Advisor Number:	0199650226
Job Card Number:	[redacted]
Job Card Open Date:	02/05/2018
VIN:	3GCPCREC8GG[redacted]
Sales Model Code:	CC15543
Odometer:	24132
Reference Number:	
Job Card Line:	5
Labour Operation Code:	[redacted] - Front Disc Brake Pads Replacement
Repair completion date:	02/06/2018
Transaction Type:	ZREG - Regular Vehicle Transaction

Warranty Information

Distance in service:	Time in Service:	Days out of Warranty:	Distance out of Warranty:
24113	677	0	0

Master Warranty:
00000000000000000390

New Vehicle Damage

Damage Code:	Delivery Type:	Carrier Code - NVD:	Vehicle Delivery Receipt Date:

Vehicle Delivery Receipt Number:

Service Contract Information

MIC Agreement Ref Number:	MIC Agreement Ref Type:	MIC Part Number:	MIC Assembly Code:

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	182.33	182.33	0.00	182.33
Parts & Parts Handling:	80.50	80.50	0.00	80.50
Net Items:	0.00	0.00	0.00	0.00
Deductible:				0.00
Customer/Service Agent Participation :				0.00
Total:	262.83	262.83	0.00	262.83

Parts Return Status

Project ID:

Request Nbr: [redacted]

Complaint/Cause/Correction

Complaint: 0133 - Brakes - Pulsation

UPON INSPECTION FOUND FRONT BRAKES WORN UNEVENLY

Cause: 3051 - Rotating Part - Worn/Stripped

UPON INSPECTION FOUND FRONT BRAKE PADS WORN UNEVENLY. L-F -3MM R-F -6M M ROTORS L-F 29.48MM R-F 29.41 MM, CHECKED CALIPER SLIDESNOT BINDING, MOVE FREELY, CHECK FOR RESTICTIONS NONE FOUND

Correction:

[redacted]

REPLACED FRONT PADS AND MACHINE ROTORS. AFTER MACHINE FRONT ROTORS L-F 29.33 R-F 29.31 PER DOC ID# [redacted]

Approvals/Rejects

Approver:	Approver Type:	Effective Authorization:	Required Auth Code:
Dakota Rocha	Warranty Support Center (WSC)	K8	K8

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) **VIN History (Only Past 2 Years)**
- ( ) **Transaction History**
- ( ) **All History**

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
14	301[redacted]	[redacted]	10	X	ACC/PAID	[redacted]	02/05/2018	3GCPCREC8GG[redacted]
11	301[redacted]		8	X	ACC/PAID		05/29/2018	3GCPCREC8GG[redacted]
12	114[redacted]		4	X	ACC/PAID		03/13/2017	3GCPCREC8GG[redacted]
0	114[redacted]		2	X	ACC/PAID		12/11/2015	3GCPCREC8GG[redacted]
0	114[redacted]		2	X	ACC/PAID		03/13/2017	3GCPCREC8GG[redacted]

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[redacted]

GlobalWarranty

Luciana Mandel Barros Beccaro

December 18, 2018

Logout

Global Warranty Management: Main > Analyze Warranty > Service Agent Detail

INTERFACE WITH CUSTOMER

Transaction Detail

Transaction Detail | Net Item Labour | Parts

Transaction Detail

Vehicle

VIN	Sales Model Code		Transaction
3GCPCREC8GG[redacted]	CC15543		001366384039
Non GM Vehicle Indicator:	**Delivery Type:**	**Odometer:**	**Assigned Warranty Start Date:**
	010	27603	03/30/2016
Business Unit:	**Repairing BAC:**		**Submitting Service Agent:**
1000	301757 - PUENTE HILLS CHEVROLET		301757

Transaction Header Information

Job Card:	Job Card Line:	Transaction Type:	
[redacted]	3	ZREG - Regular Vehicle Transaction	
Job Card Open Date:	**Repair completion date:**	**Process Date:**	**Financial Year & Month:**
05/15/2018	05/17/2018	05/17/2018	
Serialized Part ID:	**Causal Part Number:**	**Pre-Repair Approval Number:**	**Add-on:**
	000000000012669488		

Labour Operation:

[redacted] - Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder

Transaction Version Information

Process Status:	Correction Required:	Labour Operation Dependency Code:	Reference Number:
ACC/PAID			
Transaction Category:	**Version:**	**Foreign Tourist VIN:**	**Tourist/Transient:**
Warranty	2		X
Additional Credit:	**Full Debit:**	**Partial Debit:**	**Action Performed:**
Service Advisor:	**Technician:**	**Flag Count:**	**Repair Group:**
0803406298	939064521	6	24-Brakes
Number of TAC Cases:	**Number of CAC Cases:**	**SA Installed Option Flag:**	**Special Coverage:**

[redacted]

Job Card Header

Repairing BAC:	301[redacted] - PUENTE HILLS CHEVROLET
Service Advisor Number:	0803406298
Job Card Number:	[redacted]
Job Card Open Date:	05/15/2018
VIN:	3GCPCREC8GG[redacted]
Sales Model Code:	CC15543
Odometer:	27603
Reference Number:	
Job Card Line:	3
Labour Operation Code:	[redacted] Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder
Repair completion date:	05/17/2018
Transaction Type:	ZREG - Regular Vehicle Transaction

0	0		
Field Action:	**Deviation Debit Reason:**	**Invoice Verification Number:**	

Warranty Information

Distance in service:	Time in Service:	Days out of Warranty:	Distance out of Warranty:
27584	776	0	0

Master Warranty:
00000000000000000390

New Vehicle Damage

Damage Code:	Delivery Type:	Carrier Code - NVD:	Vehicle Delivery Receipt Date:

Vehicle Delivery Receipt Number:

Service Contract Information

MIC Agreement Ref Number:	MIC Agreement Ref Type:	MIC Part Number:	MIC Assembly Code:

Transaction Amounts

	Requested Before Tax	Paid Before Tax	Taxes	Total
Labour:	319.06	319.06	0.00	319.06
Parts & Parts Handling:	429.92	429.92	0.00	429.92
Net Items:	0.00	0.00	0.00	0.00
Deductible:				0.00
Customer/Service Agent Participation :				0.00
Total:	748.98	748.98	0.00	748.98

Parts Return Status

Project ID: **Request Nbr:** [redacted]

Complaint/Cause/Correction

Complaint: 0131 - Brakes - Low Pedal/Spongy

CUSTOMER STATES WHEN BACKING UP THE BRAKE PEDAL DOES ENGAUGE RIGHT AWA Y. DELAY IN PEDAL REACTING

Cause: 9090 - Other - Field Action / Tech Bulletin

UPON INSPECTION AND ROAD TEST FOUND BRAKE PEDAL HARD , PER DOC 4748532 REPLACE BRAKE VACCUM PUMP , BOOSTER AND MASTER CYLINDER

[redacted]

Correction:

REPLACE VACUUM PUMP, VACUUM PUMP TO BOOSTER HOSE, VACUUM BRAKE BOOSTER , AND BRAKE MASTER CYLINDER

Approvals/Rejects

Approver: **Approver Type:** **Effective Authorization:** **Required Auth Code:**

Comment Log

No rows were found.

Date	Time Stamp	Source Code	Approver	Version Type	Version	Comment

VIN History

- (●) **VIN History (Only Past 2 Years)**
- ( ) **Transaction History**
- ( ) **All History**

Flag Count	Repairing Service Agent	Transaction Number	Version	Active Version Indicator	Process Status	Job Card Number	Job Card Date	VIN
14	30[redacted]	[redacted]	10	X	ACC/PAID	[redacted]	02/05/2018	3GCPCREC8GG[redacted]
11	30[redacted]		8	X	ACC/PAID		05/29/2018	3GCPCREC8GG
12	114[redacted]		4	X	ACC/PAID		03/13/2017	3GCPCREC8GG
0	114[redacted]		2	X	ACC/PAID		12/11/2015	3GCPCREC8GG
0	114[redacted]		2	X	ACC/PAID		03/13/2017	3GCPCREC8GG

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[redacted]

Valentino Farias
Phone: 512-389-7057
Email: rocky.farias@gm.com

GENERAL MOTORS LLC
LEGAL STAFF
Mail Code: 482-028-205
P.O. Box 400
Detroit, MI 48265-4000

December 13, 2018

Attorney Work Product
Privileged and Confidential

Mary Arens, Esq.
Erskine Law Group Pc
3995 E. La Palma Ave.
Anaheim, CA 92807

Re: ***GM File No.:*** [redacted]
[redacted] ***N v. General Motors LLC***

Dear Ms. Arens:

This will acknowledge your agreement to represent General Motors in this case.

This case is not part of the Early Resolution Program; however, the Business Resource Center (BRC) will furnish you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorney fees and disbursements through final resolution of this matter, including trial if necessary.

Please make certain to provide Legal Staff with your firm's proposed pleadings, including the Answer to the Complaint, and discovery responses for review and approval before filing with the court and/or serving upon opposing counsel. Once approved, please provide Legal Staff with the as-filed version of the pleadings and discovery.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

It is also important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, please be sure to include the GM Case Name and Case Number. Feel free to contact me with any questions.

During the management of this matter if you have concern that the plaintiff's product allegation, GM's engineering assessment, or your own technical analysis of this case raises a potential safety- related issue, please take that concern promptly to me, the Executive Director of Product Litigation, the North American General Counsel, or the General Counsel. We expect our outside

counsel to be partners in identifying and elevating issues that may impact product safety. Your attention to this will help GM set the industry standard with respect to customer safety.

Sincerely,
Valentino Farias

Matthew Mueller (C)

From: Matthew Mueller (C)
Sent: Monday, November 12, 2018 4:54 PM
To: 'adrian@nolemon.com'
Subject: [redacted] v. General Motors

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC8GG[redacted]
Y,M,M:2016 Chevrolet Silverado 1500

I will be handling the above referenced matter moving forward. Please send all future correspondence to me. In reviewing the documents it appears that we still need a copy of the current vehicle registration, sales contract, or any repair orders. Please provide any copies if available.

Thank you.

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (800) 231-1841 - Ext. 5913757
Fax: (866) 215-6750

Matthew Mueller (C)

From: Matthew Mueller (C)
Sent: Tuesday, November 13, 2018 4:32 PM
To: 'jessica@nolemon.com'; 'adrian@nolemon.com'; 'Daniel Lopez'
Subject: FW: [redacted] v. General Motors
Attachments: Offer Out 11-7-18.PDF

Customer Name: [redacted]
SR#: [redacted]
VIN#: 3GCPCREC8GG[redacted]
Y,M,M: 2016 Chevrolet Silverado 1500

This email is being sent to follow up and verify that you received the settlement offer that was emailed 11/7/18(see attached). If this offer is acceptable to your client(s) please have them sign the offer letter. Please return the completed documents to me by email or at the fax number below along with a copy the current vehicle registration.

Thank you.

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Business Resource Center
Alorica on behalf of General Motors LLC

Phone: (800) 231-1841 - Ext. 5913757
Fax: (866) 215-6750

Matthew Mueller (C)

From: Matthew Mueller (C)
Sent: Friday, November 16, 2018 2:12 PM
To: 'jessica@nolemon.com'; 'adrian@nolemon.com'; 'Daniel Lopez'
Subject: FW: [redacted] v. General Motors
Attachments: Offer Out 11-7-18.PDF; Follow Up 10D.pdf

Customer Name: [redacted]
SR#: [redacted]
VIN#: 3GCPCREC8GG[redacted]
Y,M,M: 2016 Chevrolet Silverado 1500

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To: 'adrian@nolemon.com'
Subject: [redacted] v. General Motors

Customer Name:[redacted]
SR#[redacted]
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Matt
Business Resource Center
Alorica on behalf of General Motors LLC
Phone: (800) 231-1841 - Ext. 5913757
Fax: (866) 215-6750

Matthew Mueller (C)

From: Matthew Mueller (C)
Sent: Wednesday, November 21, 2018 2:43 PM
To: 'jessica@nolemon.com'; 'adrian@nolemon.com'; 'Daniel Lopez'
Subject: FW: [redacted] v. General Motors
Attachments: Offer Out 11-7-18.PDF; Follow Up 10D.pdf

Customer Name: [redacted]
SR#: [redacted]
VIN#: 3GCPCREC8GG[redacted]
Y,M,M: 2016 Chevrolet Silverado 1500

This email is being sent to follow up and verify that you received the settlement offer that was emailed 11/7/18(see attached). If this offer is acceptable to your client(s) please have them sign the offer letter. Please return the completed documents to me by email or at the fax number below along with a copy the current vehicle registration.

Thank you.

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Alorica on behalf of General Motors LLC
Phone: (800) 231-1841 - Ext. 5913757
Fax: (866) 215-6750

From: Matthew Mueller (C)
Sent: Friday, November 16, 2018 2:12 PM
To: 'jessica@nolemon.com'; 'adrian@nolemon.com'; 'Daniel Lopez'
Subject: FW: [redacted] v. General Motors

Customer Name: [redacted]
SR#: [redacted]
VIN#: 3GCPCREC8GG[redacted]
Y,M,M: 2016 Chevrolet Silverado 1500

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To: 'adrian@nolemon.com'
Subject: [redacted] v. General Motors

Customer Name: [redacted]
SR#: [redacted]
VIN#:3GCPCREC8GG[redacted]
Y,M,M:2016 Chevrolet Silverado 1500

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Thank you.

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

Matt
Business Resource Center
Alorica on behalf of General Motors LLC

Phone: (800) 231-1841 - Ext. 5913757
Fax: (866) 215-6750

September 25, 2018

Jessica Anvar, Esq.
Consumer Law Experts
5757 W Century Blvd Ste 500
Los Angeles, CA 90045

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC8GG[redacted]
Customer Relationship Specialist: Deon

Dear Ms. Anvar:

This is to advise that General Motors is in receipt of the above referenced case dated September 21, 2018. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

☒ Copy of owner's current title and/or registration
☒ Finance agreement
☒ Other: Repair Orders
☒ Buyer's agreement

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

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

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize
_____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

_____ _____
Signature Signature

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		12269/12269	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 14MAR17			CASH	14MAR17

R.O. OPENED	READY	OPTIONS:
08:16 13MAR17	10:51 14MAR17	SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES			
CAUSE: LOF AND ROTATE			
0600723 MAINTENANCE PROGRAM - PERFORM LUBE, ENGINE OIL AND FILTER CHANGE, ROTATE 4 TIRES			
317 WC			(N/C)
1 19330000 (S)FILTER			(N/C)
8 19259487 OIL			(N/C)
FC: 9094			
PART#: 19259487			
COUNT: 8			
CLAIM TYPE: ZREG			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
12269 perform lof rtoated 0.80			
**********			
B CUSTOMER STATES VEHICLE SHAKING AT IDLE AND WHEN STOPPED AT RED LIGHTS			
CAUSE: .			
MM MISC REPAIRS			
302 WC			(N/C)
4 47768 SHIM			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
12269 PERFORM OBD SYSTEM CK NO DTC, NO MISFIRE FOUND BULLETIN			
PIP5211F 4081038 3.00 SHIM BOTH ENGINE MOUNTS AND PERFORM PICO VERIFICATION			
**********			
C CUSTOMER STATES WHEN TAKING OFF IN DRIVE THE ENGINE SHAKES/VIBRATES			
MM SEE JOB LINE B FOR REPAIRS			
302 IPS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			
D PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE			

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested, some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the Reverse side hereof.
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of $10.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicle of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

   Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
9. If any such charge remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer shall pay a reasonable attorney's fee.
10. Customer's vehicle may be moved to a different location to facilitate the requested repairs.

DISCLAIMER OF WARRANTIES

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

CALIFORNIA CUSTOMERS WARRANTY NOTICE

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERELY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 *et seq.*)
For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 393 JOHN TWIFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		12269/12269	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 14MAR17			CASH	14MAR17

R.O. OPENED	READY	OPTIONS:
08:16 13MAR17	10:51 14MAR17	SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
CAUSE: N/C INSPECTION			
42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE			
317 IPS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
12269 perform 27 point TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI			
**********			
E** CUSTOMER STATES THAT SERVICE PARK ASSIST WARNING MESSAGE COMES ON			
CAUSE: PIT 5507B BB8D4			
2810375 PARKING ASSIST CONTROL MODULE REPROGRAMMING WITH SPS			
368 WC			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE: ZREG			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
12269 OBD TEST, U0159 HISTORY CODE FOUND BULLETIN PIT5507B 2810375			
0.30 REPROGRAMMED PARK ASSIST MODULE. BB8D4			
**********			
F** RENTAL CHARGES			
CAUSE: RENTAL CHARGES			
MM MISC REPAIRS			
999 IPS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:			0.00
**********			

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested, some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the Reverse side hereof.
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of $10.00 per day will be made for each day thereafter.
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For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF LEO HOFFMAN CHEVROLET
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 395 HECTOR M YANEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		18170/18170	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 09AUG17			CASH	14AUG17

R.O. OPENED	READY
09:56 09AUG17	13:21 14AUG17

OPTIONS: SOLD-STK:[redacted] ENG:5.3_LITER_SIDI
TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE			
CAUSE: N/C INSPECTION			
42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE			
304 IPS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
18170 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI			
**********			
B CUST STATES AFTER PICKING VEH UP WHEN BRAKING VEH AT TIMES DOES NOT STOP ALSO ON BACKING UP & BRAKING PEDAL DOWN VEH KEEPS ROLLING			
CAUSE: .			
MM ROAD TEST VEH OBD CHECK NO DTC'S UNABLE TO VERIFY CUST CONCERN AT THIS TIME			
304 WC			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
18170 road test vehicle and perform obd system check vehicle operating to design			
**********			

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

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EST. $ _____

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

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # AM169963 EPA # CAD983667791

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
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(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 *et seq.*)
For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

PUENTE HILLS CHEVROLET

A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 2328 Mark Beck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/27603	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR16 IS 30MAR16 DD	30NOV15		17:30 15MAY18			CASH	17MAY18

R.O. OPENED	READY	OPTIONS:
08:38 15MAY18	12:57 17MAY18	SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT CAR HAS DELAY AFTER STEPPING ON THROTTLE BEFORE ACCELERATING			
CAUSE: .			
NO TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANK YOU FOR YOUR PATIENCE.			
302 WC			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B CUSTOMER STATES THAT THERE IS LOUD NOISEFROM UNDER CAR WHEN PUT INTO REVERSE			
CAUSE: .			
NO TECH DETERMINED NORMAL OPERATION FOR THIS VEHICLE AT THIS TIME... THANK YOU FOR YOUR PATIENCE.			
304 WC			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
27603 test vehicle , vehicle operating to design			
**********			
C CUSTOMER STATES WHEN BACKING UP THE BRAKE PEDAL DOES ENGAUGE RIGHT AWAY. DELAY IN PEDAL REACTING			
CAUSE: BULLETIN PIT5361C			
2480118 Replace vacuum pump, belts, vacuum pump to booster hose, v			
304 WC			(N/C)
1 12669488 (S)PUMP			(N/C)
1 23135220 (S)BOOSTER			(N/C)
1 20925765 (S)CYLINDER			(N/C)
1 23135228 (S)PIPE			(N/C)
FC: 9090			
PART#: 12669488			
COUNT: 1			
CLAIM TYPE: ZREG			
AUTH CODE:			

LIMITED WARRANTY
All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

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

CUSTOMER COPY

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6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of $35.00 per day will be made for each day thereafter.
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CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

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A DBA OF PENEGON EAST, INC.
17300 EAST GALE AVENUE
CITY OF INDUSTRY, CALIFORNIA 91748
PHONE (626) 913-0440

SERVICE ADVISOR: 2328 Mark Beck

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN	16	CHEVROLET SILVERADO	3GCPCREC8GG[redacted]		27603/27603	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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R.O. OPENED	READY	OPTIONS:
08:38 15MAY18	12:57 17MAY18	SOLD-STK:[redacted] ENG:5.3_LITER_SIDI TRN:MYC_ELECTRONIC_6-SPEED_AUTOMATIC_W/OD_

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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

27603 upon inspection and road test found brake pedal hard , per doc 4748532 replace brake vaccum pump , booster and master cylinder 2.80 Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder

****

D PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
CAUSE: N/C INSPECTION
42 PERFORM 27 POINT INSPECTION - CHECK TIRE PRESSURE
304 IPS (N/C)

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

27603 TECH PERFORMED COURTESY VISUAL TIRE INSPECTION... TECH RESET (ALL 4) TIRE PRESSURES TO OEM SPECIFICATIONS: --- FT LEFT & RIGHT TIRES _____ PSI --- REAR RIGHT & LEFT TIRES _____ PSI

****

LIMITED WARRANTY

All genuine GM parts, dealer installed, are warranted for 12 months or 12,000 miles, whichever comes first, from the date of installation. All other parts and labor are warranted for 90 days or 4,000 miles whichever comes first.
SUBJECT TO THE CONDITIONS ON THE REVERSE SIDE.

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL ON AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

RECEIVED BY _____

NOTICE TO CUSTOMERS - WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF HAZARDOUS WASTES. THIS CHARGE IS ONLY ON THESE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES THAT ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

EST. $ _____

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

TERMS: STRICTLY CASH
UNLESS ARRANGEMENTS MADE.

ORIGINAL ESTIMATE	REVISED ESTIMATE	2ND REVISED ESTIMATE
$	$	$

PERSON CONTACTED	DATE	TIME	BY

Notice to Consumer: Please read important information on back.

BAR # ARD00288573 EPA # CAL000430574

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CUSTOMER COPY

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested, some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the Reverse side hereof.
6. If the vehicle described herein is not called for within three (3) days after such notice is given, a storage charge of $35.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its content to any person presenting this receipt.
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicle of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

   Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
9. If any such charge remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer shall pay a reasonable attorney's fee.
10. Customer's vehicle may be moved to a different location to facilitate the requested repairs.

DISCLAIMER OF WARRANTIES

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

CALIFORNIA CUSTOMERS WARRANTY NOTICE

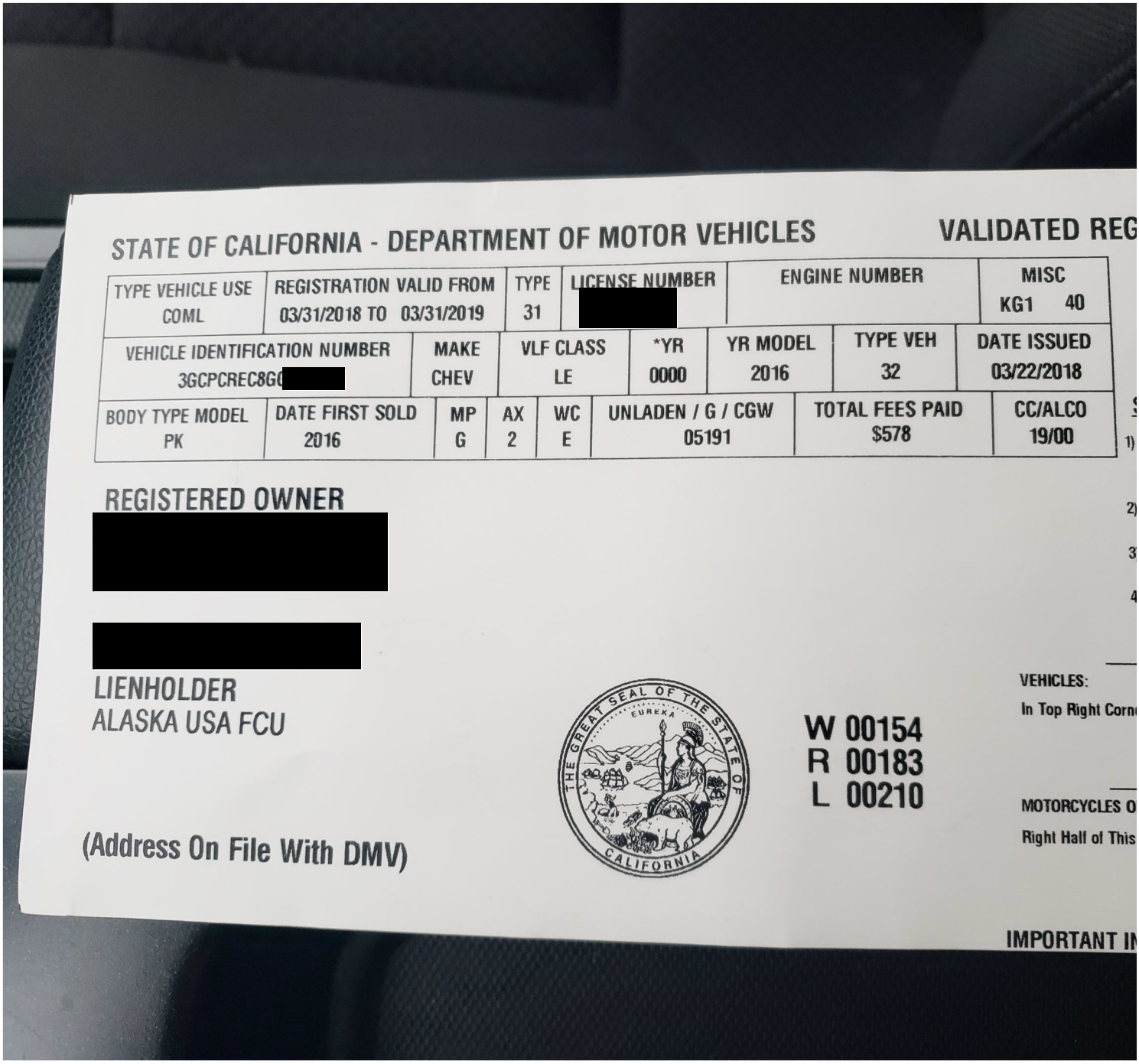
STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERELY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer of seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

WARNING - Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 *et seq.*)
For further information about Proposition 65: *http://www.oehha.org/prop65.html.*



STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

VALIDATED REG

TYPE VEHICLE USE	REGISTRATION VALID FROM	TYPE	LICENSE NUMBER	ENGINE NUMBER	MISC
COML	03/31/2018 TO 03/31/2019	31	[redacted]		KG1 40

VEHICLE IDENTIFICATION NUMBER	MAKE	VLF CLASS	*YR	YR MODEL	TYPE VEH	DATE ISSUED
3GCPCREC8G[redacted]	CHEV	LE	0000	2016	32	03/22/2018

BODY TYPE MODEL	DATE FIRST SOLD	MP	AX	WC	UNLADEN / G / CGW	TOTAL FEES PAID	CC/ALCO
PK	2016	G	2	E	05191	$578	19/00

REGISTERED OWNER

[redacted]

[redacted]

LIENHOLDER
ALASKA USA FCU

(Address On File With DMV)

W 00154
R 00183
L 00210

VEHICLES:
In Top Right Corn

MOTORCYCLES O
Right Half of This

IMPORTANT I

enu (3024×4032)

12/18/2018

ISTRATION CARD

KER INSTRUCTIONS

N SURFACE - SCRAPE
ACCUMULATED STICKERS
NOT STICK IF WET OR DIRTY).

OVE DECAL BY BENDING
R ALONG DOTTED LINE.

EDGE OF DECAL AND
WLY PEEL

CE STICKER ON REAR PLATE
SHOWN BELOW:

CALIFORNIA

RUCTIONS ON REVERSE SI

[redacted]

CHECKLIST: DOCUMENTS TO PROVIDE TO LOCAL COUNSEL UPON REMOVAL FROM ER

RE: [redacted] v. General Motors
Service Request No. : [redacted]
GM Legal Staff Case No. : [redacted]
Year/Make/Model of Vehicle : 2016 Chevrolet Silverado 1500
VIN : 3GCPCREC8GG[redacted]
BRC-Legal Advisor Name: Luciana
BRC-Legal Advisor E-Mail: luciana.mandelbarrosbeccaro@gm.com

	ATTACHED	UNABLE TO OBTAIN	(for LC only) RECEIVED
Case Assessment (completed)	X		
BBB File (including Manufacturer's Response Form – if applicable)	NA		
Service Activity Reports (SR's):			
CAC	NA		
BBB/ADR	NA		
TAC	NA		
FRA	NA		
LEGAL	X		
Repair Orders	X		
Sales Documents	X		
BARS Invoice	X		
GMVIS Warranty Information	X		
GMVIS Vehicle Build	X		
GMVIS Vehicle Component Summary	X		
GMVIS Vehicle Delivery Information	X		
GMVIS Vehicle Summary	X		
GMVIS Vehicle Transaction History	X		
Photos/Videos provided by Plaintiff, Dealer or DMA (if available)	NA		
Correspondence/E-mails between GM & Plaintiff (ADR and CA CEC only)	NA		
Correspondence/E-mails between GM & Plaintiff's Counsel (including demands & offers)	X		
Correspondence/E-mails between GM & Dealer(s)	NA		
Correspondence/E-mails between GM & DMA	NA		

Note: In the event an item doesn't apply, please insert N/A for "not applicable" in the "Attached" column.

December 18, 2018

Mary Arens, Esq.
Erskine Law Group
3995 E La Palma Ave
Anaheim, CA 92807

RE: [redacted] v. General Motors
Service Request: [redacted]
GM Legal Staff Case: 910219
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCPCREC8GG[redacted]
Customer Relationship Specialist: Luciana

Dear Ms. Arens:

Enclosed is a copy of our file regarding the above referenced case. It is being removed from the Early Resolution Program and turned over to you for further handling. Please see the "Reason for Removal" section of the "Case Assessment" form.

In case you need to contact the designated Field Representative, his name is Paul Byrne, P: 805-279-8324, E: paul.byrne@gm.com.

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

Sincerely,

General Motors