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

PE18-012

GM

3-27-2019

Q3

[redacted]

G E N E R A L M O T O R S C O R P O R A T I O N
D I V I S I O N
G M R E S T R I C T E D

CASE NUMBER: [redacted]
VIN: 1GNSCAKC2GR[redacted]
MODEL YEAR: 2016
MODEL: Tahoe
MILEAGE: 24117
SOURCE: Phone
**********GENERAL CASE INFORMATION**********

CODE: H01
Brakes - General

REPAIR ATTEMPTS:
Inoperative

**********WORK HISTORY**********
8-1TN0B5A
BZQSKQ
Mar 7 2018 12:00AM
Mar 7 2018 9:36PM
Mar 7 2018 12:00AM
Brake Failure Name [redacted] Phone: [redacted] Reason for calling: The Service Manager of the dealership called stating that the vehicle is at the dealership now. He said he wants to be connected to PAC because of the customer's claim. He said he is checking if they can service the vehicle of not. He said the customer is alleging that the brake was **not work**ing that caused the accident and caused the damage on the vehicle. Expectation Set: I advised the service manager that there should not be repair done unless advised by PAC. I advised him that I will call the customer to get additional information about the allegation. Potential Safety: no, not a safety issue. Ferly/ CAC Tier 1/ MNL

8-1TN0B5E
BZQSKQ

Mar 7 2018 12:00AM
Mar 7 2018 7:01PM
Mar 7 2018 12:00AM
[redacted] I called the customer but no one answered. Mailbox is full. [redacted]

8-1TN0B81
BZQSKQ
Mar 7 2018 12:00AM
Mar 7 2018 7:05PM
Mar 7 2018 12:00AM
[redacted] I called the customer but was routed on a VM. I left phone number [redacted] and SR number. Ferly/ CAC Tier 1/ MNL

8-1TN0B9E
BZQSKQ
Mar 7 2018 12:00AM
Mar 7 2018 9:33PM
Mar 7 2018 12:00AM
[redacted]

8-1TN0BJE
BZQSKQ
Mar 7 2018 12:00AM
Mar 7 2018 8:28PM
Mar 7 2018 12:00AM
[redacted] I called the customer but no one was answering the phone and the mailbox is full. Ferly/ CAC Tier 1/ MNL

8-1TN0BM6
BZQSKQ
Mar 7 2018 12:00AM
Mar 8 2018 6:58PM
Mar 7 2018 12:00AM

[redacted]

8-1TP96LE
ZZQ8CC
Mar 8 2018 12:00AM
Mar 8 2018 5:34PM
Mar 8 2018 12:00AM
Service Request Ownership has changed FROM: BZQSKQ TO: ZZQ8CC

8-1TP96ML
ZZQ8CC
Mar 8 2018 12:00AM
Mar 9 2018 3:12PM
Mar 8 2018 12:00AM
State Farm Advisor Danielle 970-395-4767 Concern: I was following up on a claim that was submitted. I was trying to see if we can set up a meeting with GM to check the vehicle. Customer wife was backing out of a friends driveway and the steering wheel and brakes locked up. She was only driving about 2 mph. The vehicle would **not stop**. Accident occurred in Montgomery Alabama on 03/07/2018 [redacted] was driving. Resolution: I see that the previous agent did contact the dealer to let them know not to work on the vehicle until they have been contacted by PAC. I see that they have been trying to contact the customer to get the case escalated. I will gather the information from you so that I can escalate. The PAC advisor will contact the customer in 3 business days. Joy W./CACT1/SAG

8-1TP96MO
ZZQ8CC
Mar 8 2018 12:00AM
Mar 8 2018 5:51PM
Mar 8 2018 12:00AM
Review for PAC Approved to send to PAC for review Alicia/TLT2/Sag/kzmj9v

8-1TP96MR
BRCPARQ

Mar 8 2018 12:00AM
Mar 9 2018 1:39PM
Mar 8 2018 12:00AM
Escalation to PAC Why are you Escalating this to PAC or ESIS? Customer claims that vehicle steering wheel and brakes locked up on them and an accident occurred Best time to call customer? (include time zone. i.e: 9am eastern) Did anyone seek professional medical attention? No ?If Yes: Who was hurt? Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Capitol Chevrolet 711 Eastern Blvd Montgomery, AL 36117 Has the vehicle been repaired?: No Was insurance claim filed?: Yes Has the insurance company investigated the vehicle? No Description of any damage to personal or private property, other than vehicle? No Description of the situation and the customer's allegation of vehicle part: [redacted] (wife) was dropping off a friend and upon reversing out of the driveway the steering wheel and brakes locked up on the customer. Accident Location (Include: City, State & Street/Intersection): Montgomery, AL Date of the incident: 03/07/2018 Update Involved dealer on Case level (if applicable): Capitol Chevrolet Update Current Mileage on Case: 24,117 Year, Make, Model: 2016 Chevrolet Tahoe VIN: 1GNSCAKC2GR[redacted] Did you confirm/update Contact Record associated to case?: Yes Include the Date the interaction took place: 03/08/2018

8-1TP96NF
ZZQ8CC
Mar 8 2018 12:00AM
Mar 9 2018 3:12PM
Mar 8 2018 12:00AM
F/U

8-1TP96NI
ZZQ8CC
Mar 8 2018 12:00AM
Mar 8 2018 5:49PM
Mar 8 2018 12:00AM
[redacted] Reason: I am trying to reach you in regards to an open case [redacted]. There is an allegation that the steering wheel and the brakes locked up on the vehicle. I am trying to gather some more information from you. We have received calls from the dealer and also the insurance company. If you could please give us a call back in regards to the accident we could document properly. Reference sr and contact us at 1-800-222-1020. You should also be receiving a call from PAC advisor in about 3 business days. Joy W./CACT1/SAG

8-1TQFUAP
TZG38D

Mar 9 2018 12:00AM
Mar 9 2018 10:36AM
Mar 9 2018 12:00AM
Case follow up. NAME: [redacted] BTC: [redacted] R: Customer called because of case # [redacted] Customer prefer to be called by Thursday anytime. E Informed customer that SOCC 3/13/2018 05:43:33 PM was then set up. Customer prefer to be called by Thursday anytime. Advised customer that case has been forwarded to our specialist. Customer agreed that will notify CRS. ian/CACRedesign/T1/MNL

8-1TQFUAS
ZZQ8CC
Mar 9 2018 12:00AM
Mar 9 2018 1:07PM
Mar 9 2018 12:00AM
Pls see IBCC.

8-1TR3HV6
ZZQ8CC
Mar 9 2018 12:00AM
Mar 9 2018 3:12PM
Mar 9 2018 12:00AM
The PAC Team has created a new case for this VIN. Please change the SubArea of this SR to "Escalated to BRC" and close the SR.

8-1TR5TM3
ZZQ8CC
Mar 9 2018 12:00AM
Mar 9 2018 3:12PM
Mar 9 2018 12:00AM
Service Request has been Closed Satisfied.

**********PRODUCT ALLEGATION RESOLUTION (PAR) INFORMATION**********
INCIDENT DATE:
INCIDENT LOCATION:

DRIVER NAME:
DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:
ALLEGED DEFECTIVE COMPONENT:
INCIDENT RESULT:
POLICE REPORT:
ROAD CONDITION:
ROAD SURFACE:
NUMBER OF PEOPLE:
BODY INJURY:
NUMBER OF INJURIES:
INJURY COMMENTS:
WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES:
PROPERTY DAMAGE:
WAS VEHICLE INSURED:
INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:
WAS VEHICLE INSPECTED:
INSPECTORS NAME:
INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:
WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:

PAR STATUS:
PROPERTY OWNER:
PROPERTY TYPE:
PROPERTY DAMAGE TYPE:
PROPERTY INCIDENT REPORT:
PROPERTY CONDITION:
PROPERTY ESTIMATED COST:
PROPERTY CURRENT COST:
PROPERTY AGE:
COLLISION OWNER:
COLLISION DRIVER:
COLLISION DATE OF BIRTH:
COLLISION PRIMARY VEHICLE:
COLLISION VEHICLE TYPE:
COLLISION DAMAGE TYPE:
COLLISION INCIDENT REPORT:
COLLISION OTHER:
COLLISION SPEED:
COLLISION WEATHER CONDITION:
COLLISION ESTIMATED COST:
COLLISION LAST SERVER INFO:
COLLISION COMMENTS:
NON COLLISION PRIMARY VEHICLE:
NON COLLISION DAMAGE TYPE:
NON COLLISION INCIDENT REPORT:
NON COLLISION WEATHER CONDITION:
NON COLLISION ESTIMATED COST:
NON COLLISION SPECIAL EQUIPMENT:
NON COLLISION COMMENTS:

**********BODILY INJURY**********

NAME:
ADDRESS:
CITY:

STATE:
ZIP:
PHONE NUMBER:
LOCATION:
DRIVER:
SEATING POSITION:
RESTRAINT:
TYPE OF INJURY:
TREATED:
IF SO, WHERE:

**********BUSINESS RESOURCE CENTER(BRC) CONTACT INFORMATION**********

NAME:
CONTACT TYPE:
COMPANY:
ADDRESS:
CITY:
STATE:
ZIP:
COUNTRY:
CONTACT PHONE:

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 163[redacted]

Service Agent: CAPITOL CHEVROLET

Contact Name: Jody Elmore

Phone Number: 3342728700

Fax Number:

Contact Email Address: jody.elmore@capitolchevrolet.com

Job Card* [redacted]

Job Card Date: 04/20/2018

Reference Number: [redacted]

VIN: 1GNSCAKC2GR[redacted] Investigate Vehicle History

Odometer: 24118

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

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

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

Description: * No Customer complaint-Other issues

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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Inspection Only

Labour Operation*: [redacted]

Labour Time: 1.3 Supp Time: 0 OLH Time: 0

Labour Rate: 104.37 Common GM Division - Mechanical

Labour Total: 135.68

Parts Total: 0

Part Numbers:

Net Item Type	Amount
<Make Selection>	

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 135.68

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Tue Apr 24 18:20:20 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments:

Created By	Comment	From	Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNSCAKC2GR[redacted]	[redacted]	2018-04-24

CANCEL SAVE

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Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: [redacted]
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 163[redacted]

Service Agent: CAPITOL CHEVROLET

Contact Name: Jody Elmore

Phone Number: 3342728700

Fax Number:

Contact Email Address: jody.elmore@capitolchevrolet.com

Job Card*: [redacted]

Job Card Date: 04/20/2018

Reference Number: [redacted]

VIN: 1GNSCAKC2GR[redacted] Investigate Vehicle History

Odometer: 24118

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

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

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

Description: * No customer complaint-Other issues

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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: [redacted]

Labour Time: 1.6 Supp Time: 0 OLH Time: 0

Labour Rate: 104.37 Common GM Division - Medium Duty

Labour Total: 166.99

Parts Total: 896.35

Part Numbers:

Net Item Type	Amount		
Car Rental / Hire	1,848	[redacted]	[redacted]
Sublet	562.3	[redacted]	[redacted]
<Make Selection>		[redacted]	[redacted]

Net Item Total: 2,410.30

Tax: 0

Deductible: 0

Total Before Taxes: 3,473.64

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Tue Apr 24 18:37:17 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments:

Created By	Comment	From	Assigned To

[redacted]

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name

Browse... ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GNSCAKC2GR[redacted]	[redacted]	2018-04-24
1GNSCAKC2GR[redacted]	[redacted]	2018-04-24

CANCEL SAVE

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GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

DI002 Dealer Brake / ABS System Preliminary Report

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

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

For all other assistance contact your assigned PAC Specialist.

Section 1 VEHICLE INFORMATION

Customer's First & Last Name:	[redacted]	Customer Phone:	[redacted]
Year/Make:	2016 Chevrolet	Case Number:	[redacted]
VIN:	1GNSCAKC2GF[redacted]	Dealership contact (Service Manager/Director)	Jody Elmore
Model:	Tahoe	Dealership / (Service Manager/Director) Phone #	334-657-2808
Mileage:	24,117	Dealer City/ST	Montgomery, AL
Dlr. BAC & Name	BAC 163[redacted]Capitol Chevrolet	Warranty Rate:	

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:
She put it in reverse and never accelerated, the little camera on the screen went black - rear camera malfunction, service soon. They have noticed that the camera has been kind of foggy. She pushed the brakes and it was all the way to the ground to stop, she had pump them. The steering also froze as she was pumping the brakes. She bumped into the fire hydrant. She turned the vehicle off. She drove it through the neighborhood home after looking at the damage. It did feel like she might have to pump the brakes to come to a stop but it never did what she experienced earlier. The next morning drove it to the dealership. Still felt like she might have to pump the brakes but not every time. The steering never locked again.

Customer Allegation of Defect:
Brakes failed and the steering locked up causing the vehicle to bump into the fire hydrant.

Section 3 VEHICLE / SYSTEM INSPECTION

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

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

DTC	Symptom	Module	Description	Current	History
			N/A	0	0

VEHICLE MODIFICATIONS / ALTERATIONS:

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

☐ Remote start	☐ Suspension	☐ Tires/wheels	☐ Audio/video	☐ Snow removal
☐ Body modifications	☐ Towing equip.	☐ Security alarm	☐ Wiring	☐ Other:
☐ Unknown				

If yes, describe, and capture photos:

Does the vehicle have?

4-Wheel disc brakes?	☑ Yes	☐ No	Front disc, rear drum brakes?	☐ Yes	☑ No
Anti-lock brakes?	☑ Yes	☐ No	Vacuum assisted power brakes?	☑ Yes	☐ No
Hydraulically assisted (hydro boost) brakes?	☐ Yes	☑ No	Regenerative braking?	☐ Yes	☐ No

Turn on the ignition key and note the following:

Does the red brake warning light remain on after the self test (park brake released)?	☐ Yes	☐ No
Does the red brake warning light come on with the parking brake applied?	☐ Yes	☐ No
Does the red brake warning light go off when the parking brake is released?	☐ Yes	☐ No
Does the ABS (if equipped) warning light remain on after self test?	☐ Yes	☐ No

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

☑ Full ☑ Clear ☑ Normal Smell ☐ Other:

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

NO LEAKS

If the engine will run:

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

Turn the engine off and record the number of pedal applies required to deplete the booster: 1

Perform a pedal travel check according to Service Information procedures. Record pedal travel (inches): 1-5

Remove the wheels and inspect the front / rear brake:

Any caliper/wheel cylinder corrosion?	☐ Yes	☑ No	Describe:
Any rotor/drum corrosion?	☐ Yes	☑ No	Describe:
Any rotor/drum grooving?	☐ Yes	☑ No	Describe:
Any rotor/drum irregularities?	☐ Yes	☑ No	Describe:
Any lining corrosion evident?	☐ Yes	☑ No	Describe:
Any signs of overheating?	☐ Yes	☑ No	Describe:

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

RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
8mm	8mm	8mm	8mm	6mm	5mm	6mm	6mm

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

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

BRAKE PEDAL GOT HARD TO PRESS DUE TO LOW VACUUM SUPPLY. BRAKE PEDAL DID NOT DROP. NO ABS STOPS ATTEMPTED

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

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

Does the brake system hold the vehicle stationary? [✓] Yes [ ] No

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

Comments:

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

Does the brake system hold the vehicle stationary? [ ] Yes [✓] No

If "No", record the engine speed and throttle position at which the vehicle starts to move. [ ] RPM's [ ] Percent Throttle

Comments: VEHICLE BEGAN TO MOVE AT 1000 RPMS

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

Use a tread depth gauge at four points around the circumference to determine the average tread depth.
If the tire size is different than specified on the tire placard, check the ABS calibration with a scan tool and note the findings.

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32 ")
LF	GOODYEAR	PASSENGER	265/65R18	40	7/32
RF	"	"	"	38	7/32
LR	"	"	"	40	6/32
RR	"	"	"	37	6/32

Specific test requests: Please provide the specific test results and details of your findings to the additional testing section located on page 3. Please provide a mechanical and body damage repair estimate.

Specific Test Results. Also describe below any testing performed and provide the specific V, amp, ohm readings etc. and detail all relevant information. NO FAILURE CODES STORED IN ANY MODULES. ENGINE VACUUM PUMP NOT PULLING ENOUGH VACUUM. BRAKE BOOSTER SENSOR READING -6.2 IN VACUUM. NO PROBLEMS EXPERIENCED WITH STEERING OR CAMERA.

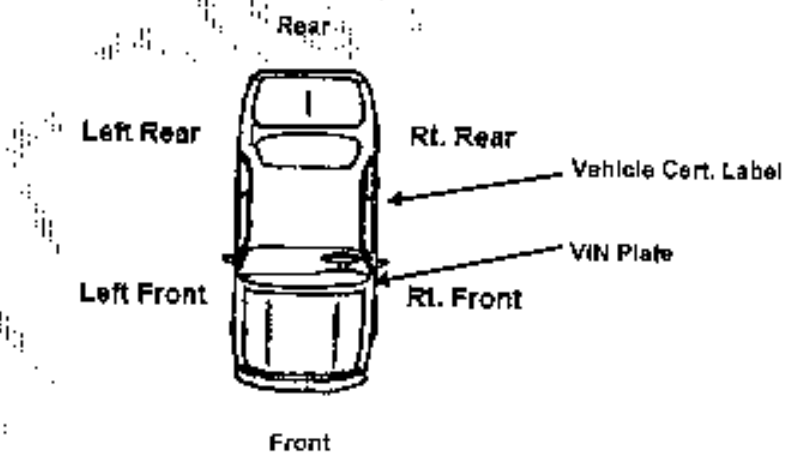
Following the inspection, summarize all relevant facts and observations. Provide related photographs.

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

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

MINIMUM REQUIRED PHOTOS MUST INCLUDE:

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



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

FAX COVER SHEET

TO: ELAINE @ CHEVROLET PRODUCT ASSISTANCE

NUMBER: 586-920-0854

PAC CASE# [redacted] CUSTOMER [redacted]

FROM: ROBIN RICHARDSON AT CAPITOL CHEVROLET

PHONE# 334-277-7110 EXT 4126

SERVICE MANAGER: JODY ELMORE

PHONE# 334-277-7110 EXT# 4121

SUBJECT: FINAL REPAIR DOCUMENTS THAT INCLUDE COPY OF RO, HARD COPY, RENTAL BILL AND BODY SHOP BILL. SEEKING PRE-AUTHORIZATION NUMBER. THANK YOU.

CUSTOMER #: [redacted]

[redacted]

WARRANTY

DUPLICATE 1
PAGE 1

THE HOUSE OF COURTESY
CAPITOL CHEVROLET
EASTERN BYPASS JUST NORTH OF I-85 SALES / SERVICE / PARTS
711 EASTERN BOULEVARD · MONTGOMERY, AL 36117
SERVICE (334) 277-7110
BODY SHOP (334) 277-7150
TRUCK SHOP (334) 272-8741
www.capitolchevrolet.com

SERVICE ADVISOR: 811 BRIAN W GJESVOLD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GBA/Black	16	CHEVROLET TAHOE	1GNSCAKC2GR[redacted]		24117/24118	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 IS 22OCT16 DE		01JAN2021	17:00 12APR18		0.00	CASH	20APR18

R.O. OPENED	READY	OPTIONS:
13:21 07MAR18	09:19 20APR18	SOLD-STK:GR[redacted] DLR:08057 ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THAT THE BRAKES WENT OUT AT PARKING SPEEDS.
CAUSE: E
060006 pac case authorized repair
162 WALLACE,KIM LIC#: 4174
W 1.40 146.12 146.12
1 12669488 (S)PUMP 242.13 169.48 169.48
12106 16948 TPARTS
3360 14612 TLABOR

TECH: 162 ACTUAL HRS.: 2.05 SOLD HRS.: 1.40

SALE-LBR: 146.12 PTS: 169.48 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 315.60
COST-LBR: 33.60 PTS: 121.06 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 154.66

,,,,24118 brake pedal would get hard to press, determined brake vacumn
,,,,pump not creating enough vacumn. replaced the vacumn pump. ---162
****

B CUSTOMER STATES THAT THE POWER STEERING LOCKED UP AT THE SAME TIME.
CAUSE: E
0300 BRAKE WORK
162 WALLACE,KIM LIC#: 4174
W 0.00 0.00 0.00
0 0 TPARTS
0 0 TLABOR

TECH: 162 ACTUAL HRS.: 0.01 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

,,,,24117 no failure codes stored in power steering module. was unable
,,,,to duplicate. ---162
****

C CUSTOMER STATES TAT THE BACK UP CAMERA WENT OUT,THE SCREEN BLACKED

Arbitration Agreement (Dispute Resolution)
Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 9 U.S.C. Section 1, et seq. and according to the Commercial Rules of the American Arbitration Association. Either party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the City of Montgomery, AL.

Repair Authorization & Warranties
I authorize the repair work set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I grant you and/or your employees permission to operate the vehicle on streets or elsewhere for the purpose of testing vehicle to secure the amount of repairs. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs. The manufacturer's new remanufactured parts warranty is for 12 months/12,000 miles, whichever comes first. Alternates or used parts warranties will vary. The dealership may use new factory aftermarket, used or remanufactured parts in your repair. Capitol Chevrolet, Inc. warrants labor for ninety days or 4,000 miles, whichever first occurs.
Dealer Disclaims the Warranty of Merchantability or Fitness of a Particular Purpose.

Flat Rate & Menu Pricing:
Maintenance Services are based on set Menu prices and are not based on the flat rate pricing. All other billing charges are based on flat rate time not the actual time for the repair, the actual time to perform a repair may take more or less time. Billing is defined by multiplying the hourly labor rate times the number of flat rate hours. Flat Rate Manuals contain flat rates (in hours) for most service operations. Manufacturer manuals contain flat rates derived from averages of time studies of the technicians. The dealership uses factory and other manuals such as "Chilton" and "Motors" in setting flat rate times.

Signature for Repair Authorization & Arbitration Agreement: SIGNATURE _____

CAPITAL CHEVROLET IS NOT RESPONSIBLE FOR LOST OR STOLEN PROPERTY

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

TERMS: CASH, HONORED CREDIT CARD AND APPROVED CHECKS

CUSTOMER #: [redacted]

[redacted]

WARRANTY

DUPLICATE 1
PAGE 2

THE HOUSE OF COURTESY
CAPITOL CHEVROLET
EASTERN BYPASS JUST NORTH OF I-85 SALES / SERVICE / PARTS
711 EASTERN BOULEVARD · MONTGOMERY, AL 36117
SERVICE (334) 277-7110
BODY SHOP (334) 277-7150
TRUCK SHOP (334) 272-8741
www.capitolchevrolet.com

SERVICE ADVISOR: 811 BRIAN W GJESVOLD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GBA/Black	16	CHEVROLET TAHOE	1GNSCAKC2GR[redacted]	[redacted]	24117/24118	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 IS 22OCT16 DD		01JAN2021	17:00 12APR18		0.00	CASH	20APR18

R.O. OPENED	READY	OPTIONS:
13:21 07MAR18	09:19 20APR18	SOLD-STK:GR[redacted] DLR:08057 ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

OUT AND THERE WAS A MESSAGE ABOUT SERVICE ON BACK UP CAMERA.
CAUSE: e
3600 ELECTRICAL/WIRING
120 PARTEN,TERRY LIC#: 6670
W 0.00 0.00 0.00
0 0 TPARTS
0 0 TLABOR

TECH: 120 ACTUAL HRS.: 0.51 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

,,,,24117 no complaint found at this time.
****
E RENTAL CAR.
CAUSE: E
0300 GM LOANER 44 DAYS AT 42.00 PER DAY VIN#
1GNSCAKC5JR[redacted]
162 WALLACE,KIM LIC#: 4174
W 0.00 0.00 0.00
0 0 TPARTS
0 0 TLABOR
MISC gm loaner
PO#REN
WLC 1848.00 1848.00

TECH: 162 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 1848.00 LUB: 0.00 SUB: 0.00 TOTAL 1848.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

****
H electrical plug on back of center console is not working.

Arbitration Agreement (Dispute Resolution)
Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 9 U.S.C. Section 1, et seq. and according to the Commercial Rules of the American Arbitration Association. Either party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the City of Montgomery, AL.

Repair Authorization & Warranties
I authorize the repair work set forth on the date along with the necessary material and agree that you are not responsible for loss or damage to 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. I grant you and/or your employees permission to operate the vehicle on streets or elsewhere for the purpose of road testing vehicle to secure the amount of repairs. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs. The manufacturer's new remanufactured parts warranty is for 12 months/12,000 miles, whichever comes first. Aftermarket or used parts warranties will vary. The dealership may use new factory aftermarket, used or remanufactured parts in your repair. Capitol Chevrolet, Inc. warrants labor for ninety days or 4,000 miles, whichever first occurs.
Dealer Disclaims the Warranty of Merchantability or Fitness of a Particular Purpose.

Flat Rate & Menu Pricing:
Maintenance Services are based on set Menu prices and are not based on the flat rate scale. All other billing charges are based on flat rate time not the actual time for the repair, the actual time to perform a repair may take more or less time. Billing is derived by multiplying the hourly labor rate times the number of flat rate hours. Flat Rate Manuals contain flat rates (in hours) for most service operations. Manufacturer manuals contain flat rates derived from averages of time studies of the technicians. The dealership uses factory and other manuals such as "Chilton" and "Motors" to setup flat rate times.

Signature for Repair Authorization & Arbitration Agreement: SIGNATURE _____

CAPITOL CHEVROLET IS NOT RESPONSIBLE FOR LOST OR STOLEN PROPERTY

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

TERMS: CASH, HONORED CREDIT CARD, Also APPROVED CHECKS

CUSTOMER #: [redacted]

[redacted]

WARRANTY

DUPLICATE 1
PAGE 3

THE HOUSE OF COURTESY
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TRUCK SHOP (334) 272-8741
www.capitolchevrolet.com

SERVICE ADVISOR: 811 BRIAN W GJESVOLD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GBA/Black	16	CHEVROLET TAHOE	1GNSCAKC2GR[redacted]		24117/24118	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN16 IS 22OCT16 DT		01JAN2021	17:00 12APR18		0.00	CASH	20APR18

R.O. OPENED	READY	OPTIONS:
13:21 07MAR18	09:19 20APR18	SOLD-STK:GR[redacted] DLR:08057 ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
CAUSE: a				
060006 pac case authorized repair				
120 PARTEN,TERRY LIC#: 6670				
W 0.20			20.87	20.87
1 19209795 (S)FUSE		2.00	1.60	1.60
	114 160 TPARTS			
	589 2087 TLABOR			
TECH: 120 ACTUAL HRS.: 0.25 SOLD HRS.: 0.20				
SALE-LBR: 20.87 PTS: 1.60 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL				22.47
COST-LBR: 5.89 PTS: 1.14 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL				7.03
,,,,24117 blown fuse. replaced inverter fuse for 110 recepticle.				
**********				
I** ADD OP 3/26 COMPLETE INSPECTION				
CAUSE: E				
0600016 PAC CASE INSPECTION TIME				
162 WALLACE,KIM LIC#: 4174				
W 1.30			135.68	135.68
	0 0 TPARTS			
	3120 13568 TLABOR			
TECH: 162 ACTUAL HRS.: 1.35 SOLD HRS.: 1.30				
SALE-LBR: 135.68 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL				135.68
COST-LBR: 31.20 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL				31.20
,,,,24117 completed inspection form per gm. ---162				
**********				
J** ADD OP 4/9 SUBLET TO CLASSIC COLLISION CENTER FOR REAR BUMPER REPAIRS.				
CAUSE: E				
060006 pac case authorized repair				

Arbitration Agreement (Dispute Resolution)
Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance or service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 9 U.S.C. Section 1, et seq. and according to the Commercial Rules of the American Arbitration Association. Either party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the City of Montgomery, AL.

Repair Authorization & Warranties
I authorize the repair work set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I grant you and/or your employees permission to operate the vehicle on streets or elsewhere for the purpose of testing vehicle to ensure the amount of repairs. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs. The manufacturer's new remanufactured parts warranty is for 12 months/12,000 miles, whichever comes first. Aftermarket or used parts warranties will vary. The dealership may use new factory aftermarket, used or remanufactured parts in your repair. Capitol Chevrolet, Inc. warrants labor for ninety days or 4,000 miles, whichever first occurs.
Dealer Disclaims the Warranty of Merchantability or Fitness of a Particular Purpose.

Flat Rate & Menu Pricing:
Maintenance Services are based on set Menu prices and are not based on the flat rate pricing. All other billing charges are based on flat rate time and the actual time for the repair, the actual time to perform a repair may take more or less time. Billing is derived by multiplying the hourly labor rate times the number of flat rate hours. Flat Rate Manuals contain flat rates in hours for most service operations. Manufacturer manuals contain flat rates derived from averages of time studies of the technicians. The dealership uses factory and other manuals such as "Chilton" and "Motors" in setting flat rate times.

Signature for Repair Authorization & Arbitration Agreement: SIGNATURE _____

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

CAPITOL CHEVROLET IS NOT RESPONSIBLE FOR LOST OR STOLEN PROPERTY

TERMS: CASH, HONORED CREDIT CARD AND APPROVED CHECKS

CUSTOMER #: [redacted]

[redacted]

WARRANTY

DUPLICATE 1
PAGE 4

THE HOUSE OF COURTESY
CAPITOL CHEVROLET
EASTERN BYPASS JUST NORTH OF I-85 SALES / SERVICE / PARTS
711 EASTERN BOULEVARD · MONTGOMERY, AL 36117
SERVICE (334) 277-7110
BODY SHOP (334) 277-7160
TRUCK SHOP (334) 272-8741
www.capitolchevrolet.com

SERVICE ADVISOR: 811 BRIAN W GJESVOLD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GBA/Black	16	CHEVROLET TAHOE	1GNSCAKC2GR[redacted]		24117/24118	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 IS 22OCT16 DD		01JAN2021	17:00 12APR18		0.00	CASH	20APR18

R.O. OPENED	READY	OPTIONS:
13:21 07MAR18	09:19 20APR18	SOLD-STK:GR[redacted] DLR:08057 ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	100		W	0.00			0.00	0.00
1	23324503			FASCIA		708.82	638.36	638.36
1	22806438			LINER		86.91	86.91	86.91
					51805	72527 TPARTS		
					0	0 TLABOR		

SUBL BODY REPAIR-REPLACE REAR BUMPER AND INNER FENDER
PO#R.O.#X1523460

	W		562.30	562.30

TECH: 100 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 725.27 MSC: 0.00 LUB: 0.00 SUB: 562.30 TOTAL 1287.57
COST-LBR: 0.00 PTS: 518.05 MSC: 0.00 LUB: 0.00 SUB: 562.30 TOTAL 1080.35

24117 SENT TO CLASSIC COLLISION CENTER TO HAVE REAR BUMPER REPLACED
****

EST: 22.34 07MAR18 13:21 SA: 811

PAC CASE NUMBER [redacted]

EVERY EFFORT HAS BEEN MADE TO MAKE YOUR VISIT
AN "EXCELLENT" EXPERIENCE. IF WE HAVE NOT
MET YOUR EXPECTATIONS, PLEASE LET US KNOW.
WE VALUE "YOU" AS OUR CUSTOMER.
THANK YOU,
CAPITOL CHEVROLET EMPLOYEES

TECH: 162 ACTUAL HRS.: 3.41 SOLD HRS.: 2.7
TECH: 120 ACTUAL HRS.: 0.76 SOLD HRS.: 0.2
TECH: 100 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 302.67 PTS: 896.35 MSC: 1848.00 LUB: 0.00 SUB: 562.30 TOTAL 3609.32
COST-LBR: 70.69 PTS: 640.25 MSC: 0.00 LUB: 0.00 SUB: 562.30 TOTAL 1273.24

Arbitration Agreement (Dispute Resolution)
Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 9 U.S.C. Section 1, et seq. and according to the Commercial Rules of the American Arbitration Association. Either party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the City of Montgomery, AL.

Repair Authorization & Warranties
I authorize the repair work set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I grant you and/or your employees permission to operate the vehicle on streets or elsewhere for the purpose of testing vehicle to secure the amount of repairs. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs. The manufacturer's new remanufactured parts warranty is for 12 months/12,000 miles, whichever comes first. Aftermarket or used parts warranties will vary. The dealership may use new factory aftermarket, used or remanufactured parts in your repair. Capitol Chevrolet, Inc. warrants labor for ninety days or 4,000 miles, whichever first occurs.
Dealer Disclaims the Warranty of Merchantability or Fitness of a Particular Purpose.

Flat Rate & Menu Pricing:
Maintenance Services are based on set Menu prices and are not based on the flat rate pricing. All other billing charges are based on flat rate time and the actual time for the repair, the actual time to perform a repair may take more or less time. Billing is derived by multiplying the hourly labor rate times the number of flat rate hours. Flat Rate Manuals contain flat rates for most service operations. Manufacturer manuals contain flat rates derived from averages of time studies of the technicians. The dealership uses factory and other manuals such as "Chilton" and "Motors" in setting flat rate times.

Signature for Repair Authorization & Arbitration Agreement: SIGNATURE _____

CAPITOL CHEVROLET IS NOT RESPONSIBLE FOR LOST OR STOLEN PROPERTY

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

TERMS: CASH, HONORED CREDIT CARD AND APPROVED CHECKS

CUSTOMER #: [redacted] [redacted]

WARRANTY

DUPLICATE 1
PAGE 5

THE HOUSE OF COURTESY
CAPITOL CHEVROLET
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BODY SHOP (334) 277-7150
TRUCK SHOP (334) 272-8741
www.capitolchevrolet.com

[redacted]

SERVICE ADVISOR: 811 BRIAN W GJESVOLD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GBA/Black	16	CHEVROLET TAHOE	1GNSCAKC2GR[redacted]		24117/24118	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 IS							
22OCT16 DD		01JAN2021	17:00 12APR18		0.00	CASH	20APR18

R.O. OPENED	READY	OPTIONS:	
13:21 07MAR18	09:19 20APR18	SOLD-STK:GR[redacted] ENG:5.3_Liter_SIDI	DLR:08057

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-07-18	14:20	14:34	0.24	W	120	C	
04-09-18	07:55	09:15	1.33	W	162	A	
	09:15	10:36	1.35	W	162	I	
	10:36	10:36	0.00	W	162	A	
	10:39	11:22	0.72	W	162	A	
	11:22	11:23	0.01	W	162	B	
	11:23	11:23	0.00	W	162	E	
	11:23	11:24	0.02	W	162	G	
04-10-18	15:12	15:27	0.25	W	120	C	
04-12-18	12:38	12:53	0.25	W	120	H	
	12:53	12:54	0.02	W	120	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
14420	30267	7069		14720	89635	64025	
17193	184800	000	REN	14460	56230	56230	
							P.O.#X1523460
12200	360932	*******					

COST, SALE, & COMP TOTALS 127324 360932 0

Arbitration Agreement (Dispute Resolution)
Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repair to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 9 U.S.C. Section 1, et seq. and according to the Commercial Rules of the American Arbitration Association. Either party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the City of Montgomery, AL.

Repair Authorization & Warranties
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Dealer Disclaims the Warranty of Merchantability or Fitness of a Particular Purpose.

Flat Rate & Menu Pricing:
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Signature for Repair Authorization & Arbitration Agreement: SIGNATURE _____

CAPITOL CHEVROLET IS NOT RESPONSIBLE FOR LOST OR STOLEN PROPERTY

DESCRIPTION	TOTALS
LABOR AMOUNT	302.67
PARTS AMOUNT	896.35
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	562.30
MISC. CHARGES	1848.00
TOTAL CHARGES	3609.32
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	3609.32

TERMS: CASH, RONCOD CREDIT CARD AND APPROVED CHECKS

[redacted]

WORKORDER

PAGE 1

THE HOUSE OF COURTESY
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BODY SHOP (334) 277-7150 TRUCK SHOP (334) 272-6741
www.capitolchevrolet.com

CUSTOMER #: [redacted]

SERVICE ADVISOR: 811 GJESVOLD, BRIAN W

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GBA/Black	16	CHEVROLET TAHOE	1GNSCAKC2GR[redacted]	[redacted]	24117/	[redacted]

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 IS 22OCT16 DD		01JAN2021	18:00 07MAR18		0.00	CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK:GR[redacted] DLR:08057
07MAR2018 13:21		ENG:5.3_Liter_SIDI

Ready 4/12 called + left message both

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0300		W	CUSTOMER STATES THAT THE BRAKES WENT OUT AT PARKING SPEEDS.
				left Message 4-13 Ready 4/2
# B	0300		W	CUSTOMER STATES THAT THE POWER STEERING LOCKED UP AT THE SAME TIME.
# C	3600		W	CUSTOMER STATES TAT THE BACK UP CAMERA WENT OUT, THE SCREEN BLACKED OUT AND THERE WAS A MESSAGE ABOUT SERVICE ON BACK UP CAMERA.
# D	FR		CC	RIGHT REAR TIRE IS VERY LOW ON AIR.
# E	0300		W	RENTAL CAR. [redacted] Service Req [redacted]
				Rental Turned In 4-20-18 JE
# F	NIDB		IPS	*No Interval Due *Vehicle History Indicates No Maintenance Interval Due [redacted]
				866-446-6963 5914364
# G	IGM		IPS	*Perform Multi-Point Inspection
				Customer Did Not Sign 4/3-18
# H	3600		W	electrical plug on back of center console is not 22.34

Arbitration Agreement (Dispute Resolution)
Customer and Dealer agree that all claims, demands, disputes or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or relative to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration conducted pursuant to the provisions of 9 U.S.C. Section 1, et seq. and according to the Commercial Rules of the American Arbitration Association. Either party may demand arbitration by filing with the American Arbitration Association a written demand for arbitration, along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the City of Montgomery, AL.

Add on #I W Add on 3/26 Complete inspection per GM

Repair Authorization & Warranties
I authorize the repair work as set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments. I grant you and/or your employees permission to operate the vehicle on streets or elsewhere for the purpose of testing vehicle to secure the amount of repairs. An express mechanic's lien is acknowledged on the above vehicle to secure the amount of repairs. The manufacturer's new remanufactured parts warranty is for 12 months/12,000 miles, whichever comes first. Aftermarket or used parts warranties vary. The dealership may use new factory aftermarket, used or remanufactured parts in your repair. Capitol Chevrolet, Inc. warrants labor for ninety days or 4,000 miles, whichever comes first except

Customer Did Not Sign at Drop off JE 3-7-18

Dealer Disclaims the Warranty of Merchantability or Fitness of a Particular Purpose.

Add on #J W Add on 4/9 Sublet to Classic Collision Center

Flat Rate & Menu Pricing:
Maintenance Services are based on our Menu prices and are not based on the flat rate pricing. All other billing charges are based on flat rate time not the actual time for the repair. The actual time to perform a repair may take more or less time. Billing is derived by multiplying the hourly labor rate times the number of flat rate hours. Flat Rate Manuals contain flat rates (in hours) for most service operations. Manufacturer manuals contain flat rates derived from averages of time studies of the technicians. The dealership uses factory and other manuals such as "Chilton" and "Motors" including flat rate data.

for R. Bumper + inner fender Replacement

Signature for Repair Authorization & Arbitration Agreement: SIGNATURE _____ INITIALS
THERE WILL BE A CHARGE FOR ALL ITEMS REQUIRING A TECHNICIAN'S DIAGNOSIS - $30.00 MINIMUM PER REPAIR.

Elmore, Jody

From:	GMBRCPAC@gm.com
Sent:	Thursday, April 5, 2018 8:35 AM
To:	Elmore, Jody
Subject:	PAC Repair Authorization for [redacted] 1GNSCAKC2GR[redacted]

Sonic Automotive Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links.

Dear Jody,

This email serves as PAC authorization to perform repairs on the subject vehicle as well as complete any open recalls associated with the VIN.

Upon completion of the repairs, please notify the customer and PAC. Once the vehicle has been retrieved by the customer, please provide a detailed Final Repair Order at your dealer hourly warranty rates. After receipt of the Final Repair Order, a pre-authorization ID number will be generated and provided to you in order to be compensated for the repairs using Labor Ops [redacted] for inspection/labor time and [redacted] for repair/towing/rental.

Customer Name: [redacted]

Vehicle YMM: 2016 Chevrolet Tahoe

VIN: 1GNSCAKC2GR[redacted]

SR Number: [redacted]

Allegation: Brakes failed and the steering locked up causing the vehicle to bump into the fire hydrant.

If you need anything from PAC, please contact 866-446-6963, extension 5914364. You can reply directly to this email with any attachments or fax to 586-920-0854. Please refer to the Service Request number under the signature below.

If technical assistance is needed to complete the repairs, contact Kim Horvath at 586-431-4097.

Thank you,
Chevrolet Product Assistance Claims
[SR:8-3975814116]

Capitol Chevrolet - Charges Summary

CUSTOMER : [redacted]

LOCATION :
Capitol Chevrolet
711 Eastern Blvd
Montgomery AL, 36117

AGREEMENT NO. : 2199

REPAIR ORDER NO. : [redacted]

AGREEMENT DATE : 03/12/2018 06:04 PM

DURATION

Pick-up Date	03/07/2018 05:03 PM
Return Date	04/19/2018 05:42 PM
Total Days	44

VEHICLE

Year/Make/Model	2018 CHEVROLET TAHOE
Unit Number	CHEV-178
VIN	1GNSCAKC5J[redacted]
Service Advisor	Mitchell, Quanita
Total Miles/Km	2249
Fuel Used	All (0 gallons)
Fuel Price Per Gallon	$ 0

Description	Total
RATE	$ 1,848.00
Total Charges	$ 1,848.00

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

DI002 Dealer Brake / ABS System Preliminary Report

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

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

For all other assistance contact your assigned PAC Specialist.

Section 1 VEHICLE INFORMATION

Customer's First & Last Name:	[redacted]	Customer Phone:	[redacted]
Year/Make:	2016 Chevrolet	Case Number:	[redacted]
VIN:	1GNSCAKC2GR[redacted]	Dealership contact (Service Manager/Director)	Jody Elmore
Model:	Tahoe	Dealership (Service Manager/Director) Phone #	334-657-2808
Mileage:	24,117	Dealer City/ST	Montgomery, AL
Dlr. BAC & Name	BAC 163[redacted] Capitol Chevrolet	Warranty Rate:	

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:
She put it in reverse and never accelerated, the little camera on the screen went black - rear camera malfunction, service soon. They have noticed that the camera has been kind of foggy. She pushed the brakes and it was all the way to the ground to stop, she had pump them. The steering also froze as she was pumping the brakes. She bumped into the fire hydrant. She turned the vehicle off. She drove it through the neighborhood home after looking at the damage. It did feel like she might have to pump the brakes to come to a stop but it never did what she experienced earlier. The next morning drove it to the dealership. Still felt like she might have to pump the brakes but not every time. The steering never locked again.
Customer Allegation of Defect:
Brakes failed and the steering locked up causing the vehicle to bump into the fire hydrant.

Section 3 VEHICLE / SYSTEM INSPECTION

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

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

DTC	Symptom	Module	Description	Current	History
			NIA	0	0

| | | |

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

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

Observations:

BRAKE PEDAL GOT HARD TO PRESS DUE TO LOW VACUUM SUPPLY. BRAKE PEDAL DID NOT DROP. NO ABS STOPS ATTEMPTED

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

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

Does the brake system hold the vehicle stationary? [ ] Yes [ ] No

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

Comments:

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

Does the brake system hold the vehicle stationary? [ ] Yes [X] No

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

Comments: VEHICLE BEGAN TO MOVE AT 1000 RPMS

TIRE AND WHEEL INSPECTION - Photograph any tire damage.

Use a tread depth gauge at four points around the circumference to determine the average tread depth.
If the tire size is different than specified on the tire placard, check the ABS calibration with a scan tool and note the findings.

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32 ")
LF					
RF					
LR					
RR					

Specific test requests: Please provide the specific test results and details of your findings to the additional testing section located on page 3. Always provide a mechanical and body damage repair estimate.

Specific Test Results. Also describe below any testing performed and provide the specific V, amp, ohm readings etc. and detail all relevant information. NO FAILURE CODES STORED IN ANY MODULES. ENGINE VACUUM PUMP NOT PULLING ENOUGH VACUUM. BRAKE BOOSTER SENSOR READING -6.2 IN VACUUM. NO PROBLEMS EXPERIENCED WITH STEERING OR CAMERA.

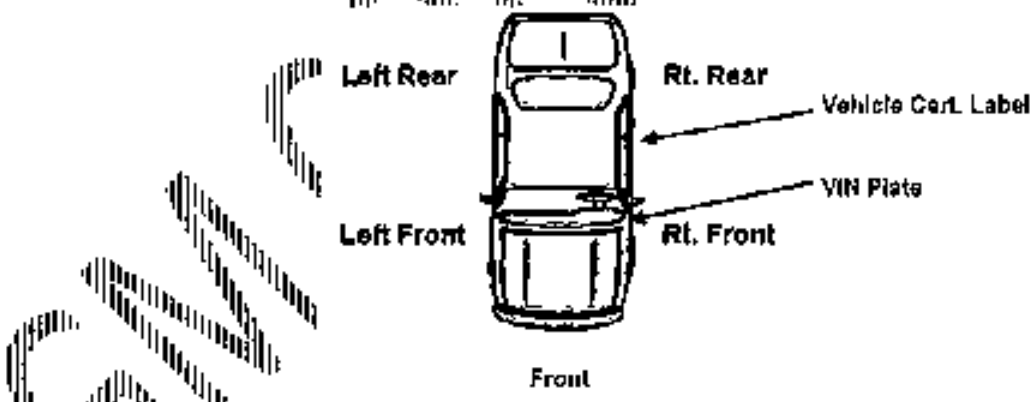
Following the inspection, summarize all relevant facts and observations. Provide related photographs.

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

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

MINIMUM REQUIRED PHOTOS MUST INCLUDE:

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



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

Already sent

Elmore, Jody

From: GMBRCPAC@gm.com
Sent: Wednesday, March 21, 2018 4:43 PM
To: Elmore, Jody
Subject: PAC Case Preliminary Information Request for [redacted] GNSCAKC2GR[redacted]

Sonic Automotive Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links.

Dear Jody,

Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by gathering some preliminary information including DTC's with symptom codes, required photo images, previous Repair Orders for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs:

Driver (Left) side exterior

Passenger (Right) side exterior

Front exterior

Rear exterior

Image of concern and affected area - brakes, steering column, vacuum pump

Close-up image of concern

Vehicle Certification Label with VIN visible

Close-ups of tires/wheels and undercarriage

Also include any DTC's found.

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate. I will make arrangements to have the vehicle delivered to your dealership.

If the customer requests, and is eligible, please reserve a rental for the customer at GM's cost using Labor Op[redacted] You can refer to Service Bulletin 13-00-89-010A in Service Center for more information regarding providing courtesy transportation for PAC customers.

Customer Name: [redacted]

Vehicle YMM: 2016 Chevrolet Tahoe

VIN: 1GNSCAKC2GR[redacted]

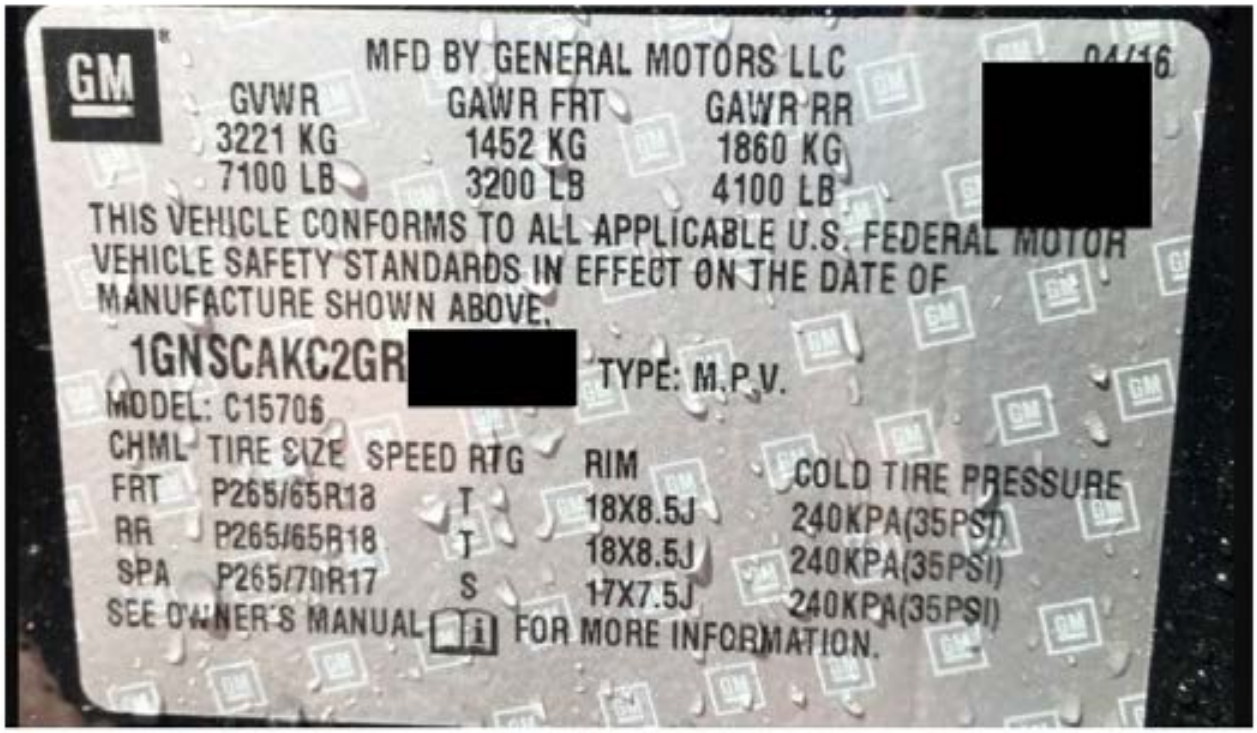
SR Number: [redacted]

Allegation: Brakes and Steering locked up causing a collision

If you need anything from PAC, please contact 866-446-6963, extension 5914364. You can reply directly to this email with any attachments or fax to 586-920-0854. Please use the Service Request number for reference.

Thank you,

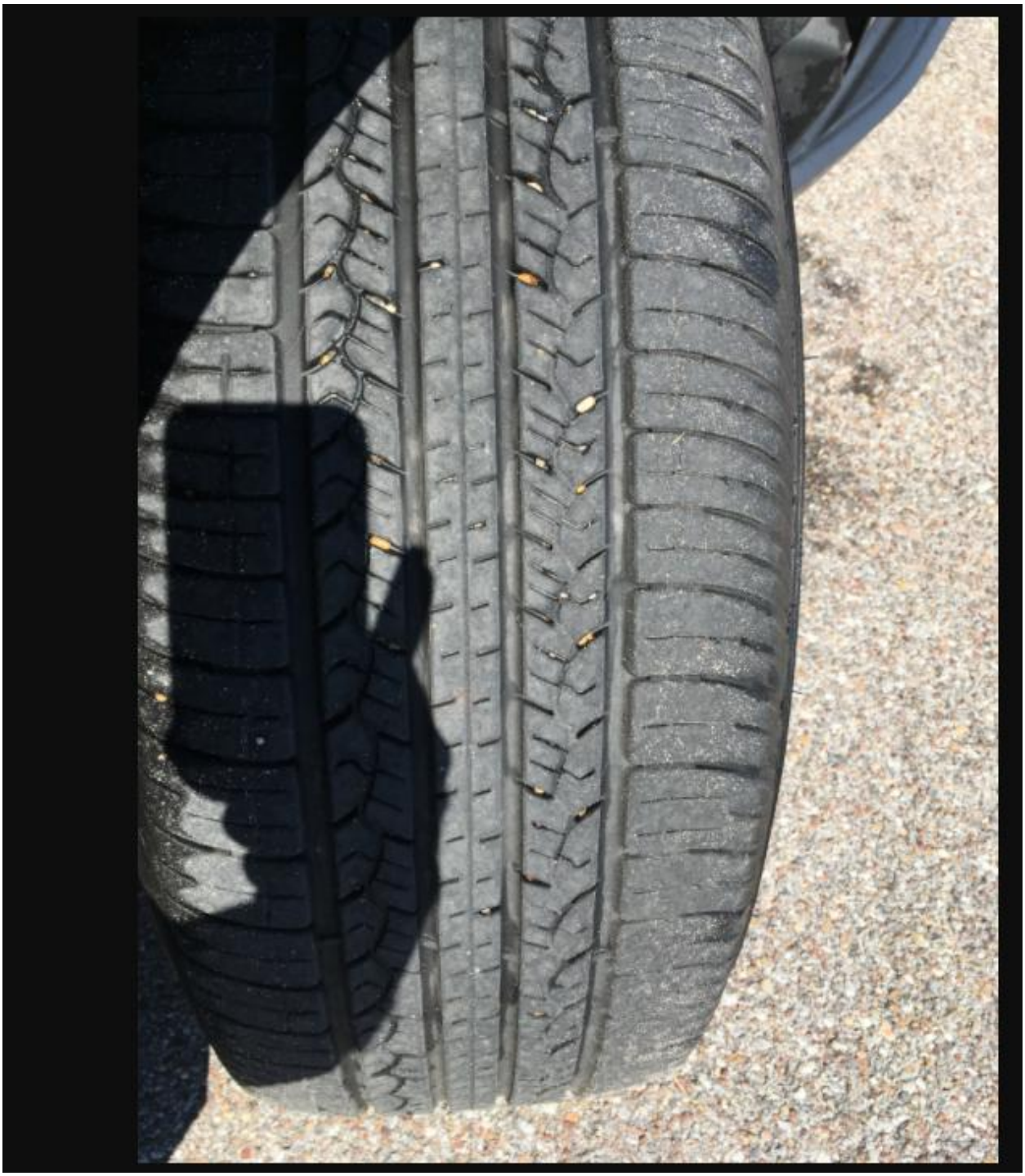
Chevrolet Product Assistance Claims
[SR[redacted]

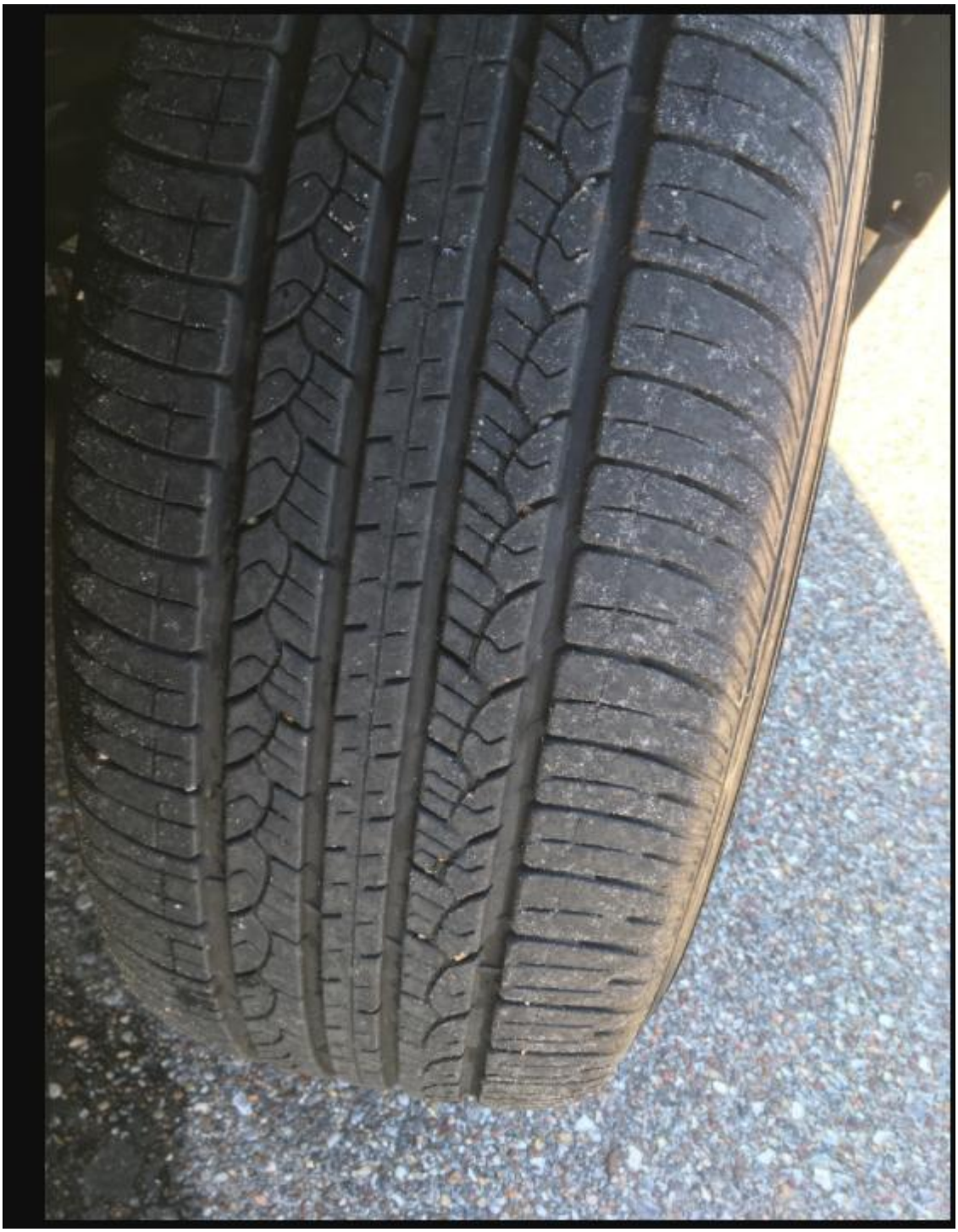

GM
MFD BY GENERAL MOTORS LLC
04/16
GVWR
3221 KG
7100 LB
GAWR FRT
1452 KG
3200 LB
GAWR RR
1860 KG
4100 LB
[redacted]
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
1GNSCAKC2GR[redacted]
TYPE: M.P.V.
MODEL: C15706
CHML TIRE SIZE SPEED RTG RIM COLD TIRE PRESSURE
FRT P265/65R18 T 18X8.5J 240KPA(35PSI)
RR P265/65R18 T 18X8.5J 240KPA(35PSI)
SPA P265/70R17 S 17X7.5J 240KPA(35PSI)
SEE OWNER'S MANUAL FOR MORE INFORMATION.

RPM
x1000
Trip A
0.1 mi
Avg. Fuel Economy
-.- mpg
24110 mi
V8
N
PRNDM

TAHOE

TAHOE





CLASSIC COLLISION

Workfile ID:
Federal ID:

www.capitolimports.com
2820 EASTERN BYPASS, MONTGOMERY, AL 36116
Phone: (334) 213-4502
FAX: (334) 213-4571

Preliminary Estimate

Customer: CAPITOL CHEVROLET **Job Number:**

Written By: Thomas Murdock

Insured:	CAPITOL CHEVROLET	Policy #:	Claim #:
Type of Loss:		Date of Loss:	Days to Repair: 0
Point of Impact:			

Owner:
CAPITOL CHEVROLET

Inspection Location:
CLASSIC COLLISION
2820 EASTERN BYPASS
MONTGOMERY, AL 36116
Repair Facility
(334) 213-4502 Business

Insurance Company:

VEHICLE

2016 CHEV Tahoe LS 4D UTV 8-5.3L Flex Fuel Direct Injection BLACK

VIN:	1GNSCAKC2GR	Interior Color:		Mileage In:	Vehicle Out:
License:		Exterior Color:	BLACK	Mileage Out:	
State:		Production Date:		Condition:	Job #:

TRANSMISSION
Automatic Transmission
Overdrive
POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
DECOR
Dual Mirrors
Privacy Glass
Console/Storage
CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Climate Control
Dual Air Condition
Backup Camera w/Parking Sensors
Remote Starter
RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Satellite Radio
SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System
Hands Free Device
Positraction
ROOF
Luggage/Roof Rack
SEATS
Cloth Seats
Bucket Seats
Reclining/Lounge Seats
3rd Row Seat
WHEELS
Aluminum/Alloy Wheels
PAINT
Clear Coat Paint
TRUCK
Trailer Hitch
Trailering Package
Running Boards/Side Steps

Get live updates at

Customer: CAPITOL CHEVROLET **Job Number:**

2016 CHEV Tahoe LS 4D UTV 8-5.3L Flex Fuel Direct Injection BLACK

Line		Oper	Description	Part Number	Qty	Extended Price $		Labor	Paint
1	**REAR BUMPER**								
2			O/H rear bumper					2.4	
3		Repl	Bumper cover	23324503	1	759.95		Incl.	3.0
4			Add for Clear Coat						1.2
5	**QUARTER PANEL**								
6		Repl	RT Wheelhouse liner Tahoe	22806438	1	103.47		0.3	
7	#	Subl	HAZ WASTE REMOVAL E.P.C.		1	5.00	X		
8	#	Refn	DE-NIB AND BUFF						0.5
9	#	Repl	FLEX ADDITIVE		1	8.00			
				SUBTOTALS		**876.42**		**2.7**	**4.7**

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				871.42
Body Labor	2.7 hrs	@	$ 52.00 /hr	140.40
Paint Labor	4.7 hrs	@	$ 52.00 /hr	244.40
Paint Supplies	4.7 hrs	@	$ 35.00 /hr	164.50
Miscellaneous				5.00
Subtotal				1,425.72
Sales Tax	$ 871.42	@	10.0000 %	87.14
Grand Total				**1,512.86**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**1,512.86**

MyPriceLink Estimate ID: 409082331752570880

THIS IS A PRELIMINARY ESTIMATE. ADDITIONAL CHANGES TO THE ESTIMATE MAY BE REQUIRED FOR THE ACTUAL REPAIR.

Customer: CAPITOL CHEVROLET **Job Number:**

2016 CHEV Tahoe LS 4D UTV 8-5.3L Flex Fuel Direct Injection BLACK

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR1GC15, CCC Data Date 3/16/2018, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:
m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:
D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:
Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

G E N E R A L M O T O R S C O R P O R A T I O N
D I V I S I O N
G M R E S T R I C T E D

CASE NUMBER: [redacted]
VIN: 1GNSCAKC2GR[redacted]
MODEL YEAR: 2016
MODEL: Tahoe
MILEAGE: 24117
SOURCE: Phone
**********GENERAL CASE INFORMATION**********

CODE: H01
Brakes - General

REPAIR ATTEMPTS:
Inoperative

CODE: M01
Steering - General

REPAIR ATTEMPTS:
Power - Lack of

**********WORK HISTORY**********
8-1UEX46Z
CZ9D7Y

Mar 21 2018 5:43PM
Mar 21 2018 5:43PM
PAC Case Preliminary Information Request for [redacted], 1GNSCAKC2GR[redacted] Dear Jody, Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by gathering some preliminary information including DTC's with symptom codes, required photo images, previous Repair Orders for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs: Driver (Left) side

exterior Passenger (Right) side exterior Front exterior Rear exterior Image of concern and affected area - brakes, steering column, **vacuum pump** Close-up image of concern Vehicle Certification Label with VIN visible Close-ups of tires/wheels and undercarriage Also include any DTC's found. This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership?s warranty rate. I will make arrangements to have the vehicle delivered to your dealership. If the customer requests, and is eligible, please reserve a rental for the customer at GM?s cost using Labor Op [redacted] You can refer to Service Bulletin 13-00-89-010A in Service Center for more information regarding providing courtesy transportation for PAC customers. Customer Name: [redacted] Vehicle YMM: 2016 Chevrolet Tahoe VIN: 1GNSCAKC2GR[redacted] SR Number: [redacted] Allegation: Brakes and Steering locke

8-1UNYS71
CZ9D7Y

Mar 26 2018 3:35PM
Mar 26 2018 3:35PM
PAC Case Dealer Inspection Request for [redacted] 1GNSCAKC2GR[redacted] Dear Jody, Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by performing a Dealer Inspection/Diagnosis and Repair Estimate. Customer Name: [redacted] Vehicle YMM: 2016 Chevrolet Tahoe VIN: 1GNSCAKC2GR[redacted] SR Number: [redacted] Allegation: Brakes failed and the steering locked up causing the vehicle to bump into the fire hydrant. Once the GM investigation is complete PAC will make the determination if the customer?s claim will be approved or denied. DO NOT make any repairs to the vehicle until the PAC review is complete. The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer. You will be compensated appropriately for your assistance with the inspection & diagnosis. All costs should be itemized at the dealership?s current warranty rates. Please note: Any inspections exceeding 4 hours to complete require approval from the PAC Technical Liaison or Business Performance Leader. When completing the inspection forms, please verify all sections have been fully documented and photographed as appropriate. The detail and quality of the completed inspection report and related photos will help support our final position and the inspection hours submitted. Return the completed inspection forms and photos via email within 72 business hours if possible. If

8-1UHJC2Q
CZ9D7Y

Mar 23 2018 10:48AM
Mar 23 2018 10:48AM
[EXTERNAL] RE: PAC Case Preliminary Information Request for [redacted] 1GNSCAKC2GR[redacted] Email 2 Jody Elmore Service Director Office # 334-523-4121 Capitol Chevrolet 711 Eastern Blvd. Montgomery, Al. 36117 -----Original Message----- From: GMBRCPAC@gm.com [mailto:GMBRCPAC@gm.com] Sent: Wednesday, March 21, 2018 4:43 PM To: Elmore, Jody <Jody.Elmore@capitolchevrolet.com> Subject: PAC Case Preliminary Information Request for [redacted]

[redacted] 1GNSCAKC2GR[redacted], [redacted] Sonic Automotive Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links. Dear Jody, Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by gathering some preliminary information including DTC's with symptom codes, required photo images, previous Repair Orders for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs: Driver (Left) side exterior Passenger (Right) side exterior Front exterior Rear exterior Image of concern and affected area - brakes, steering column, **vacuum pump** Close-up image of concern Vehicle Certification Label with VIN visible Close-ups of tires/wheels and undercarriage Also include any DTC's found. This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time

8-1UHMH9J
CZ9D7Y

Mar 23 2018 10:48AM
Mar 23 2018 10:48AM
[EXTERNAL] RE: PAC Case Preliminary Information Request for [redacted], 1GNSCAKC2GR[redacted] **Vacuum pump** is 7 pounds and less. No codes Will have to send other pictures on another email 1 Jody Elmore Service Director Office # 334-523-4121 Capitol Chevrolet 711 Eastern Blvd. Montgomery, Al. 36117 -----Original Message----- From: GMBRCPAC@gm.com [mailto:GMBRCPAC@gm.com] Sent: Wednesday, March 21, 2018 4:43 PM To: Elmore, Jody <Jody.Elmore@capitolchevrolet.com> Subject: PAC Case Preliminary Information Request for [redacted] 1GNSCAKC2GR[redacted] Sonic Automotive Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links. Dear Jody, Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by gathering some preliminary information including DTC's with symptom codes, required photo images, previous Repair Orders for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs: Driver (Left) side exterior Passenger (Right) side exterior Front exterior Rear exterior Image of concern and affected area - brakes, steering column, **vacuum pump** Close-up image of concern Vehicle Certification Label with VIN visible Close-ups of tires/wheels and undercarriage Also include any DTC's found. This information will assist PAC with determining the most appropr

8-1UHMPYA
CZ9D7Y

Mar 23 2018 10:48AM
Mar 23 2018 10:48AM
[EXTERNAL] RE: PAC Case Preliminary Information Request for [redacted], 1GNSCAKC2GR[redacted], [redacted] [redacted] tires Jody Elmore Service Director Office # 334-523-4121 Capitol Chevrolet 711 Eastern Blvd. Montgomery, Al. 36117 -----Original Message----- From: GMBRCPAC@gm.com [mailto:GMBRCPAC@gm.com] Sent: Wednesday, March 21, 2018 4:43 PM To: Elmore, Jody <Jody.Elmore@capitolchevrolet.com> Subject: PAC Case Preliminary Information Request for [redacted]

[redacted] 1GNSCAKC2GR[redacted], [redacted] Sonic Automotive Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links. Dear Jody, Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by gathering some preliminary information including DTC's with symptom codes, required photo images, previous Repair Orders for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs: Driver (Left) side exterior Passenger (Right) side exterior Front exterior Rear exterior Image of concern and affected area - brakes, steering column, **vacuum pump** Close-up image of concern Vehicle Certification Label with VIN visible Close-ups of tires/wheels and undercarriage Also include any DTC's found. This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for you

8-1UWDQ7N
CZ9D7Y

Apr 2 2018 9:56AM
Apr 2 2018 9:56AM
[EXTERNAL] RE: PAC Case Dealer Inspection Request for [redacted], 1GNSCAKC2GR[redacted], [redacted] iNSPECTION Jody Elmore Service Director Office # 334-523-4121 Capitol Chevrolet 711 Eastern Blvd. Montgomery, Al. 36117 -----Original Message----- From: GMBRCPAC@gm.com [mailto:GMBRCPAC@gm.com] Sent: Monday, March 26, 2018 2:36 PM To: Elmore, Jody <Jody.Elmore@capitolchevrolet.com> Subject: PAC Case Dealer Inspection Request for [redacted], 1GNSCAKC2GR[redacted], [redacted] Sonic Automotive Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links. Dear Jody, Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by performing a Dealer Inspection/Diagnosis and Repair Estimate. Customer Name: [redacted] Vehicle YMM: 2016 Chevrolet Tahoe VIN: 1GNSCAKC2GR[redacted] SR Number: [redacted]Allegation: Brakes failed and the steering locked up causing the vehicle to bump into the fire hydrant. Once the GM investigation is complete PAC will make the determination if the customer?s claim will be approved or denied. DO NOT make any repairs to the vehicle until the PAC review is complete. The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer. You will be compensated appropriately for your assistance with the inspection & diagnosis. All costs should be itemized at the dealership

8-1UWEV5F
CZ9D7Y

Apr 2 2018 9:56AM
Apr 2 2018 9:56AM
[EXTERNAL] RE: PAC Case Dealer Inspection Request for [redacted] 1GNSCAKC2GR[redacted] [redacted] Estimate for damage Jody Elmore Service Director Office # 334-523-4121 Capitol Chevrolet 711 Eastern Blvd. Montgomery, Al. 36117 -----Original Message----- From: Elmore, Jody Sent: Friday, March 30, 2018 3:15 PM To: 'GMBRCPAC@gm.com' <GMBRCPAC@gm.com> Subject: RE: PAC Case Dealer Inspection Request for [redacted], 1GNSCAKC2GR[redacted], [redacted] iNSPECTION

Jody Elmore Service Director Office # 334-523-4121 Capitol Chevrolet 711 Eastern Blvd. Montgomery, Al. 36117 -----Original Message----- From: GMBRCPAC@gm.com [mailto:GMBRCPAC@gm.com] Sent: Monday, March 26, 2018 2:36 PM To: Elmore, Jody <Jody.Elmore@capitolchevrolet.com> Subject: PAC Case Dealer Inspection Request for [redacted], 1GNSCAKC2GR[redacted], [redacted] Sonic Automotive Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links. Dear Jody, Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case by performing a Dealer Inspection/Diagnosis and Repair Estimate. Customer Name: [redacted] Vehicle YMM: 2016 Chevrolet Tahoe VIN: 1GNSCAKC2GR[redacted] SR Number: [redacted] Allegation: Brakes failed and the steering locked up causing the vehicle to bump into the fire hydrant. Once the GM investigation is complete PAC will make the determination if the customer?s claim will be ap

8-1V54OWQ
CZ9D7Y

Apr 5 2018 9:34AM
Apr 5 2018 9:34AM
PAC Repair Authorization for [redacted] 1GNSCAKC2GR[redacted] Dear Jody, This email serves as PAC authorization to perform repairs on the subject vehicle as well as complete any open recalls associated with the VIN. Upon completion of the repairs, please notify the customer and PAC. Once the vehicle has been retrieved by the customer, please provide a detailed Final Repair Order at your dealer hourly warranty rates. After receipt of the Final Repair Order, a pre-authorization ID number will be generated and provided to you in order to be compensated for the repairs using Labor Ops [redacted] for inspection/labor time and 0600006 for repair/towing/rental. Customer Name: David [redacted] Vehicle YMM: 2016 Chevrolet Tahoe VIN: 1GNSCAKC2GR[redacted] SR Number: [redacted] Allegation: Brakes failed and the steering locked up causing the vehicle to bump into the fire hydrant. If you need anything from PAC, please contact 866-446-6963, extension 5914364. You can reply directly to this email with any attachments or fax to 586-920-0854. Please refer to the Service Request number under the signature below. If technical assistance is needed to complete the repairs, contact Kim Horvath at 586-431-4097. Thank you, Chevrolet Product Assistance Claims [SR[redacted]]

8-1VSDNZF
CZ9D7Y

Apr 18 2018 9:16AM
Apr 18 2018 9:16AM
[EXTERNAL] Re: ACTION NEEDED: PAC Case follow up for [redacted], 1GNSCAKC2GR[redacted], [redacted] Huh??? We've talked to your company many times with no results. Not one of your representatives has spoken to our insurance agency and are ignoring their phone calls. The local dealer LIED to us and told us he spoke with our agent at State Farm. We've turned this matter over to our legal team and since the same brake failure has occurred to my wife's sister's Tahoe we are terrified to drive these cars. A child in our carpool could have easily been killed after my wife dropped him off and our brakes failed and the steering column locked up. State Farm is extremely worried about us continuing our lease with your company! On Apr 17, 2018 4:30 PM, GMBRCPAC@gm.com wrote:

Dear [redacted] and [redacted] Thank you for allowing the Chevrolet Product Assistance Claims (PAC) Team the opportunity to review the allegation involving your 2016 Chevrolet Tahoe. We have been unable to reach you using the preferred telephone number. Please contact 866-446-6963, extension 5914364 as soon as possible to discuss further. Please use the Service Request number for reference when you reach our representative. Thank you, Chevrolet Product Assistance Claims [SR[redacted]]

8-1VSXEFD
CZ9D7Y

Apr 18 2018 9:16AM
Apr 18 2018 9:16AM
RE: [EXTERNAL] Re: ACTION NEEDED: PAC Case follow up for [redacted] 1GNSCAKC2GR[redacted] We provided you with a resolution that you agreed to and repaired the vehicle along with any body damage that was done at no charge to you. When I spoke to [redacted] the first time I told her you could not have an open claim with your insurance company as well as with us. She assured me that a claim was not filed with your insurance company. Your vehicle has been ready for pick up since Friday, April 13 and to date you have not picked it up. You were provided a loaner vehicle, a 2018 Chevrolet Tahoe, as a courtesy and it needs to be returned to the dealership by the end of their business day on Thursday, April 19. We cannot continue to pay for you to be in this loaner vehicle indefinitely since your vehicle is ready for pickup. If you have any further questions please call me at 866-446-6963 ext 5914364. I am available Monday through Friday from 9:00 am to 6:00 pm EDT. [THREAD ID:8-1VSDNZF] -----Original Message----- From:[redacted] Sent: 4/17/2018 09:11:20 PM To: "GMBRCPAC@gm.com" <GMBRCPAC@gm.com> Subject: [EXTERNAL] Re: ACTION NEEDED: PAC Case follow up for [redacted] 1GNSCAKC2GR[redacted], [redacted] We've talked to your company many times with no results. Not one of your representatives has spoken to our insurance agency and are ignoring their phone calls. The local dealer LIED to us and told us he spoke with our agent at State Farm. We've t

8-1VT1G42
CZ9D7Y

Apr 18 2018 10:59AM
Apr 18 2018 10:59AM
[EXTERNAL] Re: Re: ACTION NEEDED: PAC Case follow up for [redacted] 1GNSCAKC2GR[redacted], [redacted] Our attorney will be contacting you about your safety regulations and actions. Sent from my iPhone On Apr 18, 2018, at 8:16 AM, "GMBRCPAC@gm.com" <GMBRCPAC@gm.com> wrote: [redacted] We provided you with a resolution that you agreed to and repaired the vehicle along with any body damage that was done at no charge to you. When I spoke to [redacted] the first time I told her you could not have an open claim with your insurance company as well as with us. She assured me that a claim was not filed with your insurance company. Your vehicle has been ready for pick up since Friday, April 13 and to date you have not picked it up. You were provided a loaner vehicle, a 2018 Chevrolet Tahoe, as a courtesy and it needs to be returned to the dealership by the end of their business day on Thursday, April 19. We cannot continue to pay for you to be in this loaner vehicle indefinitely since your vehicle is ready for pickup. If you have any further questions please call me at 866-446-6963 ext

5914364. I am available Monday through Friday from 9:00 am to 6:00 pm EDT. [THREAD ID:8-1VSDNZF] -----Original Message----- From: [redacted] Sent: 4/17/2018 09:11:20 PM To: "GMBRCPAC@gm.com" <GMBRCPAC@gm.com> Subject: [EXTERNAL] Re: ACTION NEEDED: PAC Case follow up for [redacted], 1GNSCAKC2GR[redacted], [redacted] Huh??? We've talked to your company many times with no resu

8-1VT6XBZ
CZ9D7Y

Apr 18 2018 10:59AM
Apr 18 2018 10:59AM
RE: [EXTERNAL] Re: Re: ACTION NEEDED: PAC Case follow up for [redacted], 1GNSCAKC2GR[redacted] [redacted] Please advise your attorney to contact our legal department. [THREAD ID:8-1VSDNZF] -----Original Message----- From: [redacted] Sent: 4/18/2018 09:43:32 AM To: "GMBRCPAC@gm.com" <GMBRCPAC@gm.com> Subject: [EXTERNAL] Re: Re: ACTION NEEDED: PAC Case follow up for [redacted] 1GNSCAKC2GR[redacted], [redacted] Our attorney will be contacting you about your safety regulations and actions. Sent from my iPhone On Apr 18, 2018, at 8:16 AM, "GMBRCPAC@gm.com" <GMBRCPAC@gm.com> wrote: [redacted] We provided you with a resolution that you agreed to and repaired the vehicle along with any body damage that was done at no charge to you. When I spoke to [redacted] the first time I told her you could not have an open claim with your insurance company as well as with us. She assured me that a claim was not filed with your insurance company. Your vehicle has been ready for pick up since Friday, April 13 and to date you have not picked it up. You were provided a loaner vehicle, a 2018 Chevrolet Tahoe, as a courtesy and it needs to be returned to the dealership by the end of their business day on Thursday, April 19. We cannot continue to pay for you to be in this loaner vehicle indefinitely since your vehicle is ready for pickup. If you have any further questions please call me at 866-446-6963 ext 5914364. I am available Monday through Friday from 9:00 am to 6:00 pm EDT. [THREAD I

8-1VTIFJA
CZ9D7Y

Apr 18 2018 11:41AM
Apr 18 2018 11:41AM
[EXTERNAL] Re: Re: Re: ACTION NEEDED: PAC Case follow up for [redacted], 1GNSCAKC2GR[redacted], [redacted] They are Sent from my iPhone On Apr 18, 2018, at 9:59 AM, "GMBRCPAC@gm.com" <GMBRCPAC@gm.com> wrote: Please advise your attorney to contact our legal department. [THREAD ID:8-1VSDNZF] -----Original Message----- From [redacted] Sent: 4/18/2018 09:43:32 AM To: "GMBRCPAC@gm.com" <GMBRCPAC@gm.com> Subject: [EXTERNAL] Re: Re: ACTION NEEDED: PAC Case follow up for [redacted] 1GNSCAKC2GR[redacted] [redacted] Our attorney will be contacting you about your safety regulations and actions. Sent from my iPhone On Apr 18, 2018, at 8:16 AM, "GMBRCPAC@gm.com" <GMBRCPAC@gm.com> wrote: [redacted] We provided you with a resolution that you agreed to and repaired the vehicle along with any body damage that was done at no charge to you. When I spoke to [redacted] the first time I told her you could not have an open claim with your insurance company as well as with us. She assured me that a claim was not filed with your insurance company. Your vehicle has been ready for pick up since Friday, April 13 and to date you have not picked it up. You were provided a loaner vehicle, a 2018

Chevrolet Tahoe, as a courtesy and it needs to be returned to the dealership by the end of their business day on Thursday, April 19. We cannot continue to pay for you to be in this loaner vehicle indefinitely since your vehicle is ready for pickup. If you have any further q

8-1W1H2AU
CZ9D7Y

Apr 25 2018 8:09AM
Apr 25 2018 8:09AM
PAC Pre-Repair Authorization ID for payment using labor op [redacted] for [redacted] 1GNSCAKC2GR[redacted], [redacted] Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. Please make sure that it is the correct customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount. If everything is correct, please submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the Pre-Repair Authorization ID and list all of the associated part numbers, labor hours, and other expenses that may have been approved. Please utilize the appropriate Net item types as applicable (Car Rental/Hire, Towing, Sublet, etc). The pre-authorization # is listed below. If this claim rejects, please contact the Dealer Business Center at 1-888-414-6322. Servicing Dealer BAC 163999 Dealer Contact Jody Elmore Dealer Email jody.elmore@capitolchevrolet.com Dealer Fax Job Card number [redacted] Job Card Date 4/20/18 VIN 1GNSCAKC2GR[redacted] Odometer 24118 Labor Op [redacted] Labor Time (hrs) estimate 1.60 Dealer's mechanical warranty rate per hour 104.37 Total Labor Estimate 166.99 Parts total 896.35 Car Rental/Hire 1848.00 Sublet 562.30 Claim total 3473.64 Claim total before taxes: $3,473.64 Customer Compliant Category:09 Complaint Code: 0090 Description: No customer complaint-Other issues Cause Code:9090 Description: Other-Field Action/Tech Bulletin C

8-1W1H2EC
CZ9D7Y

Apr 25 2018 8:10AM
Apr 25 2018 8:10AM
PAC Inspection Pre-Repair Authorization ID for payment using labor op [redacted] for [redacted] 1GNSCAKC2GR[redacted] [redacted] Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. Please make sure that it is the correct customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount. If everything is correct, please submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the Pre-Repair Authorization ID and the following information: labor x.x hours @ $x.xx/hr = labor total $x.xx - labor op [redacted] The pre-authorization # is listed below. If this claim rejects, please contact the Dealer Business Center at 1-888-414-6322. Servicing Dealer BAC 163[redacted] Dealer Contact Jody Elmore Dealer Email jody.elmore@capitolchevrolet.com Dealer Fax Job Card number [redacted] Job Card Date 4/20/18 VIN 1GNSCAKC2GR[redacted] Odometer 24118 Labor Op [redacted] Labor Time (hrs) estimate 1.30 Dealer's Mechanical warranty rate per hour 104.37 Total Labor estimate 135.68 Claim total 135.68 Claim total before taxes: $135.68 Customer Complaint Category:09 Complaint Code:0090 Description: No Customer

complaint-Other issues Cause Code:9090 Description: Other-Field Action/Tech Bulletin Correction Description: Inspection Only Pre Authorization ID: [redacted] Approved Date Entered: 4-24-2018 Entered By: Maureen Nancarrow PAC Advisor: Elaine Lo

8-1W20DAU
CZ9D7Y

Apr 25 2018 10:44AM
Apr 25 2018 10:44AM
[EXTERNAL] RE: PAC Inspection Pre-Repair Authorization ID for payment using labor op 0600016 for [redacted], 1GNSCAKC2GR[redacted] There is an error on total reimbursement. The total repair order is 3609.02 and the authorization is for 3473.64. The difference is 135.68. There is an inspection performed on line "I" w/ labor op [redacted] Please review the fax and adjust authorization total please. Thank you. -----Original Message----- From: GMBRCPAC@gm.com [mailto:GMBRCPAC@gm.com] Sent: Wednesday, April 25, 2018 7:10 AM To: Elmore, Jody <Jody.Elmore@capitolchevrolet.com>; Richardson, Robin <Robin.Richardson@capitolchevrolet.com> Subject: PAC Inspection Pre-Repair Authorization ID for payment using labor op [redacted] for [redacted] 1GNSCAKC2GR[redacted], [redacted] Sonic Automotive Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links. Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. Please make sure that it is the correct customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount. If everything is correct, please submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the Pre-Repair Authorization ID and the following information: labor x.x hours @ $x.xx/hr = labor total $x.xx - labor op [redacted] The pre-authorization # is listed belo

8-1W26GGW
CZ9D7Y

Apr 25 2018 10:44AM
Apr 25 2018 10:44AM
RE: [EXTERNAL] RE: PAC Inspection Pre-Repair Authorization ID for payment using labor op [redacted] for [redacted] 1GNSCAKC2GR[redacted], [redacted] There was a second email sent for the 135.58. That amount is entered under a different Labor Op = [redacted] [THREAD ID:8-1W20DAU] -----Original Message----- From: Robin.Richardson@capitolchevrolet.com Sent: 4/25/2018 09:05:51 AM To: "GMBRCPAC@gm.com" <GMBRCPAC@gm.com> Cc: "Elmore, Jody" <Jody.Elmore@capitolchevrolet.com> Subject: [EXTERNAL] RE: PAC Inspection Pre-Repair Authorization ID for payment using labor op [redacted] for [redacted] 1GNSCAKC2GR[redacted], [redacted] There is an error on total reimbursement. The total repair order is 3609.02 and the authorization is for 3473.64. The difference is 135.68. There is an inspection performed on line "I" w/ labor op [redacted] Please review the fax and adjust authorization total please. Thank you. -----Original Message----- From: GMBRCPAC@gm.com [mailto:GMBRCPAC@gm.com] Sent: Wednesday, April 25, 2018 7:10 AM To: Elmore, Jody <Jody.Elmore@capitolchevrolet.com>; Richardson, Robin <Robin.Richardson@capitolchevrolet.com> Subject: PAC Inspection Pre-Repair Authorization ID for

payment using labor op 0600016 for [redacted] 1GNSCAKC2GR[redacted], [redacted] Sonic Automotive Notice: This email is from an external sender. Please exercise caution when opening attachments or clicking links. Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the informati

8-1VS3Y5J
CZ9D7Y

Apr 17 2018 5:30PM
Apr 17 2018 5:30PM
ACTION NEEDED: PAC Case follow up for [redacted], 1GNSCAKC2GR[redacted], [redacted] Dear [redacted] and [redacted] Thank you for allowing the Chevrolet Product Assistance Claims (PAC) Team the opportunity to review the allegation involving your 2016 Chevrolet Tahoe. We have been unable to reach you using the preferred telephone number. Please contact 866-446-6963, extension 5914364 as soon as possible to discuss further. Please use the Service Request number for reference when you reach our representative. Thank you, Chevrolet Product Assistance Claims [SR [redacted]

8-1VZWUH8
CZ9D7Y

Apr 24 2018 9:27AM
Apr 24 2018 9:27AM
[EXTERNAL] PAC Case No.: [redacted] Please see attached notice of warranty claim. Craig Allred 7030 Fain Park Drive, Ste. 9 Montgomery, Alabama 36117 Phone: 334-396-9200 Fax: 334-396-9977 www.allredlawfirm.com

8-1W0FQMU
CZ9D7Y

Apr 24 2018 9:27AM
Apr 24 2018 9:27AM
[EXTERNAL] PAC Case No.: [redacted] Please see attached notice of warranty claim dated today which is forwarded instead of and not in addition to the notice of claim dated yesterday, which contained factual errors. Craig Allred 7030 Fain Park Drive, Ste. 9 Montgomery, Alabama 36117 Phone: 334-396-9200 Fax: 334-396-9977 www.allredlawfirm.com

8-1TR3HT4
WZ0GQ7
Mar 9 2018 12:00AM
Mar 9 2018 1:36PM
Mar 9 2018 12:00AM
CAC to PAC Why are you Escalating this to PAC or ESIS? Customer claims that vehicle steering wheel and brakes locked up on them and an accident occurred Best time to call customer? (include time zone. i.e: 9am eastern) Did anyone seek professional medical attention? No ?If Yes: Who was hurt? Is the vehicle in the owner's possession/ where is it currently located? (Address or place name): Capitol Chevrolet 711 Eastern Blvd Montgomery, AL 36117 Has the vehicle been repaired?: No Was insurance claim filed?: Yes Has the insurance company investigated the vehicle? No Description of any damage to personal or private property, other than vehicle? No Description of the situation and the customer's allegation of vehicle part: [redacted] (wife) was dropping off a friend and upon reversing out of the driveway the steering wheel and brakes locked up on the customer. Dealer states:Customer wife was backing out of a friends driveway and the steering wheel and brakes locked up. She was only driving about 2 mph. The vehicle would **not stop**. Accident occurred in Montgomery Alabama on 03/07/2018 [redacted] was driving. Accident Location (Include: City, State & Street/Intersection): Montgomery, AL Date of the incident: 03/07/2018 Update Involved dealer on Case level (if applicable): Capitol Chevrolet Update Current Mileage on Case: 24,117 Year, Make, Model: 2016 Chevrolet Tahoe VIN: 1GNSCAKC2GR[redacted] Did you confirm/update Contact Record associated to case?: Yes Include the Date the in

8-1TR3HUB
CZ9D7Y
Mar 9 2018 12:00AM
Mar 12 2018 10:53AM
Mar 9 2018 12:00AM
Elaine/CZ9D7Y/5914364

8-1TR3HUG
CZ9D7Y
Mar 9 2018 12:00AM
Mar 12 2018 10:53AM
Mar 9 2018 12:00AM
New Case

8-1TR3HUV

CZ9D7Y
Mar 9 2018 12:00AM
Mar 12 2018 10:53AM
Mar 9 2018 12:00AM
Customer Initial

8-1TR3HV1
CZ9D7Y
Mar 9 2018 12:00AM
Mar 9 2018 1:37PM
Mar 9 2018 12:00AM
Service Request Ownership has changed FROM: WZ0GQ7 TO: CZ9D7Y

8-1TV79D1
PHOLMES1
Mar 12 2018 12:00AM
Mar 12 2018 5:35PM
Mar 12 2018 12:00AM
Dealer Update Case I need a update on this, 3 days old. Customer is in loaner.

8-1TV8O58
CZ9D7Y
Mar 12 2018 12:00AM
Mar 12 2018 10:53AM
Mar 12 2018 12:00AM
Review Reviewed case notes. Elaine Locke/PAC/WMI

8-1TV8O5C
CZ9D7Y
Mar 12 2018 12:00AM
Mar 12 2018 10:53AM

Mar 12 2018 12:00AM
VIN Scan Previous SRs: [redacted] Tier 1 Closed 3/8/18 Goodwill offered: None Recalls: Product Safety Recall 2016007 16007 Frontal Airbag And Pretensioner Non Deploy 09/08/2016 Closed Special Coverage: 17336 Combi-Cooler Air Conditioner Refrigerant Leak Branded Title? No Warranty Block? No Selling dealer: Delivery Information Delivery Service Agent: 163[redacted] CAPITOL CHEVROLET 711 EASTERN BLVD MONTGOMERY AL 36117-1985 3342728700 . Delivery Date: 07/18/2016 Delivery Type: 015---RETAIL LEASE - INDIVIDUAL Delivery Odometer: 3,403 Servicing dealer: Capitol Chevrolet BAC 163[redacted] Related repairs: None Airbags: n/a Purchase history: 5 vehicle purchases. Elaine Locke/PAC/WMI

8-1TV8O6A
CZ9D7Y
Mar 12 2018 12:00AM
Mar 12 2018 10:53AM
Mar 12 2018 12:00AM
[redacted] I left a message for the customer to return my call regarding his claim. Elaine Locke/PAC/WMI

8-1TV8O6F
CZ9D7Y
Mar 12 2018 12:00AM
Mar 12 2018 10:53AM
Mar 12 2018 12:00AM
[redacted] I left a message for the customer to return my call regarding his claim. Elaine Locke/PAC/WMI

8-1TV8OAY
CZ9D7Y
Mar 12 2018 12:00AM
Mar 13 2018 4:24PM
Mar 12 2018 12:00AM
2nd call for Customer Initial (AL) 1:00 pm

8-1TXL48E
CZ9D7Y
Mar 13 2018 12:00AM

Mar 13 2018 12:00PM
Mar 13 2018 12:00AM
SM - Jody Elmore PHolmes is the service director Jody Elmore. The operator transferred me, the phone rang a few times then went into after call. Elaine Locke/PAC/WMI

8-1TXL49O
CZ9D7Y
Mar 13 2018 12:00AM
Mar 13 2018 12:00PM
Mar 13 2018 12:00AM
SM - Jody Elmore Unable to leave a messge Elaine Locke/PAC/WMI

8-1TXL49S
CZ9D7Y
Mar 13 2018 12:00AM
Mar 13 2018 12:00PM
Mar 13 2018 12:00AM
SM - Jody Elmore (334) 657-2808 **Vacuum pump** went out and caused the brakes to go out. They have not repaired the vehicle. If the customer does not call back let him know and he will also reach out. Jody has agreed to assist once the customer agrees to an investigation. We will cover the loaner they are in once it is PAC case and determined to be a defect. I will let him know at the end of today if I have not heard from the customer by way of email. jody.elmore@capitolchevrolet.com

8-1TXRX85
CZ9D7Y
Mar 13 2018 12:00AM
Mar 13 2018 1:19PM
Mar 13 2018 12:00AM
[redacted] I left a message for the customer to return my call regarding his claim. Elaine Locke/PAC/WMI

8-1TXRX8A

CZ9D7Y
Mar 13 2018 12:00AM
Mar 13 2018 1:19PM
Mar 13 2018 12:00AM
[redacted] I left a message for the customer to return my call regarding his claim. Elaine Locke/PAC/WMI

8-1TY1L6S
CZ9D7Y
Mar 13 2018 12:00AM
Mar 14 2018 12:49PM
Mar 13 2018 12:00AM
SV Jody (334) 657-2808 The customer is on a cruise, they left last Saturday, not sure when they are coming back. I can send him and email and he can get started. Elaine Locke/PAC/WMI

8-1TYBV5U
CZ9D7Y
Mar 13 2018 12:00AM
Mar 14 2018 11:36AM
Mar 13 2018 12:00AM
????? Customer is on a cruise and I have already left 2 messages for both [redacted] and [redacted] Elaine Locke/PAC/WMI

8-1U00SDJ
CZ9D7Y
Mar 14 2018 12:00AM
Mar 19 2018 10:19AM
Mar 14 2018 12:00AM
Customer Initial (AL)

8-1U0F7GI
CZ9D7Y
Mar 14 2018 12:00AM

Mar 14 2018 1:13PM
Mar 14 2018 12:00AM
[redacted] called at 1:01 pm Call her at [redacted]. Elaine Locke/PAC/WMI

8-1U0F7GL
CZ9D7Y
Mar 14 2018 12:00AM
Mar 14 2018 1:16PM
Mar 14 2018 12:00AM
[redacted] Mailbox is full. Elaine Locke/PAC/WMI

8-1U4PJYE
CZ9D7Y
Mar 16 2018 12:00AM
Mar 16 2018 9:09AM
Mar 16 2018 12:00AM
Customer called on 3/15 @ 5:46 pm She was calling to give me a report of what happened. Call her. Elaine Locke/PAC/WMI

8-1U56M3V
CZ9D7Y
Mar 16 2018 12:00AM
Mar 16 2018 12:38PM
Mar 16 2018 12:00AM
[redacted] I left a message for the customer to return my call regarding his claim. Elaine Locke/PAC/WMI

8-1U920SO
CZ9D7Y
Mar 19 2018 12:00AM
Mar 19 2018 10:19AM
Mar 19 2018 12:00AM
[redacted] (2nd attempt) I left a message for the customer to return my call regarding his claim. Elaine Locke/PAC/WMI

8-1U920TP
CZ9D7Y
Mar 19 2018 12:00AM
Mar 20 2018 3:13PM
Mar 19 2018 12:00AM
Final customer initial attempt (AL) 12:30 pm EST

8-1UBG8IJ
CZ9D7Y
Mar 20 2018 12:00AM
Mar 20 2018 3:13PM
Mar 20 2018 12:00AM
Customer called @ 2:15 Call her she is available for the next 30 minutes. Elaine Locke/PAC/WMI

8-1UBG8IM
CZ9D7Y
Mar 20 2018 12:00AM
Mar 20 2018 3:13PM
Mar 20 2018 12:00AM
[redacted] Customer?s allegation: Brakes failed and the steering locked up causing the vehicle to bump into the fire hydrant. Incident description: In reverse and on an slight incline, she rolled and it would not let me stop. It hit the fire hydrant. She put it in reverse and never excelerated, the little camera on the screen went black - rear camera malfunction, service soon. They have noticed that the camera has been kind of foggy. She pushed the brakes and it was all the way to the ground to stop, she had **pump** them. The steering also froze as she was **pump**ing the brakes. She bumped into the fire hydrant. She turned the vehicle off. She drove it through the neighborhood home after looking at the damage. It did feel like she might have to **pump** the brakes to come to a stop but it never did what she experienced earlier. The next morning drove it to the dealership. Still felt like she might have to **pump** the brakes but not every time. The steering never locked again. Damage description: Clipped side of the bumper Customer?s expectations: Fix the problem. Completed Pre-Par screens and read required statement: yes How long have you owned the car? 10/22/16 From where? Capital Chevrolet KBB or BARS Reprint: n/a Vehicle location: Capitol Chevrolet 711 Eastern Blvd Montgomery, AL 36117 Elaine Locke/PAC/WMI

8-1UBX0FL
CZ9D7Y
Mar 20 2018 12:00AM
Mar 20 2018 3:13PM
Mar 20 2018 12:00AM
[redacted]Rental?: Dealer has had her in a loaner since she dropped it off. I advised customer to double check with her husband to make sure that they do not have an active claim with the insurance company. If they do they have to decide if they want us to proceed or the insurance. I will contact the dealership. Elaine Locke/PAC/WMI

8-1UBX0FQ
CZ9D7Y
Mar 20 2018 12:00AM
Mar 20 2018 3:13PM
Mar 20 2018 12:00AM
SVM Jody I left a message that I spoke to [redacted] and we are going to go ahead with the investigation. Call me to discuss. Elaine Locke/PAC/WMI

8-1UBX0J1
CZ9D7Y
Mar 20 2018 12:00AM
Mar 21 2018 4:22PM
Mar 20 2018 12:00AM
SVM Jody

8-1UEEY7F
CZ9D7Y
Mar 21 2018 12:00AM
Mar 21 2018 4:22PM
Mar 21 2018 12:00AM
SVM Jody I left a message to call me regarding this case. Elaine Locke/PAC/WMI

8-1UEEYCC

CZ9D7Y
Mar 21 2018 12:00AM
Mar 22 2018 12:56PM
Mar 21 2018 12:00AM
SVM Jody

8-1UEX45G
CZ9D7Y
Mar 21 2018 12:00AM
Mar 21 2018 5:39PM
Mar 21 2018 12:00AM
Jody called I advised that [redacted] has authorized us to do an investigation. I will need some pictures from him. I will send an email detailing what I need. Jody replied the **vacuum pump** failed and also wanted to remind me they are still in his loaner. Elaine Locke/PAC/WMI

8-1UGW7B9
CZ9D7Y
Mar 22 2018 12:00AM
Mar 23 2018 10:48AM
Mar 22 2018 12:00AM
Photos

8-1UH92Z6
CZ9D7Y
Mar 22 2018 12:00AM
Mar 22 2018 3:41PM
Mar 22 2018 12:00AM
[redacted] called at 3:17 pm Her husband [redacted] said that he is not going to make his lease payment because she has been out of her vehicle. What are we going to do? Elaine Locke/PAC/WMI

8-1UH932V

CZ9D7Y
Mar 22 2018 12:00AM
Mar 22 2018 3:41PM
Mar 22 2018 12:00AM
Jody SVM Customer is in a 2018 Tahoe and has been. I also mentioned to Jody that the email I sent yesterday authorized a loaner vehicle for the customer. Elaine Locke/PAC/WMI

8-1UH9331
CZ9D7Y
Mar 22 2018 12:00AM
Mar 22 2018 3:41PM
Mar 22 2018 12:00AM
[redacted] left a message that I received a message from [redacted] a little bit ago and that she wanted me to call him. Elaine Locke/PAC/WMI

8-1UHEMUX
CZ9D7Y
Mar 22 2018 12:00AM
Mar 22 2018 5:24PM
Mar 22 2018 12:00AM
Jody called He called to see if I got both of the emails. I told him I only the got the one that said Email 2. He stated one of them came back to him. He will try to send it again. Elaine Locke/PAC/WMI

8-1UIRLZ6
CZ9D7Y
Mar 23 2018 12:00AM
Mar 23 2018 10:48AM
Mar 23 2018 12:00AM
Photos Photos received from the dealership. Elaine Locke/PAC/WMI

8-1UIRM2L
CZ9D7Y

Mar 23 2018 12:00AM
Mar 23 2018 10:48AM
Mar 23 2018 12:00AM
Photos Attached Photo Log to the case. Elaine Locke/PAC/WMI

8-1UIRM36
CZ9D7Y
Mar 23 2018 12:00AM
Mar 23 2018 4:32PM
Mar 23 2018 12:00AM
[redacted] or [redacted]

8-1UIRM39
CZ9D7Y
Mar 23 2018 12:00AM
Mar 23 2018 10:57AM
Mar 23 2018 12:00AM
Preliminary Information Customer?s allegation: Brakes failed and the steering locked up causing the vehicle to bump into the fire hydrant. Incident description: In reverse and on an slight incline, she rolled and it would not let me stop. It hit the fire hydrant. She put it in reverse and never excelerated, the little camera on the screen went black - rear camera malfunction, service soon. They have noticed that the camera has been kind of foggy. She pushed the brakes and it was all the way to the ground to stop, she had **pump** them. The steering also froze as she was **pump**ing the brakes. She bumped into the fire hydrant. She turned the vehicle off. She drove it through the neighborhood home after looking at the damage. It did feel like she might have to **pump** the brakes to come to a stop but it never did what she experienced earlier. The next morning drove it to the dealership. Still felt like she might have to **pump** the brakes but not every time. The steering never locked again. Photo Log attached. Elaine Locke/PAC/WMI

8-1UIRM3C
TECHRVWQ
Mar 23 2018 12:00AM
Mar 23 2018 11:57AM
Mar 23 2018 12:00AM

Next Steps I found pertinent information in a dealer communication email that would be considered part of the preliminary information. Information states there are no DTCs present in the vehicle but that the **vacuum pump** output is 7 Lbs below specification. Low **vacuum** can have an effect on **power brake assist** performance. Recommend Dl002 Dealer Brake / ABS System Preliminary inspection Report be completed in its entirety and have the dealer provide the specific test results and details of there findings to the additional testing section located on page 3. It may or may not be necessary for additional photos to be provided based on the inspection report. Please ensure we get a mechanical and body damage repair estimate. KIM/PAC/TCL

8-1UJAI4B
CZ9D7Y
Mar 23 2018 12:00AM
Mar 23 2018 4:32PM
Mar 23 2018 12:00AM
See next steps activity

8-1UJV3LA
CZ9D7Y
Mar 23 2018 12:00AM
Mar 23 2018 4:32PM
Mar 23 2018 12:00AM
SVM Jody I left him a message to call me regarding this case. Elaine Locke/PAC/WMI

8-1UJV3LY
CZ9D7Y
Mar 23 2018 12:00AM
Mar 23 2018 4:32PM
Mar 23 2018 12:00AM
[redacted] I left a message that I got her message and I called and left a message for [redacted] but have not heard back. I also wanted to inform her what the engineer's next steps were. Elaine Locke/PAC/WMI

8-1UJV3O4
CZ9D7Y

Mar 23 2018 12:00AM
Mar 23 2018 4:37PM
Mar 23 2018 12:00AM
SVM Jody - next steps Recommend Dl002 Dealer Brake / ABS System Preliminary inspection Report be completed in its entirety and have the dealer provide the specific test results and details of there findings to the additional testing section located on page 3. It may or may not be necessary for additional photos to be provided based on the inspection report. Please ensure we get a mechanical and body damage repair estimate.

8-1UJV3O7
CZ9D7Y
Mar 23 2018 12:00AM
Mar 26 2018 3:37PM
Mar 23 2018 12:00AM
[redacted] Respond to her voicemail form 3/22 and let her know what the next steps are - Recommend Dl002 Dealer Brake / ABS System Preliminary inspection. Elaine Locke/PAC/WMI

8-1UJV3OB
CZ9D7Y
Mar 23 2018 12:00AM
Mar 26 2018 3:37PM
Mar 23 2018 12:00AM
SVM Jody - next steps Recommend Dl002 Dealer Brake / ABS System Preliminary inspection Report be completed in its entirety and have the dealer provide the specific test results and details of there findings to the additional testing section located on page 3. It may or may not be necessary for additional photos to be provided based on the inspection report. Please ensure we get a mechanical and body damage repair estimate.

8-1UNYRTQ
CZ9D7Y
Mar 26 2018 12:00AM
Mar 27 2018 12:35PM
Mar 26 2018 12:00AM
[redacted] called at 1:44 pm He believes that the dealer is calling them because the the vehicle is ready to pick up. They don't want that vehicle anymore and do not feel safe in it. He is not going to make a lease payment because they have been out of the vehicle for almost 30 days. Their attorney has advised them not to pick up the vehicle. Elaine Locke/PAC/WMI

8-1UNYRUN
CZ9D7Y
Mar 26 2018 12:00AM
Mar 27 2018 12:35PM
Mar 26 2018 12:00AM
[redacted] got a voicemail on Thursday or Friday that they have figured out what is wrong. They gave her the impression it was ready to pick up. I advised I spoke to the dealer last week and he told me they figured it out but I told them not to fix it. There are other things that I need for them to provide me before the engineer makes their final determination. I will call the dealer and make sure they have not repaired the vehicle. David would like me to call him in the future. Elaine Locke/PAC/WMI

8-1UNYRUU
CZ9D7Y
Mar 26 2018 12:00AM
Mar 27 2018 12:35PM
Mar 26 2018 12:00AM
SVM Jody I was sent to Brandy's voicemail. Elaine Locke/PAC/WMI

8-1UNYS6W
CZ9D7Y
Mar 26 2018 12:00AM
Mar 27 2018 12:35PM
Mar 26 2018 12:00AM
SVM Jody [redacted] I spoke to Jody and confirmed that the vehicle has not been repaired. The engineer wants an inspection and I will send him the form to fill out. She also wants a body shop estimate. Jody advised that they do not have a body shop but will get one. Elaine Locke/PAC/WMI

8-1UO514F
CZ9D7Y
Mar 26 2018 12:00AM
Mar 30 2018 3:51PM
Mar 26 2018 12:00AM

Inspection?

8-1UO51P9
CZ9D7Y
Mar 26 2018 12:00AM
Mar 26 2018 5:11PM
Mar 26 2018 12:00AM
Jody called He was returning my call. Call him on his cel [redacted]. Elaine Locke/PAC/WMI

8-1UW8YNG
CZ9D7Y
Mar 30 2018 12:00AM
Mar 30 2018 3:51PM
Mar 30 2018 12:00AM
SVM Jody [redacted] They are done with the inspection report but need to get an estimate for the body work. Since they don't have a body shop he call someone and they said they would come by but never have. They have been busy this week with everyone wanting to go out of town for the holidays. Jody was going to send me the inspection report and I advised he could or wait until next week when he gets the estimate for the body work. Elaine Locke/PAC/WMI

8-1UW8YNM
CZ9D7Y
Mar 30 2018 12:00AM
Apr 2 2018 9:54AM
Mar 30 2018 12:00AM
Repair Estimate/Inspection Report?

8-1UWKJSD
CZ9D7Y
Apr 2 2018 12:00AM
Apr 2 2018 9:45AM
Apr 2 2018 12:00AM
Safety Inspection Completed safety inspection received from the dealership. Elaine Locke/PAC/WMI

8-1UWKJSG
CZ9D7Y
Apr 2 2018 12:00AM
Apr 2 2018 9:45AM
Apr 2 2018 12:00AM
Safety Inspection Attached safety inspection to the case. Elaine Locke/PAC/WMI

8-1UYZ5VP
CZ9D7Y
Apr 2 2018 12:00AM
Apr 2 2018 9:45AM
Apr 2 2018 12:00AM
Collision Repair Estimate Collision Repair Estimate received from the dealership. Elaine Locke/PAC/WMI

8-1UYZ5VS
CZ9D7Y
Apr 2 2018 12:00AM
Apr 2 2018 9:45AM
Apr 2 2018 12:00AM
Collision Repair Estimate Attached collision repair estimate to the case. Elaine Locke/PAC/WMI

8-1UYZ67E
CZ9D7Y
Apr 2 2018 12:00AM
Apr 2 2018 9:57AM
Apr 2 2018 12:00AM
Additional Information Recommend Dl002 Dealer Brake / ABS System Preliminary inspection Report be completed in its entirety and have the dealer provide the specific test results and details of there findings to the additional testing section located on page 3. It may or may not be necessary for additional photos to be provided based on the inspection report. Please ensure we get a mechanical and body damage repair estimate. ********** Completed Dl002 Dealer Brake / ABS System Preliminary inspection Report and collision repair estimate attached. Elaine Locke/PAC/WMI

8-1UYZ67I
TECHRVWQ
Apr 2 2018 12:00AM
Apr 2 2018 12:16PM
Apr 2 2018 12:00AM
Case Resolution - Repair Based on the provided diagnosis and repair estimates GM warrantable concern present. In the interest of customer satisfaction and other considerations, recommend the vehicle be repaired as a goodwill gesture. KIM/PAC/WMI/TCL

8-1UZD1DO
CZ9D7Y
Apr 2 2018 12:00AM
Apr 2 2018 4:45PM
Apr 2 2018 12:00AM
See resolution activity

8-1UZR7DC
CZ9D7Y
Apr 2 2018 12:00AM
Apr 3 2018 10:37AM
Apr 2 2018 12:00AM
David

8-1UZR7UF
CZ9D7Y
Apr 2 2018 12:00AM
Apr 2 2018 4:45PM
Apr 2 2018 12:00AM
[redacted] I left a message for the customer to return my call regarding his claim. Elaine Locke/PAC/WMI

8-1V1040D
CZ9D7Y
Apr 3 2018 12:00AM
Apr 3 2018 10:37AM
Apr 3 2018 12:00AM
[redacted] I left a message for the customer to return my call regarding his claim and what the next steps are. Elaine Locke/PAC/WMI

8-1V1048V
CZ9D7Y
Apr 3 2018 12:00AM
Apr 3 2018 10:37AM
Apr 3 2018 12:00AM
[redacted] I left a message for the customer or her husband to return my call regarding her claim and what the next steps are. Elaine Locke/PAC/WMI

8-1V10492
CZ9D7Y
Apr 3 2018 12:00AM
Apr 4 2018 2:10PM
Apr 3 2018 12:00AM
[redacted] 12:30 pm EST

8-1V1N5HZ
CZ9D7Y
Apr 3 2018 12:00AM
Apr 3 2018 3:03PM
Apr 3 2018 12:00AM
[redacted] called at 2:59 pm He was returning my call. He also wanted to let me know that [redacted] sister has a Tahoe also, he thinks it is a newer model and they also had the brakes go out and the power steering lock up on Sunday when they were pulling into church. [redacted] not is terrified of the vehicle and no longer wants it. Elaine Locke/PAC/WMI

8-1V1N5I2

CZ9D7Y
Apr 3 2018 12:00AM
Apr 3 2018 3:18PM
Apr 3 2018 12:00AM
[redacted] [redacted] I left a message for the customer to return my call regarding his claim. Elaine Locke/PAC/WMI

8-1V3IG19
CZ9D7Y
Apr 4 2018 12:00AM
Apr 4 2018 1:09PM
Apr 4 2018 12:00AM
[redacted] I left a message for the customer to return my call regarding his claim. Elaine Locke/PAC/WMI

8-1V3UM1C
CZ9D7Y
Apr 4 2018 12:00AM
Apr 4 2018 5:17PM
Apr 4 2018 12:00AM
[redacted] called at 3:45 pm Call him at [redacted] Elaine Locke/PAC/WMI

8-1V3UM1P
CZ9D7Y
Apr 4 2018 12:00AM
Apr 4 2018 5:17PM
Apr 4 2018 12:00AM
[redacted] called at 3:49 Call her at [redacted] Elaine Locke/PAC/WMI

8-1V3UM1T
CZ9D7Y
Apr 4 2018 12:00AM
Apr 4 2018 5:26PM

Apr 4 2018 12:00AM
[redacted] I left a message for the customer to return my call regarding his claim. Elaine Locke/PAC/WMI

8-1V3UM2I
CZ9D7Y
Apr 4 2018 12:00AM
Apr 4 2018 5:26PM
Apr 4 2018 12:00AM
[redacted] I left her a message that I do need to speak to one or the other ASAP. I also left [redacted] a message because he called me. Elaine Locke/PAC/WMI

8-1V3UM5W
CZ9D7Y
Apr 4 2018 12:00AM
Apr 5 2018 9:32AM
Apr 4 2018 12:00AM
Call [redacted] or [redacted]

8-1V54OHV
CZ9D7Y
Apr 5 2018 12:00AM
Apr 5 2018 9:35AM
Apr 5 2018 12:00AM
[redacted] I advised the customer that the the resolution was to repair the vehicle including the body damage to the vehicle. [redacted] stated that they are not going to pick that vehicle up as his wife is afraid to drive it escpecially since the same thing happened to her sister's Tahoe on Sunday. In order for them to pick it up his wife wants something in writing that this will never happen again. He also stated that he was advised to seek legal advise. I advised the customer that I cannot give him anything in writing. If they do not want the vehicle anymore then they would need to speak to Sales about turning it in. I asked if he wanted us to go ahead with the repairs. Customer stated to do whatever we wanted to do. Elaine Locke/PAC/WMI

8-1V54OHZ
CZ9D7Y

Apr 5 2018 12:00AM
Apr 5 2018 9:35AM
Apr 5 2018 12:00AM
[redacted] I advised the customer that we are going to repair the vehicle. Once it is repaired and the dealership notify's him they will need to return the rental. If they choose not to pick up the vehicle the dealership may charge them storage fees and/or have it towed somewhere else as an abandoned vehicle. Customer stated that we are all ridiculous and disconnected. Elaine Locke/PAC/WMI

8-1V54OWL
CZ9D7Y
Apr 5 2018 12:00AM
Apr 5 2018 9:35AM
Apr 5 2018 12:00AM
Jody, SVM (334) 657-2808 I advised Jody that the engineer has indicated to repair the vehicle including the body damage. I spoke to the customer who indicated that they no longer want the vehicle and will not pick it up unless they get something in writing that this will never happen again which neither he nor I can do. I also advised the customer that once he was notified that vehicle was repaired that the would need to turn the rental vehicle in. Also if he chooses not to pick up the vehicle the dealership could charge him storage fees and or have it towed somewhere else as an abandoned vehicle. I advised the customer to speak to the sales department. Jody anticipates the repairs being done by mid next week. I will follow up with him then. I need to leave the case open since they are in a rental vehicle and need to know when they turn it in. Once they do he can either email or fax the RO to me. Elaine Locke/PAC/WMI

8-1V58IIM
CZ9D7Y
Apr 5 2018 12:00AM
Apr 13 2018 9:46AM
Apr 5 2018 12:00AM
Status of Repairs

8-1VICDLY
MZXP2B
Apr 12 2018 12:00AM
Apr 12 2018 4:56PM
Apr 12 2018 12:00AM

Assisting Only Reason: Ms. Danielle Ortiz from the State Farm Insurance called in today seeking for an update about this case. Expectation: CRS tried to connect her to the advisor worling on the case but was routed to the voicemail. Informed her that we will send an internal notification to the Advisor working on the case, as soon as the Advisor receive the notification they will call her back .She agreed. PHOEBE/CACT1/MNL

8-1VICDU3
CZ9D7Y
Apr 12 2018 12:00AM
Apr 13 2018 9:06AM
Apr 12 2018 12:00AM
Please see IBCC

8-1VJFYQJ
CZ9D7Y
Apr 13 2018 12:00AM
Apr 13 2018 9:45AM
Apr 13 2018 12:00AM
[redacted] I left a message for the customer to return my call regarding his claim. Elaine Locke/PAC/WMI

8-1VJFYQZ
CZ9D7Y
Apr 13 2018 12:00AM
Apr 13 2018 9:45AM
Apr 13 2018 12:00AM
SVM Jody (334) 657-2808 The customer is giving them a **hard** time about picking it up. They want to speak to his manager and owner. Customer wants something in writing that the vehicle was unsafe to drive and this will never happen again. Jody told him the only thing that he can put in writing is what happened and what they fixed. He told Jody that Jody never call the insurance company back, which he did in the beginning. Also that they were not suppose to fix the vehicle and let the insurance company arbitrate it with GM. The customer got angry and hung up on him. He needs his loaner back. If he has to go to there home and pick it up he might. They were told he needs it today whether they pick up their vehicle or not. The customer talked to Jody about waiving his lease payment. The lease company wants something in writing that the vehicle was unsafe to drive to waive the lease payment. They originally call the customer on Thursday and they said they would pick it up this morning. The customer called back last night at 9 pm and left a message about what they needed in writing before they picked the vehicle up. I advised Jody that I called [redacted] just before I called him because their insurance agent called me yesterday however I was on

another call. I got the message but did not get a phone number to call back. We don't deal with insurance companies anyway. When I spoke to his wife in the beginning she told me that her husband did not file an insurance claim. Elaine Locke/P

8-1VJFYR5
CZ9D7Y
Apr 13 2018 12:00AM
Apr 13 2018 9:46AM
Apr 13 2018 12:00AM
SVM Jody (334) 657-2808 (continued) [redacted] also talked to me about waiving the lease payment. I advised him that just because he leased with GMAC I cannot waive lease payments. When I called [redacted] and gave him the resolution he never said to me not to fix the vehicle or that the insurance company was involved. I asked Jody if he has ever filed a stolen car report with the police when customer's will not return the loaner. He never has because he always tries to work with them. Will he charge them storage fees on the vehicle if they do not pick it up? He only does that when he files an abandoned vehicle report but again he tries to work with the customer and not alienate them. The customer is even more upset because her sister has the same vehicle and it happened to her also except that she was only pulling into a parking space and did not hit anything. Jody told me that the customer said he was told their is a recall for this problem however there is none. He however has replaced a lot of the **vacuum pump**s in these vehicles. I advised I will keep trying to contact the customer and will try his wife his afternoon because I think she works in the morning. Elaine Locke/PAC/WMI

8-1VJFZ17
CZ9D7Y
Apr 13 2018 12:00AM
Apr 13 2018 3:57PM
Apr 13 2018 12:00AM
[redacted]

8-1VK26HX
CZ9D7Y
Apr 13 2018 12:00AM
Apr 13 2018 3:57PM
Apr 13 2018 12:00AM
[redacted] I left a message that I had also left a message for [redacted] this morning but have not heard back from him. I need to talk to either one of them. Elaine Locke/PAC/WMI

8-1VK26IR
CZ9D7Y
Apr 13 2018 12:00AM
Apr 16 2018 5:47PM
Apr 13 2018 12:00AM
[redacted]

8-1VNFGRK
CZ9D7Y
Apr 16 2018 12:00AM
Apr 16 2018 12:35PM
Apr 16 2018 12:00AM
SVM Jody (334) 657-2808 I left him a message that I was checking to see if the customer picked up his vehicle and turned in the loaner. Elaine Locke/PAC/WMI

8-1VO4I5Y
CZ9D7Y
Apr 16 2018 12:00AM
Apr 17 2018 5:30PM
Apr 16 2018 12:00AM
SVM Jody

8-1VRSHZJ
CZ9D7Y
Apr 17 2018 12:00AM
Apr 17 2018 5:30PM
Apr 17 2018 12:00AM
SVM Jody (334) 657-2808 They will not call him back, He has left messages with them both. His GM wants to get all the information together to see what they are going to do next at the store level. The GM wondered if the DMA would help them with any trade assistance. State Farm also left him another message. He is going to call the State Farm Adjustor back to see what is going on. Maybe they can get them to bring the loaner vehicle back. Jody provided me with her name and number [redacted] claim [redacted] He asked me if the customer said they didn't have a insurance claim. I advised that when I called [redacted] that

she told me that they did not have a claim. I am going to call the customer and let them know that they have 48 hours to bring the rental vehicle back in. Elaine Locke/PAC/WMI

8-1VRSHZO
CZ9D7Y
Apr 17 2018 12:00AM
Apr 17 2018 5:30PM
Apr 17 2018 12:00AM
[redacted] I left him a message that the dealership advised that they were suppose to pick up their vehicle and return the loaner as of last Friday, 4/13. Today is 4/17 at 5:27 pm I need them to return the loaner vehicle to Capitol Chevrolet in the next 48 hours. Call me if any questions. Elaine Locke/PAC/WMI

8-1VS3Y51
CZ9D7Y
Apr 17 2018 12:00AM
Apr 17 2018 5:30PM
Apr 17 2018 12:00AM
[redacted] Mail box is full. Elaine Locke/PAC/WMI

8-1VS3Y63
CZ9D7Y
Apr 17 2018 12:00AM
Apr 18 2018 11:41AM
Apr 17 2018 12:00AM
Insurance Co? [redacted] Elaine Locke/PAC/WMI

8-1VT6XHG
CZ9D7Y
Apr 18 2018 12:00AM
Apr 18 2018 11:41AM
Apr 18 2018 12:00AM

Danielle State Farm Danielle asked me what the status of the vehicle was. I advised the vehicle has been repaired including the body damage. The customer will not pick it up and return our loaner. I asked if there was an open claim and she said yes for investigatin purposes. I advised the [redacted] told me they did not file a claim. I had advised her there could not be an open claim with both us and the insurance company. It give the appearance of double dipping. Danielle said she would make note that it has been taken care of so that they do not pay out on the claim. I also asked her if she talks to the customer could she ask them to return our loaner vehicle. Elaine Locke/PAC/WMI

8-1VTBS2N
CZ9D7Y
Apr 18 2018 12:00AM
Apr 20 2018 5:28PM
Apr 18 2018 12:00AM
SVM Jody Did the customer return the loaner vehicle? Elaine Locke/PAC/WMI

8-1VW99OK
CZ9D7Y
Apr 19 2018 12:00AM
Apr 19 2018 5:53PM
Apr 19 2018 12:00AM
SVM Jody Customer is at the dealership to pick up the vehicle. Jody wanted to know if he should give the customer, the customer copy of the RO they would normally give a customer. I advised that her husband indicated that they have hired an attorney so I would not give it to her. Advise her that their attorneys can request copies. He will call me another day about the final RO. Elaine Locke/PAC/WMI

8-1VWAKTL
CZ9D7Y
Apr 20 2018 12:00AM
Apr 20 2018 10:21AM
Apr 20 2018 12:00AM
Robin, Dealership She has the final RO's together. I provided her with my fax number. Elaine Locke/PAC/WMI

8-1VXIURW
CZ9D7Y

Apr 20 2018 12:00AM
Apr 24 2018 9:49AM
Apr 20 2018 12:00AM
Final RO

8-1VZSZA1
CZ9D7Y
Apr 23 2018 12:00AM
Apr 23 2018 5:10PM
Apr 23 2018 12:00AM
Final RO Received Final RO from the dealership. Elaine Locke/PAC/WMI

8-1VZSZA4
CZ9D7Y
Apr 23 2018 12:00AM
Apr 23 2018 5:10PM
Apr 23 2018 12:00AM
Final RO Attached a copy of the Final RO to the case. Elaine Locke/PAC/WMI

8-1VZY6HE
CZ9D7Y
Apr 24 2018 12:00AM
Apr 24 2018 10:01AM
Apr 24 2018 12:00AM
Email Inbound Emails are attached to the case

8-1W0F7RC
CZ9D7Y
Apr 24 2018 12:00AM
Apr 24 2018 2:57PM
Apr 24 2018 12:00AM

Final RO

8-1W0ML3N
ESISBIQU
Apr 24 2018 12:00AM
Apr 25 2018 2:45PM
Apr 24 2018 12:00AM
Escalating to ESIS Escalating to ESIS because of attorney involvement - See inbound emails from the customers Attorney for letter.
********** [redacted] stated: In reverse and on an slight incline, she rolled and it would not let me stop. It hit the fire hydrant. ***** Customers vehicle has been repaired along with the body damage by PAC. Customer first demanded from PAC and the dealership that his lease payment be waived since they did not have their vehicle. Customer was informed by both that we were not able to waive his lease payment. They were provided a loaner when they dropped the vehicle off at the dealership. Customer originally told the dealership they would pick the vehicle up on 4/13 but changed their mind stating they did not feel safe in the vehicle.The customer wants a statement in writing from the dealership that guaranteed that this would never happen again. On 4/5 PAC advisor informed the customer we could not provide a guarantee in writing. Jody, the service manager also informed [redacted] that we could not provide such a statement. ON 4/17 PAC advisor left a voicemail for [redacted] on asked him to return the rental vehicle within 48 hours. [redacted] returned the rental on 4/19 and picked up her vehicle. Elaine Locke/PAC/WMI

8-1W0VI1V
CZS2B3
Apr 24 2018 12:00AM
Apr 24 2018 6:23PM
Apr 24 2018 12:00AM
Submitted for GW offer approval Servicing Dealer BAC 163[redacted] Dealer Contact Jody Elmore Dealer Email jody.elmore@capitolchevrolet.com Dealer Fax Job Card number [redacted] Job Card Date 4/20/18 VIN 1GNSCAKC2GR[redacted] Odometer 24118 Labor Op [redacted] Labor Time (hrs) estimate 1.30 Dealer's Mechanical warranty rate per hour 104.37 Total Labor estimate 135.68 Claim total 135.68 Customer Complaint Category:09 Complaint Code:0090 Description: No Customer complaint-Other issues Cause Code:9090 Description: Other-Field Action/Tech Bulletin Correction Description: Inspection Only Pre Authorization ID: Approved/Rejected: Date Entered: Entered By: PAC Advisor:

8-1W0VIFA
CZS2B3
Apr 24 2018 12:00AM
Apr 24 2018 6:38PM

Apr 24 2018 12:00AM
Submitted for GW offer approval Servicing Dealer BAC 163[redacted] Dealer Contact Jody Elmore Dealer Email jody.elmore@capitolchevrolet.com Dealer Fax Job Card number[redacted] Job Card Date 4/20/18 VIN 1GNSCAKC2GR[redacted] Odometer 24118 Labor Op[redacted] Labor Time (hrs) estimate 1.60 Dealer's mechanical warranty rate per hour 104.37 Total Labor Estimate 166.99 Parts total 896.35 Car Rental/Hire 1848.00 Sublet 562.30 Claim total 3473.64 Customer Compliant Category:09 Complaint Code: 0090 Description: No customer complaint-Other issues Cause Code:9090 Description: Other-Field Action/Tech Bulletin Correction Description: Repair Vehicle Pre Authorization ID: Approved/Rejected: Date Entered: Entered By: PAC Advisor:

8-1W0VIFP
CZ9D7Y
Apr 24 2018 12:00AM
Apr 25 2018 4:49PM
Apr 24 2018 12:00AM
Pre-Auth

8-1W14K4K
CZ9D7Y
Apr 24 2018 12:00AM
Apr 24 2018 3:18PM
Apr 24 2018 12:00AM
Robin called She was calling for a status on getting the Pre-Auth she faxed to me last Friday. I advised I just submitted it and should have something back tomorrow. I will email the SVM and her. Robin provided her email. robin.ric**hard**son@capitolchevrolet.com Elaine Locke/PAC/WMI

8-1W1BJEQ
CZS2B3
Apr 24 2018 12:00AM
Apr 24 2018 6:38PM
Apr 24 2018 12:00AM
Pre auth[redacted] Servicing Dealer BAC 163[redacted] Dealer Contact Jody Elmore Dealer Email jody.elmore@capitolchevrolet.com Dealer Fax Job Card number[redacted] Job Card Date 4/20/18 VIN 1GNSCAKC2GR[redacted] Odometer 24118 Labor Op[redacted] Labor Time (hrs) estimate 1.30 Dealer's Mechanical warranty rate per hour 104.37 Total Labor estimate 135.68 Claim total 135.68 Claim total before taxes: $135.68 Customer Complaint Category:09 Complaint Code:0090

Description: No Customer complaint-Other issues Cause Code:9090 Description: Other-Field Action/Tech Bulletin Correction Description: Inspection Only Pre Authorization ID: [redacted] Approved Date Entered: 4-24-2018 Entered By: Maureen Nancarrow PAC Advisor:

8-1W1BJET
CZS2B3
Apr 24 2018 12:00AM
Apr 24 2018 6:39PM
Apr 24 2018 12:00AM
Pre auth [redacted] Servicing Dealer BAC 163[redacted] Dealer Contact Jody Elmore Dealer Email jody.elmore@capitolchevrolet.com Dealer Fax Job Card number [redacted] Job Card Date 4/20/18 VIN 1GNSCAKC2GR[redacted] Odometer 24118 Labor Op [redacted] Labor Time (hrs) estimate 1.60 Dealer's mechanical warranty rate per hour 104.37 Total Labor Estimate 166.99 Parts total 896.35 Car Rental/Hire 1848.00 Sublet 562.30 Claim total 3473.64 Claim total before taxes: $3,473.64 Customer Compliant Category:09 Complaint Code: 0090 Description: No customer complaint-Other issues Cause Code:9090 Description: Other-Field Action/Tech Bulletin Correction Description: Repair Vehicle Pre Authorization ID: [redacted] Approved Date Entered: 4-24-2018 Entered By: Maureen Nancarrow PAC Advisor:

8-1W1BJEW
CZ9D7Y
Apr 24 2018 12:00AM
Apr 25 2018 8:10AM
Apr 24 2018 12:00AM
Pre auth [redacted] Pre auth [redacted]

8-1W2V6RO
CZ9D7Y
Apr 25 2018 12:00AM
Apr 25 2018 4:49PM
Apr 25 2018 12:00AM
Closing PAC File In reverse and on an slight incline, she rolled and it would not let me stop. It hit the fire hydrant. Escalated to ESIS because the customer hired an attorney after the vehicle was repaired. CONTACT ESIS FOR ALL UPDATES CATHY GWYNN 313-665-3374 CATHY.GWYNN@GM.COM Closing PAC file dissatisfied. Elaine Locke/PAC/WMI

8-1W2V6SO
CZ9D7Y
Apr 25 2018 12:00AM
Apr 25 2018 4:49PM
Apr 25 2018 12:00AM
Ownership Escalated to BRC

8-1W2V6ST
CZ9D7Y
Apr 25 2018 12:00AM
Apr 25 2018 4:50PM
Apr 25 2018 12:00AM
Service Request has been Closed Dissatisfied.

8-1W94H5M
CZ9D7Y
May 1 2018 12:00AM
May 1 2018 8:39AM
May 1 2018 12:00AM
SR in Status of Closed has been Re-Opened by CZS2B3

8-1W94H6B
CZS2B3
May 1 2018 12:00AM
May 1 2018 8:39AM
May 1 2018 12:00AM
Transaction has been declined. Transaction has been declined. Please enter as 1.3 labor hours as instructed by your PAC advisor. You cannot enter this as MISC. Any questions contact your PAC advisor. Maureen 591-0683

8-1W94H6E
CZ9D7Y

May 1 2018 12:00AM
May 1 2018 8:39AM
May 1 2018 12:00AM
Service Request has been Closed Dissatisfied.

8-1W94H6L
CZ9D7Y
May 1 2018 12:00AM
May 1 2018 8:41AM
May 1 2018 12:00AM
SR in Status of Closed has been Re-Opened by CZS2B3

8-1W94H6Q
CZS2B3
May 1 2018 12:00AM
May 1 2018 8:48AM
May 1 2018 12:00AM
Transaction has been declined. Verbiage to DLR: Transaction has been declined. You must enter the claim as instructed by your PAC advisor. Labor Time (hrs) 1.6 Parts total 896.35 (Must be listed in the parts section, if you receive an error about the causal part, do not put an X on any part, but down in the causal text description area, type in the name of the causal part.) Car Rental/Hire 1848.00 Sublet 562.30 Call your pac advisor if you have any questions. Maureen 591-0683

8-1W94H6T
CZ9D7Y
May 1 2018 12:00AM
May 1 2018 8:48AM
May 1 2018 12:00AM
Service Request has been Closed Dissatisfied.

**********PRODUCT ALLEGATION RESOLUTION (PAR) INFORMATION**********
INCIDENT DATE: Mar 7 2018 3:30PM
INCIDENT LOCATION: Off Carter Hill in Montgomery, AL

DRIVER NAME: [redacted]
DRIVER AGE: 0
DRIVER DISABILITY:
OWNER DESCRIPTION: In reverse and on an slight incline, she rolled and it would not let me stop. It hit the fire hydrant. She put it in reverse and never excelerated, the little camera on the screen went black - rear camera malfunction, service soon. They have noticed that the camera has been kind of foggy. She pushed the brakes and it was all the way to the ground to stop, she had **pump** them. The steering also froze as she was **pump**ing the brakes. She bumped into the fire hydrant. She turned the vehicle off. She drove it through the neighborhood home after looking at the damage. It did feel like she might have to **pump** the brakes to come to a stop but it never did what she experienced earlier. The next morning drove it to the dealership. Still felt like she might have to **pump** the brakes but not every time. The steering never locked again.
ALLEGED DEFECTIVE COMPONENT: brakes and steering
INCIDENT RESULT:
POLICE REPORT:
ROAD CONDITION: Dry
ROAD SURFACE: Concrete
NUMBER OF PEOPLE: 2
BODY INJURY: N
NUMBER OF INJURIES: 0
INJURY COMMENTS:
WAS ANOTHER VEHICLE INVOLVED: 0
NUMBER OF VEHICLES: 1
PROPERTY DAMAGE: bumper
WAS VEHICLE INSURED:
INSURANCE COMPANY NAME: State Farm
INSURANCE COMPANY ADDRESS:
AGENT NAME: ,
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE: Capitol Chevrolet
NOTIFY NAME: Owner
WAS VEHICLE INSPECTED: Brake, ABS & Traction Control
INSPECTORS NAME: Dealership
INSPECTION DATE: Mar 23 2018 12:00AM
MILEAGE AT INSPECTION:

WHERE WAS INSPECTION DONE:
WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:

PAR STATUS:
PROPERTY OWNER: n/a
PROPERTY TYPE: n/a
PROPERTY DAMAGE TYPE:
PROPERTY INCIDENT REPORT:
PROPERTY CONDITION:
PROPERTY ESTIMATED COST: 0
PROPERTY CURRENT COST:
PROPERTY AGE:
COLLISION OWNER:
COLLISION DRIVER:
COLLISION DATE OF BIRTH:
COLLISION PRIMARY VEHICLE:
COLLISION VEHICLE TYPE:
COLLISION DAMAGE TYPE: corner of the bumper
COLLISION INCIDENT REPORT:
COLLISION OTHER:
COLLISION SPEED: 0
COLLISION WEATHER CONDITION: dry
COLLISION ESTIMATED COST: 0
COLLISION LAST SERVER INFO:
COLLISION COMMENTS:
NON COLLISION PRIMARY VEHICLE:
NON COLLISION DAMAGE TYPE:
NON COLLISION INCIDENT REPORT:
NON COLLISION WEATHER CONDITION:
NON COLLISION ESTIMATED COST:
NON COLLISION SPECIAL EQUIPMENT:

NON COLLISION COMMENTS:

**********BODILY INJURY**********

NAME:
ADDRESS:
CITY:
STATE:
ZIP:
PHONE NUMBER:
LOCATION:
DRIVER:
SEATING POSITION:
RESTRAINT:
TYPE OF INJURY:
TREATED:
IF SO, WHERE:

**********BUSINESS RESOURCE CENTER(BRC) CONTACT INFORMATION**********

NAME:
CONTACT TYPE:
COMPANY:
ADDRESS:
CITY:
STATE:
ZIP:
COUNTRY:
CONTACT PHONE:

CHEVROLET

Thursday, July 05, 2018

[redacted]

Straight Settlement Letter

Subject: Repurchase of 2016 Chevrolet Tahoe
VIN: 1GNSCAKC2GR[redacted]
Ref SR[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2016 Chevrolet Tahoe, VIN **1GNSCAKC2GR[redacted]** and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **$41,390.50.** This offer was calculated by using the following figures:

Total Repurchase Amount (Includes $346.07 in sales tax)	$41,390.50
Down payment	$1,296.08
Lease payments (16 at various amounts)	$10,601.76
Less Usage	$9,390.63
Less Payoff of Original Vehicle-Good until 7/21/2018	$39,084.29
Less aftermarkets	$176.00
Total Amount to Customer	**$2,306.21**

AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at **866-802-6625** ext1203 if you have any questions or concerns.

[redacted] 7/9/18

Customer's and Co-Customer's Signature(s) and Date

[redacted]

Customer's and Co-Customer's Printed Name(s)

[redacted]

The requirements of the straight repurchase are as follows:

⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes)*
⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
⇒ **Factory installed equipment** – needs to be intact and functional.
⇒ **Title** – if no lien, a free and clear title must be provided at time of repurchase.
⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

*Please return this signed document to fax number **866-802-6668** by* Tuesday July 10, 2018

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

[redacted]

[redacted]

EWI0300400

ALABAMA DEPARTMENT OF REVENUE, MOTOR VEHICLE DIVISION - TITLE SECTION P. O. Box 327660, Montgomery, AL 36132-7660
MVT 5-1E (REV 03/10) Application For Certificate Of Title

Application # [redacted] Application Date 10/22/2016 Trans Code 01 Legend Codes 71

Current AL Title # _____ Surrendering OOS Title - State ___ Title # _____ Enc MS

VEHICLE INFORMATION

VIN 1GNSCAKC2GR[redacted] Year 2016 Make CHEV Model TAHOE C15 Body Type 4D Cyls 8 Color BLK

Purchase Date 10/22/2016 # Liens 1 Odo. Reading 3403 Miles Reading Type A - Actual New/Used NEW

OWNER INFORMATION(FELONY OFFENSE FOR FALSE ADDRESS)

Name ACAR LEASING INC
Mailing Address PO BOX 9000
City, State, Zip LUTHERVILLE, MD 21094

Alabama Operator (Lessee) If Different:

Name [redacted]
Resident Address
City, State, Zip

Gross Selling Price: 45931.50 Trade In Allowance: 0.00

LIENHOLDER INFORMATION (FELONY OFFENSE FOR FAILURE TO NAME LIENHOLDER WITH INTENT TO DEFRAUD)
Alabama law requires that the certificate of title be mailed to the first lienholder.

First Lienholder

Name WELLS FARGO BANK N.A. AS COLLATERAL AGENT
Mailing Address PO BOX 9000
City, State, Zip LUTHERVILLE, MD 21094
Date of Lien 10/22/2016

Second Lienholder

Name
Mailing Address
City, State, Zip
Date of Lien

SELLER INFORMATION

Name CAPITOL CHEVROLET AND IMPORTS INC Physical Address 711 EASTERN BLVD. City, State, Zip MONTGOMERY, AL 36117

SIGNATURES (FELONY OFFENSE FOR FALSE STATEMENTS)

I, THE UNDERSIG[redacted]VE. I FURTHER CERTIFY THAT ALL INFORMATION CONTAINED HEREIN IS AND THIS VEHIC[redacted] TRUE AND CORR[redacted]

Owner Sign[redacted] Date 10/28/16

Owner Sign[redacted] Date

I HEREBY CERTIFY THAT THE A[redacted]ATED AGENT OF THE DEPARTMENT, AS REQUIRED BY LAW, AND THAT THE V.I.N. AND DESCRIP[redacted] IDENTIFIED THE PERSON(S) SIGNING THE APPLICATION AND WITNESSED THE SIGNATURE([redacted]

DA Signature(s) [redacted] Date 10/22/16

DA Name CAP[redacted] Account Number 03-00012-00

ATTENTION APPLICANT: You car[redacted] following website: titlestatus.mvtrip.alabama.gov

A signed copy of this application shall, in accordance with Section 32-8-38, Code of Alabama 1975, serve as a permit for the operation of the motor vehicle described above until the revenue department issues a certificate of title or refuses to issue a certificate of title and shall continue to serve as evidence of ownership and as a permit for the operation of the vehicle after title is issued.

Legends ODOMETER READING IS THE ACTUAL MILEAGE

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Stephen Padilla 210-563-1229 stephen.x.padilla@gm.com
Created Date: 05/29/2018

Vehicle Info

***VIN:**	1GNSCAKC2GR[redacted]	**MSRP:**	0.0	***TAC #:**	N/A
Year:	2016	**Make:**	Chevrolet	**Model:**	Tahoe

Vehicle Comments & TAC Explanation:
Customer had a minor accident that was approved through PAC to repair. She was only backing up very slowly. PAC case # [redacted] No Tac Case since Brakes repaired with Brake Vacumn Pump.

***Date Reviewed with Customer:**	01/01/1900	***Repurchase Mileage:**	24117
Original Purchase Date:	01/01/1900	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
***Names(s) on Title:**	[redacted]	***Title State:**	AL		
***Primary Owner:**	[redacted]				
***Address**					
***City**		***State**		***ZIP Code:**	
***Day Phone:**	[redacted]	***Home Phone:**		***Cell Phone:**	[redacted]
***E-mail:**		***Fax Phone:**		***Exec Init Repurchase:**	N

*** Reason Repurchase** Bake Failure and Steering inoperative

UCC Codes (H0106) Brakes - General - Inoperative
(M0105) Steering - General - Inoperative **State**

Vehicle Lien Holder

Type of Secured Interest:		***Company:**	**Account #:**
Contact or Attention:			
Address			
City		**State**	**ZIP Code:**
Day Phone:		**Fax:**	**E-mail:**

Original Selling Dealer

***Dealer #:**		**Dealer Name:**	
Region:		**District:**	
***Phone:**		**Fax:**	
***Contact Name:**		***Contact Title:**	**E-Mail:**

Repurchasing Dealer: -

***Dealer #:**	163999	**Dealer Name:**	CAPITOL CHEVROLET		
Region:	30	**District:**	3119		
***Phone:**	(334) 272-8700	**Fax:**	(334) 213-0665		
***Contact Name:**	David Baker	***Contact Title**		**E-Mail:**	

Repair

***Contact Name:**		***Contact Title:**	

Vehicle Location: -

***Company Name:**			
Phone:		**Fax:**	
***Contact Name:**		***Contact Title**	**E-Mail:**
Address:			
City			**ZIP Code:**

Case Number: [redacted]

Originator Name: Stephen Padilla 210-563-1229 stephen.x.padilla@gm.com
Created Date: 05/29/2018

Transaction Details

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

Repurchase:

Follow state law on lease repurchase - Alabama

*** Processing Instructions:**

Disposition:

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: David Zettle

☐ Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN: 1GNSCAKC2GR[redacted]

Date: June 8, 2018

USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE		
1	**Usage**		1	Base Price	$45,332.50	1	Down Pmt / Cap Cost Reduction	$1,296.08
2	Lemon Law usage must be calculated for every		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$10,601.76
3	case. Only fill out USAGE CHARGED section if		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4	case originator instructions differ from LL.		4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**USAGE USING LEMON LAW**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6			6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	**Usage Using Base Price**		7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Base Price/Total Repurch Price	$45,332.50	8	AQC Fee	$595.00	8	Other-Explain	$0.00
9	Mileage	20,715	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10	Denominator	100,000	10	**Total Purchase Price**	**$45,927.50**	10	**Total Additions**	**$11,897.84**
11	**Usage**	**$9,390.63**	11			11		
12			12	*** Usage/Depreciation**	**$9,390.63**	12	*** Usage/Depreciation**	**$9,390.63**
13	**Usage Using Cents/Mile**		13	Damage	$0.00	13	Damage	$0.00
14	Mileage	0	14	Late charges	$0.00	14	Late charges	$25.00
15	Cents per mile	$0.000	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	**Usage**	**$0.00**	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17			17	Incentives	$0.00	17	Incentives	$0.00
18	**USAGE CHARGED**		18	Other-Explain	$0.00	18	Aftermarket Items	$176.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**Usage - Negotiated**	$0.00	20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21			21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**Usage Using Base Price**		22	**Total Deductions**	**$9,390.63**	22	**Total Deductions**	**$9,591.63**
23	Base Price/Total Repurch Price	$0.00	23			23		
24	Mileage	0	24	**Repurchase Subtotal**	**$36,536.87**	24	**Total Refund to Customer**	**$2,306.21**
25	Denominator	100,000	25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$39,084.29
26	**Usage**	**$0.00**	26	**Total Refund to Customer**	**$36,536.87**	26	(GMAC=DL quote) good thru xx/xx/xx	7/21/2018
27			27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	**Usage Using Cents/Mile**		28	**Total Repurchase**	**$36,536.87**	28	**Total Repurchase**	**$41,390.50**
29	Mileage	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	Cents per mile	$0.000	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31	**Usage**	**$0.00**	31	**Projected Loss**	**$36,536.87**	31	**Projected Loss**	**$41,390.50**

PURCHASE PRICE (before t/t/t)	$ 45,332.50	TRADE ALLOWANCE		**LEMON LAW COMPARISON**	
MSRP (FROM BARS INVOICE)	$ 48,445.00	PAYOFF OF TRADE	$ -		
DIFFERENCE	$ (3,112.50)	DIFFERENCE	$ -	USAGE PER LEMON LAW	$ 9,390.63
if positive look for over allowance		if negative=negative equity		USAGE CHARGED	$ 9,390.63
		TRADE ALLOWANCE	$ -	LEMON LAW VARIANCE	$ -
PURCHASE PRICE	$ 45,332.50	ACV OF TRADE			
INCENTIVE* (from BARS)	$ -	DIFFERENCE	$ -		
OVERALLOWANCE	$ -	ACV=actual cash value			
ACTUAL PRICE	$ 45,332.50				

Form Rev June 1, 2017

			175										
			1										
	24118												
	20715												
			10601.76	16									
			662.41	1									
			0.2	1									
			11264.37	18									
			10601.76										
				25									
9													
	18												
	347.4												
	19.29												
	0.01												
	384.7												
		19.3											
	need ucc / missing downpayment / payments wrong (dont include 1st pmnt) / need to deduct aftermarkets / tax slightly off.												

G E N E R A L M O T O R S C O R P O R A T I O N
D I V I S I O N
G M R E S T R I C T E D

CASE NUMBER: [redacted]
VIN: 1GNSCAKC2GR[redacted]
MODEL YEAR: 2016
MODEL: Tahoe
MILEAGE: 24117
SOURCE: Email
**********GENERAL CASE INFORMATION**********

CODE: H01
Brakes - General

REPAIR ATTEMPTS:
Inoperative

CODE: M01
Steering - General

REPAIR ATTEMPTS:
Inoperative

**********WORK HISTORY**********
8-1X0C834
WZJWYB
May 24 2018 12:00AM
May 24 2018 8:50AM
May 24 2018 8:50AM
Ownership Escalated to BRC

8-1X0C837
WZJWYB
May 24 2018 12:00AM
May 24 2018 8:54AM
May 24 2018 12:00AM
Dealer trade exchange request to RVDC Dealer contact: David Baker 334-272-8700 DMA contact: Stephen Padilla 210-563-1229 RVDC contact: Chris Murin 866-802-6625 x1241 Stipend: $7000 Replacement VIN: 1GNSCGKC8JR[redacted]

8-1X0C83A
WZJWYB
May 24 2018 12:00AM
May 24 2018 8:54AM
May 24 2018 12:00AM
Service Request has been Closed Satisfied.

8-1X0DP1O
WZJWYB
May 24 2018 12:00AM
May 24 2018 4:31PM
May 24 2018 12:00AM
SR in Status of Closed has been Re-Opened by WZJWYB

8-1X0DP1R
WZJWYB
May 24 2018 12:00AM
May 24 2018 4:32PM
May 24 2018 12:00AM
VSPC case 282932 closed without exchange completion - DMA will resubmit as a straight repurchase instead.

8-1X0DP1U
WZJWYB

May 24 2018 12:00AM
May 24 2018 4:32PM
May 24 2018 12:00AM
Service Request has been Closed Satisfied.

**********PRODUCT ALLEGATION RESOLUTION (PAR) INFORMATION**********
INCIDENT DATE:
INCIDENT LOCATION:
DRIVER NAME:
DRIVER AGE:
DRIVER DISABILITY:
OWNER DESCRIPTION:
ALLEGED DEFECTIVE COMPONENT:
INCIDENT RESULT:
POLICE REPORT:
ROAD CONDITION:
ROAD SURFACE:
NUMBER OF PEOPLE:
BODY INJURY:
NUMBER OF INJURIES:
INJURY COMMENTS:
WAS ANOTHER VEHICLE INVOLVED:
NUMBER OF VEHICLES:
PROPERTY DAMAGE:
WAS VEHICLE INSURED:
INSURANCE COMPANY NAME:
INSURANCE COMPANY ADDRESS:
AGENT NAME:
AGENT PHONE NUMBER:
MORE INFORMATION:
MAINTENANCE LOCATION:
CURRENT LOCATION OF VEHICLE:
NOTIFY NAME:
WAS VEHICLE INSPECTED:

INSPECTORS NAME:
INSPECTION DATE:
MILEAGE AT INSPECTION:
WHERE WAS INSPECTION DONE:
WAS VEHICLE ROAD TESTED:
ROAD TEST DESCRIPTION:
ROAD TEST RESULT:
COMP INSPECTED:
INVESTIGATIVE SUMMARY:

PAR STATUS:
PROPERTY OWNER:
PROPERTY TYPE:
PROPERTY DAMAGE TYPE:
PROPERTY INCIDENT REPORT:
PROPERTY CONDITION:
PROPERTY ESTIMATED COST:
PROPERTY CURRENT COST:
PROPERTY AGE:
COLLISION OWNER:
COLLISION DRIVER:
COLLISION DATE OF BIRTH:
COLLISION PRIMARY VEHICLE:
COLLISION VEHICLE TYPE:
COLLISION DAMAGE TYPE:
COLLISION INCIDENT REPORT:
COLLISION OTHER:
COLLISION SPEED:
COLLISION WEATHER CONDITION:
COLLISION ESTIMATED COST:
COLLISION LAST SERVER INFO:
COLLISION COMMENTS:
NON COLLISION PRIMARY VEHICLE:
NON COLLISION DAMAGE TYPE:
NON COLLISION INCIDENT REPORT:

NON COLLISION WEATHER CONDITION:
NON COLLISION ESTIMATED COST:
NON COLLISION SPECIAL EQUIPMENT:
NON COLLISION COMMENTS:

**********BODILY INJURY**********

NAME:
ADDRESS:
CITY:
STATE:
ZIP:
PHONE NUMBER:
LOCATION:
DRIVER:
SEATING POSITION:
RESTRAINT:
TYPE OF INJURY:
TREATED:
IF SO, WHERE:

**********BUSINESS RESOURCE CENTER(BRC) CONTACT INFORMATION**********

NAME:
CONTACT TYPE:
COMPANY:
ADDRESS:
CITY:
STATE:
ZIP:
COUNTRY:
CONTACT PHONE:

PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Bonan Link <blink@allenstewart.com>
Sent: Tuesday, October 02, 2018 8:57 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good morning,

I am authorized to lower our demand to $19,000 inclusive of fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, September 28, 2018 12:42 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Good afternoon.

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good afternoon,

My client is authorizing me to lower his demand to $20,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Thursday, September 20, 2018 4:04 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

It has been 15 days since we sent the initial offer?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Thank you please see attached . I will be following up on the 9/20/18.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, September 11, 2018 6:05 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I should have an answer for you sometime this week.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, September 10, 2018 8:54 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Sorry it has been 5 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:52 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good morning,

It has been 10 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

Hi Ashley,

Can you let me know the status on the [redacted] matter?

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] V .GM [redacted]

Here's the sales documents.

Thanks,

Bonan Wang Link
Associate Attorney

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E-Mail: blink@allenstewart.com
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From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
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Importance: High

Good morning,

Can you please send in sales documents
Thanks

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GF[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
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PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Bonan Link <blink@allenstewart.com>
Sent: Monday, October 08, 2018 3:35 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I can further my client's counter-demand to $18,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, October 08, 2018 1:35 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

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It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Wednesday, October 03, 2018 2:28 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attched offer

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 02, 2018 8:57 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good morning,

I am authorized to lower our demand to $19,000 inclusive of fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, September 28, 2018 12:42 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Good afternoon.

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good afternoon,

My client is authorizing me to lower his demand to $20,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Thursday, September 20, 2018 4:04 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

It has been 15 days since we sent the initial offer?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

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To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I should have an answer for you sometime this week.

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Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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Subject: RE: [redacted] V GM [redacted]
Importance: High

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Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM

To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
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Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

Hi Ashley,

Can you let me know the status on the Casey matter?

Thanks,

Bonan Wang Link
Associate Attorney

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Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] V .GM [redacted]

Here's the sales documents.

Thanks,

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E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

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Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good morning,

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Thanks

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GR[redacted]

Good afternoon,

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Ashley -BRC Advisor
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PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Bonan Link <blink@allenstewart.com>
Sent: Monday, October 22, 2018 11:10 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Hi Ashley,

My client authorized me to lower her counter-demand to $17,500 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Tuesday, October 16, 2018 1:49 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

The email from this morning was in error this is the correct email below thank you

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 16, 2018 2:21 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Hello,

I did receive your e-mail this morning as well and will respond as soon as I can.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Tuesday, October 16, 2018 1:20 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Any updates on the offer below?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, October 12, 2018 12:33 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 08, 2018 3:35 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I can further my client's counter-demand to $18,000 inclusive of attorney's fees.

Thanks,

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Associate Attorney

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Subject: FW: [redacted] V GM [redacted]
Importance: High

Gooda afternoon,

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Wednesday, October 03, 2018 2:28 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attched offer

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 02, 2018 8:57 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good morning,

I am authorized to lower our demand to $19,000 inclusive of fees.

Thanks,

Bonan Wang Link
Associate Attorney

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From: Ashley Lugo (C) <ashley.lugo@gm.com>
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To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

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Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
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To: Ashley Lugo (C)
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Importance: High

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From: Ashley Lugo (C)
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To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

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Alorica on behalf of General Motors
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To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

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Phone: (214) 965-8700 • Fax: (214) 965-8701

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Importance: High

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Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

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Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
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To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

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Sent: Wednesday, August 22, 2018 9:27 AM
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Subject: RE: [redacted] V .GM [redacted]

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From: Ashley Lugo (C)
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To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GR[redacted]

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PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Bonan Link <blink@allenstewart.com>
Sent: Friday, October 26, 2018 5:48 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I am authorized to lower my client's counter-demand to $17,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, October 26, 2018 1:49 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Updates on case below

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, October 22, 2018 3:14 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see Gm Attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433

FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 22, 2018 11:10 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Hi Ashley,

My client authorized me to lower her counter-demand to $17,500 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Tuesday, October 16, 2018 1:49 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

The email from this morning was in error this is the correct email below thank you

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 16, 2018 2:21 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Hello,

I did receive your e-mail this morning as well and will respond as soon as I can.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Tuesday, October 16, 2018 1:20 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Any updates on the offer below?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, October 12, 2018 12:33 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 08, 2018 3:35 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I can further my client's counter-demand to $18,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, October 08, 2018 1:35 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Gooda afternoon,

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Wednesday, October 03, 2018 2:28 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attched offer

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 02, 2018 8:57 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good morning,

I am authorized to lower our demand to $19,000 inclusive of fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, September 28, 2018 12:42 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Good afternoon.

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good afternoon,

My client is authorizing me to lower his demand to $20,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney
Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Thursday, September 20, 2018 4:04 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

It has been 15 days since we sent the initial offer?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Thank you please see attached . I will be following up on the 9/20/18.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, September 11, 2018 6:05 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I should have an answer for you sometime this week.

Thanks,

Bonan Wang Link
Associate Attorney
Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, September 10, 2018 8:54 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Sorry it has been 5 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:52 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good morning,

It has been 10 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

Hi Ashley,

Can you let me know the status on the Casey matter?

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] V .GM [redacted]

Here's the sales documents.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good morning,

Can you please send in sales documents
Thanks

Ashley -BRC Advisor

Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GR[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GR[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Friday, November 02, 2018 9:47 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Attachments: NFA Letter.pdf; 6.offer 5.pdf

Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone 1-800-231-1841 EXT 5911433
FAX (866) 215-6750

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Friday, October 26, 2018 5:48 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I am authorized to lower my client's counter-demand to $17,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, October 26, 2018 1:49 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Updates on case below

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, October 22, 2018 3:14 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see Gm Attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 22, 2018 11:10 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Hi Ashley,

My client authorized me to lower her counter-demand to $17,500 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Tuesday, October 16, 2018 1:49 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

The email from this morning was in error this is the correct email below thank you

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Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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Hello,

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Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Tuesday, October 16, 2018 1:20 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Any updates on the offer below?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, October 12, 2018 12:33 PM
To: 'Bonan Link'

Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 08, 2018 3:35 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I can further my client's counter-demand to $18,000 inclusive of attorney's fees.

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Allen Stewart, P.C.

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Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, October 08, 2018 1:35 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Gooda afternoon,

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Wednesday, October 03, 2018 2:28 PM
To: 'Bonan Link'

Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attched offer

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 02, 2018 8:57 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good morning,

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Bonan Wang Link
Associate Attorney

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325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, September 28, 2018 12:42 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Good afternoon.

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Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM[redacted]

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My client is authorizing me to lower his demand to $20,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Thursday, September 20, 2018 4:04 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM[redacted]
Importance: High

Good afternoon,

It has been 15 days since we sent the initial offer?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM[redacted]
Importance: High

Good afternoon,

Thank you please see attached . I will be following up on the 9/20/18.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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Sent: Tuesday, September 11, 2018 6:05 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

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Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, September 10, 2018 8:54 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Sorry it has been 5 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:52 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good morning,

It has been 10 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

Hi Ashley,

Can you let me know the status on the [redacted] matter?

Thanks,

Bonan Wang Link
Associate Attorney
Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] V .GM [redacted]

Here's the sales documents.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good morning,

Can you please send in sales documents
Thanks

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GF[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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October 22, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request: [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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 $7,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client 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

November 2, 2018

Bonan Link, Esq.
Allen Stewart PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request: [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We have received your counter-offer, dated 10/26/18. After further review, we do not believe that additional adjustment of our settlement offer, dated 10/22/2018 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, this offer will be withdrawn; we will assume that this matter is unable to be resolved and will close our file.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Friday, October 12, 2018 12:33 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Attachments: 6.offer 4.pdf

Importance: High

Please see attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 08, 2018 3:35 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I can further my client's counter-demand to $18,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, October 08, 2018 1:35 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Gooda afternoon,

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor

Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Wednesday, October 03, 2018 2:28 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attched offer

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 02, 2018 8:57 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good morning,

I am authorized to lower our demand to $19,000 inclusive of fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, September 28, 2018 12:42 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Good afternoon.

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good afternoon,

My client is authorizing me to lower his demand to $20,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Thursday, September 20, 2018 4:04 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

It has been 15 days since we sent the initial offer?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors

Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Thank you please see attached . I will be following up on the 9/20/18.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, September 11, 2018 6:05 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I should have an answer for you sometime this week.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, September 10, 2018 8:54 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Sorry it has been 5 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:52 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good morning,

It has been 10 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

Hi Ashley,

Can you let me know the status on the [redacted] matter?

Thanks,

Bonan Wang Link
Associate Attorney
Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] V .GM [redacted]

Here's the sales documents.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good morning,

Can you please send in sales documents
Thanks

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GF[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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October 12, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request: [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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 $6,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client 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

PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Monday, October 22, 2018 3:14 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Attachments: 6.offer 5.pdf

Importance: High

Please see Gm Attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 22, 2018 11:10 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Hi Ashley,

My client authorized me to lower her counter-demand to $17,500 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Tuesday, October 16, 2018 1:49 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

The email from this morning was in error this is the correct email below thank you

Ashley -BRC Advisor

Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 16, 2018 2:21 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Hello,

I did receive your e-mail this morning as well and will respond as soon as I can.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Tuesday, October 16, 2018 1:20 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Any updates on the offer below?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, October 12, 2018 12:33 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 08, 2018 3:35 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I can further my client's counter-demand to $18,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, October 08, 2018 1:35 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Gooda afternoon,

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Wednesday, October 03, 2018 2:28 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attched offer

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 02, 2018 8:57 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good morning,

I am authorized to lower our demand to $19,000 inclusive of fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, September 28, 2018 12:42 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Good afternoon.

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors

Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good afternoon,

My client is authorizing me to lower his demand to $20,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Thursday, September 20, 2018 4:04 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

It has been 15 days since we sent the initial offer?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Thank you please see attached . I will be following up on the 9/20/18.

Ashley -BRC Advisor

Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, September 11, 2018 6:05 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I should have an answer for you sometime this week.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, September 10, 2018 8:54 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Sorry it has been 5 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:52 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good morning,

It has been 10 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center

Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

Hi Ashley,

Can you let me know the status on the [redacted] matter?

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] V .GM [redacted]

Here's the sales documents.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good morning,

Can you please send in sales documents
Thanks

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GF[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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October 22, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request: [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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 $7,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client 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

PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Tuesday, November 06, 2018 10:52 AM
To: 'Bonan Link'
Subject: FW: [redacted] V GM [redacted]
Attachments: NFA Letter.pdf; 6.offer 5.pdf

Importance: High

Good afternoon,

Updates on the case below ?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone 1-800-231-1841 EXT 5911433
FAX (866) 215-6750

From: Ashley Lugo (C)
Sent: Friday, November 02, 2018 9:47 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone 1-800-231-1841 EXT 5911433
FAX (866) 215-6750

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Friday, October 26, 2018 5:48 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I am authorized to lower my client's counter-demand to $17,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, October 26, 2018 1:49 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Updates on case below

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, October 22, 2018 3:14 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see Gm Attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 22, 2018 11:10 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Hi Ashley,

My client authorized me to lower her counter-demand to $17,500 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Tuesday, October 16, 2018 1:49 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

The email from this morning was in error this is the correct email below thank you

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 16, 2018 2:21 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Hello,

I did receive your e-mail this morning as well and will respond as soon as I can.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Tuesday, October 16, 2018 1:20 PM
To: Bonan Link <blink@allenstewart.com>

Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Any updates on the offer below?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, October 12, 2018 12:33 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 08, 2018 3:35 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I can further my client's counter-demand to $18,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, October 08, 2018 1:35 PM

To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Gooda afternoon,

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Wednesday, October 03, 2018 2:28 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attched offer

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 02, 2018 8:57 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good morning,

I am authorized to lower our demand to $19,000 inclusive of fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, September 28, 2018 12:42 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Good afternoon.

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good afternoon,

My client is authorizing me to lower his demand to $20,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Thursday, September 20, 2018 4:04 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

It has been 15 days since we sent the initial offer?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Thank you please see attached . I will be following up on the 9/20/18.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, September 11, 2018 6:05 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I should have an answer for you sometime this week.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, September 10, 2018 8:54 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Sorry it has been 5 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:52 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good morning,

It has been 10 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

Hi Ashley,

Can you let me know the status on the [redacted] matter?

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] V .GM [redacted]

Here's the sales documents.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good morning,

Can you please send in sales documents
Thanks

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GF[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
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Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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October 22, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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 $7,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client 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

November 2, 2018

Bonan Link, Esq.
Allen Stewart PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request: [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We have received your counter-offer, dated 10/26/18. After further review, we do not believe that additional adjustment of our settlement offer, dated 10/22/2018 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, this offer will be withdrawn; we will assume that this matter is unable to be resolved and will close our file.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Thursday, September 20, 2018 5:04 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Attachments: Pc 10 day letter.pdf; 6.Offer 1.pdf

Importance: High

Good afternoon,

It has been 15 days since we sent the initial offer?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Thank you please see attached . I will be following up on the 9/20/18.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, September 11, 2018 6:05 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I should have an answer for you sometime this week.

Thanks,

Bonan Wang Link
Associate Attorney
Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, September 10, 2018 8:54 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Sorry it has been 5 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:52 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good morning,

It has been 10 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

Hi Ashley,

Can you let me know the status on the [redacted] matter?

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] V .GM [redacted]

Here's the sales documents.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good morning,

Can you please send in sales documents
Thanks

Ashley -BRC Advisor

Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM[redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GR[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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VIA FAX ONLY

September 14, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request: [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

On 9/6/18 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 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 at your earliest opportunity. If your client 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 does 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

September 6, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request: [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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 $3,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client 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

PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Tuesday, October 16, 2018 2:20 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Attachments: 6.offer 4.pdf

Importance: High

Good afternoon,

Any updates on the offer below?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, October 12, 2018 12:33 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 08, 2018 3:35 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I can further my client's counter-demand to $18,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney
Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, October 08, 2018 1:35 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Gooda afternoon,

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Wednesday, October 03, 2018 2:28 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attched offer

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 02, 2018 8:57 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good morning,

I am authorized to lower our demand to $19,000 inclusive of fees.

Thanks,

Bonan Wang Link
Associate Attorney
Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, September 28, 2018 12:42 PM

To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Good afternoon.

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good afternoon,

My client is authorizing me to lower his demand to $20,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com

Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Thursday, September 20, 2018 4:04 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

It has been 15 days since we sent the initial offer?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Thank you please see attached . I will be following up on the 9/20/18.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, September 11, 2018 6:05 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I should have an answer for you sometime this week.

Thanks,

Bonan Wang Link
Associate Attorney
Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, September 10, 2018 8:54 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Sorry it has been 5 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:52 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good morning,

It has been 10 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

Hi Ashley,

Can you let me know the status on the [redacted] matter?

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] V .GM [redacted]

Here's the sales documents.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good morning,

Can you please send in sales documents
Thanks

Ashley -BRC Advisor

Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GR[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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October 12, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request: [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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 $6,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client 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

PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:54 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]

Importance: High

Sorry it has been 5 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:52 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good morning,

It has been 10 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

Hi Ashley,

Can you let me know the status on the [redacted] matter?

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] V .GM [redacted]

Here's the sales documents.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good morning,

Can you please send in sales documents
Thanks

Ashley -BRC Advisor
Business Resource Center

Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
1GYS4BKJ2GR[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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

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PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Friday, September 28, 2018 1:42 PM
To: 'Bonan Link'
Subject: FW: [redacted] V GM [redacted]
Attachments: 6.Offer 2.pdf

Importance: High

Good afternoon.

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good afternoon,

My client is authorizing me to lower his demand to $20,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Thursday, September 20, 2018 4:04 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

It has been 15 days since we sent the initial offer?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Thank you please see attached . I will be following up on the 9/20/18.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, September 11, 2018 6:05 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I should have an answer for you sometime this week.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, September 10, 2018 8:54 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Sorry it has been 5 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:52 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good morning,

It has been 10 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center

Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

Hi Ashley,

Can you let me know the status on the [redacted] matter?

Thanks,

Bonan Wang Link
Associate Attorney
Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] V .GM [redacted]

Here's the sales documents.

Thanks,

Bonan Wang Link
Associate Attorney
Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good morning,

Can you please send in sales documents

Thanks

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GR[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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September 25, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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 $4,500.00.

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

PE18-012

GM

3-27-2019

Q3

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Friday, October 26, 2018 2:49 PM
To: 'Bonan Link'
Subject: FW: [redacted] V GM [redacted]
Attachments: 6.offer 5.pdf

Importance: High

Good afternoon,

Updates on case below

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, October 22, 2018 3:14 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see Gm Attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 22, 2018 11:10 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Hi Ashley,

My client authorized me to lower her counter-demand to $17,500 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Tuesday, October 16, 2018 1:49 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

The email from this morning was in error this is the correct email below thank you

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 16, 2018 2:21 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Hello,

I did receive your e-mail this morning as well and will respond as soon as I can.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Tuesday, October 16, 2018 1:20 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Any updates on the offer below?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, October 12, 2018 12:33 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Monday, October 08, 2018 3:35 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I can further my client's counter-demand to $18,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, October 08, 2018 1:35 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Gooda afternoon,

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Wednesday, October 03, 2018 2:28 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Please see attched offer

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, October 02, 2018 8:57 AM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good morning,

I am authorized to lower our demand to $19,000 inclusive of fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Friday, September 28, 2018 12:42 PM
To: Bonan Link <blink@allenstewart.com>
Subject: FW: [redacted] V GM [redacted]
Importance: High

Good afternoon.

It has been 5 days since we sent the offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors

Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Tuesday, September 25, 2018 3:56 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Please see attached

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Thursday, September 20, 2018 5:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

Good afternoon,

My client is authorizing me to lower his demand to $20,000 inclusive of attorney's fees.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Thursday, September 20, 2018 4:04 PM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

It has been 15 days since we sent the initial offer?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, September 14, 2018 12:13 PM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good afternoon,

Thank you please see attached . I will be following up on the 9/20/18.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Tuesday, September 11, 2018 6:05 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V GM [redacted]

I should have an answer for you sometime this week.

Thanks,

Bonan Wang Link
Associate Attorney

Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, September 10, 2018 8:54 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V GM [redacted]
Importance: High

Sorry it has been 5 days since we sent the initial offer any updates?

Ashley -BRC Advisor

Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Monday, September 10, 2018 9:52 AM
To: 'Bonan Link'
Subject: RE: [redacted] V GM [redacted]
Importance: High

Good morning,

It has been 10 days since we sent the initial offer any updates?

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Thursday, September 06, 2018 9:32 AM
To: 'Bonan Link'
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good Morning,

Please see GM attached offer

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Bonan Link [mailto:blink@allenstewart.com]
Sent: Wednesday, September 05, 2018 3:16 PM
To: Ashley Lugo (C)
Subject: [EXTERNAL] FW: [redacted] V .GM [redacted]

Hi Ashley,

Can you let me know the status on the [redacted] matter?

Thanks,

Bonan Wang Link
Associate Attorney
Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Bonan Link
Sent: Wednesday, August 22, 2018 9:27 AM
To: Ashley Lugo (C) <ashley.lugo@gm.com>
Subject: RE: [redacted] V .GM [redacted]

Here's the sales documents.

Thanks,

Bonan Wang Link
Associate Attorney
Allen Stewart, P.C.

325 N. St. Paul St., Suite 4000
Dallas, TX 75201
E-Mail: blink@allenstewart.com
Phone: (214) 965-8700 • Fax: (214) 965-8701

From: Ashley Lugo (C) <ashley.lugo@gm.com>
Sent: Monday, August 06, 2018 8:38 AM
To: Bonan Link <blink@allenstewart.com>
Subject: RE: [redacted] V .GM [redacted]
Importance: High

Good morning,

Can you please send in sales documents
Thanks

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

From: Ashley Lugo (C)
Sent: Friday, August 03, 2018 5:29 PM
To: 'blink@allenstewart.com'
Subject: [redacted] V .GM [redacted]

[redacted]
2016 Cadillac Escalade
1GYS4BKJ2GF[redacted]

Good afternoon,

I have recently taken over this case from an advisor who is no longer in this department . I will back to you with an update

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

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October 22, 2018

Bonan Link, Esq.
Allen Stewart, PC
325 N Saint Paul St Ste 4000
Dallas, TX 75201

RE: [redacted]
Service Request [redacted]
2016 Cadillac Escalade
Vehicle Identification Number: 1GYS4BKJ2GR[redacted]
Customer Relationship Specialist: Ashley

Dear Mr. Link:

We regret that your client is dissatisfied with her 2016 Cadillac Escalade and that several attempts by the dealer to resolve the concerns have not met your client 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 $7,000.00.

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client 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

PE18-012

GM

3-27-2019

Q3

General Motors Policy Evaluation Tool

Date: 08/14/2018

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone: [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GTU2VEC5FG[redacted] **Make** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age Vehicle owner hip tatu cannot be verified at thi time, plea e verify owner hip tatu with the customer.

Time

Component's Warranty End Date: 04/22/2018
Job Card Date: 08/08/2018
Days out of Warranty: 108

Mileage

Component's Warranty End Mileage (Miles): 36,000
Current Mileage: 27,000
Miles out of Warranty: 0

Repair

Total Repair Co t At Warranty Rate $1,025 00
Job Card / Repair Order t2
Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

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

GM Participation Amount $512 50
Cu t/Dlr Participation Amount $512 50 / 50%
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

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

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

[redacted]

PE18-012

GM

3-27-2019

Q3

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

CHECK No. [redacted] 50-937/213

VOID VOID VOID

es, LLC

N METRO
GA 301
27 JUL 18
PM 6 L

[redacted]

UNITED
01
00
MA

IVED AUG 07 2018

General Motors
[redacted]
P.O. Box 33172
Detroit, MI 48232-5172

48232-517272

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

ALEX SIMANOVSKY, ESQ.
EXTENSION: 1012
DIRECT DIAL: 678-781-1012
E-MAIL: ALEX@LEMONLAWINFO.COM

2300 HENDERSON MILL ROAD, SUITE 300
ATLANTA, GA 30345
770-414-1002 1-866-865-3666
FACSIMILE: 770-414-9891 1-877-216-0365

July 24, 2018

General Motors
GMC Division
P.O. Box 33172
Detroit, MI 48232-5172

RE: [redacted] v. General Motors
NOTICE OF CONSUMER WARRANTY LAW VIOLATION
Our Client: [redacted]
Vehicle: 2016 GMC Sierra
VIN: 3GTU2MEC4GG[redacted]
Date of purchase: 07/21/16
Our File No.: [redacted]

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Engine;**
2. **Electrical;**
3. **Transmission;**
4. **A/C system;**
5. **Brakes.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of $100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

This letter shall serve as notice to General Motors of its final opportunity to cure the above-referenced defects.

Sincerely,

ALEX SIMANOVSKY & ASSOCIATES, LLC

Alex Simanovsky
Attorney at Law

AS/ld

CC:

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv: 444 JAI GERALD WALKER	Tag [redacted]	License GA	3GTU2NEC4 GG[redacted]	Page 1	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted]	[redacted]
For office Use	Vehicle Information
Odometer in: 57074 Out: 57075 Dist: DEF FID F C Prelim	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
	Stock#: [redacted]
Begin: 07/05/18 Done: 07/11/18 Invoiced: 07/11/18 15:40 JW	Inservice: 07/21/16

Customer Concern

Concern +02	RENTAL				Operation		Amount
Cause	RENTAL				RENTAL	*	0.00
Correction	RENTAL						
Parts	Part Number	POR	Note	Description	Qty	List	Sell
			RENTAL	FIVESTARRENTAL	1	35.00	35.00
		CONCERN : 1		COND CODE : 1			
					Subtotal		
					MISCELLANEOUS		35.00
Type: FID					TOTAL CHARGE FOR CONCERN		35.00

Concern +51	CUSTOMER STATES A/C NOT COOLING				Operation		Amount
Cause	TECH INSPECTED AND FOUND COMPRESSOR LOCKED, RECOMMEND COMPRESSOR, BELTS AND CONDENSER				51	S	277.10
Correction	TECH REPLACED COMPRESSOR AND BELTS, TOTAL WARRANTY DECLINED CONDENSER. AUTH# 18626620						
Parts	Part Number	POR	Note	Description	Qty	List	Sell
	000 012658178			BELT KIT	1	75.71	75.71
	000 012626076			BELT	1	32.30	32.30
	000 084317498			COMPRESSOR KIT	1	498.00	498.00
		CONCERN : 1		COND CODE : 1			
					Subtotal		
					PARTS		606.01
					LAB-MECHANICAL		277.10
Type: FID					TOTAL CHARGE FOR CONCERN		883.11

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv: 444 JAI GERALD WALKER	Tag [redacted]	License GA	3GTU2MEC4 GG[redacted]	Page 1	Invoice [redacted]

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

For office use			Vehicle Information
Odometer in: 42653 Out: 42656	Dist: DEP WAR F W	Prelin	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
			Stock#: [redacted]
Begin: 12/06/17	Done: 12/19/17	Invoiced: 12/19/17 12:55 KW	Inservice: 07/21/16

Customer Concern

		Operation	Tech	Amount
Concern 02	CUSTOMER STATES RENTAL	RENTAL	317	
Cause	-			
Correction	RENTAL Line Auth: BAUERGWE 12/19/17 12:00			

		Operation	Tech	Amount
Concern 51	CUSTOMER STATES RADIO NOT WORKING	CS	425	
Cause	UPDATED PROGRAN FOR SCREEN LOCKUP			
Correction	REPROGRAMMED RADIO CLAIM CODE 8078A Line Auth: BAUERGWE 12/19/17 12:39			

		Operation	Tech	Amount
Concern 52	CUSTOMER STATES THE BRAKE PEDAL IS HARD TO DEPRESS AND AT TIMES THE TRUCK	2480118	425	
Cause	FLUID FOUND IN BRAKE BOOSTER			
Correction	PER DOC#4748532 REPLACED VACUUM PUMP, BRAKE BOOSTER, MASTER CYLINDER BLED BRAKE SYSTEM TEST DROVE			

Parts

Part Number	POP	Note	Description	Qty	Sell
000 012669488			PUMP	1	
000 023135220			BOOSTER	1	
000 020925765			CYLINDER	1	
000 019353126			FLUID	2	
000 023135228			PIPE	1	

PROG CODE : POLI

Line Auth: BAUERGWE 12/19/17 12:23

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Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

UCS62004

CUSTOMER

07/18/2018 WED 12:56 FAX 14789532824 SunMark Community Bank 006/025

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv: 382 JOEY JACKSON	Tag [redacted]	License GA	3GTU2NEC4 GG[redacted]	Page: 1	Invoice: [redacted]

Invoice to	Driver/Owner Information
[redacted]	[redacted]
For Office Use	**Vehicle Information**
Odometer In: 34926 Out: 34929 Dist: DEF WAR W F Prelim	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
	Stock#: [redacted]
Begin: 08/21/17 Done: 08/21/17 Invoiced: 08/21/17 10:31 KW	Inservice: 07/21/16

Customer Concern

Concern 51 Cause Correction	CUSTOMER STATES THE BRAKE PEDAL IS HARD TO DEPRESS AND AT TIMES THE TRUCK IS HARD TO STOP P.O.O. PARTS HAVE BEEN SPECIAL ORDERED	Operation 20	Tech [illegible]	Amount
Concern 53 Cause Correction	CUSTOMER STATES AT TIMES THE RADIO SCREEN WILL BLACK OUT BUT THE RADIO CONTINUES TO PLAY P.O.O. PARTS HAVE BEEN SPECIAL ORDERED	Operation 50	Tech 425	Amount
Concern 54 Cause Correction Parts	CUSTOMER STATES THE PUSH PIN AT FILLER NECK IS BROKEN AND WONT HOLD FILLER NECK STABLE PUSH PIN BROKEN INSTALLED NEW PUSH PIN Part Number POS Note Description GM 011561878 RETAINER	Operation 54 Qty 1	Tech 425	Amount
Concern 60 Cause Correction 60-1	CUSTOMER STATES MULTI-POINT VEHICLE INSPECTION X X DECLINED BRAKE FLUSH AND TB/IND SERVICE	Operation MPI XBND	Tech 425 425	Amount

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

UCS02904

07/18/2018 WED 12:58 FAX 14789532824 Sunmark Community Bank 010/025

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Advr 186 DREW MOORE	Tag [redacted] License GA	3GTU2MEC4 GG[redacted]	Page 1	Invoice# [redacted]
Invoice to			**Driver/Owner Information**	
[redacted]			[redacted]	
For Office Use			**Vehicle Information**	
Odometer in: 27735 Out: 27760	Dist: DEF WAR W Prelim		16 GMC SIERRA K1500 SLE CREW CAB SPECIAL	
			Stock#: [redacted]	
Begin: 05/08/17	Done: 05/10/17	Invoiced: 05/10/17 11:53 KJ	Inservice: 07/21/16	
Customer Concern				

Concern 02 Cause Correction	CUSTOMER STATES RENTAL - RENTAL	Operation RENTAL	Tech 317
Concern 51 Cause Correction	CUSTOMER STATES TRANSMISSION IS JERKING TEST DROVE 27 MILES TRANSMISSION SHIFTING AS DESIGNED AT THIS TIME NO PROBLEM FOUND	Operation CS	Tech 394
Concern 52 Cause Correction	CUSTOMER STATES RADIO SCREEN GOES BLANK BUT STILL HAS SOUND DIAG WITH GPS NO CODE & RADIO NEEDS UPDATE REPROGRAM RADIO WITH SPS CODE AFTER PROGRAM 8070A PROG CODE : 2REG	Operation 2810335	Tech 338
Concern 60 Cause Correction 60-1	MULTI-POINT VEHICLE INSPECTION - - RECOMMEND VP FUEL INDUCTION & THROTTLE BODY SERVICE ON NEXT VISIT ($290.00)	Operation MPI XVP14	Tech 338 338

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

UCS02004

CUSTOMER

07/18/2018 WED 13:00 FAX 14789532824 SunMark Community Bank 013/025

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv: 186 DREW MOORE	Tag [redacted]	License GA	3GTU2MEC4 GG[redacted]	Page 1 (Last)	Invoice [redacted]

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

For Office Use			Vehicle Information
Odometer in: 24145 Out: 24146	Dist: DEF WAR W F	Prelim	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
			Stock#: [redacted]
Begin: 03/23/17	Done: 03/23/17	Invoiced: 03/23/17 12:31 W3	Inservice: 07/21/16

Customer Waiting

		Operation	Tech	Amount
Concern 24	CUSTOMER STATES SUBJECT: 4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP			
Cause	RECALL 28770	9102944	330	
Correction	TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH SPS			

Summary of Charges for Invoice [redacted]	Payment Distribution for Invoice [redacted]	
	FAC WARRANTY	38.22
	Customer Waiting	

PREFERRED TREATMENT
Attention: The following Invoices also exist
FID - EXT SERV CO

If you have any questions - please see DREW MOORE

DISCLAIMER OF WARRANTIES

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X

UC002004

CUSTOMER

07/18/2018 WED 13:01 FAX 14789532824 SunMark Community Bank 015/025

GEORGIA MVD - RECEIPT (COPY)

[redacted]

MAIL FEE	1.00
STANDARD TAG FEE	20.00
TOTAL FEES PAID	21.00

CHCK
Ck#: 1238

PURCH DT: 07/21/2016
REG DT: 01/03/2018

[redacted]

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

3GTU2MEC4GG[redacted] - 2016 GMC SIERRA K1500 S TK

Tag Number: [redacted]
Valuation 32921G $13190
Title Number: [redacted]
County: 019 District: 04 Mill Rate:
Farm Vehicle? N GVW: 7100
Classification: PASSENGER CAR/LIGHT TRUCKS
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: [redacted]
Customer 2 No:

Expires: 01/03/2019
Tag Fee: 20.00
Equip. No:
Fuel: G
Color: GRY/GRY

[redacted]

Signature: _____

07/18/2018 WED 12:54 FAX 14789532824 SunMark Community Bank 002/025

FIVE STAR

Debra Conway <dconway@fivestaronline.net>

3GTU2MEC4GG[redacted]
1 message

Andrew Sitten <asitten@fivestaronline.net> Fri, Aug 10, 2018 at 3:38 PM
To: Linda Heard <lheard@fivestaronline.net>, Debra Conway <dconway@fivestaronline.net>, Brad Williams <bwilliams@fivestaronline.net>, Jeremy Shaughnessy <jeremys@fivestaronline.net>

[redacted]

Activity Attachments
Dealer Notification|Case Number [redacted] |Activity Owner [redacted]
ACTIVITY INFORMATION

Status:*		Created By:	
Contact:		Created:*	
		End Date:	

Description
Documentation required for legal
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, Ms. [redacted] 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 (866) 215-6750. Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

This customer filed a legal case with GM. GM is requesting these documents.

--
Thank you
ANDY SITTEN
Service Manager
Five Star Chevrolet Cadillac Buick GMC
478-972-6367

LAW® 553-GA-e 3/13

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number [redacted] Contract Number [redacted]

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address)
[redacted]	N/A N/A	FIVE STAR CHEVROLET CADILLAC 495 Watson Blvd Warner Robins, GA 31093

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 in this contract. You agree to pay the Creditor - Seller (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	Vehicle Identification Number	Primary Use For Which Purchased
New	2016	GMC TRUCKS SIERRA 1500 4WD	3GTU2MEC4GG[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ ____

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 $ 13,500.00 is
4.59 %	$ 8,122.74	$ 46,890.42	$ 55,079.16	$ 67,519.16

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
84	654.99	Monthly beginning 9/4/2016

Or As Follows:
One Final Payment Of $ N/A On N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of $ 50.00 or 5 % of the part of the payment that is late, whichever is less.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind.

Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.
Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

Returned Check Charge: You agree to pay a charge equal to the greater of $30 or 5% of the check amount if any check you give us is dishonored and we make written demand that you do so.

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is $** N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

If the goods or services are obtained primarily for business or agricultural use, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract, unless the law allows it.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price including taxes of $ N/A ... $ 51,081.82 (1)

2 Total Downpayment -

Trade-in N/A (Year) N/A (Make) N/A (Model)

Gross Trade-In Allowance	$	N/A
Less Pay Off Made By Seller	$	N/A
Equity Net Trade-In	$	N/A
+ Cash	$	6,500.00
+ Other (If Any)	$	6,000.00
If total downpayment is negative, enter 0 and see 4I below	$	12,500.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2)	$	38,581.82 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf

(Seller may keep part of these amounts)

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies		
Life	$ N/A	
Disability	$ N/A	$ N/A
B Vendor's Single Interest Insurance Paid to Insurance Company		$ N/A
C Other Optional Insurance Paid to Insurance Company or Companies		$ N/A
D Optional Gap Contract		$ N/A
E Official Fees Paid to Government Agencies		
to GA DEPT OF REV for TITLE AD VALOREM TAX/ AVT		$ 3,211.55
to STATE OF GEORGIA for TITLE FEE		$ 3.00
to N/A for N/A		$ N/A
F Government Taxes (not included in Cash Price)		$ N/A
G Government License and/or Registration Fees		$ N/A
H Government Certificate of Title Fees		$ 137.00
I Other Charges (Seller must identify who is paid and describe purpose)		
to N/A for Prior Credit or Lease Balance		$ N/A
to GAS SOUTH for EXT. WARRANTY		$ 2,553.00
to GAS SOUTH for EXTENDED WARRANTY		$ 1,705.01
to FIVESTAR CREDIT for GAP FEE		$ 699.00
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		$ 8,308.60 (4)
5 Amount Financed (3 + 4)		$ 46,890.42 (5)

OPTION: [ ] You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A Year. N/A . SELLER'S INITIALS N/A

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 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

Insurance. You may buy the physical damage insurance if a contract requires from anyone you choose who is authorized to sell such insurance in Georgia. You are not required to buy any other insurance to obtain credit unless the box labeling "Credit Single Interest Insurance" is required is checked on page 1 of this contract.

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

Check the insurance you want and sign below.

Optional Credit Insurance

[ ] Credit Life [ ] Buyer [ ] Co-Buyer [ ] Both

[ ] Credit Disability [ ] Buyer [ ] Co-Buyer [ ] Both

Premium

Credit Life $ N/A

Credit Disability $ N/A

Insurance Company Name

N/A

Home Office Address

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. 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 any 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 insurance is shown below.

Other Optional Insurance

[ ] N/A _____ N/A

Type of Insurance Term

Premium $ N/A

Insurance Company Name

N/A

Home Office Address

N/A

N/A N/A

Type of Insurance Term

Premium $ N/A

Insurance Company Name

N/A

Home Office Address

N/A

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

I want the insurance checked above.

X _____ _____

Buyer Signature Date

X _____ _____

Co-Buyer Signature Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.

b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose.

c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on page 1 of this contract on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.

d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

2. YOUR OTHER PROMISES TO US

a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.

b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.

c. **Security interest.**
You give us a security interest in:
- The vehicle and all parts or goods put on it;
- All money or goods received (proceeds) for the vehicle;
- All insurance, maintenance, service, or other contracts we finance for you, and
- All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.

d. **Insurance you must have on the vehicle.**
You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium of the insurance and a finance charge computed at the Annual Percentage Rate shown on page 1 of this contract or, at our option, the highest rate the law permits.
If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.

e. **What happens to refunded insurance, maintenance, service, or other contract charges.** If we obtain a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

a. **You may owe late charges.** You will pay a late charge on each late payment as shown on page 1 of this contract. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments.
If you pay late, we may also take the steps described below.

b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once. Default means:
- You do not pay any payment on time.
- You give false, incomplete, or misleading information on a credit application.
- You start a proceeding in bankruptcy or one is started against you or your property, or
- You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.

c. **You may have to pay collection costs.** If we hire an attorney to collect what you owe, you will pay 15% of the amount you owe as attorney's fees, plus court costs. We will charge only attorney's fees and court costs the law permits.

d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.
We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at a rate not exceeding the highest lawful rate until you pay.

g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. **WARRANTIES SELLER DISCLAIMS**
Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.
This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

5. **Servicing and Collection Contacts.**
You agree that we may try to contact you in writing, by e-mail or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

6. **Applicable Law**
Federal law and the law of the state of our address shown on page 1 of this contract apply to this contract.

Electronic Contracting and Signature Acknowledgment. You agree that (i) this contract is an electronic contract executed by you using your electronic signature, (ii) your electronic signature signifies your intent to enter into this contract and that this contract be legally valid and enforceable in accordance with its terms to the same extent as if you had executed this contract using your written signature and (iii) the authoritative copy of this contract ("Authoritative Copy") shall be that electronic copy that resides in a document management system designated by us for the storage of authoritative copies of electronic records which shall be deemed held by us in the ordinary course of business. Notwithstanding the foregoing, if the Authoritative Copy is converted by printing a paper copy which is marked by us as the original (the "Paper Contract"), then you acknowledge and agree that (1) your signing of this contract with your electronic signature also constitutes issuance and delivery of such Paper Contract, (2) your electronic signature associated with this contract, when affixed to the Paper Contract, constitutes your legally valid and binding signature on the Paper Contract and (3) subsequent to such conversion, your obligations will be evidenced by the Paper Contract alone.

COPY

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.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be [redacted]. No oral changes are binding.

Buyer Signs X [redacted] Co-Buyer Signs X _____

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See the rest of this contract for other important agreements.

NOTICE TO THE BUYER: Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to an exact copy of the contract you sign.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X [redacted] Date _____ Co-Buyer Signs 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 signs here X _____ Date _____ Address _____

Seller signs FIVE STAR CHEVROLET CADILLAC Date _____ By X [redacted] Title _____

LAW FORM NO. 553-GA-e (rev. 3/13) [illegible]
[illegible]

[redacted]
001

FIVE STAR
CHEVROLET • CADILLAC

495 Watson Boulevard • Warner Robins, Georgia 31093
Phone: (478) 922-9341

CUSTOMER [redacted]
CUSTOMER [redacted]
ADDRESS [redacted]
CITY & STATE [redacted]
ZIP CODE [redacted] COUNTY [redacted]
HOME PHONE [redacted] BUS. PHONE [redacted]
CELL PHONE [redacted] PAGER
E-MAIL (HOME) [redacted] (BUS)
DOB [redacted]

NEW ☒ USED ☐ DEMO ☐
SALESMAN BURGESS, ANTOINE KENYON
YEAR 2016 MAKE GMC
MODEL SIERRA COLOR SPECIAL
VIN # 3GTU2MEC4GG[redacted]
ODOMETER 144
EMISSION STICKER # EXP. DATE
DEAL # [redacted] STOCK # [redacted]

THIS CONTRACT IS SUBJECT TO ARBITRATION

ALL VEHICLES SOLD **AS IS** EXCEPT FOR MANUFACTURER'S WARRANTY

DISCLAIMER OF WARRANTIES

DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.
PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
IN SOME INSTANCES VEHICLE SERVICE CONTRACTS OFFERED FOR SALE BY THE DEALERSHIP MAY BE ADMINISTERED BY A THIRD PARTY THAT IS NOT AFFILIATED WITH GENERAL MOTORS.
PURCHASER HAS READ, UNDERSTANDS AND AGREES TO ALL THE ABOVE TERMS AND CONDITIONS AND HAS RECEIVED A TRUE COPY OF THIS ORDER.

DESCRIPTION OF TRADE-IN

Year ____ Make ____
Model ____ Color ____
Vin # ____
Miles ____ License # ____
Emission Sticker # ____ Exp. Date ____

TRADE LIENHOLDER INFORMATION

Owed to ____
Acct. # ____
Good through ____ (10 Day Minimum)

Purchaser or vehicle lienholder hereby sells and transfers unto Dealer the trade-in vehicle described above. In order to induce Dealer to accept my trade-in for credit toward the purchase of the new or used vehicle described in this Order, Purchaser hereby certifies and warrants to dealer that: (1) he has absolute title to the vehicle, (2) the vehicle is free from any liens or encumbrances except as disclosed above, (3) he knows of no damage beyond normal wear and tear which has been sustained by the vehicle, repaired or unrepaired, other than as follows: ____

(4) the vehicle does not have and has never had a certificate of title issued for it which indicates that the vehicle is or ever was a salvage, rebuilt, or similarly designated vehicle, (5) the vehicle has never been damaged to the extent that the vehicle should have had a certificate of title issued for it which would designate the vehicle as a salvage, rebuilt, or similarly designated vehicle, (6) the vehicle has never been stolen, has never been damaged to the extent that an insurance company has paid a total loss claim on the vehicle, and has never been involved in a fire or flood or damaged by water or fire, and (7) all ad valorem taxes on the vehicle have been paid and no such taxes are currently owed.

Pay-Off on Trade-In subject to verification. Buyer agrees to pay amount exceeding this figure and Dealer agrees to refund any overpayment.

Signature

Proposed Lienholder
TD AUTO FINANCE LLC
PO BOX 997551
SACRAMENTO CA 95899

PRICE	51,081.82
EQUIPMENT ADDED	
PERMAPLATE	N/A
DING & DENT	N/A
SHADOWMARK	N/A
TOTAL EQUIPMENT ADDED	N/A
TOTAL VEHICLE AND ACCESSORIES	51,081.82
TRADE ALLOWANCE OR DISCOUNT	N/A
TRADE DIFFERENCE	51,081.82
DEALERSHIP SERVICES	$ 699.00
ELECTRONIC FILING FEE	$ 99.00
AMOUNT TAXABLE	51,879.82
PLUS TAVT TAX	3,211.59
EXTENDED SERVICE PLAN	4,258.01
TITLE REGISTRATION	$ 38.00
PAY-OFF OF TRADE-IN	N/A
WARRANTY RIGHTS ACT (NEW ONLY)	3.00
EMISSION (USED ONLY)	N/A
GRAND TOTAL →	59,390.42
REBATE →	6,000.00
CASH ON DELIVERY →	6,500.00
UNPAID BAL. OF CASH PRICE →	46,890.42

INSURANCE, INCLUDING, BUT NOT LIMITED TO, LIABILITY FOR BODILY INJURY AND PROPERTY DAMAGE, IS NOT INCLUDED IN THIS CONTRACT.

Pu[redacted] this Order, including all the terms on **BOTH THE FACE AND REVERSE SIDE HEREOF**, any Bailment Agreement, and any retail installment sales co[redacted] Order and any other document executed in connection with this transaction, the term "retail installment contract" shall be deemed to in[redacted] lease") reflecting the above transaction cancel and supercede any prior agreement or contract and comprise the complete and exclusive st[redacted] transaction. Purchaser further agrees that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AU[redacted]VE, AND FURTHER MORE IN THE EVENT OF A TIME SALE OR LEASE, THIS ORDER SHALL NOT BECOME BINDING UNTIL THE RE[redacted] CONTRACT SIGNED BY PURCHASER HAS BEEN APPROVED BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE SAID CO[redacted] Purchaser, by his execution of this Order, certifies that he is 18 years of age or older and acknowledges that he has read its terms, and ha[redacted]his Order, and of any retail installment sales contract. For[redacted] Purchaser's [redacted] Purchaser authorizes Dealer to investiga[redacted]

(Continued on rear)

07/21/2016
Date

[redacted]

MV-1 (Revised 11-2013)

DOR - Motor Vehicle Title/Tag Application

Original Title Fee	$ 18.00
Replacement Title Fee	$ 8.00
Title Penalty Fee	$ 10.00
Expedited Title Fee	$ 10.00

*Expedited title processing is only available by mail or in person at DOR/Motor Vehicle Division for non Title Ad Valorem Tax vehicles.

Fair Market Value _____
*Rebates - 0.00
Trade in Value - _____
Taxable Value = _____
Taxable Value x Rate = 0.00 (TAVT)

* This value is applicable only for a new vehicle not listed in the MVD assessment manual.

Vehicle Section: Except for the signature, this application must be typed, electronically completed & printed or legibly hand printed **in black or blue ink.**

Vehicle Identification Number	Year	Make	Body Style	Model	Color	Cylinders	New or Used
3GTU2MEC4GG[redacted]	2016	GMC	TK	SIERRA K1500 S	GREY	8	NEW

Date Purchased	Emission Certificate #	Current Title #	Current Title's State of Issue	GA County of Residence	District #
07/21/2016				HOUSTON	

Odometer Reading	Odometer reading is actual miles unless you check one of the following boxes: ☐ EXEMPT	Fuel
144	☐ Exceeds Mechanical Limits of Odometer ☐ Not the Actual Mileage. Warning odometer discrepancy!	GASOLINE

Complete For All Commercial Vehicles

Gross Vehicle Weight & Load	Straight Truck?	Used For Hire?	Type of Trailer Pulled?	Product Hauled?	Is This A Farm Vehicle?
7	☐ Yes ☐ No	☐ Yes ☐ No			☐ Yes ☐ No

Number of Owners 1 **Owner Section** **Leased Vehicle?** ☒ **No** ☐ **Yes** (Complete Lessee Section)

Owner # 1

Driver's License # (If individual)	State/Country of Issue*	Full Legal Name of Owner #1 First	Middle	Last	Suffix	Date of Birth
[redacted]	GA	[redacted]				[redacted]

If you purchased this vehicle from an out-of-state dealer/business, did you pick-up the vehicle out-of-state? ☐ Yes ☐ No

Full Legal Name of Business/Leasing Company's Name

Purchaser's GA Sales Tax # (when applicable)

Owner # 2

Driver's License # (If an individual)	State/Country of Issue*	Full Legal Name of Owner #2 First	Middle	Last	Suffix	Date of Birth

Full Legal Name of Business/Leasing Company's Name

Address (Street address including city, state & zip)
100 CRYSTAL RIDGE CIR
BYRON, GA 31008-3645

Mailing Address (If different from street address including city, state & zip)

Seller Section

GA Dealer's/Bank's 12 Digit Customer ID# (If Applicable)
[redacted]

Full Legal Name or Business Name & Address:
FIVE STAR CHEVROLET
495 WATSON BLVD, WARNER ROBINS, GA 31093

If Georgia Seller, GA County Name
HOUSTON

* Directly Financed Dealer Sale ☐

Lessee Section

Driver's License #, if individual*

Lessee's Full Legal Name & Address or Business Lessee's Full Name & Address:

Lessee's GA County Location

Security Interests or Liens Section

Number of Security Interests or Liens: 1

Security Interest Holder's/Lien Holder's ELT 12 Digit Customer ID #
[redacted]

Name & Address of 1st Security Interest Holder/Lien Holder:
TD AUTO FINANCE LLC
PO BOX 997551, SACRAMENTO, CA, 95899

Security Interest Holder's/Lien Holder's ELT 12 Digit Customer ID#

Name & Address of [redacted]

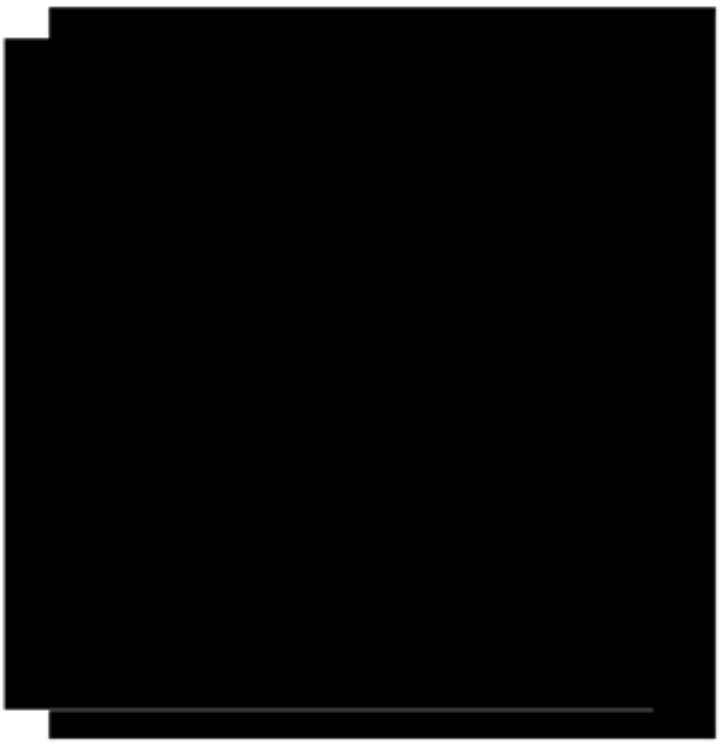
Security Interest Holder's/Lien Holder's ELT 12 Digit Customer ID #

Name & Address of 2nd Security Interest Holder/Lien Holder:

Name & Mailing Address of Attorney-in-Fact - Attach original power of attorney if title is to be mailed to attorney-in-fact.

I do so[redacted] fraudulent use of a false or fictitious name or address or for making a material false sta[redacted] five years, or both, that the statements contained herein are true & accurate.

Ow[redacted] Signature _____
*A[redacted] at the time of application, their valid Georgia driver's license or
Ge[redacted]



CERTIFICATE OF ORIGIN FOR A VEHICLE

[redacted]

GM

RBLPD019

DATE
11/25/15

INVOICE NO.
[redacted]

VEHICLE IDENTIFICATION NO.
3GTU2MEC4GG[redacted]

YEAR
2016

MAKE
GMC TRUCK

BODY TYPE
SIERRA 4WD CREW CAB PICKUP

SHIPPING WEIGHT
5434

H.P. (S.A.E.)
45.7

G.V.W.R.
7200

NO. CYLS.
08

SERIES OR MODEL
[redacted]

N.T.R.
1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

53500 SZKW8R

CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

****
* THIS VEHICLE*
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *
****

[redacted]

GENERAL MOTORS LLC

BY: [redacted]
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

DETROIT MI 48243-1114
CITY - STATE

GM 521 REV. 10-06

Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is *not* subject to any security interests other than those disclosed herein and warrant title to the vehicle.

FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1

NAME OF PURCHASER(S) Five Star Chevrolet Cadillac

ADDRESS 495 Watson Blvd Warner Robins GA 31093

I certify to the best of my knowledge that the odometer reading is 10 No Tenths

DEALER Carl Black Buick GMC LLC BY: V. Allen

NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20__

State of GA

County of Fulton Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2

NAME OF PURCHASER [redacted]

ADDRESS [redacted]

I certify to the best of my knowledge that the odometer reading is [redacted] No Tenths

DEALER Five Star Chevrolet Buick GMC Cadillac [redacted] BY: [redacted]

NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20__

State of GA

County of HOUSTON Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____

NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20__

State of _____

County of _____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____

NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this _____ day of _____ 20__

State of _____

County of _____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ODOMETER DISCLOSURE FOR RETAIL SALE

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ NO Tenths. ☐ The mileage stated is in excess of its mechanical limits ☐ The odometer reading is not the actual mileage.

WARNING ODOMETER DISCREPANCY

Signature(s) of Seller(s) _____ Date of Statement _____ Date of Sale _____

Printed Name(s) of Seller(s) _____ Dealer's No. _____

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me

Signature of Purchaser(s) _____

before this _____ day of _____ 20__

Printed Name of Purchaser(s) _____ Notary Public

Company Name (if Applicable) _____

State of _____

Address of Purchaser(s) _____

County of _____

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

LIENHOLDER

1st lien in favor of TD AUTO FINANCE LLC

whose address is PO BOX 997551 SACRAMENTO CA 95899

2nd lien in favor of _____

whose address is _____

GM921 REV. 1-2000

[redacted]
001

FIVE STAR CHEVROLET · CADILLAC

495 Watson Boulevard • Warner Robins, Georgia 31093
Phone: (478) 922-9341

CUSTOMER [redacted]
CUSTOMER [redacted]
ADDRESS [redacted]
CITY & STATE [redacted]
ZIP CODE [redacted]
HOME PHONE [redacted]
CELL PHONE [redacted]
E-MAIL [redacted]
DOB [redacted]

NEW ☐ USED ☐ DEMO ☐
SALESMAN BURGESS, ANTOINE KENYON
YEAR 2016 MAKE GMC
MODEL SIERRA COLOR SPECIAL
VIN # 3GTU2MEC4GG[redacted]
ODOMETER 144
EMISSION STICKER # [redacted] EXP. DATE
DEAL # [redacted] STOCK # [redacted]

THIS CONTRACT IS SUBJECT TO ARBITRATION

ALL VEHICLES SOLD **AS IS** EXCEPT FOR MANUFACTURER'S WARRANTY.

DISCLAIMER OF WARRANTIES

DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.
PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
IN SOME INSTANCES VEHICLE SERVICE CONTRACTS OFFERED FOR SALE BY THE DEALERSHIP MAY BE ADMINISTERED BY A THIRD PARTY THAT IS NOT AFFILIATED WITH GENERAL MOTORS.
PURCHASER HAS READ, UNDERSTANDS AND AGREES TO ALL THE ABOVE TERMS AND CONDITIONS AND HAS RECEIVED A TRUE COPY OF THIS ORDER.

DESCRIPTION OF TRADE-IN

Year ____ Make ____
Model ____ Color ____
Vin # ____
Miles ____ License # ____
Emission Sticker # ____ Exp. Date ____

TRADE LIENHOLDER INFORMATION

Owed to ____
Acct. # ____
Good through ____
(10 Day Minimum)

Purchaser or vehicle lienholder hereby sells and transfers unto Dealer the trade-in vehicle described above. In order to induce Dealer to accept my trade-in for credit toward the purchase of the new or used vehicle described in this Order, Purchaser hereby certifies and warrants to dealer that: (1) he has absolute title to the vehicle, (2) the vehicle is free from any loss or encumbrances except as disclosed above, (3) he knows of no damage beyond normal wear and tear which has been sustained by the vehicle, repaired or unrepaired, other than as follows: ____

(4) the vehicle does not have and has never had a certificate of title issued for it which indicates that the vehicle is or ever was a salvage, rebuilt, or similarly designated vehicle, (5) the vehicle has never been damaged to the extent that the vehicle should have had a certificate of title issued for it which would designate the vehicle as a salvage, rebuilt, or similarly designated vehicle, (6) the vehicle has never been stolen, has never been damaged to the extent that an insurance company has paid a total loss claim on the vehicle, and has never been involved in a fire or flood or damaged by water or fire, and (7) all ad valorem taxes on the vehicle have been paid and no such taxes are currently owed.

Pay-Off on Trade-In subject to verification. Buyer agrees to pay amount exceeding this figure and Dealer agrees to refund any overpayment.

Signature

Proposed Lienholder
TD AUTO FINANCE LLC
PO BOX 997551
SACRAMENTO CA 95899

PRICE	51,081.82
EQUIPMENT ADDED	
PERMAPLATE	N/A
DING & DENT	N/A
SHADOWMARK	N/A
TOTAL EQUIPMENT ADDED	N/A
TOTAL VEHICLE AND ACCESSORIES	51,081.82
TRADE ALLOWANCE OR DISCOUNT	N/A
TRADE DIFFERENCE	51,081.82
DEALERSHIP SERVICES	$ 699.00
ELECTRONIC FILING FEE	$ 99.00
AMOUNT TAXABLE	51,879.82
PLUS TAVT TAX	3,211.59
EXTENDED SERVICE PLAN	4,258.01
TITLE REGISTRATION	$ 38.00
PAY-OFF OF TRADE-IN	N/A
WARRANTY RIGHTS ACT (NEW ONLY)	3.00
EMISSION (USED ONLY)	N/A
GRAND TOTAL →	59,390.42
REBATE →	6,000.00
CASH ON DELIVERY →	6,500.00
UNPAID BAL. OF CASH PRICE →	46,890.42

INSURANCE, INCLUDING, BUT NOT LIMITED TO, LIABILITY FOR BODILY INJURY AND PROPERTY DAMAGE, IS NOT INCLUDED IN THIS CONTRACT.

Purc[redacted], including all the terms on **BOTH THE FACE AND REVERSE SIDE HEREOF**, any Bailment Agreement, and any retail installment sales cont[redacted] Order and any other document executed in connection with this transaction, the term "retail installment contract" shall be deemed to incl[redacted]lease") reflecting the above transaction cancel and supercede any prior agreement or contract and comprise the complete and exclusive state[redacted]transaction. Purchaser further agrees that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUT[redacted]E, AND FURTHER MORE IN THE EVENT OF A TIME SALE OR LEASE, THIS ORDER SHALL NOT BECOME BINDING UNTIL THE RET[redacted]CONTRACT SIGNED BY PURCHASER HAS BEEN APPROVED BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE SAID CO[redacted] Purchaser, by his execution of this Order, certifies tha[redacted]terms, and [redacted] of any retail installment sales contract. F[redacted]ormation is [redacted]. Purchaser authorizes Dealer to investi[redacted]on. (Continued on rear)

07/21/2016
Date

[redacted]

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

GM GMC OnStar

CUSTOMER NAME: [redacted]

VIN: 3 /G /T /U /2 /M /E /C /4 /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
Military	$ 6,000.00	NCC
	$	WR JAP
	$	KD1
	$	
	$	
Total Incentive Amount Received	$ 6,000.00	

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 _____.

I elect to receive _____.

Vehicle Incentive Acknowle[redacted] lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by th[redacted] as purchased/leased for personal/business use and not resale and I took delivery on 07 21 16 . I[redacted] described in Item(s) ____ and release GM from any future claim or obligation fo[redacted]

Purchaser/[redacted] **Date:** 07/21/16

[redacted]tar Acknowledgement

Vehicle Softwar[redacted]

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.

OnStar Terms and Conditions Acknowledgement

I acknowledge that I have received the Terms and Conditions applicable to the OnStar Services. Copies are available in my vehicle glove box, from my dealer, at [redacted] or by contacting OnStar directly.

Cancellation of OnStar Services

I acknowledge that the [redacted]ntinuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to reque[redacted]st press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherw[redacted]vide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automat[redacted]nStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount [redacted] information will be provided at least 30 days prior to any charges. Current pricing and infor[redacted]onstar.com.

Pu[redacted] **Date:** 07/21/16

The u[redacted]ation on this application is true and correct and the Incentive Payments , OnStar Vehicl[redacted]Services and Payment Method disclosures have been provided to the said purcha[redacted]s dealership and that properly completed accurate delivery data has been forwar[redacted]

Au[redacted] **Date:** 07/21/16

Dealership Name: ~~FIVE STAR CHEVROLET-CADILLAC~~ **Dealer Code:** _____

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. (GM379509-10152010) Rev 10-15-2010

Select Incentives

Selection Criteria
Delivery Date: **2016-07-21**
VIN #: **3GTU2MEC4GG[redacted]**
2016 GMC Sierra 1500
Inventory Status: **New**

Location: **PEACH (31008)**
Delivery Type: **INDIVIDUAL**
Order Type: **RETAIL - STOCK**
Dealer:

Selected Incentives
Cash Total: **$6,000**
Term:
Rate:
Residual:

	Cash	Stackable Cash	Program Number	Program Name	Rate	Residual	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
✓	$1,000	$5,000	16-40ACA-011	Consumer Cash Program					2016-07-19	2016-08-01	NCC		

Additional Stackable Incentives

	Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
✓	$1,000	16-40AI-008	GM Incremental Consumer Cash Program				2016-07-01	2016-08-01	LJR		
✓	$2,000	16-40AX-009	Bonus Cash Program				2016-07-01	2016-08-01	JPP		
✓	$2,000	16-40ACO-001	Buick & GMC Select Model Bonus Cash Program				2016-07-01	2016-08-01	KDY		

The information programmed on this spread is as of 2016-07-21 12:30 PM

**Programs in red print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer is responsible for determining consumer eligibility for each program.*

From:

No part of this information may be used without the written consent of General Motors

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2016 SIERRA 1500 4WD CREW CAB SLE — GENERAL MOTORS LLC
GXG IRIDIUM METALLIC /V8G
H0U JET BLACK — RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 3GT U2ME C4 GG[redacted] — VEHICLE INVOICE [redacted]
**********9698******48*53500S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK15543 SIERRA 1500 4WD CREW CAB	43305.00	40273.66	INVOICE 11/25/15
C5Z GVW RATING - 7,200 LBS	N/C	N/C	SHIPPED 11/25/15
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 12/14/15
GU6 REAR AXLE, 3.42 RATIO	N/C	N/C	INT COM 12/14/15
GXG IRIDIUM METALLIC	395.00	359.45	PRC EFF 11/25/15
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	996.45	KEYS V1077 V1077
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	WFP-S QTR OPT-1
PDU SLE VALUE PACKAGE	1885.00	1715.35	BANK: ALLY - 340
* TRAILERING EQUIPMENT PACKAGE			CHG-TO 53-500
* PWR SEAT ADJUSTER, DRIVER			
* REMOTE VEHICLE START			SHIP WT: 5434
* LED FRONT FOG LAMPS			HP: 45.7
* STEERING COLUMN TILT & TELESCOPING			GVWR: 7200
			GAWR.FT: 3950
* REAR WINDOW DEFROSTER			GAWR.RR: 3950
* POWER OUTLET, 110-VOLT AC			EMPLOY: 44022.23
* UNIVERSAL HOME REMOTE			SUPPLR: 45798.36
* AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL			NTR: 1/2
			EMPINC: 2709.76
RC7 TIRES, ALL TERRAIN	200.00	182.00	SUPINC: 933.62
RD3 WHEELS, 20" ULTRA BRIGHT MACHINED ALUMINUM (REPLACES STD./OPT WHEELS)	950.00	864.50	
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	
Z71 OFF ROAD SUSPENSION PACKAGE	695.00	632.45	
* WHEELS, 18" BRIGHT MACHINED ALUMINUM			
* AIR CLEANER, HIGH CAPACITY			
* HILL DESCENT CONTROL			
* UNDERBODY SHIELD			
* Z71 BADGE			
* MONOTUBE RANCHO SHOCKS			
1SZ SLE VALUE PACKAGE DISCOUNT	700.00-	637.00-	
TOTAL MODEL & OPTIONS	47825.00	44403.36	ACT 237 44163.61
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1434.75
DEALER IMR CONTRIBUTION		239.13	ADV 261 239.13
LMA GROUP CONTRIBUTION		478.25	EXP 65A 478.25
TOTAL	49020.00	46315.74	PAY 310 46315.74
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		44231.41	

****
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.

CARL BLACK BUICK GMC, LLC

REMIT TO ALLY NO. 340
VIN 3GTU2MEC4GG[redacted]
$ 46315.74 INV [redacted]
DUE 12/14/15 DEALER 53-500

September 25, 2018

Alex Simanovsky, Esq.
Alex Simanovsky & Associates
2300 Henderson Mill Rd., Suite 300
Atlanta, GA 30345

RE: [redacted]
Service Request: [redacted]
2016 GMC Sierra 1500
Vehicle Identification Number: 3GTU2MEC4GG[redacted]
Customer Relationship Specialist: Luis

Dear Mr. Simanovsky:

We have received your rejection of our settlement offer, dated September 24, 2018. In an attempt to settle this matter, General Motors is making a final offer of $3,000.00.

We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. This offer will remain available for five **(5)** calendar days from the date of this letter. If your client(s) agree with the terms of this 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 will assume that this matter is unable to be resolved and will close our file.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

[redacted]

61900
Current Vehicle Mileage

lex Simanovsky, Attorney for [redacted]

re

Client's Signature

10/01/18
Date

Date

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of $ 3,000.00 paid by General Motors LLC, hereby release(s) and discharge(s) General Motors LLC, General Motors Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2016 GMC Sierra 1500 bearing Vehicle Identification Number 3GTU2MEC4GG[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasor(s) has initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 62,674 on the date of the signing of this release.

Releasor(s) has carefully read and understand(s) this release. Releasor(s) agree(s) and acknowledge(s) that this Release constitutes the entire agreement between Releasor(s) and Releasees, and Releasor(s) is not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I agree to the terms of this Release of All Claims

DA[redacted] 10-11-18

[redacted]

Claimant's Signature

Address

City, State, Zip Code

[redacted]

STATE OF GA

COUNTY OF Thomas

Charles [illegible] Sanders, Jr
My Commission Expires
05/09/22
Thomas County, GA
Notary Public

Sworn to (or affirmed) and subscribed before me this 11 day of October, 2018,
by [redacted]

[redacted]
Signature of Notary Public

[redacted]
Print, type or stamp Commissioned Name of Notary Public

Charles W Sanders, Jr
My Commission Expires
05/09/22
Thomas County, GA
Notary Public

Personally Known _____ OR Produced identification ✓

Type of identification Drivers License

My commission expires: 5-9-2022

Form **W-9**
(Rev. November 2017)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

► Go to *www.irs.gov/FormW9* for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Print or type. See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
ALEX SIMANOVSKY & ASSOCIATES, LLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☑ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► S

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ►

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
2300 HENDERSON MILL ROAD, SUITE 300

Requester's name and address (optional)

6 City, state, and ZIP code
ATLANTA, GA 30345

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number
[ ][ ][ ] - [ ][ ] - [ ][ ][ ][ ]

or

Employer identification number
[redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ► [redacted] Date ► 1/9/2018

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

Customer Name: [redacted]
SR#: [redacted]
VIN#: 3GTU2MEC4GG[redacted]
Y,M,M: 2016 GMC Sierra 1500
Lawsuit: N/A
****

Law Firm Info: Alex Simanovsky & Associates, LLC
PC: Alex Simanovsky
P#: 678-781-1012 ext: 1012
F#: 770-414-1002
E: alex@lemonlawinfo.com
A: 2300 Henderson Mill Road, Suite 300
Atlanta, GA 30345
Date on Demand/Complaint Letter: July 24, 2018
In-Service Date: 7/21/16
****

CAM: Wes Preece
P: 678-240-9832
E: wes.m.preece@gm.com
****

BRM: Bobby N Qureshi
P: 678-240-9830
E: bobby.qureshi@gm.com
****

Legal Assistant
Name: Mary Livingston
Email: mary.livingston@gm.com
P#: 512-389-7054
****

VIN Scan
Comments: Previous SR's Found: Yes

[redacted] / CAC T2
Opened- 4/19/17-5/25/17
Concern - Customer is not satisfied with the vehicle. Asking for a new vehicle or compensation due to inconvenience. The transmission is not working right, I had multiple issues and recall repair.
Resolution - $250 Accessory certificate offered for the inconvenience, and apologetic gesture due to the radio not working properly, and his time at the dealership.

[redacted] / CAC T2
Opened- 9/20/17-9/28/17
Concern - The customer is seeking assistance for the vehicle that is having multiple problems with the vehicle
Resolution - SA adv customer would have to go thru sales if looking to get out of the vehicle.

[redacted] / CAC T2
Opened- 6/19/18-6/21/18
Concern - The customer called and he has issue with his vehicle for the A/C belt got broke
Resolution - Unfortunately GMC will not be able to assist you with this repair. The belt is not covered under warranty. Belt are considered customer maintenance and customer pay.

Open Recalls- Y/N
Branded Title/ Warranty Block – No

Previous Goodwill-No
****
Selling Dealer Name: FIVE STAR CHEVROLET-BUICK-GMC-CADILLAC
BAC: 194[redacted]
A: 495 WATSON BLVD
WARNER ROBINS, GA 31093
P: 478-922-9341

Service Manager: Beverly Wooten
P: 478-922-9341
E: bevwooten@fivestaronline.net

DMA: Timoty (Tim) Dobrynski
P: 810-445-9269
E: timothy.dobrynski@gm.com

****
FOR BRC USE ONLY
Luis/BRCLEGAL/ATX/5924486

This is a BRC Legal Case. Do not assume case. Forward any Attorney inquiries to Luis at EXT 5924486. If caller is a customer, refer them to their attorney.

NER

1.00
20.00
21.00

PT
SES ***

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

3GTU2MEC4GG[redacted] 2016 GMC SIERRA K1500 S TK

Tag Number: [redacted]

Valuation 32921G $13100

Expires: 01/03/2019

Title Number: [redacted]

Tag Fee: 20.00

County: 019 District: 04 Mill Rate:

Equip. No:

Farm Vehicle? N GVW: 7100

Fuel: G

Classification: PASSENGER CAR/LIGHT TRUCKS

Color: GRY/GRY

Insurance Status: VALID INSURANCE COVERAGE

Customer 1 No: [redacted]

Customer 2 No:

[redacted]

TAG EXPIRES ON YOUR BIRTHDAY!!!
IT IS YOUR RESPONSIBILITY TO RENEW
WHETHER OR NOT YOU RECEIVE PRIOR
NOTIFICATION BY MAIL

Signature: _____

Advertisement

2016 GMC Sierra 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	$18,957	**$21,507**	$24,649	$25,765
PRIVATE PARTY	$20,990	**$23,799**	$27,188	$28,355

Where can I find my VIN?

edmunds | MyAppraise

Skip the Hassle, Sell Smarter

- Dealers compete for your vehicle by sending offers by e-mail or text
- Easier and safer than selling your car to private buyers
- Absolutely no obligation to sell or buy

Enter Your VIN

e.g. 2FMDK3KCXBBE[redacted] Get Started

New Car Buying Guides

See which cars and trucks our editors recommend

SUV
Sedan
Truck
Convertible
Minivan
Hybrid

All Buying Guides

2016 GMC Sierra 1500

Base 4dr Truck 6.6 ft. Bed

TMV® Pricing Details

	Trade-In	Private Party	Dealer Retail
National Base Price	**$24,236**	**$26,647**	**$28,619**
Optional Equipment	**$748**	**$867**	**$983**
Rear Defogger	**$85**	**$98**	**$111**
Privacy Glass	**$69**	**$80**	**$90**
Locking Rear Differential	**$219**	**$254**	**$288**
Power Exterior Mirrors	**$46**	**$54**	**$61**
Heated Exterior Mirrors	**$43**	**$49**	**$56**
Rear View Camera	**$155**	**$180**	**$204**
Cargo Area Floor Mat	**$42**	**$49**	**$55**
Remote Power Door Locks	**$60**	**$70**	**$80**
Cargo Area Light	**$29**	**$33**	**$38**
Color Adjustment - Iridium Metallic	**$2**	**$2**	**$3**
Regional Adjustment - for Zip Code 31008	**$79**	**$87**	**$94**
Mileage Adjustment - 42,653 miles	**$-421**	**$-421**	**$-421**
Condition Adjustment - Average	**$-3,137**	**$-3,383**	**$-3,528**
Total	$21,507	$23,799	$25,750

[redacted]

Buying a Certified Used Vehicle

Certified Used Price

Dealer Retail

Vehicle not eligible for certification.

Buy this car on Edmunds

Shop deals, get appraisals, find resources

Start Shopping

Ad

Build Your Sierra 1500

Select Color: Onyx Black

BUILD AT GMC.COM

*Disclaimer

3 of 4 For Sale

Near Byron, GA 31008

Used 2016 GMC Sierra 1500 SLE

17,259 mi

Stock: [redacted]

VIN: 3GTP1MEC8GG[redacted]

Five Star Chevrolet Buick GMC (9 mi)

(844) 572-9077

$33,795

Check Availability

Used 2016 GMC Sierra 1500 SLT

38,685 mi

Stock: [redacted]

VIN: 3GTU2NEC3GG[redacted]

Five Star Mazda (17 mi)

(877) 691-9097

$38,983

Check Availability

Used 2016 GMC Sierra 1500 Base

12,474 mi

Stock: [redacted]

VIN: 1GTN1LEC4GZ[redacted]

Brannen Ford (27 mi)

$23,995

Check Availability

Ad

GMC

Special Offers

2018 GMC Sierra 1500

See the top deals in your area

Search inventory in your a

VISIT GMC.COM

*Disclaimer

Know Before You Go to the Dealership

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

AUTO CREDIT EXPRESS

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Don't waste your time, compare multiple real insurance quotes at once!

insurance.com

[redacted]

New Car Resources
New Cars
Calculators
Car Finder
Compare Cars
Find a Dealer
Get Monthly Payment
Incentives & Rebates

Used Car Resources
Used Cars
Appraise Your Car
Certified Cars
Selling Tips

Car Articles & Advice
Car Reviews
Long-Term Road Tests
Car Videos
True Cost to Own®
Research
Buy a Car
Car News
Automobile Forums
Car Leasing
Car Financing

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Luis Palomo (C)

From: Luis Palomo (C)
Sent: Tuesday, August 14, 2018 2:02 PM
To: Billy Childers
Subject: RE: L5 [redacted], GA [redacted] 2016 Sierra multiple concern FRA

Billy,

Thank you for your cooperation, the date for August 21st, 2018 was confirmed today by Five Star Chevrolet.

Sincerely,
Luis | – Legal Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, ext: 5924486
Fax: 866-215-6750

From: Billy Childers
Sent: Friday, August 10, 2018 7:28 AM
To: Luis Palomo (C)
Subject: FW: L5 [redacted], GA [redacted] 2016 Sierra multiple concern FRA

Luis,
First available date I have for this FRA is Tuesday 8/21/18. Please have customer drop off vehicle on Monday 8/20/18, if possible.
Let me know as soon as the date is verified, please.
Thanks,

William (Billy) Childers
Field Service Engineer
GM Customer Care & Aftersales
Lizella, GA

478-747-9867
billy.childers@gm.com

From: NDCC [mailto:ndcc@dxc.com]
Sent: Thursday, August 09, 2018 1:54 PM
To: Billy Childers <billy.childers@gm.com>
Subject: [EXTERNAL] L5 [redacted], GA [redacted] 2016 Sierra multiple concern FRA

This case is assigned to Billy Childers. Thanks.

Assigned To:	Billy Childers		
Case Description:	Shell case for FRA per BRC. Request states: Demand letter received 08/07/18. Concern: Engine, electrical, transmission. A/C system, brakes. FSE needed: Appointment must be scheduled by 08/14/18. Preferably Monday, Tuesday, or Wednesday. Please respond with availability within 24 hours. TIDD N/A.		
DTC's			
Contact Information:	SME Name:	Scott Fibranz	989-249-9530
	Dealer Name:	Five Star Chevrolet-Buick-GMC-Cadillac	
	Dealer Contact:	Beverly Wooten	(478) 922-9341
	BQM:	Bob Hartman	586-945-2083
	DMA:	Tim Dobrynski	810-445-9269
VIN:	3GTU2MEC4GG[redacted]		
Suggested Action:	FSE to contact BRC Luis (luis.1.palomo@gm.com) for more information if needed prior to onsite.		

Craig S. Jones
National Dispatch Command Center
Techline Engineering Support Specialist
M 248-425-5921

craig.s.jones@dxc.com

DXC Technology
3000 University Drive
Auburn Hills, 48326
dxc.technology

-----Original Message-----
From: TACHELP@gm.com [mailto:TACHELP@gm.com]
Sent: Thursday, August 09, 2018 1:42 PM
To: NDCC <ndcc@hpe.com>
Cc: wes.m.preece@gm.com; jeffrey.lobb@gm.com; hank.poelman@gm.com
Subject: L5 [redacted], GA [redacted] 2016 Sierra multiple concern FRA

Level 5 Escalation FSE Notification

This is Keith Gardner from the TECHNICAL Contact Center (TCC). This message is to notify you that this case has been sent to the FSENDCC Queue for dispatch. Please review the case and provide appropriate assistance.

If further technical information is needed please contact the BQM/SME provided below.

TAC Case: [redacted]
DMA Name: Tim Dobrynski
DMA Phone 810-445-9269
SME Name: Scott Fibranz
SME Phone: 989-249-9530
BQM Name: Bob Hartman
BQM Phone 586.945.2083
Dealer Service Manager Name: Beverly Wooten
Dealer Contact Phone: [redacted]

Keith Gardner
Technical Contact Center for GM Technical Assistance An Associate of Morley Companies
1-877-446-8227 prompt 5
tachelp@gm.com

[THREAD ID:8-22ISZU2]

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

From: GMLegalUpdate@gm.com
Sent: 8/9/2018 01:31:26 PM
To: TACHELP@gm.com
Subject: KEG Final Repair Attempt (FRA) FSE Request for [redacted]

Please see attached form.

If no TAC case has been created please create one.

Thank you!

Business Resource Center

[SR:[redacted]]

Luis Palomo (C)

From: Luis Palomo (C)
Sent: Friday, September 28, 2018 9:29 AM
To: 'Alex Simanovsky'
Subject: RE: [EXTERNAL] RE: [redacted]

Hello Alex,

I am just following up on the offer sent to you on 09/25/18. Please advise.

Sincerely,
Luis | – Legal Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, ext: 5924486
Fax: 866-215-6750

From: Alex Simanovsky [mailto:Alex@LemonLawInfo.com]
Sent: Monday, September 24, 2018 4:24 PM
To: Luis Palomo (C)
Subject: [EXTERNAL] RE: [redacted]

Thanks Luis,
Counter-demand is $10,000.

Alex Simanovsky, Esq.
Managing Partner

Alex Simanovsky & Associates, LLC
Consumer Protection Attorneys

Phone: 678-781-1012
Toll-Free: 855-781-1012
Fax: 877-570-5413
Email: alex@lemonlawinfo.com

From: Luis Palomo (C) <luis.1.palomo@gm.com>
Sent: Monday, September 24, 2018 11:23 AM
To: 'Alex Simanovsky' <Alex@LemonLawInfo.com>
Subject [redacted]

Customer Name: [redacted]

SR#: [redacted]
VIN#: 3GTU2MEC4GG[redacted]
Y,M,M: 2016 GMC Sierra 1500

Good morning Alex,

Please see attached our one time offer.

Sincerely,
Luis | – Legal Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, ext: 5924486
Fax: 866-215-6750

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

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

FIVE STAR

Debra Conway <dconway@fivestaronline.net>

3GTU2MEC4GG[redacted]
1 message

Andrew Sitten <asitten@fivestaronline.net> Fri, Aug 10, 2018 at 3:38 PM
To: Linda Heard <lheard@fivestaronline.net>, Debra Conway <dconway@fivestaronline.net>, Brad Williams <bwilliams@fivestaronline.net>, Jeremy Shaughnessy <jeremys@fivestaronline.net>

[redacted]

Activity Attachments
Dealer Notification|Case Number [redacted] Activity Owner [redacted]
ACTIVITY INFORMATION

Status:*		Created By:	
Contact:		Created:*	
		End Date:	

Description
Documentation required for legal
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, Ms. [redacted] 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 (866) 215-6750. Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

This customer filed a legal case with GM. GM is requesting these documents.

--
Thank you
ANDY SITTEN
Service Manager
Five Star Chevrolet Cadillac Buick GMC
478-972-6367

LAW 553-GA-e 3/13

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number [redacted] Contract Number [redacted]

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address)
[redacted]	N/A N/A	FIVE STAR CHEVROLET CADILLAC 495 Watson Blvd Warner Robins, GA 31093

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 in this contract. You agree to pay the Creditor - Seller (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	Vehicle Identification Number	Primary Use For Which Purchased
New	2016	GMC TRUCKS SIERRA 1500 4WD	3GTU2MEC4GG[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ ____

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 $ 13,500.00 is
4.59 %	$ 8,128.74	$ 46,890.42	$ 55,019.16	$ 67,519.16

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
84	654.99	Monthly beginning 9/4/2016

Or As Follows:
One Final Payment Of $ N/A On N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of $ 50.00 or 5 % of the part of the payment that is late, whichever is less.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

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

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

Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.
Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

Returned Check Charge: You agree to pay a charge equal to the greater of $30 or 5% of the check amount if any check you give us is dishonored and we make written demand that you do so.

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is $** N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind.

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

If the goods or services are obtained primarily for business or agricultural use, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract, unless the law allows it.

ITEMIZATION OF AMOUNT FINANCED

1	Cash Price including taxes of $ N/A	$ 51,081.82 (1)
2	Total Downpayment -	
	Trade-in N/A (Year) N/A (Make) N/A (Model)	
	Gross Trade-In Allowance	$ N/A
	Less Pay Off Made By Seller	$ N/A
	Equals Net Trade-In	$ N/A
	+ Cash	$ 6,500.00
	+ Other (If Any)	$ 6,000.00
	If total downpayment is negative, enter 0 and see 4B below	$ 12,500.00 (2)
3	Unpaid Balance of Cash Price (1 minus 2)	$ 38,581.82 (3)
4	Other Charges Including Amounts Paid to Others on Your Behalf (We may keep part of these amounts)	
A	Cost of Optional Credit Insurance Paid to Insurance Company or Companies	
	Life	$ N/A
	Disability	$ N/A $ N/A
B	Vendor's Single Interest Insurance Paid to Insurance Company	$ N/A
C	Other Optional Insurance Paid to Insurance Company or Companies	$ N/A
D	Optional Gap Contract	$ N/A
E	Official Fees Paid to Government Agencies	
	to GWINNETT TAX COMMISSIONER for TITLE AND REGISTRATION TAX	$ 3,211.59
	to STATE OF GEORGIA for TITLE FEE	$ 3.00
	to N/A for N/A	$ N/A
F	Government Taxes Not Included in Cash Price	$ N/A
G	Government License and/or Registration Fees	$ N/A
H	Government Certificate of Title Fees	$ 137.00
I	Other Charges (Seller must identify who is paid and describe purpose)	
	to N/A for Prior Credit or Lease Balance	$ N/A
	to FIRST MILE for EXT WARRANTY	$ 2,553.00
	to FIRST MILE for WARRANTY	$ 1,705.01
	to RIVERSEARCH WRKR for COLTEE	$ 689.00
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	to N/A for N/A	$ N/A
	Total Other Charges and Amounts Paid to Others on Your Behalf	$ 8,308.60 (4)
5	Amount Financed (3 + 4)	$ 46,890.42 (5)

OPTION: [ ] You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A Year, N/A. SELLER'S INITIALS N/A

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 as Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

Insurance. You may buy the physical damage insurance if a contract requires from anyone you choose who is authorized to sell such insurance in Georgia. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked on page 1 of this contract.

If any insurance is declined, below, obtain a certificate from the named insurance companies and describe the terms and conditions.

Check the insurance you want and sign below.

Optional Credit Insurance

[ ] Credit Life [ ] Buyer [ ] Co-Buyer [ ] Both

[ ] Credit Disability [ ] Buyer [ ] Co-Buyer [ ] Both

Premium

Credit Life $ N/A

Credit Disability $ N/A

Insurance Company Name

N/A

Home Office Address

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. 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 and credit disability insurance ends on the original due date for the last payment unless a different term for insurance is shown below.

Other Optional Insurance

[ ] N/A _____ N/A

Type of Insurance Term

Premium $ N/A

Insurance Company Name

N/A

Home Office Address

N/A N/A N/A

Type of Insurance Term

Premium $ N/A

Insurance Company Name

N/A

Home Office Address

N/A

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

I want the insurance checked above.

X _____ Date

Buyer Signature

X _____ Date

Co-Buyer Signature

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

OTHER IMPORTANT AGREEMENTS

1. **FINANCE CHARGE AND PAYMENTS**
   a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed.
   b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose.
   c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on page 1 of this contract on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.
   d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

2. **YOUR OTHER PROMISES TO US**
   a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.
   b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.
   c. **Security interest.**
   You give us a security interest in:
   - The vehicle and all parts or goods put on it;
   - All money or goods received (proceeds) for the vehicle;
   - All insurance, maintenance, service, or other contracts we finance for you, and
   - All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

   This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.
   d. **Insurance you must have on the vehicle.** You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium of the insurance and a finance charge computed at the Annual Percentage Rate shown on page 1 of this contract or, at our option, the highest rate the law permits.
   If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.
   e. **What happens to refunded insurance, maintenance, service, or other contract charges.** If we obtain a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. **IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES**
   a. **You may owe late charges.** You will pay a late charge on each late payment as shown on page 1 of this contract. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments.
   If you pay late, we may also take the steps described below.
   b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once. Default means:
   - You do not pay any payment on time.
   - You give false, incomplete, or misleading information on a credit application.
   - You start a proceeding in bankruptcy or one is started against you or your property, or
   - You break any agreements in this contract.

   The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.
   c. **You may have to pay collection costs.** If we hire an attorney to collect what you owe, you will pay 15% of the amount you owe as attorney's fees, plus court costs. We will charge only attorney's fees and court costs the law permits.
   d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.
We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at a rate not exceeding the highest lawful rate until you pay.

g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

4. **WARRANTIES SELLER DISCLAIMS**
Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.
This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

5. **Servicing and Collection Contacts.**
You agree that we may try to contact you in writing, by e-mail or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

6. **Applicable Law**
Federal law and the law of the state of our address shown on page 1 of this contract apply to this contract.

Electronic Contracting and Signature Acknowledgment. You agree that (i) this contract is an electronic contract executed by you using your electronic signature, (ii) your electronic signature signifies your intent to enter into this contract and that this contract be legally valid and enforceable in accordance with its terms to the same extent as if you had executed this contract using your written signature and (iii) the authoritative copy of this contract ("Authoritative Copy") shall be that electronic copy that resides in a document management system designated by us for the storage of authoritative copies of electronic records which shall be deemed held by us in the ordinary course of business. Notwithstanding the foregoing, if the Authoritative Copy is converted by printing a paper copy which is marked by us as the original (the "Paper Contract"), then you acknowledge and agree that (1) your signing of this contract with your electronic signature also constitutes issuance and delivery of such Paper Contract, (2) your electronic signature associated with this contract, when affixed to the Paper Contract, constitutes your legally valid and binding signature on the Paper Contract and (3) subsequent to such conversion, your obligations will be evidenced by the Paper Contract alone.

COPY

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.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be [redacted]. No oral changes are binding.

Buyer Signs X [redacted] Co-Buyer Signs X _____

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See the rest of this contract for other important agreements.

NOTICE TO THE BUYER: Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to an exact copy of the contract you sign.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X [redacted] Date _____ Co-Buyer Signs X _____ Date _____

Co-Buyers and Other Owners — A cobuyer 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 signs here X _____ Date _____ Address _____

Seller signs FIVE STAR CHEVROLET CADILLAC Date _____ By X [redacted] Title _____

LAW FORM NO. 553-GA-e (rev. 3/13) [illegible]
[illegible] NO WARRANTIES, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

[redacted] 001

FIVE STAR
CHEVROLET • CADILLAC

495 Watson Boulevard • Warner Robins, Georgia 31093
Phone: (478) 922-9341

CUSTOMER [redacted]
CUSTOMER
ADDRESS
CITY & STATE
ZIP CODE [redacted] COUNTY [redacted]
HOME PHONE [redacted] BUS. PHONE [redacted]
CELL PHONE PAGER
E-MAIL (HOME) [redacted] (BUS)
DOB [redacted]

NEW ☒ USED ☐ DEMO ☐
SALESMAN BURGESS, ANTOINE KENYON
YEAR 2016 MAKE GMC
MODEL SIERRA COLOR SPECIAL
VIN # 3GTU2MEC4GG[redacted]
ODOMETER 144
EMISSION EXP. DATE
DEAL # [redacted] STOCK # [redacted]

THIS CONTRACT IS SUBJECT TO ARBITRATION

ALL VEHICLES SOLD **AS IS** EXCEPT FOR MANUFACTURER'S WARRANTY.

DISCLAIMER OF WARRANTIES

DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.
PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
IN SOME INSTANCES VEHICLE SERVICE CONTRACTS OFFERED FOR SALE BY THE DEALERSHIP MAY BE ADMINISTERED BY A THIRD PARTY THAT IS NOT AFFILIATED WITH GENERAL MOTORS.
PURCHASER HAS READ, UNDERSTANDS AND AGREES TO ALL THE ABOVE TERMS AND CONDITIONS AND HAS RECEIVED A TRUE COPY OF THIS ORDER.

DESCRIPTION OF TRADE-IN

Year ____ Make ____
Model ____ Color ____
Vin # ____
Miles ____ License # ____
Emission Sticker # ____ Exp. Date ____

TRADE LIENHOLDER INFORMATION

Owed to ____
Acct. # ____
Good through ____ (10 Day Minimum)

Purchaser or vehicle lienholder hereby sells and transfers unto Dealer the trade-in vehicle described above. In order to induce Dealer to accept my trade-in for credit toward the purchase of the new or used vehicle described in this Order, Purchaser hereby certifies and warrants to dealer that: (1) he has absolute title to the vehicle, (2) the vehicle is free from any liens or encumbrances except as disclosed above, (3) he knows of no damage beyond normal wear and tear which has been sustained by the vehicle, repaired or unrepaired, other than as follows: ____

(4) the vehicle does not have and has never had a certificate of the title issued for it which indicates that the vehicle is or was ever a salvage, rebuilt, or similarly designated vehicle, (5) the vehicle has never been damaged to the extent that the vehicle should have had a certificate of title issued for it which would designate the vehicle as a salvage, rebuilt, or similarly designated vehicle, (6) the vehicle has never been stolen, has never been damaged to the extent that an insurance company has paid a total loss claim on the vehicle, and has never been involved in a fire or flood or damaged by water of fire, and (7) all ad valorem taxes on the vehicle have been paid and no such taxes are currently owed.

Pay-Off on trade-in subject to verification. Buyer agrees to pay amount exceeding this figure and Dealer agrees to refund any overpayment.

Signature

Proposed Lienholder
TD AUTO FINANCE LLC
PO BOX 997551
SACRAMENTO CA 95899

PRICE	51,081.82
EQUIPMENT ADDED	
PERMAPLATE	N/A
DING & DENT	N/A
SHADOWMARK	N/A
TOTAL EQUIPMENT ADDED	N/A
TOTAL VEHICLE AND ACCESSORIES	51,081.82
TRADE ALLOWANCE OR DISCOUNT	N/A
TRADE DIFFERENCE	51,081.82
DEALERSHIP SERVICES	$ 699.00
ELECTRONIC FILING FEE	$ 99.00
AMOUNT TAXABLE	51,879.82
PLUS TAVT TAX	3,211.59
EXTENDED SERVICE PLAN	4,258.01
TITLE REGISTRATION	$ 38.00
PAY OFF OF TRADE-IN	N/A
WARRANTY RIGHTS ACT (NEW ONLY)	3.00
EMISSION (USED ONLY)	N/A
GRAND TOTAL →	59,390.42
REBATE →	6,000.00
CASH ON DELIVERY →	6,500.00
UNPAID BAL. OF CASH PRICE →	46,890.42

INSURANCE, INCLUDING, BUT NOT LIMITED TO, LIABILITY FOR BODILY INJURY AND PROPERTY DAMAGE, IS NOT INCLUDED IN THIS CONTRACT.

Pu[redacted]r, including all the terms on **BOTH THE FACE AND REVERSE SIDE HEREOF**, any Bailment Agreement, and any retail installment sales co[redacted]s Order and any other document executed in connection with this transaction, the term "retail installment contract" shall be deemed to inc[redacted] lease") reflecting the above transaction cancel and supercede any prior agreement or contract and comprise the complete and exclusive sta[redacted] transaction. Purchaser further agrees that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AU[redacted]VE, AND FURTHER MORE IN THE EVENT OF A TIME SALE OR LEASE, THIS ORDER SHALL NOT BECOME BINDING UNTIL THE RE[redacted] CONTRACT SIGNED BY PURCHASER HAS BEEN APPROVED BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE SAID CO[redacted]. Purchaser, by his execution of this Order, certifies that he is 18 years of age or older and acknowledges that he has read its terms, and ha[redacted] this Order, and of any retail installment sales contract. For[redacted] Purchaser authorizes Dealer to investiga[redacted] Purchaser's [redacted] ear)

[redacted]

07/21/2016
Date

[redacted]

MV-1 (Revised 11-2013)

DOR - Motor Vehicle Title/Tag Application

Original Title Fee	$ 18.00
Replacement Title Fee	$ 8.00
Title Penalty Fee	$ 10.00
Expedited Title Fee	$ 10.00

*Expedited title processing is only available by mail or in person at DOR/Motor Vehicle Division for non Title Ad Valorem Tax vehicles.

Fair Market Value		
*Rebates	-	0.00
Trade in Value	-	
Taxable Value	=	
Taxable Value x Rate	=	0.00 (TAVT)

* This value is applicable only for a new vehicle not listed in the MVD assessment manual.

Vehicle Section: Except for the signature, this application must be typed, electronically completed & printed or legibly hand printed **in black or blue ink.**

Vehicle Identification Number	Year	Make	Body Style	Model	Color	Cylinders	New or Used
3GTU2MEC4GG[redacted]	2016	GMC	TK	SIERRA K1500 S	GREY	8	NEW

Date Purchased	Emission Certificate #	Current Title #	Current Title's State of Issue	GA County of Residence	District #
07/21/2016				HOUSTON	

Odometer Reading	Odometer reading is actual miles unless you check one of the following boxes: ☐ EXEMPT	Fuel
144	☐ Exceeds Mechanical Limits of Odometer ☐ Not the Actual Mileage. Warning odometer discrepancy!	GASOLINE

Complete For All Commercial Vehicles

Gross Vehicle Weight & Load	Straight Truck?	Used For Hire?	Type of Trailer Pulled?	Product Hauled?	Is This A Farm Vehicle?
7	☐ Yes ☒ No	☐ Yes ☐ No			☐ Yes ☐ No

Number of Owners 1 **Owner Section** **Leased Vehicle?** ☒ **No** ☐ **Yes** (Complete Lessee Section)

Owner # 1

Driver's License # (If individual)	State/Country of Issue*	Full Legal Name of Owner #1 First	Middle	Last	Suffix	Date of Birth
[redacted]	GA	[redacted]				[redacted]

If you purchased this vehicle from an out-of-state dealer/business, did you pick-up the vehicle out-of-state? ☐ Yes ☐ No

Full Legal Name of Business/Leasing Company's Name

Purchaser's GA Sales Tax # (when applicable)

Owner # 2

Driver's License # (If an individual)	State/Country of Issue*	Full Legal Name of Owner #2 First	Middle	Last	Suffix	Date of Birth

Full Legal Name of Business/Leasing Company's Name

Address (Street address including city, state & zip)	Mailing Address (If different from street address including city, state & zip)
100 CRYSTAL RIDGE CIR BYRON, GA 31008-3645	

Seller Section	**Lessee Section**
GA Dealer's/Bank's 12 Digit Customer ID# (If Applicable) [redacted]	Driver's License #, if individual*
Full Legal Name or Business Name & Address: FIVE STAR CHEVROLET 495 WATSON BLVD, WARNER ROBINS, GA 31093	Lessee's Full Legal Name & Address or Business Lessee's Full Name & Address:
If Georgia Seller, GA County Name: HOUSTON * Directly Financed Dealer Sale ☐	Lessee's GA County Location

Security Interests or Liens Section

Number of Security Interests or Liens: 1

Security Interest Holder's/Lien Holder's ELT 12 Digit Customer ID #	Security Interest Holder's/Lien Holder's ELT 12 Digit Customer ID #
[redacted]	
Name & Address of 1st Security Interest Holder/Lien Holder: TD AUTO FINANCE LLC PO BOX 997551, SACRAMENTO, CA, 95899	Name & Address of 2nd Security Interest Holder/Lien Holder:
Security Interest Holder's/Lien Holder's ELT 12 Digit Customer ID# [redacted]	Name & Mailing Address of Attorney-in-Fact - Attach original power of attorney if title is to be mailed to attorney-in-fact.
Name & Address of	

I do so[redacted] fraudulent use of a false or fictitious name or address or for making a material false sta[redacted] five years, or both, that the statements contained herein are true & accurate.

Ow[redacted] Signature

*A[redacted] at the time of application, their valid Georgia driver's license or

Ge[redacted]

CERTIFICATE OF ORIGIN FOR A VEHICLE

[redacted]

GM

RBLPD019

DATE
11/25/15

INVOICE NO.
[redacted]

VEHICLE IDENTIFICATION NO.
3GTU2MEC4GG[redacted]

YEAR
2016

MAKE
GMC TRUCK

BODY TYPE
SIERRA 4WD CREW CAB PICKUP

SHIPPING WEIGHT
5434

H.P. (S.A.E.)
45.7

G.V.W.R.
7200

NO. CYLS.
08

SERIES OR MODEL
[redacted]

N.T.R.
1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

53500 SZKW8R

CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

****
* THIS VEHICLE*
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *
****

[redacted]

GENERAL MOTORS LLC

BY: [redacted]
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

DETROIT MI 48243-1114
CITY STATE

GM 521 REV. 10-05

Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle.

FOR VALUE RECEIVED I TRANSFER THE VEHICLE DESCRIBED ON THE FACE OF THIS CERTIFICATE TO:

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1

NAME OF PURCHASER(S) Five Star Chevrolet Cadillac

ADDRESS 495 Watkins Blvd Warner Robins GA 31093

I certify to the best of my knowledge that the odometer reading is 10 No Tenths

DEALER Carl Black Buick GMC LLC BY: V. Allen

NAME OF DEALERSHIP 1103288 DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me

State of GA before this _____ day of _____ 20__

County of FULTON _____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2

NAME OF PURCHASER [redacted]

ADDRESS [redacted]

I certify to the best of my knowledge that the odometer reading is [redacted]

DEALER Five Star Chevrolet Black GMC Cadillac [redacted]

NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me

State of GA HOUSTON before this _____ day of _____ 20__

County of _____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____

NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me

State of _____ before this _____ day of _____ 20__

County of _____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4

NAME OF PURCHASER(S) _____

ADDRESS _____

I certify to the best of my knowledge that the odometer reading is _____ No Tenths

DEALER _____ BY: _____

NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me

State of _____ before this _____ day of _____ 20__

County of _____ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

ODOMETER DISCLOSURE FOR RETAIL SALE

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading _____ NO Tenths ☐ The mileage stated is in excess of its mechanical limits ☐ The odometer reading is not the actual mileage.

WARNING ODOMETER DISCREPANCY

Signature(s) of Seller(s) _____ Date of Statement _____ Date of Sale _____

Printed Name(s) of Seller(s) _____ Dealer's No. _____

Signature of Purchaser(s) _____ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me

Printed Name of Purchaser(s) _____ before this _____ day of _____ 20__

Company Name (if Applicable) _____ _____ Notary Public

Address of Purchaser(s) _____ State of _____

County of _____

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

LIENHOLDER

1st lien in favor of TD AUTO FINANCE LLC

whose address is PO BOX 997551 SACRAMENTO CA 95899

2nd lien in favor of _____

whose address is _____

GM621 REV. 1-2000

[redacted] 001

FIVE STAR CHEVROLET · CADILLAC

495 Watson Boulevard • Warner Robins, Georgia 31093
Phone: (478) 922-9341

CUSTOMER [redacted]
CUSTOMER
ADDRESS
CITY & STATE
ZIP CODE
HOME PHONE
CELL PHONE
E-MAIL
DOB

NEW ☐ USED ☐ DEMO ☐
SALESMAN BURGESS, ANTOINE KENYON
YEAR 2016 MAKE GMC
MODEL SIERRA COLOR SPECIAL
VIN # 3GTU2MEC4GG[redacted]
ODOMETER 144
EMISSION STICKER # [redacted] EXP DATE
DEAL # [redacted] STOCK # [redacted]

THIS CONTRACT IS SUBJECT TO ARBITRATION

ALL VEHICLES SOLD **AS IS** EXCEPT FOR MANUFACTURER'S WARRANTY.

DISCLAIMER OF WARRANTIES

DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND DEALER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE.
PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
IN SOME INSTANCES VEHICLE SERVICE CONTRACTS OFFERED FOR SALE BY THE DEALERSHIP MAY BE ADMINISTERED BY A THIRD PARTY THAT IS NOT AFFILIATED WITH GENERAL MOTORS.
PURCHASER HAS READ, UNDERSTANDS AND AGREES TO ALL THE ABOVE TERMS AND CONDITIONS AND HAS RECEIVED A TRUE COPY OF THIS ORDER.

DESCRIPTION OF TRADE-IN

Year ____ Make ____
Model ____ Color ____
Vin # ____
Miles ____ License # ____
Emission Sticker # ____ Exp. Date ____

TRADE LIENHOLDER INFORMATION

Owed to ____
Acct. # ____
Good through ____
(10 Day Minimum)

Purchaser or vehicle lienholder hereby sells and transfers unto Dealer the trade-in vehicle described above. In order to induce Dealer to accept my trade-in for credit toward the purchase of the new or used vehicle described in this Order, Purchaser hereby certifies and warrants to dealer that: (1) he has absolute title to the vehicle, (2) the vehicle is free from any loss or encumbrances except as disclosed above, (3) he knows of no damage beyond normal wear and tear which has been sustained by the vehicle, repaired or unrepaired, other than as follows: ____

(4) the vehicle does not have and has never had a certificate of title issued for it which indicates that the vehicle is or ever was a salvage, rebuilt, or similarly designated vehicle, (5) the vehicle has never been damaged to the extent that the vehicle should have had a certificate of title issued for it which would designate the vehicle as a salvage, rebuilt, or similarly designated vehicle, (6) the vehicle has never been stolen, has never been damaged to the extent that an insurance company has paid a total loss claim on the vehicle, and has never been involved in a fire or flood or damaged by water or fire, and (7) all ad valorem taxes on the vehicle have been paid and no such taxes are currently owed.

Pay-Off on Trade-In subject to verification. Buyer agrees to pay amount exceeding this figure and Dealer agrees to refund any overpayment.

Signature

Proposed Lienholder
TD AUTO FINANCE LLC
PO BOX 997551
SACRAMENTO CA 95899

PRICE	51,081.82
EQUIPMENT ADDED	
PERMAPLATE	N/A
DING & DENT	N/A
SHADOWMARK	N/A
TOTAL EQUIPMENT ADDED	N/A
TOTAL VEHICLE AND ACCESSORIES	51,081.82
TRADE ALLOWANCE OR DISCOUNT	N/A
TRADE DIFFERENCE	51,081.82
DEALERSHIP SERVICES	$ 699.00
ELECTRONIC FILING FEE	$ 99.00
AMOUNT TAXABLE	51,879.82
PLUS TAVT TAX	3,211.59
EXTENDED SERVICE PLAN	4,258.01
TITLE REGISTRATION	$ 38.00
PAY-OFF OF TRADE-IN	N/A
WARRANTY RIGHTS ACT (NEW ONLY)	3.00
EMISSION (USED ONLY)	N/A
GRAND TOTAL →	59,390.42
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UNPAID BAL. OF CASH PRICE →	46,890.42

INSURANCE, INCLUDING, BUT NOT LIMITED TO, LIABILITY FOR BODILY INJURY AND PROPERTY DAMAGE, IS NOT INCLUDED IN THIS CONTRACT.

Purc[redacted], including all the terms on **BOTH THE FACE AND REVERSE SIDE HEREOF**, any Bailment Agreement, and any retail installment sales cont[redacted] Order and any other document executed in connection with this transaction, the term "retail installment contract" shall be deemed to inclu[redacted]lease") reflecting the above transaction cancel and supercede any prior agreement or contract and comprise the complete and exclusive state[redacted]ransaction. Purchaser further agrees that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUT[redacted]F, AND FURTHER MORE IN THE EVENT OF A TIME SALE OR LEASE, THIS ORDER SHALL NOT BECOME BINDING UNTIL THE RET[redacted]CONTRACT SIGNED BY PURCHASER HAS BEEN APPROVED BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE SAID CON[redacted] Purchaser, by his execution of this Order, certifies that [redacted] terms, and [redacted] Order, and of any retail installment sales contract. [redacted] Purchaser authorizes Dealer to invest[redacted]on. (Continued on rear)

07/21/2016
Date

[redacted]

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

GM GMC OnStar

CUSTOMER NAME: [redacted]

VIN: 3 /G /T /U /2 /M /E /C /4 /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
Military	$ 6,000.00	NCC
Bonus Cash	$	WR JPP
30 Day	$	KDA
	$	
	$	
Total Incentive Amount Received	$ 6,000.00	

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 _____.

I elect to receive [redacted].

Vehicle Incentive Acknowle[redacted] lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by th[redacted] as purchased/leased for personal/business use and not resale and I took delivery on 07 21 16. I [redacted] described in Item(s) ____ and release GM from any future claim or obligation for [redacted]

Purchaser/ [redacted] **Date:** 07/21/16

[redacted]tar Acknowledgement

Vehicle Softwar[redacted]

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.

OnStar Terms and Conditions Acknowledgement

I acknowledge that I have received the Terms and Conditions applicable to the OnStar Services. Copies are available in my vehicle glove box, from my dealer, at [redacted] or by contacting OnStar directly.

Cancellation of OnStar Services

I acknowledge that the [redacted] ntinuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to reque[redacted]st press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherw[redacted]vide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automat[redacted]nStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount [redacted] information will be provided at least 30 days prior to any charges. Current pricing and infor[redacted].onstar.com.

Pu[redacted] **Date:** 07/21/16

The u[redacted]ation on this application is true and correct and the Incentive Payments , OnStar Vehicl[redacted] Services and Payment Method disclosures have been provided to the said purcha[redacted]s dealership and that properly completed accurate delivery data has been forwar[redacted]

Au[redacted] **Date:** 07/21/16

Dealership Name: FIVE STAR CHEVROLET CADILLAC **Dealer Code:** _____

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. (GM379509-10152010) Rev 10-15-2010

Select Incentives

Selection Criteria
Delivery Date: **2016-07-21**
VIN #: **3GTU2MEC4GG[redacted]**
2016 GMC Sierra 1500
Inventory Status: **New**

Location: **PEACH (31008)**
Delivery Type: **INDIVIDUAL**
Order Type: **RETAIL - STOCK**
Dealer:

Selected Incentives
Cash Total: **$6,000**
Term:
Rate:
Residual:

	Cash	Stackable Cash	Program Number	Program Name	Rate	Residual	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
✓	$1,000	$5,000	16-40ACA-011	Consumer Cash Program					2016-07-19	2016-08-01	NCC		

Additional Stackable Incentives

	Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
✓	$1,000	16-40AI-008	GM Incremental Consumer Cash Program				2016-07-01	2016-08-01	LJR		
✓	$2,000	16-40AX-009	Bonus Cash Program				2016-07-01	2016-08-01	JPP		
✓	$2,000	16-40ACO-001	Buick & GMC Select Model Bonus Cash Program				2016-07-01	2016-08-01	KDY		

The information presented on this screen is as of 2016-07-21 12:39 PM

Programs in red print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer is responsible for determining consumer eligibility for each program.

From:

No part of this information may be used without the written consent of General Motors

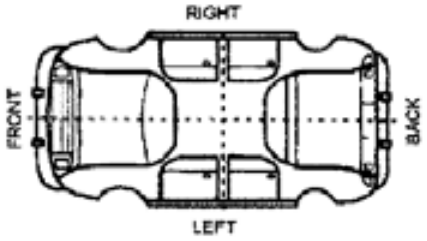
Copyright © 2011 General Motors

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY AGREE THAT I WILL NOT HOLD [illegible] RESPONSIBLE FOR THE ABOVE REVISED ESTIMATE.

X _____ CUSTOMER SIGNATURE

RO	Tag	Advisor	Added	License	VIN
[redacted]	[redacted]	397 SHANNON JOHNSON	07/29/16 10:53	GA GA	3GTU2MEC4 GG[redacted]

Customer Information

[redacted]

Work: [redacted]
Home:

Vehicle Information

16 GMC SIERRA CREW CAB K1500 SLE SPECIAL Odometer: 1178

Stock No: [redacted]

Dates: Production: 11/25/15 Inservice: 07/21/16 Sold: 07/21/16 SLSP: 002
Last Svc: Client: 37P005 Date: 04/30/16 Adv: 392 Odom: 145

Ln	Type	Operation	Customer Concern	Hr./Qty
24*	C	PT1 747	PATCH 1 TIRE CUSTOMER FOUND NAIL IN THE TIRE	
		Sk/Hr/Tech: 01-0.6	SPG Total Without Tax $ 23.40 Total Charges with Tax $ 23.64	

Additional Information

MFG: 37P005 Dist: DEF Estimated Completion: 07/29/16 17:00

Comment

Possible recheck. Last Serviced 145 Preferred Customer

RO Information

SVC Note: PREFERRED TREATMENT

Method of Payment

CUS CUSTOMERPAY CA - CASH DUE

Extended Warranty	Number	Month	Mileage	Deductible	Expires
GP	TK	84	100000	100.00	07/21/23
P	TPM	84	100000		07/21/23

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer, which is a limited warranty, 12 months or 12,000 miles whichever occurs first. The seller, FIVE STAR CHEVROLET-CADILLAC, hereby expressly disclaims all warranties either express or implied, including warranty of merchantability or fitness for a particular purpose, and FIVE STAR CHEVROLET-CADILLAC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Purchaser shall not be entitled to recover from the selling dealer any consequential damages: damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. DEALER NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. Please remove any item you deem necessary.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A 10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

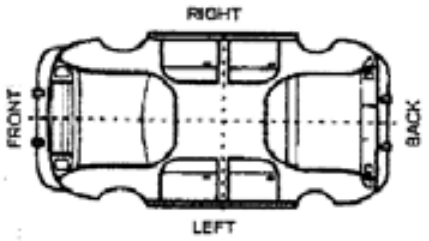
[redacted]

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]	[redacted]	397 SHANNON JOHNSON	[redacted]	3GTU2MEC4 GC [redacted]	2

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: GA GA

Extended Warranty	Number	Month	Mileage	Deductible	Expires

Operation	Description	Recommended Maintenance Based On	Since Last Service Months	Miles
MPI	MULTI-POINT VEHICLE INSPECTION	Mileage		1200

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	04/30/16	145	392	005	1.00	DEG4	PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS
	04/30/16	145	392	005	.00	ACD	DETAIL
	01/11/16	5			.00	0590032	
	11/27/15	1			.00	0590072	

DISCLAIMER OF WARRANTIES

Any warranties on this product sold hereby are those made by the manufacturer, which is a limited warranty, 12 months or 12,000 miles whichever occurs first. The seller, FIVE STAR CHEVROLET-CADILLAC, hereby expressly disclaims all warranties either express or implied, including warranty of merchantability or fitness for a particular purpose, and FIVE STAR CHEVROLET-CADILLAC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Purchaser shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. DEALER IsOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. Please remove any item you deem necessary.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

X _____
SIGNATURE

[redacted]

STOCK NUMBER: [redacted] LAST SERV MILEAGE: 0000145 MFG CODE: 37P005
3GTU2MEC4GG[redacted]GAGA SOLD DATE:07/21/16 MILE:0000144 LAST SERV:04/30/16
16 GMC SIERRA K1500 SLE CREW CAB SPECIAL IN-SERV DATE:07/21/16

	NUMBER	TYPE	DATE	DEDUCT	MON	MILES	ACTIVE
EXT SVC PLAN1:	TK	GP	07/21/23	10000	084	100000	Y
EXT SVC PLAN2:	TFM	P	07/21/23		084	100000	Y

RO [redacted] N 04/30/16 ODOM= 145 ADV=392 PTS=40.00 POL=.00 TOT=106.65
CLIENT=37P005 INV=04/30/16
LN 25 PAY TYPE INT TECH1-005 1.00 OPR-CODE DEG4
CUSTOMER REQUESTS INSTALL DOOR EDGE GUARDS 4 DOORS

EPA NOS
PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS

RO [redacted] N 04/30/16 ODOM= 145 ADV=392 PTS=8.50 POL=.00 TOT=58.50
CLIENT=37P005 INV=04/30/16
LN 24 PAY TYPE CLE TECH1-005 OPR-CODE ACD
DETAIL
DETAIL

RO [redacted] 01/11/16 ODOM= 5 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=01/15/16
LN 04 PAY TYPE OPR-CODE 0590032
GM Claim Type: ZPDI

RO [redacted] 11/27/15 ODOM= 1 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=11/27/15
LN 01 PAY TYPE OPR-CODE 0590072
GM Claim Type: ZPDI
END OF DATA

****
* INQUIRY PERFORMED FOR: RO# ADV# 397 *
* CUSTOMER NAME: [redacted] *
****

VIN: 3GTU2MEC4GG[redacted] INQUIRY DATE : 07/29/16
MODEL YEAR: 2016 MODEL NUMBER: [redacted]
DESCRIPTION: SIERRA 1500 4WD CREW CAB

---------- SERVICE CAMPAIGNS ----------
NONE
---------- SERVICE BULLETINS ----------
BULLETIN TYPE: EI
BULLETIN: PIE0360-INTERMITTENT HVAC COOLING ISSUES DURING DRIVING
BULLETIN ISSUE DATE: 03/15/2016

BULLETIN TYPE: EI
BULLETIN: PIE0365-
BULLETIN ISSUE DATE: 06/21/2016

---------- VEHICLE WARRANTIES ----------
WARRANTY TYPE: GMC SCHEDULED MAINTENANCE-2 VISITS
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2018
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 24144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001135

WARRANTY TYPE: POWERTRAIN LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2021
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 60144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001115

WARRANTY TYPE: EMISSION SELECT COMPONENT LTD WTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2024
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 80144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001189

WARRANTY TYPE: BUMPER TO BUMPER LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2019
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 36144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000390

WARRANTY TYPE: CORROSION LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2022
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 100144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000426

---------- SERVICE CONTRACTS ----------
NONE
---------- RELATED REPAIRS ----------
NONE
---------- BRANDED INFORMATION ----------
NONE
---------- WARRANTY BLOCKS ----------
NONE
---------- REPAIR ORDER HISTORY ----------

REPAIR ORDER: [redacted] WARRANTY ODOMETER: 5 REPAIR DATE: 01/11/16
SERVICING DEALER: [redacted] CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
4	N			ZPDI		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS

PART / NET ITEM	DESCRIPTION	QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 1 REPAIR DATE: 11/27/15
SERVICING DEALER: 172614-CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
1	N			ZPDI		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] PRE-DELIVERY INSPECTION - BASE TIME

PART / NET ITEM	DESCRIPTION	QTY

---------- VEHICLE ASSEMBLIES ----------
ASSEMBLY: 10-ENGINE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 35-STEERING COLUMN - SIR SYSTEM
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 61-TRANSMISSION
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 65-REAR AXLE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 86-ELECTRONIC CONTROL MODULE (ECM)
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 87-BODY CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AB-IR-MODULE ASM-INFLATOR
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AH-IR-SENSOR ASM-LEFT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AJ-IR-SENSOR ASM-RIGHT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AL-IR-MODULE ASM-I/P
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: [redacted]LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AS-SENSING DIAGNOSTIC MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: [redacted]LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: [redacted]LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: [redacted]LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: CB-SEQ NUM (FLEX) BODY ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: [redacted]LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2ZZ

ASSEMBLY: CF-SEQ NUM (FLEX) PAINT PROCESS
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2PP

ASSEMBLY: CP-SEQ NUM (FLEX) GEN ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2GA

---------- DELIVERY INFORMATION ----------
SHIP DATE:
DELIVERY MILEAGE: 144
VEHICLE WEIGHT: 3269
ORDER TYPE: 70 -
ORDER NUMBER: SZKW8R
BUILD DATE: 11/25/2015
BUILD PLANT: G -
DELIVERY TYPE: 010-INDIVIDUAL
DELIVERY DEALER: 194184-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
DELIVERY DATE: 07/21/2016
PDI STATUS: Y
INVOICE DATE: 11/25/2015

---------- SOLD TO INFORMATION ----------
SOLD TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SOLD TO CONTACT: 7704759500

---------- SHIP TO INFORMATION ----------
SHIP TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SHIP TO CONTACT: 7704759500

---------- INSERVICE INFORMATION ----------
INSERVICE PARTY: -
INSERVICE CONTACT:
INSERVICE DATE:
INSERVICE TYPE: 0000
INSERVICE MILEAGE:

---------- VEHICLE REGISTRATION ----------
NONE

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Advr: 493 SHANNON JOHNSON	Tag [redacted]	License GA	3GTU2MEC4 GG[redacted]	Page 1 (Last)	Invoice [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer In: 1178 Out: 1179 | Dist: DEF CUS C Final

Vehicle Information

16 GMC SIERRA K1500 SLE CREW CAB SPECIAL

Stock#: [redacted]

Begin: 07/29/16 | Done: 07/29/16 | Invoiced: 07/29/16 12:36 KN | Inservice: 07/21/16

Customer Concern

		Operation		Amount
Concern 24	PATCH 1 TIRE CUSTOMER FOUND NAIL IN THE TIRE	PT1	S	0.00
Cause	FOUND NAIL IN THE RIGHT REAR TIRE			
Correction	PATCH 1 TIRE			
	CONCERN : 1 COND CODE : 1			
Type: C		Subtotal		
		TOTAL CHARGE FOR CONCERN		0.00

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
TOTAL CHARGE	0.00	CASH DUE	0.00
		TOTAL CHARGE	0.00

PREFERRED TREATMENT

If you have any questions - please see SHANNON JOHNSON

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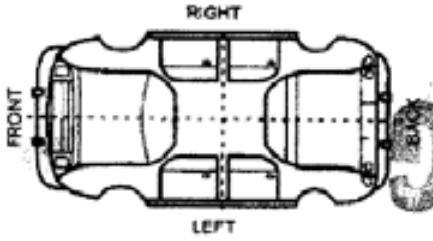
X

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & HAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATE(S)

X _____ CUSTOMER SIGNATURE

RO	Tag	Advisor	Added	License	VIN
[redacted]	[redacted]	397 SHANNON JOHNSON	09/24/16 13:02	GA GA	3GTU2MEC4 GG[redacted]

Customer Information

[redacted]

Work: [redacted]
Home:

Vehicle Information

M/O 8512

16 GMC SIERRA CREW CAB K1500 SLE SPECIAL

Odometer: 8511

Stock No: 000G[redacted]

Dates: Production: 11/25/15 Inservice: 07/21/16 Sold: 07/21/16 SLSP: 002

Last Svc: Client: 37P005 Date: 07/29/16 Adv: 397 Odom: 1179 Daily Avg: 129 Month Avg: 3870

Ln	Type	Operation	Customer Concern	Hr./Qty
01	OIL	LOFVP2 1.27	CUSTOMER STATES LUBE OIL AND FILTER WITH VALVOLINE BETTER SERVICE	
			FLG: EPA NOS 91 %	
		.3	CHANGE ENGINE OIL (UP TO 5 QUARTS)	
			REPLACE OIL FILTER	
			MULTI POINT VEHICLE CHECK	
			CHECK TIRE PRESSURE	
			TOP OFF FLUIDS	
			INSPECT BELTS AND HOSES	
			LUBRICATE CHASSIS	
			COMPLEMENTARY ROADSIDE ASSISTANCE	
			VV1550 5W30 SYN-BLEND Bin: 5999 6	
24	OIL	ROT 1.27	CUSTOMER REQUESTS $8.99 TIRE ROTATION	
		.3	FLG: NOS SPG	
			Total Without Tax $	8.99
			Total Charges with Tax $	8.99
40*	WAR	.3 468	16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY	
			9102276 .2+.1=.3	

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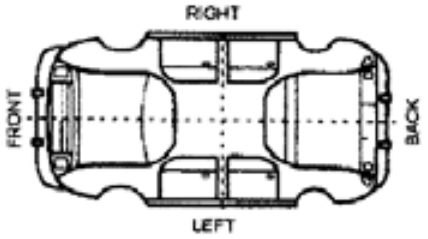
[redacted]

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		397 SHANNON JOHNSON	[redacted]	3GTU2MEC4 GG[redacted]	2

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: GA GA

60	OIL	MPI	MULTI-POINT VEHICLE INSPECTION
			SPG
			Total Without Tax $ 0.00
			Total Charges with Tax $ 0.00
		Sk/Hr/Tech:	01-0.1

Additional Information

MFG: 37P005 Dist: DEF Estimated Completion: 09/24/16 16:00

Comment

Possible recheck. Last Serviced 07/29/16 Preferred Customer

RO Information

SVC Note: PREFERRED TREATMENT

Method of Payment

WAR WARRANTY WA - FAC WARRANTY

OIL 1ST APPTOIL FO - 1ST OIL USED CARS

Extended Warranty	Number	Month	Mileage	Deductible	Expires
GP	TK	84	100000	100.00	07/21/23
P	TFM	84	100000		07/21/23

Operation	Description	Recommended Maintenance Based On	Since Last Service Months	Miles
MPI	MULTI-POINT VEHICLE INSPECTION	Mileage	2	8500
LOFVP1	LUBE OIL AND FILTER WITH VALVO	Mileage	2	8500
LOFVP2	LUBE OIL AND FILTER WITH VALVO	Mileage	2	8500
LOFVP3	LUBE OIL AND FILTER WITH VALVO	Mileage	2	8500

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I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A 10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

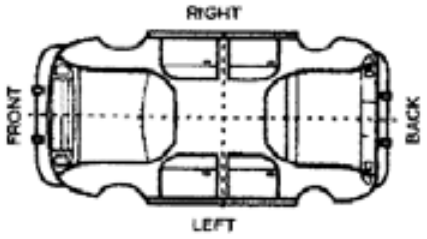
X _____
SIGNATURE

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		397 SHANNON JOHNSON	[redacted]	3GTU2MEC4 GG[redacted]	3

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: GA GA

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	07/27/16	961			.00	0600062	
	07/29/16	1179	397	747	.50	PT1	PATCH 1 TIRE
	04/30/16	145	392	005	1.00	DEG4	PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS
	04/30/16	145	392	005	.00	ACD	DETAIL
	01/11/16	5			.00	0590032	
	11/27/15	1			.00	0590072	

Manufacturer's Recalls

16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY

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X _____
SIGNATURE

[redacted]

STOCK NUMBER: 000G[redacted] LAST SERV MILEAGE: 0001179 MFG CODE: 37P005
3GTU2MEC4GG[redacted] GAGA SOLD DATE:07/21/16 MILE:0000144 LAST SERV:07/29/16
16 GMC SIERRA K1500 SLE CREW CAB SPECIAL IN-SERV DATE:07/21/16

	NUMBER	TYPE	DATE	DEDUCT	MON	MILES	ACTIVE
EXT SVC PLAN1:	TK	GP	07/21/23	10000	084	100000	Y
EXT SVC PLAN2:	TFM	P	07/21/23		084	100000	Y

RO [redacted] 07/27/16 ODOM= 961 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=07/29/16
LN 01 PAY TYPE OPR-CODE 0600062
NO CUSTOMER COMPLAINT - OTHER ISSUES
OTHER - FOLLOW OPERATION
GM Claim Type: ZREG

RO [redacted] N 07/29/16 ODOM= 1179 ADV=397 PTS=.00 POL=.00 TOT=.00
PREFERRED TREATMENT CLIENT=37P005 INV=07/29/16
LN 24 PAY TYPE C TECH1-747 .50 OPR-CODE PT1
PATCH 1 TIRE CUSTOMER FOUND NAIL IN THE TIRE
FOUND NAIL IN THE RIGHT REAR TIRE
PATCH 1 TIRE

RO [redacted] N 04/30/16 ODOM= 145 ADV=392 PTS=40.00 POL=.00 TOT=106.65
CLIENT=37P005 INV=04/30/16
LN 25 PAY TYPE INT TECH1-005 1.00 OPR-CODE DEG4
CUSTOMER REQUESTS INSTALL DOOR EDGE GUARDS 4 DOORS
EPA NOS
PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS

RO [redacted] N 04/30/16 ODOM= 145 ADV=392 PTS=8.50 POL=.00 TOT=58.50
CLIENT=37P005 INV=04/30/16
LN 24 PAY TYPE CLE TECH1-005 OPR-CODE ACD
DETAIL
DETAIL

RO [redacted] 01/11/16 ODOM= 5 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=01/15/16
LN 04 PAY TYPE OPR-CODE 0590032
GM Claim Type: ZPDI

RO [redacted] 11/27/15 ODOM= 1 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=11/27/15
LN 01 PAY TYPE OPR-CODE 0590072
GM Claim Type: ZPDI
END OF DATA

****
* INQUIRY PERFORMED FOR: RO# ADV# 397 *
* CUSTOMER NAME: [redacted] *
****

VIN: 3GTU2MEC4GG[redacted] INQUIRY DATE : 09/24/16
MODEL YEAR: 2016 MODEL NUMBER: [redacted]
DESCRIPTION: SIERRA 1500 4WD CREW CAB

---------- SERVICE CAMPAIGNS ----------
CAMPAIGN: 16007-FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
CAMPAIGN LABOR OPERATION: [redacted] CUSTOMER REIMBURSEMENT APPROVED
CAMPAIGN LABOR OPERATION: [redacted] CUSTOMER REIMBURSEMENT DENIED FOR USA DEALERS ONLY
CAMPAIGN LABOR OPERATION: [redacted] - INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE REPROGRA
CAMPAIGN LABOR OPERATION: [redacted] - REPLACE AIRBAG SENSING AND DIAGNOSTIC MODULE
CAMPAIGN TYPE: Product Safety Recall
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 93642
CAMPAIGN CONTACT:
CAMPAIGN DATE: 09/08/2016 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: O OPEN
CAMPAIGN SAFETY RISK: IF THE FRONTAL AIRBAGS AND SEATBELT PRETENSIONERS DO NOT DEPLOY WHEN REQUIRED, THERE IS AN INCREASED RISK OF INJURY TO OCCUPANTS IN A CRASH.
CAMPAIGN LONG DESC: 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.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES:
CAMPAIGN REPAIR DESCRIPTION: 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.

---------- SERVICE BULLETINS ----------
BULLETIN TYPE: EI
BULLETIN: PIE0376-CHECK ENGINE LIGHT ILLUMINATED AND DTC P0751 SET ON VEHICLES UNDER 5,000 MILES
BULLETIN ISSUE DATE: 09/02/2016

BULLETIN TYPE: EI
BULLETIN: PIE0360-INTERMITTENT HVAC COOLING ISSUES DURING DRIVING
BULLETIN ISSUE DATE: 03/15/2016

BULLETIN TYPE: EI
BULLETIN: PIE0365-

BULLETIN ISSUE DATE: 06/21/2016

---------- VEHICLE WARRANTIES ----------
WARRANTY TYPE: GMC SCHEDULED MAINTENANCE-2 VISITS
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2018
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 24144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001135

WARRANTY TYPE: POWERTRAIN LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2021
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 60144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001115

WARRANTY TYPE: EMISSION SELECT COMPONENT LTD WTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2024
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 80144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001189

WARRANTY TYPE: BUMPER TO BUMPER LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2019
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 36144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000390

WARRANTY TYPE: CORROSION LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2022
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 100144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000426

---------- SERVICE CONTRACTS ----------
NONE
---------- RELATED REPAIRS ----------
NONE
---------- BRANDED INFORMATION ----------
NONE
---------- WARRANTY BLOCKS ----------
NONE
---------- REPAIR ORDER HISTORY ----------
REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 961 REPAIR DATE: 07/27/16
SERVICING DEALER: [redacted] ALLSTATE - SIGNATURE MOTOR CLUB, IN
CONTACT:

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
1	N	AM		ZREG		

CAUSE: 9094 - OTHER - FOLLOW OPERATION
COMPLAINT: 0090 - NO CUSTOMER COMPLAINT - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted] ROADSIDE SERVICE (FLAT TIRE)

PART / NET ITEM	DESCRIPTION	QTY
Z_NIM		

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 5 REPAIR DATE: 01/11/16
SERVICING DEALER: [redacted] ARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
4	N			ZPDI		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted]-PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS
PART / NET ITEM DESCRIPTION QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 1 REPAIR DATE: 11/27/15
SERVICING DEALER: [redacted] CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
1 N ZPDI
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted]-PRE-DELIVERY INSPECTION - BASE TIME
PART / NET ITEM DESCRIPTION QTY

---------- VEHICLE ASSEMBLIES ----------
ASSEMBLY: 10-ENGINE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 35-STEERING COLUMN - SIR SYSTEM
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 61-TRANSMISSION
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 65-REAR AXLE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 86-ELECTRONIC CONTROL MODULE (ECM)
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 87-BODY CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AB-IR-MODULE ASM-INFLATOR
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AH-IR-SENSOR ASM-LEFT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AJ-IR-SENSOR ASM-RIGHT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AL-IR-MODULE ASM-I/P
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AS-SENSING DIAGNOSTIC MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: CB-SEQ NUM (FLEX) BODY ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2ZZ

ASSEMBLY: CF-SEQ NUM (FLEX) PAINT PROCESS
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2PP

ASSEMBLY: CP-SEQ NUM (FLEX) GEN ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2GA

---------- DELIVERY INFORMATION ----------
SHIP DATE:
DELIVERY MILEAGE: 144
VEHICLE WEIGHT: 3269
ORDER TYPE: 70 -
ORDER NUMBER: [redacted]
BUILD DATE: 11/25/2015
BUILD PLANT: G -
DELIVERY TYPE: 010-INDIVIDUAL
DELIVERY DEALER: 194184-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
DELIVERY DATE: 07/21/2016
PDI STATUS: Y
INVOICE DATE: 11/25/2015

---------- SOLD TO INFORMATION ----------
SOLD TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SOLD TO CONTACT: 7704759500

---------- SHIP TO INFORMATION ----------
SHIP TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SHIP TO CONTACT: 7704759500

---------- INSERVICE INFORMATION ----------
INSERVICE PARTY: -
INSERVICE CONTACT:
INSERVICE DATE:
INSERVICE TYPE: 0000
INSERVICE MILEAGE:

---------- VEHICLE REGISTRATION ----------

Document ID: 4584577

#16007-01: Safety Recall - Frontal Airbag and Pretensioner Non Deploy - (Sep 14, 2016)

Subject: 16007-01 — 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:** September 2016
GWM Number:	**Revision:** 01
Revision Description: This bulletin is being revised to update the Warranty Information section with an additional labor code and policy information regarding section 3.2.9 of the GM Service Policies & Procedures Manual. Additionally, the Service Procedure section is being revised to include an inspection procedure. Please discard all previous copies of bulletin 16007.	

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.

		Model Year			
Make	**Model**	**From**	**To**	**RPO**	**Description**
Buick	Encore	2014	2017		
Buick	LaCrosse	2014	2016		
Cadillac	Escalade	2015	2017		
Cadillac	Escalade ESV	2015	2017		
Chevrolet	Caprice	2014	2017		
Chevrolet	Corvette	2014	2017		

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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 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] 9/24/2016

[redacted]	Inspect Inflatable Restraint Sensing and Diagnostic Module Calibrations Add: Inflatable Restraint Sensing and Diagnostic Module Reprogramming with SPS	0.2 0.1	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 "R" route the customer reimbursement for approval, it must be submitted prior to the repair 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.

Note: (FOR US DEALERS ONLY)

Based on the large volume of involved vehicles in dealer inventory, please review section 3.2.9 of the GM Service Policies & Procedures Manual regarding Technician Identification and Accounting of Labor. This section states..."For multiple vehicles requiring reprogramming, as well as service update bulletins and field actions involving inspections only (No parts replacement), the technician is not required to punch on/off time tickets by job card."

Service Procedure

Note: Carefully read and follow the instructions below.

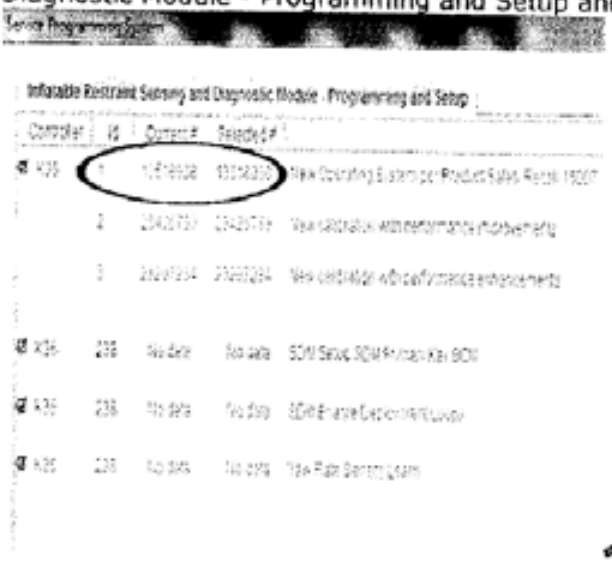
- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- 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.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- The air bag indicator light may remain ON after the body control module (BCM), or Inflatable Restraint Sensing and Diagnostic Modules replaced, and during the programming

procedure for the BCM until after the procedure is completed. When installing a new Inflatable Restraint Sensing and Diagnostic Module, there may be several DTCs set prior to programming. Once programmed, these DTCs should be in history and can be cleared.

- Failure to complete the following Setup procedure may cause DTC B1001 to be set in the Inflatable Restraint Sensing and Diagnostic Module.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Programming 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.

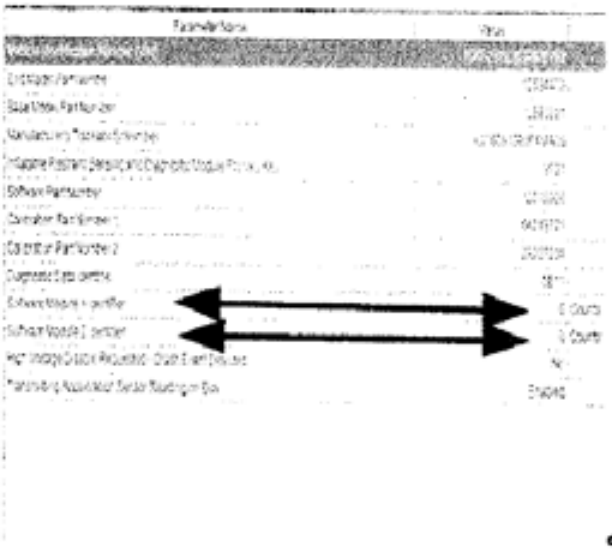


   - On the Summary screen, inspect for calibration part number 13518038 or 13518017 in the ID 1 Current column as shown. If the Current and Selected values match then the vehicle has already been updated, no further action is required.
3. At the end of programming, choose the "Clear All DTCs" function on the SPS screen.
   - If the SDM programming fails, refer to Unable to Program SDM.
   - If the SDM programming is successful, no further action is required.

Unable to Program SDM

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.



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.

Dealer Responsibility — All

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

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service

procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

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

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. 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.

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

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

Programming Complete.

Inflatable Restraint Sensing and Diagnostic Module - Programming and Setup: K36

2016-09-24 15:02:12 -04:00

Warranty Claim Code: S3010

Record this code on the warranty repair order 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 vehicle.

Controller Specific Instructions:

U073-11: 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 Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

Print

VIN 3GTU2MEC4GG[redacted]

Clear DTCs | Proceed with same VIN | New | Cancel

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv: [redacted] JOHNSON JOHNSON	Ext [redacted]	Schedule GA	Estimate GG [redacted]	Page 1	Start [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Vehicle Information

Customer In: 8:21	Out: 8:41	Start: 08/14/18 8:00	Final:
			Mileage: 109,[illegible]
Promise: 08/14/18	Owner Waits: N	Invoiced: 08/15/18 11:06 AM	Technician: [illegible]

Customer Concern

Comment	20	16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY	Operation	Tech
Cause		OPEN CAMPAIGN	9N0298	48*
Correction		INSPECTED AND REPROGRAMMED WITH THE SDM		
Type: WA			Subtotal	
			LAB-MECHANICAL	
			TOTAL CHARGE FOR [illegible]	

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
LAB-MECHANICAL	27.97	TOTAL CHARGE	27.97
TOTAL CHARGE	27.97		
		FAC WARRANTY	27.97

PREFERRED TREATMENT

If you have any questions - please see SHANNON JOHNSON

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

FIVE STAR CHEVROLET - CADILLAC

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www.FiveStarOnline.com

Advr: 497 SHANNON JOHNSON	Tag [redacted]	License GA	3GTU2MEC4 GG[redacted]	Page 2 (Cont)	Estimate [redacted]
Invoice to [redacted]			**Driver/Owner:** [redacted]		
Invoiced: 09/26/16 11:08:21 EN			16 GMC SIERRA K1500 SLE CREW CAB SPECIAL		

SKILL 01 Tech# 480 Start Time: 09/24/16 14:54 Stop Time: 09/24/16 15:07

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed Units	Type
4	480	Begin	09/24/16 14:54	End	09/24/16 15:07	.20	AM

DISCLAIMER OF WARRANTIES

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X

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Advr 191 SHANNON JOHNSON | Tag [redacted] | License GA | SVTJUNEC4 GC[redacted] | Page 2 (last) | Invoice [redacted]

Invoice to: FIRST OIL CHANGE (CHEVY) MSF - 13A | **Driver/Owner:** [redacted]

Invoiced: 09/24/16 15:25:52 AD | 14 GMC SIERRA K1500 SLE CREW CAB SPECIAL

Concern $0	MULTI-POINT VEHICLE INSPECTION	Operation
Cause	-	MPI
Correction	ALL SERVICES ARE UP TO DATE AT THIS TIME	
	CONCERN : 1 CORR CODE : 1	
Type: OIL		PART ...
		TOTAL CHARGE FOR OPERATION

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	57.90	TOTAL CHARGE	94.01
EPA COMPLIANCE CHG	2.90		
EPA COMPLIANCE CHG	5.90	1ST OIL USED CARS NAD 002601	94.01
SERVICE HISTORY ADMIN	1.75	FIRST OIL CHANGE (CH	
LAB-MECHANICAL	19.94		
SERVICE SPECIAL ADJUSTMENT	1.03		
SUB-TOTAL	89.42		
GA STATE SALES TAX	2.62		
COUNTY SALES TAX	1.97		
TOTAL CHARGE	94.01		

PREFERRED TREATMENT

Attention: The following Invoices also exist

NAN = WARRANTY

If you have any questions - please see SHANNON JOHNSON

[redacted]

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00000004

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www.FiveStarOnline.com

Adv: 397 SHANNON JOHNSON	Tel [redacted]	License GA	SOTULMEC4 GG [redacted]	Tag #	[redacted]

Invoice to NAD# [redacted]

FIRST OIL CHANGE (CHEVY) NEW - 13A

Email: _____

Driver/Owner Information

[redacted]

For Office Use

Vehicle Information

Odometer In: 8511	Out: 8512	Dist: DEF OIL W 0	Final
			16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
			Stock: 6063535
Engine: 09/24/18	Sched: 09/24 1v	Invoiced: 09/24 to 13:25 AI	Completed: 09 13:1v

Customer Concern

Concern 01	CUSTOMER STATES LUBE OIL AND FILTER WITH VALVOLINE BETTER SERVICE		Operation Ap
Cause	MAINTENANCE		LOFVB
Correction	OIL CHANGE COMPLETED WITH VALVOLINE BETTER SERVICE / THANK YOU CHANGE ENGINE OIL (UP TO 5 QUARTS) REPLACE OIL FILTER MULTI POINT VEHICLE CHECK CHECK TIRE PRESSURE TOP OFF FLUIDS INSPECT BELTS AND HOSES LUBRICATE CHASSIS COMPLEMENTARY ROADSIDE ASSISTANCE		
Parts	Part Number / Qty / Description / Amt 010 VV1550 / 6 / 5W30 SYN-BLEND 020 GM130009 / 1 / FILTER CONCERN : 1 COND CODE : 1		
Type: OIL	Line Flags: EPA NOS		TOTAL CHARGE FOR CONCERN
Concern 14	CUSTOMER REQUESTS $0.99 TIRE ROTATION		Operation Ap
Cause	MAINTENANCE		ROT
Correction	PERFORMED TIRE ROTATION CONCERN : 1 COND CODE : 1		SUBLOAD
Type: OIL	Line Flags: NOS		LAB-MECHANICAL TOTAL CHARGE FOR CONCERN

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X _____

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Advr: [illegible] SHANNON JOHNSON	Tag [redacted]	License GA	3GTU2MEC4 GG[redacted]	Page 1 (Last)	Invoice [redacted]

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

For Office Use			Vehicle Information
Odometer In: 8511	Out: 8512	Plat: DEF WAR N G Prelim	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
			Promise: [redacted]
Built: 09/24/16	Rcdmt: 09/24/16	Invoiced: 09/24/16 11:24 AD	Inservice: 07/21/16

Customer Concern

Concern 40	16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY	Operation	Tech	Adv Lvl
Cause	OPEN CAMPAIGN	4C	489	
Correction	INSPECTED AND REPROGRAMMED WITH THE SDM			

Summary of Charges for Invoice [redacted]	Payment Distribution for Invoice [redacted]
	FAC WARRANTY 27.97

PREFERRED TREATMENT
Attention: The following invoice also exist
will = 107 Ar[illegible]

If you have any questions - Please see SHANNON JOHNSON

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FIVE STAR CHEVROLET - CADILLAC

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www.FiveStarOnline.com

Adv: 997 SHANNON JOHNSON	Tag [redacted]	License GA	ASTALMEDA GC [redacted]	Page 1	Invoice [redacted]

Invoice to NAD# [redacted]

Driver/Owner Information

[redacted]

FIRST OIL CHANGE (CHEVY) NEW - 13A

Email: _____

For Office Use

Vehicle Information

Odometer In: 8511 Out: 8511	Plate: DEF OIL W 0	5th GMT SIERRA NISAO 4WD CREW CAB SPECIAL
		Stock#: 00008160
Begin: 08/24/16	Done: 08/24/16	Invoiced: 08/24/16 Time: AS Scheduled: 08/24/16

Customer Concern

Concern 01	CUSTOMER STATES LUBE OIL AND FILTER WITH VALVOLINE BETTER SERVICE	Operation Amount
Cause	MAINTNENANCE	LOFVP
Correction	OIL CHANGE COMPLETED WITH VALVOLINE BETTER SERVICE - THANK YOU CHANGE ENGINE OIL UP TO 5 QUARTS REPLACE OIL FILTER MULTI POINT VEHICLE CHECK CHECK TIRE PRESSURE TOP OFF FLUIDS INSPECT BELTS AND HOSES LUBRICATE CHASSIS COMPLEMENTARY ROADSIDE ASSISTANCE	
Part:	Part Number / Src / Note / Description / Qty / Sell / Price 615 WV550 — 5W30 SYN-BLEND — 4 660 219307000 — FILTER — 1 CONCERN : 1 COND CODE : 1	
Type: OIL	Line Flags: EPA NOS	
Concern 24	CUSTOMER REQUESTS $8.99 TIRE ROTATION	Operation Am
Cause	MAINTENANCE	ROT
Correction	PERFORMED TIRE ROTATION CONCERN : 1 COND CODE : 1	
Type: OIL	Line Flags: NOS	
Concern 99	MULTI-POINT VEHICLE INSPECTION	Operation Am
Cause	-	MPI

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495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv: 197 SHANNON JOHNSON	Tag [redacted]	License GA	NOTWLMEC4 GC[redacted]	Page 1 (Last)	Invoice [redacted]

Invoice to: FIRST OIL CHANGE (CHEVY) NEW - 13A	**Driver/Owner:** [redacted]
Invoiced: 08/24/16 15:24:19 AD	14 GMC SIERRA K1500 SLE CREW CAB SPECIAL

Correction	ALL SERVICES ARE UP TO DATE AT THIS TIME CONCERN : 1 CORR CODE : 1	

Summary of Charges for Invoice [redacted]	**Payment Distribution for Invoice** [redacted]

PREFERRED TREATMENT
Attention: The following Invoices also exist
WAR - WARRANTY

If you have any questions - please see SHANNON JOHNSON

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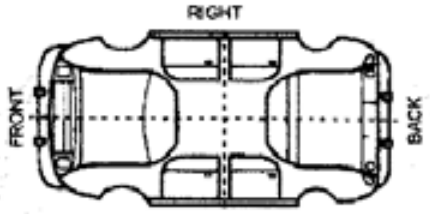
X

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

WAITING

	DATE	TIME	$
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Added	License	VIN
[redacted]	[redacted]	167 HARRIS, AUSTIN C	11/17/16 07:58	[redacted]	3GTU2MEC4 CG[redacted]

Customer Information

[redacted]

Work:
Home: [redacted]

Vehicle Information

mfg 14255

16 GMC SIERRA CREW CAB K1500 SLE SPECIAL Odometer: 14255

Stock No: 0906[redacted]

Dates: Production: 11/25/15 Inservice: 07/21/16 Sold: 07/21/16 SLSP: 002
Last Svc: Client: 37P005 Date: 09/26/16 Adv: 397 Odom: 8512 Daily Avg: 125 Month Avg: 2750

Ln	Type	Operation	Customer Concern	Hr./Qty
40	WAR		16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY already completed	
51	WAR	CS 388	CUSTOMER STATES WHEN FILLING UP THE VEHICLE FUEL TANK FROM START TO FINISH THE FUEL BUILDS UP AT THE NOZZLE & SHUTS OFF THE PUMP Scan system, NO DTC's stored, NPF	D
60*	WAR	MPI	MULTI-POINT VEHICLE INSPECTION Inspection showed no faults	
			SPG	
60-1		XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE	
		Sk/Hr/Tech:	01-0.1	

Additional Information

MFG: 37P005 Dist: DEF Estimated Completion: 11/17/16 17:00

Comment

Possible recheck. Last Serviced 09/26/16 Preferred Customer

WAITING

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I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

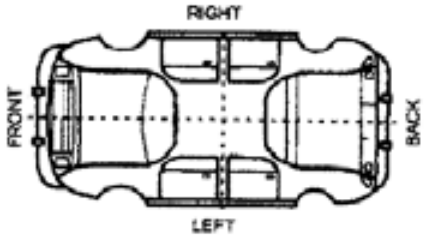
X [redacted]
SIGNATURE

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]	[redacted]	167 HARRIS, AUSTIN C	[redacted]	3GTU2MEC4 GG[redacted]	2

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

RO Information

SVC Note: PREFERRED TREATMENT

Method of Payment

WAR WARRANTY WA - FAC WARRANTY

Extended Warranty	Number	Month	Mileage	Deductible	Expires
GP	TX	84	100000	100.00	07/21/23
P	TFM	84	100000		07/21/23

Operation	Description	Recommended Maintenance Based On	Since Last Service Months	Miles
MPI	MULTI-POINT VEHICLE INSPECTION	Mileage	4	14300
PCAP	PASSENGER COMPARTMENT AIR FILT	Mileage	4	14300
LOFVP1	LUBE OIL AND FILTER WITH VALVO	Mileage	2	5700
LOFVP2	LUBE OIL AND FILTER WITH VALVO	Mileage	2	5700
LOFVP3	LUBE OIL AND FILTER WITH VALVO	Mileage	2	5700

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	09/24/16	8512	397	127	.30	LOFVP2	OIL CHANGE COMPLETED WITH VALVOLINE BETTER
				127	.30	ROT	PERFORMED TIRE ROTATION
				317	.00	MPI	ALL SERVICES ARE UP TO DATE AT THIS TIME
	09/24/16	8512	397	488	.20	9102276	INSPECTED AND REPROGRAMMED WITH THE SIM
	07/27/16	961			.00	0600062	
	07/29/16	1179	397	747	.50	PT1	PATCH 1 TIRE
	04/30/16	145	392	005	1.00	DEG4	PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS
	04/30/16	145	392	005	.00	ACD	DETAIL

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I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

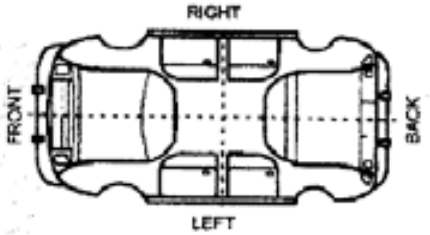
X _____
SIGNATURE

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]	[redacted]	167 HARRIS, AUSTIN C	[redacted]	3GTU2MEC4 GG[redacted]	3

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	01/11/16	5			.00	0590032	
	11/27/15	1			.00	0590072	

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X _____
SIGNATURE

UCSC2004

REPAIR ORDER

[redacted]

STOCK NUMBER: [redacted] LAST SERV MILEAGE: 0008512 MFG CODE: 37P005
3GTU2MEC4GG[redacted] GAGA SOLD DATE:07/21/16 MILE:0000144 LAST SERV:09/26/16
16 GMC SIERRA K1500 SLE CREW CAB SPECIAL IN-SERV DATE:07/21/16
SRVC $ CUS: WAR: 27 POL:

	NUMBER	TYPE	DATE	DEDUCT	MON	MILES	ACTIVE
EXT SVC PLAN1:	TK	GP	07/21/23	10000	084	100000	Y
EXT SVC PLAN2:	TFM	P	07/21/23		084	100000	Y

RO [redacted]N 09/24/16 ODOM= 8512 ADV=397 PTS=58.93 POL=.00 TOT=94.01
PREFERRED TREATMENT CLIENT=37P005 INV=09/24/16
LN 01 PAY TYPE OIL TECH1-127 .30 OPR-CODE LOFVP2
CUSTOMER STATES LUBE OIL AND FILTER WITH VALVOLINE BETTER SERVICE
MAINTNENANCE

EPA NOS
OIL CHANGE COMPLETED WITH VALVOLINE BETTER SERVICE / THANK YOU
LN 24 PAY TYPE OIL TECH1-127 .30 OPR-CODE ROT
CUSTOMER REQUESTS $8.99 TIRE ROTATION
MAINTNENANCE

NOS
PERFORMED TIRE ROTATION
LN 60 PAY TYPE OIL TECH1-317 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
ALL SERVICES ARE UP TO DATE AT THIS TIME

RO [redacted] Y 09/24/16 ODOM= 8512 ADV=397 PTS=.00 POL=.00 TOT=27.97
PREFERRED TREATMENT CLIENT=37P005 INV=09/26/16
LN 40 PAY TYPE WAR TECH1-488 .20 OPR-CODE 9102276
16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
OPEN CAMPAIGN
INSPECTED AND REPROGRAMMED WITH THE SDM

RO [redacted] 07/27/16 ODOM= 961 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=07/29/16
LN 01 PAY TYPE OPR-CODE 0600062
NO CUSTOMER COMPLAINT - OTHER ISSUES
OTHER - FOLLOW OPERATION
GM Claim Type: ZREG

RO [redacted] N 07/29/16 ODOM= 1179 ADV=397 PTS=.00 POL=.00 TOT=.00
PREFERRED TREATMENT CLIENT=37P005 INV=07/29/16
LN 24 PAY TYPE C TECH1-747 .50 OPR-CODE PT1
PATCH 1 TIRE CUSTOMER FOUND NAIL IN THE TIRE
FOUND NAIL IN THE RIGHT REAR TIRE
PATCH 1 TIRE

RO [redacted] N 04/30/16 ODOM= 145 ADV=392 PTS=40.00 POL=.00 TOT=106.65
CLIENT=37P005 INV=04/30/16
LN 25 PAY TYPE INT TECH1-005 1.00 OPR-CODE DEG4
CUSTOMER REQUESTS INSTALL DOOR EDGE GUARDS 4 DOORS

PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS EPA NOS

RO [redacted] N 04/30/16 ODOM= 145 ADV=392 PTS=8.50 POL=.00 TOT=58.50
CLIENT=37P005 INV=04/30/16
LN 24 PAY TYPE CLE TECH1-005 OPR-CODE ACD
DETAIL
DETAIL

RO [redacted] 01/11/16 ODOM= 5 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=01/15/16
LN 04 PAY TYPE OPR-CODE 0590032
GM Claim Type: ZPDI

RO [redacted] 11/27/15 ODOM= 1 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=11/27/15
LN 01 PAY TYPE OPR-CODE 0590072
GM Claim Type: ZPDI
END OF DATA

****
* INQUIRY PERFORMED FOR: RO# ADV# 167 *
* CUSTOMER NAME: [redacted] *
****

VIN: 3GTU2MEC4GG[redacted] INQUIRY DATE : 11/17/16
MODEL YEAR: 2016 MODEL NUMBER: [redacted]
DESCRIPTION: SIERRA 1500 4WD CREW CAB

---------- SERVICE CAMPAIGNS ----------
CAMPAIGN: 16007-FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
CAMPAIGN LABOR OPERATION: [redacted] CUSTOMER REIMBURSEMENT APPROVED
CAMPAIGN LABOR OPERATION: [redacted] CUSTOMER REIMBURSEMENT DENIED FOR USA DEALERS ONLY
CAMPAIGN LABOR OPERATION: [redacted] - INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE REPROGRA
CAMPAIGN LABOR OPERATION: [redacted] - REPLACE AIRBAG SENSING AND DIAGNOSTIC MODULE
CAMPAIGN TYPE: Product Safety Recall
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 93642
CAMPAIGN CONTACT:
CAMPAIGN DATE: 09/08/2016 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK: IF THE FRONTAL AIRBAGS AND SEATBELT PRETENSIONERS DO NOT DEPLOY WHEN REQUIRED, THERE IS AN INCREASED RISK OF INJURY TO OCCUPANTS IN A CRASH.
CAMPAIGN LONG DESC: 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.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES: VISIT MANUFACTURER WEBSITE AT HTTPS://MY.GM.COM/RECALLS FOR MORE INFORMATION.
CAMPAIGN 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.
CAMPAIGN RECALL NUMBER: 16V651
CAMPAIGN RECALL NUMBER DESC: NHTSA

---------- SERVICE BULLETINS ----------
BULLETIN TYPE: EI
BULLETIN: PIE0376-CHECK ENGINE LIGHT ILLUMINATED AND DTC P0751 SET ON VEHICLES UNDER 5,000 MILES
BULLETIN ISSUE DATE: 09/02/2016

BULLETIN TYPE: EI
BULLETIN: PIE0360-INTERMITTENT HVAC COOLING ISSUES DURING DRIVING
BULLETIN ISSUE DATE: 03/15/2016

BULLETIN TYPE: EI
BULLETIN: PIE0365-
BULLETIN ISSUE DATE: 06/21/2016

---------- VEHICLE WARRANTIES ----------
WARRANTY TYPE: GMC SCHEDULED MAINTENANCE-2 VISITS
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2018

WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 24144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001135

WARRANTY TYPE: POWERTRAIN LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2021
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 60144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001115

WARRANTY TYPE: EMISSION SELECT COMPONENT LTD WTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2024
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 80144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001189

WARRANTY TYPE: BUMPER TO BUMPER LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2019
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 36144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000390

WARRANTY TYPE: CORROSION LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2022
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 100144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000426

---------- SERVICE CONTRACTS ----------
NONE
---------- RELATED REPAIRS ----------
NONE
---------- BRANDED INFORMATION ----------
NONE
---------- WARRANTY BLOCKS ----------
---------- REPAIR ORDER HISTORY ----------
REPAIR ORDER: [redacted] WARRANTY ODOMETER: 8511 REPAIR DATE: 09/24/16
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
40	N			ZFAT		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] - INFLATABLE RESTRAINT SENSING AND DI

PART / NET ITEM	DESCRIPTION	QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 961 REPAIR DATE: 07/27/16
SERVICING DEALER: [redacted] ALLSTATE - SIGNATURE MOTOR CLUB, IN
CONTACT:

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
1	N	AM		ZREG		

CAUSE: 9094 - OTHER - FOLLOW OPERATION
COMPLAINT: 0090 - NO CUSTOMER COMPLAINT - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted] ROADSIDE SERVICE (FLAT TIRE)

PART / NET ITEM	DESCRIPTION	QTY
Z_NIM		

REPAIR ORDER: [redacted] WARRANTY ODOMETER: 5 REPAIR DATE: 01/11/16
SERVICING DEALER: [redacted] CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
4 N ZPDI
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS
PART / NET ITEM DESCRIPTION QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 1 REPAIR DATE: 11/27/15
SERVICING DEALER: [redacted] CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
1 N ZPDI
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] PRE-DELIVERY INSPECTION - BASE TIME
PART / NET ITEM DESCRIPTION QTY

---------- VEHICLE ASSEMBLIES ----------
ASSEMBLY: 10-ENGINE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 35-STEERING COLUMN - SIR SYSTEM
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 61-TRANSMISSION
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 65-REAR AXLE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 86-ELECTRONIC CONTROL MODULE (ECM)
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 87-BODY CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AB-IR-MODULE ASM-INFLATOR
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AH-IR-SENSOR ASM-LEFT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AJ-IR-SENSOR ASM-RIGHT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AL-IR-MODULE ASM-I/P
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AS-SENSING DIAGNOSTIC MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: CB-SEQ NUM (FLEX) BODY ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2ZZ

ASSEMBLY: CF-SEQ NUM (FLEX) PAINT PROCESS
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2PP

ASSEMBLY: CP-SEQ NUM (FLEX) GEN ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2GA

---------- DELIVERY INFORMATION ----------
SHIP DATE:
DELIVERY MILEAGE: 144
VEHICLE WEIGHT: 3269
ORDER TYPE: 70 -
ORDER NUMBER: [redacted]
BUILD DATE: 11/25/2015
BUILD PLANT: G -
DELIVERY TYPE: 010-INDIVIDUAL
DELIVERY DEALER: [redacted]-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
DELIVERY DATE: 07/21/2016
PDI STATUS: Y
INVOICE DATE: 11/25/2015

---------- SOLD TO INFORMATION ----------
SOLD TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SOLD TO CONTACT: 7704759500

---------- SHIP TO INFORMATION ----------
SHIP TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SHIP TO CONTACT: 7704759500

---------- INSERVICE INFORMATION ----------
INSERVICE PARTY: -
INSERVICE CONTACT:
INSERVICE DATE:
INSERVICE TYPE: 0000
INSERVICE MILEAGE:

---------- VEHICLE REGISTRATION ----------
NONE

Global Diagnostic System 2

Vehicle DTC Information

Overview

Vehicle Identification Number (VIN)	3GTU2MEC4GG[redacted]
Report Creation Date	2016-11-17 10:15:19 EST

Vehicle Configuration Property

Make	GMC
Model	Sierra
Model Year	2016

System Information Property

VCI Serial Number	MDI[redacted]
Vehicle Session Creation Date	2016-11-17 10:12:34
Test Start Time	2016-11-17 10:13:26 EST

Control Module Name	Control Module Status	DTC Count	DLC Pin
Engine Control Module	No DTCs Stored	0	6,14
Transmission Control Module	No DTCs Stored	0	6,14
Transfer Case Control Module	No DTCs Stored	0	6,14
Electronic Brake Control Module	No DTCs Stored	0	6,14
Distance Sensing Cruise Control Module	No Communication	0	6,14
Parking Brake Control Module	No Communication	0	6,14
Power Steering Control Module	No DTCs Stored	0	6,14
Steering Wheel Angle Sensor Module	No DTCs Stored	0	12,13
Suspension Control Module	No Communication	0	6,14
Body Control Module	No DTCs Stored	0	6,14
Inflatable Restraint Sensing and Diagnostic Module	No DTCs Stored	0	1
Passenger Presence Module	No DTCs Stored	0	1
Instrument Cluster	No DTCs Stored	0	1

Radio Controls	No DTCs Stored	0	1
HVAC Controls	No DTCs Stored	0	1
Radio	No DTCs Stored	0	1
Amplifier	No Communication	0	1
Media Disc Player	No Communication	0	1
Human Machine Interface Control Module	No DTCs Stored	0	6,14
Telematics Communication Interface Control Module	No DTCs Stored	0	6,14
HVAC Control Module	No DTCs Stored	0	1
Seat Memory Control Module - Driver	No Communication	0	1
Assist Step Control Module	No Communication	0	1
Left Side Object Detection Control Module	No Communication	0	1
Parking Assist Control Module	No Communication	0	1

No DTCs Stored

08/15/2018 16:28 #542 P.044/205 From:

#16-NA-100: Fuel Tank is Hard to Fill - (Oct 17, 2016)

Subject: Fuel Tank is Hard to Fill

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado LD	2016	2016	October 1, 2015	April 11, 2016		
Chevrolet	Silverado LD Crew						
Chevrolet	Silverado LD Crew LTZ						
Chevrolet	Silverado LD Ext						
Chevrolet	Silverado LD Ext LTZ						
Chevrolet	Silverado LD Reg						
GMC	Sierra LD Crew						
GMC	Sierra LD Crew Denali						
GMC	Sierra LD Ext						

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08/15/2018 16:28 #542 P.045/205

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Sierra LD Ext Denali						
GMC	Sierra LD Reg						

Involved Region or Country	North America and N.A. Export Models
Condition	Some customers may comment that the gas tank is hard to fill.
Cause	This condition may be due to the mold flashing issue on the check valve internal to the fuel tank.

Correction

Refer to Poor Fuel Fill Quality for diagnosis in SI. If SI diagnostic does not isolate the root cause, replace the fuel tank.

Service Procedure

Refer to *Fuel Tank Replacement* in SI.

Parts Information

Refer to the electronic parts catalog (EPC).

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
[redacted]	Fuel Tank Replacement	Use Published Labor Operation Time

From:

Version	3
Modified	June 14, 2016 - Removing 2015 MY and adding 2016 MY. Oct. 17, 2016 - Changing breakpoint to April 1L, 2016.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

From:

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv: 167 HARRIS, AUSTIN C	Tag [redacted]	License GA	3GTU2MEC4 GG[redacted]	Page 1	Invoice [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer In: 14255 Out: 14255 | Dist: OFF WAR W | Final

Begin: 11/17/16 | Base: 11/17/16 | Invoiced: 11/17/16 13:28 EN

Vehicle Information

10 GMC SIERRA K1500 SLE CREW CAB SPECIAL

Stock#: 0000[redacted]

In-service: 07/21/16

Customer Concern

Concern 40 Cause Correction Type: WAR	16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY RECALL ALREADY COMPLETED X	Operation X	Tech 389 Subtotal TOTAL CHARGE FOR CONCERN	Amount 0.00 0.00
Concern 51 Cause Correction Parts Type: WAR	CUSTOMER STATES WHEN FILLING UP THE VEHICLE FUEL TANK FROM START TO FINISH THE FUEL BUILDS UP AT THE NOZZLE & SHUTS OFF THE PUMP PARTS ORDERED X Part Number SO# Note Description 000 023138262 SPO *TANK -SPO	Operation CS Qty 1	Tech 388 Sell Subtotal TOTAL CHARGE FOR CONCERN	Amount 0.00 0.00 0.00
Concern 60 Cause Correction 60-1 Type: WAR	MULTI-POINT VEHICLE INSPECTION X X CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE	Operation MPI XV909	Tech 388 388 Subtotal TOTAL CHARGE FOR CONCERN	Amount 0.00 0.00 0.00 0.00

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www.FiveStarOnline.com

Advr: 167 HARRIS, AUSTIN C	Tag [redacted]	License [redacted]	3GTU2MEC4 GG[redacted]	Page 2	Invoice [redacted]

Invoice to: [redacted]	Driver/Owner [redacted]
Invoiced: 11/17/16 15:26:25 EN	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
TOTAL CHARGE	0.00	FAC WARRANTY	0.00
		TOTAL CHARGE	0.00

PREFERRED TREATMENT

If you have any questions - please see HARRIS, AUSTIN C

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Adv: 167 HARRIS, AUSTIN C	Tag [redacted]	License [redacted]	3GTU2MEC4 GC [redacted]	Page 3 (last)	Invoice [redacted]
Invoice to: [redacted]			**Driver/Owner** [redacted]		
Invoiced: 11/17/16 13:20:25 EN			16 GMC SIERRA K1500 SLE CREW CAB SPECIAL		

Skill 01 Tech# 388 Start Time: 11/17/16 10:04 Stop Time: 11/17/16 10:26

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
51	388	Begin	11/17/16 10:04	End	11/17/16 10:25	:21	.4	

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Adv: 167 HARRIS, AUSTIN C	Tag [redacted]	License GA	3GTU2MEC4 GG[redacted]	Page 1	Invoice [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer In: 14255 Out: 14255 | Dist: DEF WAR W | Prelim

Begin: 11/17/16 | Done: 11/17/16 | Invoiced: 11/17/16 10:55 KM

Vehicle Information

16 GMC SIERRA K1500 SLE CREW CAB SPECIAL

Stock#: 000[redacted]

In-service: 07/21/16

Customer Concern

		Operation	Tech	Amount
Concern 40	16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY	X	396	
Cause	RECALL ALREADY COMPLETED			
Correction	X			

		Operation	Tech	Amount
Concern 51	CUSTOMER STATES WHEN FILLING UP THE VEHICLE FUEL TANK FROM START TO FINISH THE FUEL BUILDS UP AT THE NOZZLE & SHUTS OFF THE PUMP			
Cause	PARTS ORDERED	CS	388	
Correction	X			
Parts	Part Number / POP / Note / Description	Qty		Sell
	000 023138362 SPO *TANK -SPO	1		

		Operation	Tech	Amount
Concern 60	MULTI-POINT VEHICLE INSPECTION	MPI	388	
Cause	X			
Correction	X			
60-1	CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE	XVP09	388	

Summary of Charges for Invoice [redacted]

Payment Distribution for Invoice [redacted]

FAC WARRANTY	0.00
TOTAL CHARGE	0.00

PREFERRED TREATMENT

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www.FiveStarOnline.com

Adv: 167 HARRIS, AUSTIN C	Tag [redacted]	License [redacted]	3GTU2MEC4 GC[redacted]	Page 2 (Last)	Invoice [redacted]
Invoice to: [redacted]			**Driver/Owner:** [redacted]		
Invoiced: 11/17/16 10:55:16 AM			16 GMC SIERRA K1500 SLE CREW CAB SPECIAL		

If you have any questions - please see HARRIS, AUSTIN C

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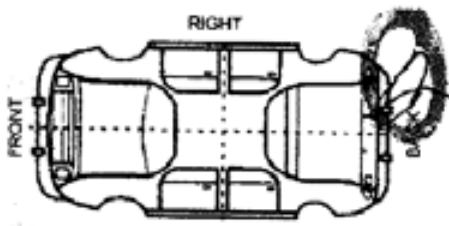
X

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PR

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY	DATE	TIME	$
REVISED ESTIMATE #1			
REVISED ESTIMATE #2			
REVISED ESTIMATE #3			

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

X _____ CUSTOMER SIGNATURE

RO	Tag	Advisor	Added	License	VIN
[redacted]	[redacted]	392 JOEY JACKSON	12/07/16 12:31	[redacted]	3GTU2MEC4 GG[redacted]

Customer Information [redacted]

Work: [redacted]
Home:
Reservation: 000 12/07/16 13:00

Vehicle Information

W/O [redacted]

16 GMC SIERRA CREW CAB K1500 SLE SPECIAL
ENG,5.3L ECOTEC3 V8 Odometer: 14239
Stock No: 3000[redacted]
Dates: Production: 11/25/15 Inservice: 07/21/16 Sold: 07/21/16 SLSP: 002
Last Svc: Client: 37P005 Date: 11/17/16 Adv: 167 Odom: 14235 Daily Avg: 119 Month Avg: 2574

Ln	Type	Operation	Customer Concern	Hr./Qty
01*	WAR	0600743	CUSTOMER STATES PERFORM GMC MAINTENANCE - CHANGE OIL FILTER & OIL, ROTATE TIRES, AND PERFORM 27-POINT VEHICLE INSPECTION...12 OIL LIFE	
		-5000	Concern Code: 0021 FLG: NOS	
			19330000 FILTER Bin: 5250	1
			88864004B 0W20 OIL, DEXOS1 Bin: 5099	6
52	WAR	388	CUSTOMER STATES THEY HAVE A HARD TIME FILLING TANK WITH GAS Refers to doc # 445647 Replace Fuel tank assy	
60	WAR	MPI	MULTI-POINT VEHICLE INSPECTION necessary to drain & fill tank SPG 4029250	
60-1		XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE	
		Sk/Hr/Tech:	01-0.6	

Additional Information 388 Not assigned

MFG: 37P005 Dist: DEF Fuel: UNL Estimated Completion: 12/07/16 17:00

Part advised by Service manager

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I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A 10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days vehicle will be impounded.

X [redacted]

$940 (2days)

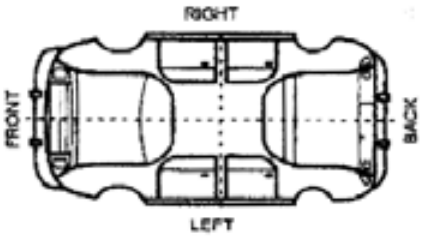
REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		392 JOEY JACKSON	[redacted]	3GTU2MEC4 GG[redacted]	1

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Comment

Possible recheck. Last Serviced 11/17/16 Preferred Customer

RO Information

SVC Note: PREFERRED TREATMENT

Method of Payment

WAR WARRANTY WA - FAC WARRANTY

Extended Warranty	Number	Month	Mileage	Deductible	Expires
GP	TK	84	100000	100.00	07/21/23
P	TPM	84	100000		07/21/23

Recommended Maintenance — Since Last Service

Operation	Description	Based On	Months	Miles
MPI	MULTI-POINT VEHICLE INSPECTION	Mileage	1	2100
PCAF	PASSENGER COMPARTMENT AIR FILT	Mileage	5	16400
LOFVP1	LUBE OIL AND FILTER WITH VALVO	Mileage	2	7900
LOFVP2	LUBE OIL AND FILTER WITH VALVO	Mileage	2	7900
LOFVP3	LUBE OIL AND FILTER WITH VALVO	Mileage	2	7900
VP09	VP THROTTLE BODY FLUSH SERVICE	Mileage	5	16400

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	[redacted]/17/16	14255	167	388	.00	X	X
				388	.00	CS	X
				388	.00	MPI	X
				388	.00	XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH S
	[redacted]/24/16	8512	397	127	.30	LOFVP2	OIL CHANGE COMPLETED WITH VALVOLINE SYNTHE

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I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A 10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

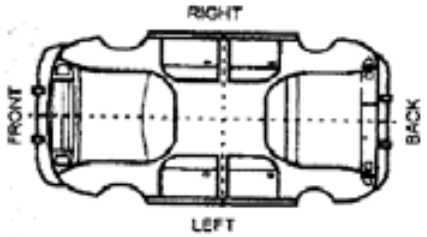
X _____
SIGNATURE

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	$
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		392 JOEY JACKSON	[redacted]	3GTU2MEC4 GC[redacted]	3

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
				127	.30	ROT	PERFORMED TIRE ROTATION
				317	.00	MPI	ALL SERVICES ARE UP TO DATE AT THIS TIME
[redacted]	9/24/16	8512	397	488	.20	9102276	INSPECTED AND REPROGRAMMED WITH THE SPM
	7/27/16	961			.00	0600062	
	7/29/16	1179	397	747	.50	PT1	PATCH 1 TIRE
	4/30/16	145	392	005	1.00	DEG4	PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS
	4/30/16	145	392	005	.00	ACD	DETAIL
	1/11/16	5			.00	0590032	
	1/27/15	1			.00	0590072	

DISCLAIMER OF WARRANTIES

Any warranties on this product sold hereby are those made by the manufacturer, which is a limited warranty 12 months or 12,000 miles whichever occurs first. The dealer, FIVE STAR CHEVROLET-CADILLAC, hereby expressly disclaims all warranties either express or implied including warranty of merchantability or fitness for a particular purpose, and FIVE STAR CHEVROLET-CADILLAC neither presumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Purchaser shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. DEALER NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. Please remove any item you deem necessary.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A 10.00 per day storage fee will be charged on vehicles not picked up within two days of completion. After 30 days, vehicle will be impounded.

X _____
SIGNATURE

[redacted]

STOCK NUMBER: [redacted] LAST SERV MILEAGE: 0014255 MFG CODE: 37P005
3GTU2MEC4GG[redacted] GAGA SOLD DATE:07/21/16 MILE:0000144 LAST SERV:11/17/16
16 GMC SIERRA K1500 SLE CREW CAB SPECIAL IN-SERV DATE:07/21/16
SRVC $ CUS: WAR: 27 POL:

	NUMBER	TYPE	DATE	DEDUCT	MON	MILES	ACTIVE
EXT SVC PLAN1:	TK	GP	07/21/23	10000	084	100000	Y
EXT SVC PLAN2:	TFM	P	07/21/23		084	100000	Y

RO [redacted] Y 11/17/16 ODOM= 14255 ADV=167 PTS=.00 POL=.00 TOT=.00
PREFERRED TREATMENT CLIENT=37P005 INV=11/17/16
LN 40 PAY TYPE WAR TECH1-388 OPR-CODE X
16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
RECALL ALREADY COMPLETED
X
LN 51 PAY TYPE WAR TECH1-388 OPR-CODE CS
CUSTOMER STATES WHEN FILLING UP THE VEHICLE FUEL TANK FROM START TO FINISH T
PARTS ORDERED
X
LN 60 PAY TYPE WAR TECH1-388 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
X
X
LN 60-1 PAY TYPE WAR TECH1-388 OPR-CODE XVP09
CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE

RO [redacted] N 09/24/16 ODOM= 8512 ADV=397 PTS=58.93 POL=.00 TOT=94.01
PREFERRED TREATMENT CLIENT=37P005 INV=09/24/16
LN 01 PAY TYPE OIL TECH1-127 .30 OPR-CODE LOFVP2
CUSTOMER STATES LUBE OIL AND FILTER WITH VALVOLINE BETTER SERVICE
MAINTNENANCE

EPA NOS
OIL CHANGE COMPLETED WITH VALVOLINE BETTER SERVICE / THANK YOU
LN 24 PAY TYPE OIL TECH1-127 .30 OPR-CODE ROT
CUSTOMER REQUESTS $8.99 TIRE ROTATION
MAINTNENANCE

NOS
PERFORMED TIRE ROTATION
LN 60 PAY TYPE OIL TECH1-317 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
ALL SERVICES ARE UP TO DATE AT THIS TIME

RO [redacted] Y 09/24/16 ODOM= 8512 ADV=397 PTS=.00 POL=.00 TOT=27.97
PREFERRED TREATMENT CLIENT=37P005 INV=09/26/16
LN 40 PAY TYPE WAR TECH1-488 .20 OPR-CODE 9102276
16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
OPEN CAMPAIGN
INSPECTED AND REPROGRAMMED WITH THE SDM

RO [redacted] 07/27/16 ODOM= 961 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=07/29/16

LN 01 PAY TYPE OPR-CODE [redacted]
NO CUSTOMER COMPLAINT - OTHER ISSUES
OTHER - FOLLOW OPERATION
GM Claim Type: ZREG

RO [redacted]N 07/29/16 ODOM= 1179 ADV=397 PTS=.00 POL=.00 TOT=.00
PREFERRED TREATMENT CLIENT=37P005 INV=07/29/16
LN 24 PAY TYPE C TECH1-747 .50 OPR-CODE PT1
PATCH 1 TIRE CUSTOMER FOUND NAIL IN THE TIRE
FOUND NAIL IN THE RIGHT REAR TIRE
PATCH 1 TIRE

RO [redacted]N 04/30/16 ODOM= 145 ADV=392 PTS=40.00 POL=.00 TOT=106.65
CLIENT=37P005 INV=04/30/16
LN 25 PAY TYPE INT TECH1-005 1.00 OPR-CODE DEG4
CUSTOMER REQUESTS INSTALL DOOR EDGE GUARDS 4 DOORS
EPA NOS
PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS

RO [redacted]N 04/30/16 ODOM= 145 ADV=392 PTS=8.50 POL=.00 TOT=58.50
CLIENT=37P005 INV=04/30/16
LN 24 PAY TYPE CLE TECH1-005 OPR-CODE ACD
DETAIL
DETAIL

RO [redacted] 01/11/16 ODOM= 5 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=01/15/16
LN 04 PAY TYPE OPR-CODE 0590032
GM Claim Type: ZPDI

RO [redacted] 11/27/15 ODOM= 1 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=11/27/15
LN 01 PAY TYPE OPR-CODE 0590072
GM Claim Type: ZPDI
END OF DATA

****
* INQUIRY PERFORMED FOR: RO# ADV# 392 *
* CUSTOMER NAME: [redacted] *
****

VIN: 3GTU2MEC4GG[redacted] INQUIRY DATE : 12/07/16
MODEL YEAR: 2016 MODEL NUMBER: [redacted]
DESCRIPTION: SIERRA 1500 4WD CREW CAB

---------- SERVICE CAMPAIGNS ----------
CAMPAIGN: 16007-FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
CAMPAIGN LABOR OPERATION: [redacted] - CUSTOMER REIMBURSEMENT APPROVED
CAMPAIGN LABOR OPERATION: [redacted] - CUSTOMER REIMBURSEMENT DENIED FOR USA DEALERS ONLY
CAMPAIGN LABOR OPERATION: [redacted] - INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE REPROGRA
CAMPAIGN LABOR OPERATION: [redacted] - REPLACE AIRBAG SENSING AND DIAGNOSTIC MODULE
CAMPAIGN TYPE: Product Safety Recall
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 93642
CAMPAIGN CONTACT:
CAMPAIGN DATE: 09/08/2016 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK: IF THE FRONTAL AIRBAGS AND SEATBELT PRETENSIONERS DO NOT DEPLOY WHEN REQUIRED, THERE IS AN INCREASED RISK OF INJURY TO OCCUPANTS IN A CRASH.
CAMPAIGN LONG DESC: 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.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES: VISIT MANUFACTURER WEBSITE AT HTTPS://MY.GM.COM/RECALLS FOR MORE INFORMATION.
CAMPAIGN 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.
CAMPAIGN RECALL NUMBER: 16V651
CAMPAIGN RECALL NUMBER DESC: NHTSA

---------- SERVICE BULLETINS ----------
BULLETIN TYPE: EI
BULLETIN: PIE0376-CHECK ENGINE LIGHT ILLUMINATED AND DTC P0751 SET ON VEHICLES UNDER 5,000 MILES
BULLETIN ISSUE DATE: 09/02/2016

BULLETIN TYPE: EI
BULLETIN: PIE0360-INTERMITTENT HVAC COOLING ISSUES DURING DRIVING
BULLETIN ISSUE DATE: 03/15/2016

BULLETIN TYPE: BI
BULLETIN: PIE0365-
BULLETIN ISSUE DATE: 06/21/2016

---------- VEHICLE WARRANTIES ----------
WARRANTY TYPE: GMC SCHEDULED MAINTENANCE-2 VISITS
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2018
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 24144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001135

WARRANTY TYPE: POWERTRAIN LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2021
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 60144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001115

WARRANTY TYPE: EMISSION SELECT COMPONENT LTD WTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2024
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 80144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001189

WARRANTY TYPE: BUMPER TO BUMPER LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2019
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 36144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000390

WARRANTY TYPE: CORROSION LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2022
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 100144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000426

---------- SERVICE CONTRACTS ----------
NONE
---------- RELATED REPAIRS ----------
NONE
---------- BRANDED INFORMATION ----------
NONE
---------- WARRANTY BLOCKS ----------
NONE
---------- REPAIR ORDER HISTORY ----------
REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 8511 REPAIR DATE: 09/24/16
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
40	N			ZFAT		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] - INFLATABLE RESTRAINT SENSING AND DI

PART / NET ITEM	DESCRIPTION	QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 961 REPAIR DATE: 07/27/16
SERVICING DEALER: [redacted] ALLSTATE - SIGNATURE MOTOR CLUB, IN
CONTACT:

Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
1 N AM ZREG
CAUSE: 9094 - OTHER - FOLLOW OPERATION
COMPLAINT: 0090 - NO CUSTOMER COMPLAINT - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted]-ROADSIDE SERVICE (FLAT TIRE)
PART / NET ITEM DESCRIPTION QTY
Z_NIM

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 5 REPAIR DATE: 01/11/16
SERVICING DEALER: [redacted] CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
4 N ZPDI
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS
PART / NET ITEM DESCRIPTION QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 1 REPAIR DATE: 11/27/15
SERVICING DEALER: [redacted]-CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
1 N ZPDI
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] PRE-DELIVERY INSPECTION - BASE TIME
PART / NET ITEM DESCRIPTION QTY

---------- VEHICLE ASSEMBLIES ----------
ASSEMBLY: 10-ENGINE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 35-STEERING COLUMN - SIR SYSTEM
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 61-TRANSMISSION
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 65-REAR AXLE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 86-ELECTRONIC CONTROL MODULE (ECM)
ASSEMBLY SERIAL NUMBER:

ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 87-BODY CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AB-IR-MODULE ASM-INFLATOR
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AH-IR-SENSOR ASM-LEFT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AJ-IR-SENSOR ASM-RIGHT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AL-IR-MODULE ASM-I/P
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AS-SENSING DIAGNOSTIC MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: CB-SEQ NUM (FLEX) BODY ASM
ASSEMBLY SERIAL NUMBER: [redacted]

ASSEMBLY SOURCE PLANT: LIRD SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 222

ASSEMBLY: CF-SEQ NUM (FLEX) PAINT PROCESS
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2PP

ASSEMBLY: CP-SEQ NUM (FLEX) GEN ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2GA

---------- DELIVERY INFORMATION ----------
SHIP DATE:
DELIVERY MILEAGE: 144
VEHICLE WEIGHT: 3269
ORDER TYPE: 70 -
ORDER NUMBER: [redacted]
BUILD DATE: 11/25/2015
BUILD PLANT: G -
DELIVERY TYPE: 010-INDIVIDUAL
DELIVERY DEALER: [redacted]-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
DELIVERY DATE: 07/21/2016
PDI STATUS: Y
INVOICE DATE: 11/25/2015

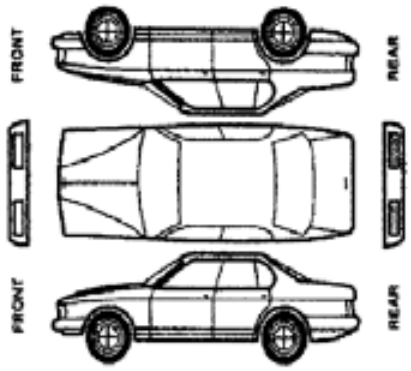
---------- SOLD TO INFORMATION ----------
SOLD TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SOLD TO CONTACT: 7704759500

---------- SHIP TO INFORMATION ----------
SHIP TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SHIP TO CONTACT: 7704759500

---------- INSERVICE INFORMATION ----------
INSERVICE PARTY: -
INSERVICE CONTACT:
INSERVICE DATE:
INSERVICE TYPE: 0000
INSERVICE MILEAGE:

---------- VEHICLE REGISTRATION ----------
NONE

Pre- Authorization Check In Sheet



Date: _____ Time: _____ Tag [redacted] D _____

Vin _____ [redacted]

Make _____ Model _____ Year _____

Mileage 114729 License Plate _____

Customer [redacted]

Address/ PO BOX _____ City _____ St _____ Zip _____

Phone Number for contact TODAY _____ Shuttle _____ First-time _____

EMAIL ADDRESS _____

Concerns/Issues _____

Noted damage to vehicle seen at write up (note above picture or here)

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damages to vehicle or articles left in the vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Thereby grants you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere or the purpose of testing and/or inspection. An expressed mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs hereto. I agree the above vehicle left at this facility for more than 3 days after time of completion or 30 days from above referenced date could incur a $30.00 per day storage fee.

I AUTHORIZE A DIAGNOSTIC FEE OF _____ AND AM FULLY AWARE THAT REPAIRS FOLLOW
Before signing please make sure ALL repairs are listed exactly as you described

Signed _____ Date _____

#16-NA-100: Fuel Tank is Hard to Fill - (Oct 17, 2016)

Subject: Fuel Tank is Hard to Fill

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado LD	2016	2016	October 1, 2015	April 11, 2016		
Chevrolet	Silverado LD Crew						
Chevrolet	Silverado LD Crew LTZ						
Chevrolet	Silverado LD Ext						
Chevrolet	Silverado LD Ext LTZ						
Chevrolet	Silverado LD Reg						
GMC	Sierra LD Crew						
GMC	Sierra LD Crew Denali						
GMC	Sierra LD Ext						
GMC	Sierra LD Ext Denali						
GMC	Sierra LD Reg						

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[redacted]

Involved Region or Country	North America and N.A. Export Models
Condition	Some customers may comment that the gas tank is hard to fill.
Cause	This condition may be due to the mold flashing issue on the check valve internal to the fuel tank.

Correction

Refer to Poor Fuel Fill Quality for diagnosis in SI. If SI diagnostic does not isolate the root cause, replace the fuel tank.

Service Procedure

Refer to *Fuel Tank Replacement* in SI.

Parts Information

Refer to the electronic parts catalog (EPC).

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
[redacted]	Fuel Tank Replacement	Use Published Labor Operation Time

Version	3
Modified	June 14, 2016 – Removing 2015 MY and adding 2016 MY. Oct. 17, 2016 – Changing breakpoint to April 11, 2016.

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

FIVE STAR

BUICK Cadillac CHEVROLET GMC

Five Star Buick

495 Watson Boulevard
Warner Robins , GA 31098

Loaner Car Agreement 3514

Loaner# : [redacted]

R.O. # : [redacted]

Service Advisor: JOEY JACKSON

CUSTOMER INFORMATION

Name: [redacted] Credit Card Number:

Address: [redacted] City: [redacted] State [redacted] Zip [redacted]

Phone#: (h) [redacted] (w) (c)

Driver's License #: [redacted] State: ga Exp. Date: 08/27/2018

Insurance Carrier: alfa Policy # [redacted] Exp. Date: 04/07/2017

VEHICLE COVERED BY THIS AGREEMENT:

Year: 2017 Make: CHEVROLET Model: SILVERADO

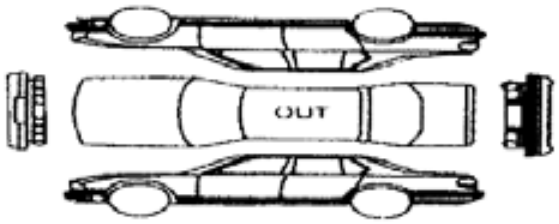
License# : [redacted] VIN#: 1GCNCNEH8HZ[redacted]

VEHICLE DUE BACK: 12/08/2016 06:00 PM

CONDITION OF VEHICLE:

Customer acknowledges inspection of the vehicle prior to rental and that the vehicle is in good mechanical condition and is free of any body or glass damage unless specifically noted hereon and initialed by renter.

Damage Out:



Renter's Initials: _____

Additional Damaged Noted When Vehicle Returned:

Customer acknowledges that the vehicle is being provided with a fuel level as shown below and that the vehicle is to be returned with the same level of fuel.

	E	1/8	1/4	3/8	1/2	5/8	3/4	7/8	F
Fuel Out	EX								
Fuel In	E	1/8	1/4	3/8	1/2	5/8	3/4	7/8	F

ACCOUNTING

Date and Time Out 12/07/2016 12:31 PM

Date and time Returned 12/09/2016 02:44 PM

Mileage Out 18

Mileage Returned 245

Charge:

2 Days @ $ 42.00 /Day $ 84.00

Damage & Misc. Charges:

_____ $ _____

_____ $ _____

_____ $ _____

Sales Tax @ 0.00 % $ 0.00

Fuel @ $ /Gal $ 0.00

Total Amount Owed: $ 126.00

Customer agrees to rent the vehicle described above in accordance with the Terms and Conditions set forth on the reverse side of this document. Customer acknowledges that he/she has read and understands these Terms and Conditions and agrees to them.

Customer Signature: _____ Date: 12/07/2016

Five Star Chevrolet Buck GMCCadillac - Charges Summary

CUSTOMER : [redacted]

LOCATION :
Five Star Buick
495 Watson Boulevard
Warner Robins GA, 31098

AGREEMENT NO. : [redacted]

REPAIR ORDER NO. : [redacted]

AGREEMENT DATE : 12/07/2016 12:38 PM

DURATION

Pick-up Date	12/07/2016 12:31 PM
Return Date	12/09/2016 02:44 PM
Total Days	2

VEHICLE

Year/Make/Model	2017 CHEVROLET SILVERADO
Unit Number	H3084
VIN	1GCNCNEH8HZ[redacted]
Service Advisor	JACKSON, JOEY
Total Miles/Km	227
Fuel Used	All (0 gallons)
Fuel Price Per Gallon	$ 0

Description	Total
RATE	$ 84.00
Total Charges	$ 84.00

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv: 444 JAI GERALD WARNER	Tag [redacted]	[illegible] GA	[illegible] GG [redacted]	[illegible]	Tax [illegible] [redacted]

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

For Office Use	Vehicle Information
Odometer In: 19279 Out: 19340	Tag: [illegible] [illegible]
	[illegible]
Begin: 12:09:10	Ready: 12:39:10 Invoiced: 12:39:10 Paid: 09

Customer Concern

Concern	CUSTOMER STATES VEHICLE HAS MAINTENANCE - CHANGE OIL FILTER & OIL, ROTATE TIRES, AND FLUSHES IN ENGINE COOLANT	[illegible]
Cause	MAINTENANCE	
Correction	OIL FILTER & OIL CHANGE, TIRE ROTATION & TRUE COOLANT	
Parts	Part Number Qty Price Description	
	GDC 19328666 FILTER	
	GDC 88974048 [illegible]	
	[illegible]	
	[illegible]	
	[illegible]	
Type: WAR	Labor Flags: None	[illegible]
Concern	CUSTOMER STATES CHEV HAVE A HARD TIME SHIFTING GEARS AND	[illegible]
Cause	KEEPS IN [illegible]	
Correction	REFLASHED PCM, TRAM ASSEMBLY, DRY OUT SHIFT SOLENOID	
Parts	Part Number Qty Price Description	
	[illegible] OPEN [illegible]	
	SEC [illegible] TRAM	

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

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Advt: 444 JAY GERALD WALKER	Fy [redacted]	Ll mile GA	[redacted] GC [redacted]	Page: 1	Invoice [redacted]

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

Invoiced: 07-12-18 Customer PO

To: JAY GERALD WALKER 444 WEST 1ST STREET

Type: WAR

Concern: MULTI-POINT VEHICLE INSPECTION

Cause: -

Correction: -

CC-1: CUSTOMER DECLINED VP CHRYSLER EXTENDED SERVICE PLAN

Disc Date: 07-09-18 14:14

Type: WAR

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	694.82	TOTAL CHARGE	973.76
LAB-MECHANICAL	207.76		
SERVICE SPECIAL ADJUSTMENT	2.82-	FAC WARRANTY	973.76
MISCELLANEOUS	84.00		
TOTAL CHARGE	973.76		

PREFERRED TREATMENT

If you have any questions - please see JAY GERALD WALKER

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ADV: 464 JAI GERALD WALKER	[redacted]	GA	[redacted]	
Invoice to: [redacted]			**Driver/Owner:** [redacted]	
Invoiced: 12/19/14 Written: GN				

Skill 01 Tech# 348 Start Time: 12/19/14 12:07 PM Time Out: 5:30 PM
Skill 05 Tech# 387 Start Time: 12/19/14 12:11 Stop Time: 12:24 12:12

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed Time	Labor
01	Lvl	Begin	12/19/14 12:12	End	12/19/14 12:24	0:0	0
02	387	Begin	12/19/14 12:07	End	12/19/14 12:24	0:17	0.3

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www.FiveStarOnline.com

[redacted]	[redacted]	GA	GG[redacted]	[redacted]

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

For Office Use			Vehicle Information	
[illegible]	[illegible]	[illegible]	[illegible]	
			[illegible]	
[illegible]	[illegible]	[illegible]	[illegible]	

Customer Concern

Concern	CUSTOMER PREFER REMOVAL AND REINSTALLATION - ENGINE OIL FILTER & OIL, ENGINE OIL, AND MAINTAIN 27-POINT INSPECTION INSPECTION FOR LIFE	[illegible]
Cause	MAINTENANCE	[illegible]
Correction	OIL FILTER & OIL CHANGE, TIRE ROTATION & VEHI INSPECTED	[illegible]
Parts	Part Number Qty Price Description OIL 12617246 4 QTS FIL 89048048 ENGINE OIL FILTER [illegible]	[illegible]
Technician	Lisa Flagg 0.8	
Concern	CUSTOMER STATES CHECK GAGE A BANG TIRE PRESSURE LIGHT WILL NOT	[illegible]
Cause	SENSOR IS INOPERATIVE	[illegible]
Correction	REPLACED TPMS TIRE ASSEMBLY, ADJ TO PROPER AND RESET LIGHT	[illegible]
Parts	Part Number Qty Price Description 25[illegible] 4 [illegible]	[illegible]
Concern	[illegible]	[illegible]
Cause	-	[illegible]
Correction	-	[illegible]
06-3	CUSTOMER DECLINED TO PERFORM SERVICE AT THIS TIME	[illegible]
	Lisa Flagg 0.0	

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X [redacted]

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www.FiveStarOnline.com

[redacted]	[redacted]	GA	[redacted]	[redacted]	[redacted]

Invoice to: [redacted]	**Driver/Owner:** [redacted]
[redacted]	[redacted]
Summary of Charges for Invoice [redacted]	**Payment Distribution for Invoice** [redacted]
	FAC WARRANTY 889.76

PREFERRED TREATMENT?

If you have any questions - please see [illegible]

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X

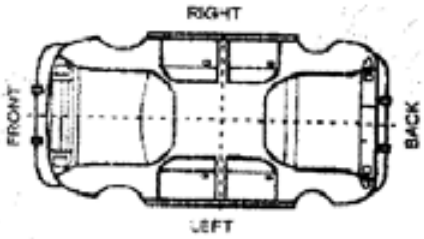
FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

WAITING

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____ CUSTOMER SIGNATURE

RO	Tag	Advisor	Added	License	VIN
[redacted]	[redacted]	184 DREW MOORE	03/23/17 10:04	[redacted]	3GTU2MEC4 GG[redacted]

Customer Information

Customer Waiting

[redacted]

Work: [redacted]
Home:
Reservation: 024 03/23/17 10:00

Vehicle Information

2016

16 GMC SIERRA CREW CAB K1500 SLE SPECIAL
SNG,5.3L ECOTEC3 V8 Odometer: 24145
Dates: Production: 11/25/15 Inservice: 07/21/16 Stock No: [redacted]
Last Svc: Client: 37P005 Date: 12/10/16 Adv: 444 Odom: 16430 Sold: 07/21/16 SLSP: 002 Daily Avg: 115 Month Avg: 3450

Ln	Type	Operation	Customer Concern	Hr./Qty
01	FID	LOFTW 230	CUSTOMER STATES LUBE OIL AND FILTER AND TIRE ROTATION TOTAL WARRANTY MAINTENANCE	
			FLG: EPA NOS Auth # 1020439 ESP	
			CHANGE ENGINE OIL	
			REPLACE OIL FILTER	
			VV1770 5W30 BULK Bin: 5999 5	
24*	WAR	CH 230	CUSTOMER STATES SUBJECT: 4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP	
			G1028444	
60	FID	MPI	MULTI-POINT VEHICLE INSPECTION	.4
			SPC	
			Total Without Tax $	0.00
			Total Charges with Tax $	0.00
		SX/Hr/Tech:	01-0.7	

Additional Information

MES: 37P005 Disp: DET Fuel: UNL Estimated Completion: 03/23/17 17:00

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I (We) authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck listed hereon on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $25.00 per day storage fee will be charged on vehicles not picked up within (5) days of completion. After 30 days, vehicle will be impounded.

[redacted]
SIGNATURE

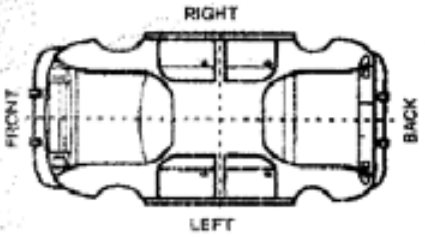
REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	***Customer Waiting***	VIN	Page
[redacted]		186 DREW MOORE	[redacted]	3GTU2MEC4 GG[redacted]	2

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Comment

Preferred Customer

RO Information

SVC Note: PREFERRED TREATMENT

Method of Payment

WAR WARRANTY WA - FAC WARRANTY

VID EXT SERV CO

Extended Warranty	Number	Month	Mileage	Deductible	Expires
GP	TK	84	100000	100.00	07/21/23
F	TFM	84	100000		07/21/23

Recommended Maintenance — Since Last Service

Operation	Description	Based On	Months	Miles
MPI	MULTI-POINT VEHICLE INSPECTION	Mileage	3	7700
PCAF	PASSENGER COMPARTMENT AIR FILT	Mileage	8	24100
LOFVP1	LUBE OIL AND FILTER WITH VALVO	Mileage	6	15600
LOFVP2	LUBE OIL AND FILTER WITH VALVO	Mileage	6	15600
LOFVP3	LUBE OIL AND FILTER WITH VALVO	Mileage	6	15600
VF05	VP BRAKE FLUSH	Mileage	8	24100
VF09	VP THROTTLE BODY FLUSH SERVICE	Mileage	8	24100

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	12/07/16	16430	444	187	.50	0600743	OIL FILTER & OIL CHANGE, TIRE ROTATION & M
				388	1.50	4029250	REPLACED FUEL TANK ASSSEMBLY, NEC TO DRAIN
				187	.00	MPI	-

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I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $50.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

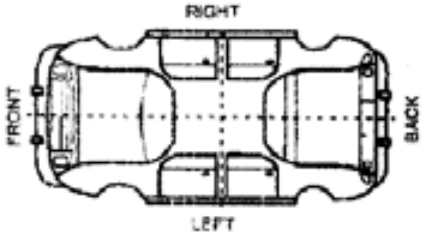
X _____
SIGNATURE

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	***Customer Waiting***	VIN	Page
[redacted]		186 DREW MOORE	[redacted]	3GTU2MEC4 GG[redacted]	3

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: GA GA

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
				187	.00	XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH S
[redacted]	11/17/16	14255	187	388	.00	X	X
				388	.00	CS	X
				388	.00	MPI	X
				388	.00	XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH S
	09/24/16	8512	397	127	.30	LOFVP2	OIL CHANGE COMPLETED WITH VALVOLINE BETTER
				127	.30	ROT	PERFORMED TIRE ROTATION
				317	.00	MPI	ALL SERVICES ARE UP TO DATE AT THIS TIME
	09/24/16	8512	397	488	.20	9102276	INSPECTED AND REPROGRAMMED WITH THE SDM
	07/27/16	941			.00	0600062	
	07/29/16	1179	397	747	.50	PT1	PATCH 1 TIRE
	04/30/16	145	392	005	1.00	DEG4	PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS
	04/30/16	145	392	005	.00	ACD	DETAIL
	01/21/16	5			.00	0590032	
	11/27/15	1			.00	0590072	

Manufacturer's Recalls

28770 HWC IPS DRIFT DTC C0398 - 4HI LOCK-UP

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I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs this ticket. I have read and understand Disclaimer of Warranty. A $20.00 per day storage fee will be charged on vehicles not picked up within five days of completion. After 30 days vehicle will be impounded.

X _____
SIGNATURE

[redacted]

STOCK NUMBER: [redacted] LAST SERV MILEAGE: 0016430 MFG CODE: 37P005
3GTU2MEC4GG[redacted] GAGA SOLD DATE:07/21/16 MILE:0000144 LAST SERV:12/10/16
16 GMC SIERRA K1500 SLE CREW CAB SPECIAL IN-SERV DATE:07/21/16
SRVC $ CUS: WAR: 1000 POL:

	NUMBER	TYPE	DATE	DEDUCT	MON	MILES	ACTIVE
EXT SVC PLAN1:	TK	GP	07/21/23	10000	084	100000	Y
EXT SVC PLAN2:	TFM	P	07/21/23		084	100000	Y

RO [redacted] Y 12/07/16 ODOM= 16430 ADV=444 PTS=766.00 POL=.00 TOT=973.76
PREFERRED TREATMENT CLIENT=37P005 INV=12/10/16
LN 01 PAY TYPE WAR TECH1-187 .50 OPR-CODE 0600743
CUSTOMER STATES PERFORM GMC MAINTENANCE - CHANGE OIL FILTER & OIL, ROTATE
MAINTENANCE

NOS

OIL FILTER & OIL CHANGE, TIRE ROTATION & MPVI COMPLETED
LN 52 PAY TYPE WAR TECH1-388 1.50 OPR-CODE 4029250
CUSTOMER STATES THEY HAVE A HARD TIME FILLING TANK WITH GAS
REFER TO DOC#445564
REPLACED FUEL TANK ASSSEMBLY, NEC TO DRAIN AND FILL TANK
LN 60 PAY TYPE WAR TECH1-187 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
.
.
LN 60-1 PAY TYPE WAR TECH1-187 OPR-CODE XVP09
CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE

RO [redacted] Y 11/17/16 ODOM= 14255 ADV=167 PTS=.00 POL=.00 TOT=.00
PREFERRED TREATMENT CLIENT=37P005 INV=11/17/16
LN 40 PAY TYPE WAR TECH1-388 OPR-CODE X
16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
RECALL ALREADY COMPLETED
X
LN 51 PAY TYPE WAR TECH1-388 OPR-CODE CS
CUSTOMER STATES WHEN FILLING UP THE VEHICLE FUEL TANK FROM START TO FINISH
PARTS ORDERED
X
LN 60 PAY TYPE WAR TECH1-388 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
X
X
LN 60-1 PAY TYPE WAR TECH1-388 OPR-CODE XVP09
CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE

RO [redacted] N 09/24/16 ODOM= 8512 ADV=397 PTS=58.93 POL=.00 TOT=94.01
PREFERRED TREATMENT CLIENT=37P005 INV=09/24/16
LN 01 PAY TYPE OIL TECH1-127 .30 OPR-CODE LOFVP2
CUSTOMER STATES LUBE OIL AND FILTER WITH VALVOLINE BETTER SERVICE
MAINTNENANCE

EPA NOS

OIL CHANGE COMPLETED WITH VALVOLINE BETTER SERVICE / THANK YOU
LN 24 PAY TYPE OIL TECH1-127 .30 OPR-CODE ROT
CUSTOMER REQUESTS $8.99 TIRE ROTATION

MAINTNENANCE

NOS
PERFORMED TIRE ROTATION
LN 60 PAY TYPE OIL TECH1-317 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION

ALL SERVICES ARE UP TO DATE AT THIS TIME

RO [redacted] Y 09/24/16 ODOM= 8512 ADV=397 PTS=.00 POL=.00 TOT=27.97
PREFERRED TREATMENT CLIENT=37P005 INV=09/26/16
LN 40 PAY TYPE WAR TECH1-488 .20 OPR-CODE 9102276
16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
OPEN CAMPAIGN
INSPECTED AND REPROGRAMMED WITH THE SDM

RO [redacted] 07/27/16 ODOM= 961 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=07/29/16
LN 01 PAY TYPE OPR-CODE 0600062
NO CUSTOMER COMPLAINT - OTHER ISSUES
OTHER - FOLLOW OPERATION
GM Claim Type: ZREC

RO [redacted] N 07/29/16 ODOM= 1179 ADV=397 PTS=.00 POL=.00 TOT=.00
PREFERRED TREATMENT CLIENT=37P005 INV=07/29/16
LN 24 PAY TYPE C TECH1-747 .50 OPR-CODE PT1
PATCH 1 TIRE CUSTOMER FOUND NAIL IN THE TIRE
FOUND NAIL IN THE RIGHT REAR TIRE
PATCH 1 TIRE

RO [redacted] N 04/30/16 ODOM= 145 ADV=392 PTS=40.00 POL=.00 TOT=106.65
CLIENT=37P005 INV=04/30/16
LN 25 PAY TYPE INT TECH1-005 1.00 OPR-CODE DEG4
CUSTOMER REQUESTS INSTALL DOOR EDGE GUARDS 4 DOORS
EPA NOS
PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS

RO [redacted] N 04/30/16 ODOM= 145 ADV=392 PTS=8.50 POL=.00 TOT=58.50
CLIENT=37P005 INV=04/30/16
LN 24 PAY TYPE CLE TECH1-005 OPR-CODE ACD
DETAIL
DETAIL

RO [redacted] 01/11/16 ODOM= 5 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=01/15/16
LN 04 PAY TYPE OPR-CODE 0590032
GM Claim Type: ZPDI

RO [redacted] 11/27/15 ODOM= 1 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=11/27/15
LN 01 PAY TYPE OPR-CODE 0590072
GM Claim Type: ZPDI
END OF DATA

****
* INQUIRY PERFORMED FOR: RO# ADV# 186 *
* CUSTOMER NAME: [redacted] *
****

VIN: 3GTU2MEC4GG[redacted] INQUIRY DATE : 03/23/17
MODEL YEAR: 2016 MODEL NUMBER: [redacted]
DESCRIPTION: SIERRA 1500 4WD CREW CAB

---------- SERVICE CAMPAIGNS ----------
CAMPAIGN: 28770-4WD IPS DRIVE DTC C0398 - 4HI LOCK-UP
CAMPAIGN LABOR OPERATION: [redacted]-TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH SPS
CAMPAIGN TYPE: Service Update Bulletins
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 92291
CAMPAIGN CONTACT:
CAMPAIGN DATE: 01/06/2017 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: O OPEN
CAMPAIGN SAFETY RISK:
CAMPAIGN LONG DESC: A SERVICE 4WD MESSAGE MAY BE DISPLAYED ON THE DRIVER INFORMATION CENTER AND DTC C0398 MAY BE SET. CONCURRENTLY, THE VEHICLE IS PERMANENTLY LOCKED IN 4HI AND CANNOT BE SHIFTED OUT OF IT WHILE THE CODE IS PRESENT. IF THE CODE IS CLEARED, THIS SCENARIO MAY REPEAT IF THE TRANSFER CASE IS IN AUTO MODE AND DRIVEN FOR APPROX. 2 OR MORE HOURS. CUSTOMERS WILL LIKELY NOTICE THAT THE STEERING WHEEL IS HARDER TO TURN, THE ENGINE WILL FEEL LIKE IT HAS LOST POWER AND THE TIRES MAY SQUEAL WHEN TURNING IN A PARKING LOT.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES:
CAMPAIGN REPAIR DESCRIPTION: DEALERS ARE TO REPROGRAM THE TRANSFER CASE CONTROL MODULE.

CAMPAIGN: 16007-FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
CAMPAIGN LABOR OPERATION: [redacted] CUSTOMER REIMBURSEMENT APPROVED
CAMPAIGN LABOR OPERATION: [redacted] CUSTOMER REIMBURSEMENT DENIED FOR USA DEALERS ONLY
CAMPAIGN LABOR OPERATION: [redacted] - INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE REPROGRA
CAMPAIGN LABOR OPERATION: [redacted] - REPLACE AIRBAG SENSING AND DIAGNOSTIC MODULE
CAMPAIGN TYPE: Product Safety Recall
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 93642
CAMPAIGN CONTACT:
CAMPAIGN DATE: 09/08/2016 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK: IF THE FRONTAL AIRBAGS AND SEATBELT PRETENSIONERS DO NOT DEPLOY WHEN REQUIRED, THERE IS AN INCREASED RISK OF INJURY TO OCCUPANTS IN A CRASH.
CAMPAIGN LONG DESC: 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.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES: VISIT MANUFACTURER WEBSITE AT HTTPS://MY.GM.COM/RECALLS FOR MORE INFORMATION.
CAMPAIGN 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.
CAMPAIGN RECALL NUMBER: 16V651
CAMPAIGN RECALL NUMBER DESC: NHTSA

--- ----- SERVICE BULLETINS ---------
BULLETIN TYPE: 2.
BULLETIN: PIE0376-CHECK ENGINE LIGHT ILLUMINATED AND DTC P0751 SET ON VEHICLES UNDER 5,000 MILES
BULLETIN ISSUE DATE: 09/02/2016

BULLETIN TYPE: 2
BULLETIN: PIE0360-INTERMITTENT HVAC COOLING ISSUES DURING DRIVING
BULLETIN ISSUE DATE: 08/15/2016

BULLETIN TYPE: 2
BULLETIN: PIE0366
BULLETIN ISSUE DATE: 06/21/2016

--- ----- VEHICLE WARRANTIES --------
WARRANTY TYPE: GMC SCHEDULED MAINTENANCE 2 VISITS
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2018
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 24144
WARRANTY STATUS: EXPIRED
WARRANTY ID: 0000000000000001135

WARRANTY TYPE: POWERTRAIN LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2021
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 60144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 0000000000000001115

WARRANTY TYPE: EMISSION SELECT COMPONENT LTD WTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2024
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 80144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 0000000000000001189

WARRANTY TYPE: BUMPER TO BUMPER LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2019
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 36144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 0000000000000000390

WARRANTY TYPE: CORROSION LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2022
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 100144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 0000000000000000426

-------- - SERVICE CONTRACTS ----------

NONE
---------- RELATED REPAIRS ----------
NONE
---------- BRANDED INFORMATION ----------
NONE
---------- WARRANTY BLOCKS ----------
NONE
---------- REPAIR ORDER HISTORY ----------
REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 16429 REPAIR DATE: 12/07/16
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
52	N			ZREG	0023138362	TANK ASM-FUEL

CAUSE: 9090 - OTHER - FIELD ACTION / TECH BULLETIN
COMPLAINT: 0390 - ENGINE/FUEL/EXHAUST - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted]-FUEL TANK REPLACEMENT

PART / NET ITEM	DESCRIPTION	QTY
Z_NIC		
0000000000023138362	TANK ASM-FUEL	1

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
1	N			ZREG		

CAUSE: 9094 - OTHER - FOLLOW OPERATION
COMPLAINT: 0021 - NO CUSTOMER COMPLAINT - MAINTENANCE
CORRECTION:
LABOR OP CODE: [redacted] GMC 2 YEAR MAINTENANCE

PART / NET ITEM	DESCRIPTION	QTY
Z_NIM		

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 8511 REPAIR DATE: 09/24/16
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
40	N			ZFAT		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] - INFLATABLE RESTRAINT SENSING AND DI

PART / NET ITEM	DESCRIPTION	QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 961 REPAIR DATE: 07/27/16
SERVICING DEALER: [redacted] ALLSTATE - SIGNATURE MOTOR CLUB, IN
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
1	N	AM		ZREG		

CAUSE: 9094 - OTHER - FOLLOW OPERATION
COMPLAINT: 0090 - NO CUSTOMER COMPLAINT - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted]-ROADSIDE SERVICE (FLAT TIRE)

PART / NET ITEM	DESCRIPTION	QTY
Z_NIM		

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 5 REPAIR DATE: 01/11/16
SERVICING DEALER: 172614-CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc

4 N ZPDI
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted]-PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS
PART / NET ITEM DESCRIPTION QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 1 REPAIR DATE: 11/27/15
SERVICING DEALER: [redacted]-CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
1 N ZPDI
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted]-PRE-DELIVERY INSPECTION - BASE TIME
PART / NET ITEM DESCRIPTION QTY

---------- VEHICLE ASSEMBLIES ----------
ASSEMBLY: 10-ENGINE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: [redacted]

ASSEMBLY: 35-STEERING COLUMN - SIR SYSTEM
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 61-TRANSMISSION
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 65-REAR AXLE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 86-ELECTRONIC CONTROL MODULE (ECM)
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 87-BODY CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]

ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AB-IR-MODULE ASM-INFLATOR
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AH-IR-SENSOR ASM-LEFT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AJ-IR-SENSOR ASM-RIGHT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AL-IR-MODULE ASM-I/P
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: [redacted] SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AS-SENSING DIAGNOSTIC MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: [redacted]LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: [redacted]LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: [redacted]LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: CB-SEQ NUM (FLEX) BODY ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: [redacted] SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2ZZ

ASSEMBLY: CP-SEQ NUM (FLEX) PAINT PROCESS
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2PP

ASSEMBLY: CP-SEQ NUM (FLEX) GEN ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]

ASSEMBLY BROADCAST NUMBER: 2GA

---------- DELIVERY INFORMATION ----------
SHIP DATE:
DELIVERY MILEAGE: 144
VEHICLE WEIGHT: 3269
ORDER TYPE: 70 -
ORDER NUMBER: [redacted]
BUILD DATE: 11/25/2015
BUILD PLANT: G -
DELIVERY TYPE: 010-INDIVIDUAL
DELIVERY DEALER: [redacted]-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
DELIVERY DATE: 07/21/2016
PDI STATUS: Y
INVOICE DATE: 11/25/2015

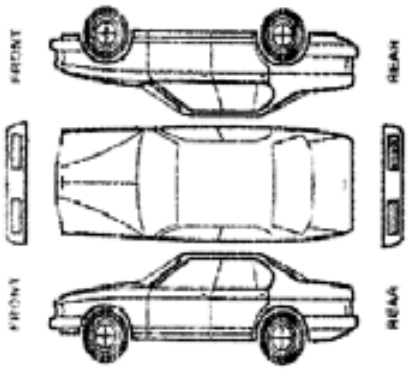
---------- SOLD TO INFORMATION ----------
SOLD TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SOLD TO CONTACT: 7704759500

---------- SHIP TO INFORMATION ----------
SHIP TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SHIP TO CONTACT: 7704759500

---------- INSERVICE INFORMATION ----------
INSERVICE PARTY:
INSERVICE CONTACT:
INSERVICE DATE:
INSERVICE TYPE: 0000
INSERVICE MILEAGE:

---------- VEHICLE REGISTRATION ----------
NONE

Pre- Authorization Check In Sheet



Date: _____ Time: _____ Tag_____ RO_____

Vin GG[redacted]

Make_____ Model_____ Year_____

Mileage 24145 License Plate_____

Customer_____

Address/ PO BOX _____ City_____ St_____ Zip_____

Phone Number for contact TODAY _____ Shuttle_____ First-time_____

EMAIL ADDRESS _____

Concerns/Issues Lot

42.00 Auth # 1020439 ESP

Noted damage to vehicle seen at write up (note above picture or here)

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damages to vehicle or articles left in the vehicle in case of fire, theft, or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Thereby grants you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere or the purpose of testing and/or inspection. An expressed mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs hereto. I agree the above vehicle left at this facility for more than 3 days after time of completion or 30 days from above referenced date could incur a $30.00 per day storage fee.

I AUTHORIZE A DIAGNOSTIC FEE OF _____ AND AM FULLY AWARE THAT REPAIRS FOLLOW
Before signing please make sure ALL repairs are listed exactly as you described

Signed _____ Date _____

J2534 Pass Thru: Final Instructions

Programming Complete.

Transfer Case Control Module - Programming (K09)
2017-03-23 11:59:45 -04:00

Warranty Claim Code: IAF18
Record this code on the warranty repair order (if applicable)

Post Programming Instructions:
Follow the Controller Specific Instructions here

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

Controller Specific Instructions:

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

Note: After successful ECM programming you may need to perform the ATC Motor Learn procedure located on the scan tool if any DTCs are cleared with do not

Print

VIN 2GTU2MEC4G9[redacted]

Clear DTCs | Proceed with same VIN | New | Cancel

J2534 Pass Thru: Final Instructions

Programming Complete.

Transfer Case Control Module - Setup (RAS)
2017-03-23 12:15:42 -0500

Warranty Claim Code: D858
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:

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

Note: After successful TCCM programming you may need to perform the XTC Motor Learn procedure located on the scan tool if any DTCs are current and/or not

VIN: 1GTU9MEC4GZ[redacted]

Print

Clear DTCs | Proceed with same VIN | New | Cancel

Document ID: 4664225

#28770: Service Update - 4WD IPS Drift DTC C0398 - 4HI Lock-Up - (Jan 6, 2017)

Subject: 4WD IPS Drift DTC C0398 - 4HI Lock-Up

Models: 2016 Cadillac Escalade, Escalade ESV
2016-2015 Chevrolet Silverado LD
2016 Chevrolet Suburban
2016 Chevrolet Tahoe
2016-2015 GMC Sierra LD
2016 GMC Yukon, Yukon XL

Reference Number: [redacted]	**Release Date:** January 2017
Revision: 00	

Attention:	This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade / Escalade ESV	2016	2016	NQH	Transfer Case
Chevrolet	Silverado LD	2015	2016	NQH	Transfer Case
Chevrolet	Suburban	2016	2016	NP0/NQH	Transfer Case
Chevrolet	Tahoe	2016	2016	NP0/NQH	Transfer Case
GMC	Sierra LD	2015	2016	NQH	Transfer Case
GMC	Yukon / Yukon XL	2016	2016	NP0/NQH	Transfer Case

Note: Some Export models of the Cadillac Escalade may be equipped with transfer case RPO NP0.

Please confirm vehicle content and appropriately build the vehicle in GDS before reprogramming.

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	A "Service 4WD" message may be displayed on the Driver Information Center and DTC C0398 may be set. Concurrently, the vehicle is permanently locked in 4HI

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	and cannot be shifted shift out of it while the code is present. If the code is cleared, this scenario may repeat if the transfer case is in "Auto" mode and driven for approx. 2 or more hours. Customers will likely notice that the steering wheel is harder to turn, the engine will feel like it has lost power and the tires may squeal when turning in a parking lot.
Correction	Dealers are to reprogram the Transfer Case Control Module.

Parts Information

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
[redacted]	Transfer Case Control Module Reprogramming with SPS	0.4	ZFAT	N/A

Service Procedure

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- 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.
- Some modules will require additional programming/setup events to be performed before or after programming.
- Some vehicles may require the use of a CANDI or MDI module for programming.
- Review the appropriate service information for these procedures.
- DTCs may set during programming. Clear DTCs after programming is complete.
- Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

- During the programming procedure, follow the SPS prompts for the correct ignition switch position.

To program a replacement or an existing control module, perform the following procedure:

Important:

- If the vehicle DOES NOT have any service 4 wheel drive messages, continue to step 1.
- If the vehicle has a service 4 wheel drive message and the ONLY "C" code in the transfer case control module is C0398, continue to step 1.
- If there are ANY other "C" codes in the transfer case control module, refer to SI for diagnostics and complete any repairs prior to reprogramming as current diagnostic trouble codes may inhibit the relearn from being completed. If you receive the warranty information after programming, the module has successfully programmed and reprogramming it again will not help the relearn to complete.

1. Access the Service Programming System (SPS) and follow the on-screen instructions.
2. On the SPS Supported Controllers screen, select K69 Transfer Case Control Module-Programming and follow the on-screen instructions. Refer to *Transfer Case Control Module Programming and Setup* in SI.
3. At the end of programming, clear DTC's.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin *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.

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

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv: 1st [redacted]	Lic [redacted]	State: GA	VIN: [redacted]	Tag:	[redacted]

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

For Office Use	Vehicle Information
Odometer: [redacted]	[redacted]
Engine: [redacted]	[redacted]

*****Customer Waiting*****

Category: 04	[redacted]	
Class:	RECALL 20???	
Correction	[redacted]	
Type: WAR		

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
LAB-MECHANICAL	38.22	TOTAL CHARGE	38.22
TOTAL CHARGE	38.22	FAC WARRANTY	38.22

PREFERRED TREATMENT

Attention: The following Takata Air Bags

VIN - FAC 20RV ??

If you have any questions - please see SAFE SERVICE

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

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[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Invoice to: [redacted]

Driver/Owner: [redacted]

Line	Tech	Action	Date/Time	Action	Odometer	Elapsed	Multi	Type
1	249	Begin	08/03/18 11:17	Bus	027,031	1:54		1

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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Adv Inv DREW ROARK	Inv [redacted]	Dawson GA	Registration GG [redacted]	Date 1	Tag # [redacted]

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

For Office Use			Vehicle Information
Customer Pay Labor Rate $100.00	Customer PO #	Plate	14 GMC SIERRA 1500 SLE CREW CAB 4WD
			Stock # Mileage
Begin 08/03/17	Done 08/03/17	Service Writer Drew Roark	Technician

Customer Waiting

Concern 1:	CUSTOMER STATES NEED OIL AND FILTER AND TIRE ROTATION UNDER WARRANTY MAINTENANCE	
Cause	-	
Correction	OIL CHANGE COMPLETED + TIRE ROTATION + DRIVE USE CAUTION 1 YEAR/12K; CHEVRON ENGINE OIL REPLACE OIL FILTER	
PARTS	Part Number / Qty / Desc / Description GM4 [redacted] / 1 / FILTER GM5 [redacted] / 1 / OIL, 5W30 DEXOS1 Comment 1: / Core Code: 1	
Type: FIX	Labor Flags: ESA 3017	TOTAL LABOR FOR CONCERN 1
Concern 2:	MULTI-POINT VEHICLE INSPECTION	
Cause	-	
Correction	-	
66= 1	RECOMMEND TO CHRYSTAL BURT MAZDA SERVICE (334), Sal	
	Comment 2: / Core Code: 2	
Type: FIX		TOTAL LABOR FOR CONCERN 2

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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Adv: Ian DREW MOORE | Tel: [redacted] | License: [redacted] | [redacted] | [redacted] | [redacted]

Invoice to: [redacted]

Driver/Owner [redacted]

[redacted]

[redacted]

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	53.00	TOTAL CHARGE	42.00
LAB-MECHANICAL	21.95		
SERVICE SPECIAL ADJUSTMENT	32.95-	**TOTAL WARRANTY**	**42.00**
TOTAL CHARGE	42.00		

PREFERRED TREATMENT

If you have any questions please see DREW MOORE

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Advr [illegible]	Est [redacted]	#[redacted]	*STOCK #:GG[redacted]	Date:	Time Promised: [redacted]

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

For Office Use	Vehicle Information
Operator ID: 24145 Job Title:	15 GMC SIERRA K1500 4WD CREW CAB SLT
	Color: BLACK
Begin: 08/15/18 Time: 4:54 P	Odometer In: [illegible]

Customer Waiting

Concern #1	CUSTOMER STATED CLOSE OIL AND FILTER AND TIRE ROTATION PLEASE WARRANTY MAINTENANCE	
Cause	-	
Correction	OIL CHANGE SYNTHETIC + TIRE ROTATION + TRUCK OUT CENTER ENGINE CHANGE ENGINE OIL REPLACE OIL FILTER	
Parts	Part Number / Qty / Description / Price / Disc / Extension 600 23504609 1 FILTER 600 19970758 1 OIL 5W30 DEXOS1 GEN2	
Type: FIX	Disp Flags: ATA NOW	TOTAL LABOR FOR CONCERN #1
Concern #2	MULTI-POINT VEHICLE INSPECTION	
Cause	-	
Correction	-	
#2 = 1	RECOMMEND TIRE ROTATION EVERY 5,000 MILES	
Type: FIX		TOTAL LABOR FOR CONCERN #2

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X [redacted]

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv 10([redacted]	Tag [redacted]	Stock# [redacted]	VIN/LIC# GG [redacted]	Cust [redacted]

Invoice to: [redacted]	**Driver/Owner:** [redacted]
Invoiced: 04/23/18 Serviced By:	A/C Cooler Hose and Pipe Assembly

Summary of Charges for Invoice [redacted]		**Payment Distribution for Invoice** [redacted]	
PARTS	53.00	TOTAL CHARGE	42.00
LAB-MECHANICAL	21.95		
SERVICE SPECIAL ADJUSTMENT	32.95-	**TOTAL WARRANTY**	**42.00**
TOTAL CHARGE	42.00		

PREFERRED TREATMENT
Attached is the following invoice with notes
WAR = WARRANTY
If you have any questions - please ask [redacted]

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X _____

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

[redacted]					
Invoice to			**Driver/Owner Information**		
[redacted]			[redacted]		
For Office Use			**Vehicle Information**		
*****Customer Waiting*****					
Summary of Charges for Invoice [redacted]			**Payment Distribution for Invoice** [redacted]		
			FAC WARRANTY		38.22

PREFERRED TREATMENT

[redacted]

FIX - DNF ZERO ON

If you have any questions - please see [redacted]

DISCLAIMER OF WARRANTIES

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X

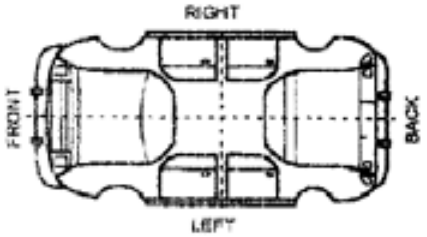
FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

1722

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Added	License	VIN
[redacted]	[redacted]	186 DREW MOORE	05/08/17 09:05	[redacted]	3GTU2MEC4 GG[redacted]

Customer Information

[redacted]

Work: [redacted]
Home:
Reservation: 013 05/08/17 09:30

Vehicle Information

27760

16 GMC SIERRA CREW CAB K1500 SLE SPECIAL
ENG,5.3L ECOTEC3 V8 Odometer: 27735
Dates: Production: 11/25/15 Inservice: 07/21/16 Sold: 07/21/16 SLSP: 002
Stock No: [redacted]
Last Svc: Client: 37P005 Date: 03/24/17 Adv: 186 Odom: 24146 Daily Avg: 98 Month Avg: 2940

Ln	Type	Operation	Customer Concern	Hr./Qty
02	WAR	RENTAL	CUSTOMER STATES RENTAL SPG	
51*	WAR	CS	CUSTOMER STATES TRANSMISSION IS JERKING CND	
52	WAR	338	CUSTOMER STATES RADIO SCREEN GOES BLANK BUT STILL HAS SOUND 2810335	3 .3 d .3 a
60	WAR	MPI	MULTI-POINT VEHICLE INSPECTION SPG	
		Sk/Ht/Tech:	01-0.1 11-0.1	

Additional Information

MFG: 37P005 Dist: DEF Fuel: UNL Estimated Completion: 05/08/17 17:00

DISCLAIMER OF WARRANTIES

[illegible] warranties on this product are hereby disclaimed by the manufacturer, which is a limited warranty 12 months or 12,000 miles whichever occurs first. The seller, FIVE STAR CHEVROLET-CADILLAC, hereby expressly disclaims all warranties either express or implied, including [illegible] and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle. FIVE STAR CHEVROLET-CADILLAC, neither assumes nor authorizes any person to assume for it any liability in connection with the sale of this vehicle. Purchaser shall not be entitled to recover from the seller any consequential damages, damages to property, damages for loss of use, loss of time, inconvenience, loss of profits, or income, or any other consequential damages [illegible] ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE [illegible]

FIVE ★ RENTAL

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or trucking to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A [illegible] storage fee will be charged on each car or truck not picked up within seven days after notice is given. After 30 days, vehicle will be impounded.

X [redacted]
SIGNATURE

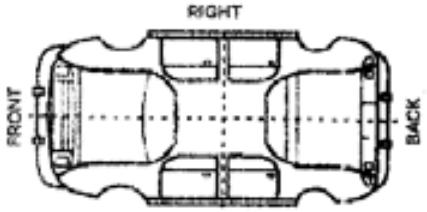
REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE? _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]	[redacted]	186 DREW MOORE	[redacted]	3GTU2MEC4 GG[redacted]	2

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Comment

Possible recheck. Last Serviced 03/24/17 Preferred Customer

RO Information

SVC Note: PREFERRED TREATMENT

Method of Payment

WAR WARRANTY WA - PAC WARRANTY

Extended Warranty	Number	Month	Mileage	Deductible	Expires
GF	TK	84	100000	100.00	07/21/23
P	TPM	84	100000		07/21/23

Recommended Maintenance

Operation	Description	Based On	Since Last Service Months	Miles
MPI	MULTI-POINT VEHICLE INSPECTION	Mileage	5	11300
PCAF	PASSENGER COMPARTMENT AIR FILT	Mileage	10	27700
LOFVP1	LUBE OIL AND FILTER WITH VALVO	Mileage	7	19200
LOFVP2	LUBE OIL AND FILTER WITH VALVO	Mileage	7	19200
LOFVP3	LUBE OIL AND FILTER WITH VALVO	Mileage	7	19200
VP05	VP BRAKE FLUSH	Mileage	10	27700
VP09	VP THROTTLE BODY FLUSH SERVICE	Mileage	10	27700

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	03/23/17	24146	186	230	.50	LOFTK	OIL CHANGE COMPLETED / TIRE ROTATION / TH
				230	.00	MPI	-
				230	.00	XVP09	RECOMMEND VP THROTTLE BODY FLUSH SERVICE (
	03/23/17	24146	186	230	.40	9102644	TRANSFER CASE CONTROL MODULE REPROGRAMMING

DISCLAIMER OF WARRANTIES

Any warranties on the product sold herein are those made by the manufacturer which is a limited warranty, 12 months or 12000 miles whichever occurs first. The seller, FIVE STAR CHEVROLET-CADILLAC, hereby expressly disclaims all warranties either express or implied, including warranty of merchantability or fitness for a particular purpose and FIVE STAR CHEVROLET-CADILLAC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Purchaser shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. DEALER NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. Please leave only items you deem necessary.

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

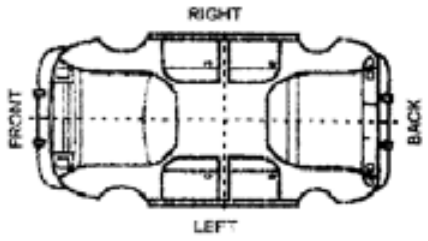
X _____
SIGNATURE

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]	[redacted]	186 DREW MOORE	[redacted]	3GTU2MEC4 GG[redacted]	3

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	12/07/16	16430	444	187	.50	0600743	OIL FILTER & OIL CHANGE, TIRE ROTATION & M
				338	1.50	4029250	REPLACED FUEL TANK ASSEMBLY, NEC TO DRAIN
				187	.00	MPI	-
				187	.00	XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH S
	11/17/16	14256	167	388	.00	X	X
				388	.00	CS	X
				388	.00	MPI	X
				388	.00	XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH S
	09/24/16	8512	397	127	.30	LOFVP2	OIL CHANGE COMPLETED WITH VALVOLINE BETTER
				127	.30	ROT	PERFORMED TIRE ROTATION
				317	.00	MPI	ALL SERVICES ARE UP TO DATE AT THIS TIME
	09/24/16	8512	397	488	.20	9102276	INSPECTED AND REPROGRAMMED WITH THE SDM
	07/27/16	961			.00	0600062	
	07/29/16	1179	397	747	.50	PT1	PATCH 1 TIRE
	06/30/16	145	392	005	1.00	DEG4	PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS
	04/30/16	145	392	005	.00	ACD	DETAIL
	01/11/16	5			.00	0590032	
	11/27/15	1			.00	0590072	

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I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of test or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $15.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After **30 days**, vehicle will be impounded.

X _____
SIGNATURE

REPAIR ORDER

[redacted]

STOCK NUMBER: 000G[redacted] LAST SERV MILEAGE: 0024146 MPG CODE: 37P005
3GTU2MEC4GG[redacted] GAGA SOLD DATE:07/21/16 MILE:0000144 LAST SERV:03/24/17
16 GMC SIERRA K1500 SLE CREW CAB SPECIAL IN-SERV DATE:07/21/16
SRVC $ CUS: 42 WAR: 1038 POL:

	NUMBER	TYPE	DATE	DEDUCT	MON	MILES	ACTIVE
EXT SVC PLAN1:	TK	GP	07/21/23	10000	084	100000	Y
EXT SVC PLAN2:	TPM	P	07/21/23		084	100000	Y

RO[redacted] N 03/23/17 ODOM= 24146 ADV=186 PTS=20.05 POL=.00 TOT=42.00
PREFERRED TREATMENT CLIENT=37P005 INV=03/24/17
LN 01 PAY TYPE FID TECH1-230 .50 OPR-CODE LOFTW
CUSTOMER STATES LUBE OIL AND FILTER AND TIRE ROTATION TOTAL WARRANTY MAINT
-
EPA NOS
OIL CHANGE COMPLETED / TIRE ROTATION / THANK YOU (AUTH# 1020439ES
LN 60 PAY TYPE FID TECH1-230 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
-
LN 60-1 PAY TYPE FID TECH1-230 OPR-CODE XVP09
RECOMMEND VP THROTTLE BODY FLUSH SERVICE ($90.00)

RO[redacted] Y 03/23/17 ODOM= 24146 ADV=186 PTS=.00 POL=.00 TOT=38.22
PREFERRED TREATMENT CLIENT=37P005 INV=03/24/17
LN 24 PAY TYPE WAR TECH1-230 .40 OPR-CODE 9102844
CUSTOMER STATES SUBJECT: 4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP
RECALL 28770
TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH SPS

RO[redacted] Y 12/07/16 ODOM= 16430 ADV=444 PTS=766.00 POL=.00 TOT=973.76
PREFERRED TREATMRNT CLIENT=37P005 INV=12/10/16
LN 01 PAY TYPE WAR TECH1-187 .50 OPR-CODE [redacted]
CUSTOMER STATES PRRFORM GMC MAINTENANCE - CHANGE OIL FILTER & OIL, ROTATE
MAINTENANCE
NOS
OIL FILTER & OIL CHANGE, TIRE ROTATION & MPVI COMPLETED
LN 52 PAY TYPE WAR TECH1-388 1.50 OPR-CODE 4029250
CUSTOMER STATES THEY HAVE A HARD TIME FILLING TANK WITH GAS
REFER TO DOC#645564
REPLACED FUEL TANK ASSSEMBLY, NEC TO DRAIN AND FILL TANK
LN 60 PAY TYPE WAR TECH1-187 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
-
LN 60-1 PAY TYPE WAR TECH1-187 OPR-CODE XVP09
CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE

RO[redacted] Y 11/17/16 ODOM= 14255 ADV=167 PTS=.00 POL=.00 TOT=.00
PREFERRED TREATMENT CLIENT=37P005 INV=11/17/16
LN 40 PAY TYPE WAR TECH1-388 OPR-CODE X
16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY

RECALL ALREADY COMPLETED
X
LN 51 PAY TYPE WAR TECH1-388 OPR-CODE CS
CUSTOMER STATES WHEN FILLING UP THE VEHICLE FUEL TANK FROM START TO FINISH
PARTS ORDERED
X
LN 60 PAY TYPE WAR TECH1-388 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
X
X
LN 60-1 PAY TYPE WAR TECH1-388 OPR-CODE XVP09
CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE

RO [redacted] N 09/24/16 ODOM= 8512 ADV=397 PTS=58.93 POL=.00 TOT=94.01
PREFERRED TREATMENT CLIENT=37P005 INV=09/24/16
LN 01 PAY TYPE OIL TECH1-127 .30 OPR-CODE LOFVP2
CUSTOMER STATES LUBE OIL AND FILTER WITH VALVOLINE BETTER SERVICE
MAINTNENANCE
EPA NOS
OIL CHANGE COMPLETED WITH VALVOLINE BETTER SERVICE / THANK YOU
LN 24 PAY TYPE OIL TECH1-127 .30 OPR-CODE ROT
CUSTOMER REQUESTS $8.99 TIRE ROTATION
MAINTNENANCE
NOS
PERFORMED TIRE ROTATION
LN 60 PAY TYPE OIL TECH1-317 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
ALL SERVICES ARE UP TO DATE AT THIS TIME

RO [redacted] Y 09/24/16 ODOM= 8512 ADV=397 PTS=.00 POL=.00 TOT=27.97
PREFERRED TREATMENT CLIENT=37P005 INV=09/26/16
LN 40 PAY TYPE WAR TECH1-488 .20 OPR-CODE 9102276
16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
OPEN CAMPAIGN
INSPECTED AND REPROGRAMMED WITH THE SDM

RO [redacted] 07/27/16 ODOM= 961 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=07/29/16
LN 01 PAY TYPE OPR-CODE 0600062
NO CUSTOMER COMPLAINT - OTHER ISSUES
OTHER - FOLLOW OPERATION
GM Claim Type: ZREG

RO [redacted] N 07/29/16 ODOM= 1179 ADV=397 PTS=.00 POL=.00 TOT=.00
PREFERRED TREATMENT CLIENT=37P005 INV=07/29/16
LN 24 PAY TYPE C TECH1-747 .50 OPR-CODE PT1
PATCH 1 TIRE CUSTOMER FOUND NAIL IN THE TIRE
FOUND NAIL IN THE RIGHT REAR TIRE
PATCH 1 TIRE

RO [redacted] N 04/30/16 ODOM= 145 ADV=392 PTS=40.00 POL=.00 TOT=106.65
CLIENT=37P005 INV=04/30/16
LN 25 PAY TYPE INT TECH1-005 1.00 OPR-CODE DEG4

CUSTOMER REQURSTS INSTALL DOOR EDGE GUARDS 4 DOORS

EPA NOS

PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS

RO [redacted] N 04/30/16 ODOM= 145 ADV=392 PTS=8.50 POL=.00 TOT=58.50
CLIENT=37P005 INV=04/30/16
LN 24 PAY TYPE CLE TECH1-005 OPR-CODE ACD
DETAIL
DETAIL
END OF DATA

****
* INQUIRY PERFORMED FOR: RO# ADV# 186 *
* CUSTOMER NAME: [redacted] *
****

VIN: 3GTU2MEC4GG[redacted] INQUIRY DATE : 05/08/17
MODEL YEAR: 2016 MODEL NUMBER: [redacted]
DESCRIPTION: SIERRA 1500 4WD CREW CAB

---------- SERVICE CAMPAIGNS ----------
CAMPAIGN: 28770-4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP
CAMPAIGN LABOR OPERATION: [redacted]-TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH SPS
CAMPAIGN TYPE: Service Update Bulletins
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 92291
CAMPAIGN CONTACT:
CAMPAIGN DATE: 01/06/2017 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK:
CAMPAIGN LONG DESC: A SERVICE 4WD MESSAGE MAY BE DISPLAYED ON THE DRIVER INFORMATION CENTER AND DTC C0398 MAY BE SET. CONCURRENTLY, THE VEHICLE IS PERMANENTLY LOCKED IN 4HI AND CANNOT BE SHIFTED OUT OF IT WHILE THE CODE IS PRESENT. IF THE CODE IS CLEARED, THIS SCENARIO MAY REPEAT IF THE TRANSFER CASE IS IN AUTO MODE AND DRIVEN FOR APPROX. 2 OR MORE HOURS. CUSTOMERS WILL LIKELY NOTICE THAT THE STEERING WHEEL IS HARDER TO TURN, THE ENGINE WILL FEEL LIKE IT HAS LOST POWER AND THE TIRES MAY SQUEAL WHEN TURNING IN A PARKING LOT.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES:
CAMPAIGN REPAIR DESCRIPTION: DEALERS ARE TO REPROGRAM THE TRANSFER CASE CONTROL MODULE.

CAMPAIGN: 16007-FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
CAMPAIGN LABOR OPERATION: [redacted]- CUSTOMER REIMBURSEMENT APPROVED
CAMPAIGN LABOR OPERATION: [redacted]- CUSTOMER REIMBURSEMENT DENIED FOR USA DEALERS ONLY
CAMPAIGN LABOR OPERATION: [redacted]- INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE REPROGRA
CAMPAIGN LABOR OPERATION: [redacted] REPLACE AIRBAG SENSING AND DIAGNOSTIC MODULE
CAMPAIGN TYPE: Product Safety Recall
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 93642
CAMPAIGN CONTACT:
CAMPAIGN DATE: 09/08/2016 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK: IF THE FRONTAL AIRBAGS AND SEATBELT PRETENSIONERS DO NOT DEPLOY WHEN REQUIRED, THERE IS AN INCREASED RISK OF INJURY TO OCCUPANTS IN A CRASH.
CAMPAIGN LONG DESC: 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.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES: VISIT MANUFACTURER WEBSITE AT HTTPS://MY.GM.COM/RECALLS FOR MORE INFORMATION.
CAMPAIGN 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.
CAMPAIGN RECALL NUMBER: 16V651
CAMPAIGN RECALL NUMBER DESC: NHTSA

---------- SERVICE BULLETINS ----------
BULLETIN TYPE: C
BULLETIN: PIE0366C INTERMITTENT H/AC COOLING ISSUES DURING DRIVING
BULLETIN ISSUE DATE: 03/15/2016

BULLETIN TYPE: EL
BULLETIN: PIE0365
BULLETIN ISSUE DATE: 06/21/2016

BULLETIN TYPE: EL
BULLETIN: PIE0316 CHECK ENGINE LIGHT ILLUMINATED AND DTC P0751 SET ON VEHICLES UNDER 5,000 MILES
BULLETIN ISSUE DATE: 09/02/2016

---------- VEHICLE WARRANTIES ----------
WARRANTY TYPE: GMC SCHEDULED MAINTENANCE-2 VISITS
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2018
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 24144
WARRANTY STATUS: EXPIRED
WARRANTY ID: 00300000000300000135

WARRANTY TYPE: POWERTRAIN LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2021
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 60144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00300000000000001115

WARRANTY TYPE: EMISSION SELECT COMPONENT LTD WTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2024
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 80144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00300000000000001180

WARRANTY TYPE: BUMPER TO BUMPER LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END MILEAGE: 36144
WARRANTY START MILEAGE: 144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00300000000000000390

WARRANTY TYPE: CORROSION LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2022
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 100144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00300000000000000426

---------- SERVICE CONTRACTS ----------

NONE
---------- RELATED REPAIRS ----------
NONE
---------- BRANDED INFORMATION ----------
NONE
---------- WARRANTY BLOCKS ----------
NONE
---------- REPAIR ORDER HISTORY ----------
REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 24145 REPAIR DATE: 03/23/17
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
24 N ZFAT
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH
PART / NET ITEM DESCRIPTION QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 16429 REPAIR DATE: 12/07/16
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
52 N ZREG 0023138362 TANK ASM-FUEL
CAUSE: 9090 - OTHER - FIELD ACTION / TECH BULLETIN
COMPLAINT: 0390 - ENGINE/FUEL/EXHAUST - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted] FUEL TANK REPLACEMENT
PART / NET ITEM DESCRIPTION QTY
Z_NIC
0000000000023138362 TANK ASM-FUEL 1

Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
1 N ZREG
CAUSE: 9094 - OTHER - FOLLOW OPERATION
COMPLAINT: 0021 - NO CUSTOMER COMPLAINT - MAINTENANCE
CORRECTION:
LABOR OP CODE: 0600743-GMC 2 YEAR MAINTENANCE
PART / NET ITEM DESCRIPTION QTY
Z_NIM

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 8511 REPAIR DATE: 09/24/16
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
40 N ZFAT
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] INFLATABLE RESTRAINT SENSING AND DI
PART / NET ITEM DESCRIPTION QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 961 REPAIR DATE: 07/27/16
SERVICING DEALER: [redacted] ALLSTATE - SIGNATURE MOTOR CLUB, IN
CONTACT:
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
1 N AM ZREG

CAUSE: 9096 - OTHER - FOLLOW OPERATION
COMPLAINT: 0090 - NO CUSTOMER COMPLAINT - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted] ROADSIDE SERVICE (FLAT TIRE)
PART / NET ITEM DESCRIPTION QTY
Z_NIM

REPAIR ORDER: [redacted] WARRANTY ODOMETER: 5 REPAIR DATE: 01/11/16
SERVICING DEALER: [redacted]-CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
4 N ZPDI
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS
PART / NET ITEM DESCRIPTION QTY

REPAIR ORDER: [redacted] WARRANTY ODOMETER: 1 REPAIR DATE: 11/27/15
SERVICING DEALER: [redacted] CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
1 N ZPDI
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] PRE-DELIVERY INSPECTION - BASE TIME
PART / NET ITEM DESCRIPTION QTY

---------- VEHICLE ASSEMBLIES ----------
ASSEMBLY: 10-ENGINE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 35-STEERING COLUMN - SIR SYSTEM
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 61-TRANSMISSION
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 65-REAR AXLE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 86-ELECTRONIC CONTROL MODULE (ECM)
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]

ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 87-BODY CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AB-IR-MODULE ASM-INFLATOR
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AH-IR-SENSOR ASM-LEFT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AJ-IR-SENSOR ASM-RIGHT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AL-IR-MODULE ASM-I/P
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AS-SENSING DIAGNOSTIC MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: CB-SEQ NUM (FLEX) BODY ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]

ASSEMBLY BROADCAST NUMBER: 2ZZ

ASSEMBLY: CP-SEQ NUM (FLEX) PLANT PROCESS
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2PP

ASSEMBLY: CP-SEQ NUM (FLEX) GEN ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2GA

---------- DELIVERY INFORMATION ----------
SHIP DATE:
DELIVERY MILEAGE: 144
VEHICLE WEIGHT: 3269
ORDER TYPE: 70 -
ORDER NUMBER: [redacted]
BUILD DATE: 11/25/2015
BUILD PLANT: 3 -
DELIVERY TYPE: 010-INDIVIDUAL
DELIVERY DEALER: [redacted]-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
DELIVERY DATE: 07/21/2016
PDI STATUS: Y
INVOICE DATE: 11/25/2015

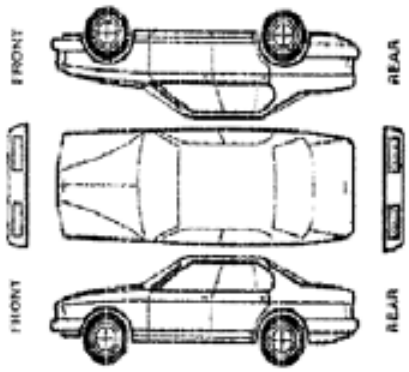
---------- SOLD TO INFORMATION ----------
SOLD TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SOLD TO CONTACT: 7704759500

---------- SHIP TO INFORMATION ----------
SHIP TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SHIP TO CONTACT: 7704759500

---------- INSERVICE INFORMATION ----------
INSERVICE PARTY: -
INSERVICE CONTACT:
INSERVICE DATE:
INSERVICE TYPE: 0000
INSERVICE MILEAGE:

---------- VEHICLE REGISTRATION ----------
NONE

Pre- Authorization Check In Sheet



Date:_____ Time:_____ Tag_____ RO_____

Vin 7G[redacted]

Make_____ Model_____ Year_____

Mileage 27735 License Plate_____

Customer_____

Address/ PO BOX _____ City_____ St_____ Zip_____

Phone Number for contact TODAY _____ Shuttle_____ First-time_____

EMAIL ADDRESS _____

Concerns/Issues _____

Noted damage to vehicle seen at write up (note above picture or here)

I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damages to vehicle or articles left in the vehicle in case of fire, theft, or any 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 grants you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere or the purpose of testing and/or inspection. An expressed mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs hereto. I agree the above vehicle left at this facility for more than 3 days after time of completion or 30 days from above referenced date could incur a $30.00 per day storage fee.

I AUTHORIZE A DIAGNOSTIC FEE OF _____ AND AM FULLY AWARE THAT REPAIRS FOLLOW
Before signing please make sure ALL repairs are listed exactly as you described

Signed _____ Date _____

J2534 Pass Thru: Final Instructions

ProgrammingComplete.
Radio - Programming (A11)
2017-05-10 08:50:10 -04:00

WarrantyClaim Code:8978A
Record this code on the warranty report when applicable

Post ProgrammingInstructions:
Follow the Controller Specific Instructions below.

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

Controller SpecificInstructions:

U0514: 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 Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

Print

VIN: 3C6TU2NEC4G[redacted]

Clear DTCs | Proceed with same VIN | New | Cancel

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Appt 196 ENGN MAINT	Tag [redacted]	License [redacted]	[redacted] GG	[redacted]

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

For Office Use			Vehicle Information
Promised Out 09:00	Date/Time Wsp W	Final	[redacted]
			Current Location
Begin: 08/08/18	Ended: 08 [illegible]	Scheduled: 08/20/18 [illegible]	Technician: [illegible]

Customer Concern

Concern 01 Cause Correction Type: WAR	CUSTOMER STATES RENTAL - RENTAL
Concern 02 Cause Correction Type: WAR	CUSTOMER STATES TRANSMISSION SLIPPING TEST DRIVE AT NORMAL TRANSMISSION OPERATING AT VEHICLE AT THIS TIME NO PROBLEM FOUND
Concern 03 Cause Correction Type: WAR	CUSTOMER STATES RADIO SCREEN GOES BLACK BUT AUDIO MAY WORK DEMO WITH SERVICE ADVISOR & RADIO WORKS PROPER AFTERMARKET RADIO WITH BAD CODE AFTER PROPER SETUP [illegible]
Concern 04 Cause Correction 99-1	MULTI-POINT VEHICLE INSPECTION - - RECOMMEND VP FUEL INJECTION & THROTTLE BODY CLEANING FOR BEST [illegible]

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X

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www.FiveStarOnline.com

Advi ico IRON MOORE	Tag [redacted]	[redacted]	[redacted]		[redacted]
Invoice to: [redacted]			**Driver/Owner:** [redacted]		
Invoiced: 08/15/18 [illegible]			[illegible]		
Type: WAR					

Summary of Charges for Invoice [redacted]		**Payment Distribution for Invoice** [redacted]	
LAB-MECHANICAL	57.33	TOTAL CHARGE	57.33
TOTAL CHARGE	57.33		
		FAC WARRANTY	57.33

PREFERRED TREATMENT

If you have any questions - please see IRON MOORE

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X _____

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Adv: 136 EDEN MOORE	Tag: [redacted]	Lienor: [redacted]	[redacted] CC [redacted]	[redacted]
Invoice to: [redacted]			**Driver/Owner:** [redacted]	
Invoiced: 08/14/17 11:09:17 JS			14' RIV SIERRA Silver 4DR SEDAN 4WD [redacted]	

Skill 01 Tech# 091 Start Time: 08/08/17 14:59 Stop Time: 08/08/17 15:00
Skill 05 Tech# 339 Start Time: 08/10/17 08:09 Stop Time: 08/10/17 08:10
Skill 11 Tech# 217 Start Time: 08/10/17 11:51 Stop Time: 08/10/17 11:51
Skill 05 Tech# 194 Start Time: 08/10/17 13:54 Stop Time: 08/10/17 13:54

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed Subl	Type
01	194	Begin	08/10/17 13:55	End	08/10/17 17:07	3:12	LB
02	339	Begin	08/10/17 08:09	End	08/10/17 08:57	:48	LB

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X

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www.FiveStarOnline.com

Advr: 190 CREW MAXX	Tag [redacted]	Stock# [redacted]	VIN: [redacted] CC	Year:	Color: [redacted]

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

For Office Use			Vehicle Information
Odometer In: 24749 Out: 24749	Disclaimer: YES M	Saving:	In: 2017 SIERRA 2500HD CREW CAB 4WD
			Plate#: Vehicle:
Begins: 05/08/17	Ishes: 05/09/17	Insurance: 05/09/17 Since: 07	Inspection: 07/2017

Customer Concern

Concern 01 Cause Correction	CUSTOMER STATES RENTAL - RENTAL	Technician: [redacted] RENTAL
Concern 11 Cause Correction	CUSTOMER STATES TRANSMISSION IS JERKING TEST DRIVE IT WITH TECH PRESENT ALL TEST GOOD AT THIS TIME NO PROBLEM FOUND	Technician: [redacted] OK
Concern 40 Cause Correction	CUSTOMER STATES RADIO SCREEN WHEN CLOSE BUT STILL HAS SPOTS CLEAN WITH CAR DETAILER & RADIO NEEDS REPLACE BROUGHAM RADIO WITH NAV NEED AFTER PROGRAM PURCHASE INFO TEXT : OPEN	Technician: [redacted] CLEAN
Concern 49 Cause Correction 49-1	MULTI-FUNCTION VEHICLE INSPECTION - - MEASUREMENT OF FUEL CONSUMPTION & THROTTLE BODY SERVICE AS NEED VISIT CAR.COM	Technician: [redacted] YES NOTES:

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[redacted]

FIVE STAR CHEVROLET - CADILLAC

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www.FiveStarOnline.com

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Invoice to: [redacted]	**Driver/Owner:** [redacted]
[redacted]	[redacted]
Summary of Charges for Invoice [redacted]	**Payment Distribution for Invoice** [redacted]
	FAC WARRANTY 86.00

[redacted]

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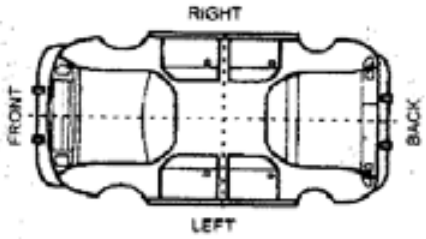
X

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL AUTHORIZATION FOR ABOVE REVISED ESTIMATES

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Added	License	VIN
[redacted]	[redacted]	392 JOEY JACKSON	07/12/17 11:52	GA GA	1GTU2MEC4 GG[redacted]

Customer Information

[redacted]

Work:
Home: [redacted]
Reservation: 021 07/10/17 09:30

Vehicle Information

16 GMC SIERRA CREW CAB K1500 SLE SPECIAL
ENG,5.3L ECOTEC3 V8 Odometer: 11793
Stock No: [redacted]
Dates: Production: 11/25/15 Inservice: 07/21/16 Sold: 07/21/16 SLSP: 002
Last Svc: Client: 37P005 Date: 05/11/17 Adv: 186 Odom: 27760 Daily Avg: 64 Month Avg: 2820

Ln	Type	Operation	Customer Concern	Hr./Qty
51*	WAR	CS	CUSTOMER STATES REDEEM GMC ACCESSORIES LETTER FOR $250.00 GM ACCESSORIES	
			923237402 *MAT PKG Bin: SPO	1
			084051562 *MAT PKG Bin: SPO	1
		Sk/Hr/Tech:	01-0.1	

Additional Information

MFG: 37P005 Dist: DEF Fuel: UNL Estimated Completion: 07/12/17 17:00

Comment

Possible recheck. Last Serviced 05/11/17 Preferred Customer

RO Information

SVC Note: PREFERRED TREATMENT

Method of Payment

WAR WARRANTY WA FAC WARRANTY

DISCLAIMER OF WARRANTIES

Any warranties on this product not hereby are those made by the manufacturer, which is a limited warranty 12 months or 12,000 miles, whichever occurs first. The seller, FIVE STAR CHEVROLET-CADILLAC, hereby expressly disclaims all warranties either express or implied including warranty of merchantability or fitness for a particular purpose and FIVE STAR CHEVROLET-CADILLAC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Purchaser shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. DEALER NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. Please remove any item you deem necessary.

I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

X [redacted]

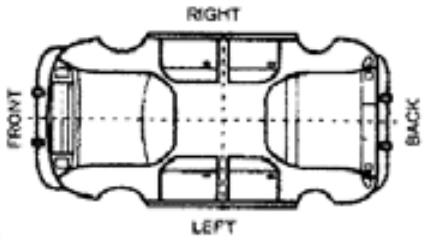
REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]	[redacted]	392 JOEY JACKSON	[redacted]	3GTU2MEC1 GG[redacted]	2

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Extended Warranty	Number	Month	Mileage	Deductible	Expires
GP	TX	84	100000	100.00	07/21/23
P	TFM	84	100000		07/21/23

Operation	Description	Recommended Maintenance Based On	Since Last Service Months	Miles
MPI	MULTI-POINT VEHICLE INSPECTION	Mileage	2	4[illegible]
PCAF	PASSENGER COMPARTMENT AIR FILT	Mileage	12	3[illegible]
LOFVP1	LUBE OIL AND FILTER WITH VALVO	Mileage	10	2[illegible]
LOFVP2	LUBE OIL AND FILTER WITH VALVO	Mileage	10	2[illegible]
LOFVP3	LUBE OIL AND FILTER WITH VALVO	Mileage	10	2[illegible]
VP05	VP BRAKE FLUSH	Mileage	12	3[illegible]
VP14	VP FUEL INDUCTION FLUSH/TB SER	Mileage	12	3[illegible]
VP09	VP THROTTLE BODY FLUSH SERVICE	Mileage	12	3[illegible]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	05/08/17	27760	186	317	.00	RENTAL	RENTAL
				394	.00	CS	NO PROBLEM FOUND
				338	.30	2810335	REPROGRAM RADIO WITH SPS CODE AFTER PROGRA
				338	.00	MPI	-
				338	.00	XVP14	RECOMMEND VP FUEL INDUCTION & THROTTLE BOD
	03/23/17	24146	186	230	.50	LOFTW	OIL CHANGE COMPLETED / TIRE ROTATION / TH
				230	.00	MPI	-
				230	.00	XVP09	RECOMMEND VP THROTTLE BODY FLUSH SERVICE &
	03/23/17	24146	186	230	.40	9102844	TRANSFER CASE CONTROL MODULE REPROGRAMMING

DISCLAIMER OF WARRANTIES

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I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A 10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

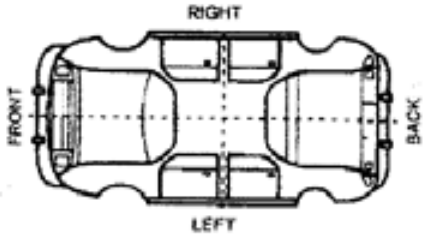
X _____
SIGNATURE

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	$
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		392 JOEY JACKSON	[redacted]	3GTU2MEC1 GG[redacted]	3

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	12/07/16	16430	444	187	.50	0600743	OIL FILTER & OIL CHANGE, TIRE ROTATION & M
				388	1.50	4029250	REPLACED FUEL TANK ASSEMBLY, NPC TO DRAIN
				187	.00	MPI	-
				187	.00	XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH S
	11/17/16	14255	167	388	.00	X	X
				388	.00	CS	X
				388	.00	MPI	X
				388	.00	XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH S
	09/24/16	8512	397	127	.30	LOFVP2	OIL CHANGE COMPLETED WITH VALVOLINE BETTER
				127	.30	ROT	PERFORMED TIRE ROTATION
				317	.00	MPI	ALL SERVICES ARE UP TO DATE AT THIS TIME
	09/24/16	8512	397	488	.20	9100276	INSPECTED AND REPROGRAMMED WITH THE SDM
	07/27/16	961			.00	0600062	
	07/29/16	1179	397	747	.50	PT1	PATCH 1 TIRE
	04/30/16	145	392	005	1.00	DEG4	PERFORMED INSTALL INSIDE EDGE GUARDS 4 DOORS
	04/30/16	145	392	005	.00	ACD	DETAIL
	01/11/16	5			.00	0590032	
	11/27/15	1			.00	0590072	

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X _____
SIGNATURE

REPAIR ORDER

[redacted]

STOCK NUMBER: 000C[redacted] LAST SERV MILEAGE: 0027760 MFG CODE: 37P005
3GTU2MEC4GG[redacted] GAGA SOLD DATE:07/21/16 MILE:0000144 LAST SERV:05/11/17
16 GMC SIERRA K1500 SLE CREW CAB SPECIAL IN-SERV DATE:07/21/16
SRVC $ CUS: 42 WAR: 1095 POL:

	NUMBER	TYPE	DATE	DEDUCT	MON	MILES	ACTIVE
EXT SVC PLAN1:	TK	GP	07/21/23	10000	084	100000	Y
EXT SVC PLAN2:	TFM	P	07/21/23		084	100000	Y

RO [redacted] Y 05/08/17 ODOM= 27760 ADV=186 PTS=.00 POL=.00 TOT=57.33
PREFERRED TREATMENT CLIENT=37P005 INV=05/11/17
LN 02 PAY TYPE WAR TECH1-317 OPR-CODE RENTAL
CUSTOMER STATES RENTAL
-
RENTAL
LN 51 PAY TYPE WAR TECH1-394 OPR-CODE CS
CUSTOMER STATES TRANSMISSION IS JERKING
TEST DROVE 27 MILES TRANSMISSION
NO PROBLEM FOUND
LN 52 PAY TYPE WAR TECH1-338 .30 OPR-CODE 2810335
CUSTOMER STATES RADIO SCREEN GOES BLANK BUT STILL HAS SOUND
DIAG WITH GPS NO CODE & RADIO NEE
REPROGRAM RADIO WITH SPS CODE AFTER PROGRAM 8078A
LN 60 PAY TYPE WAR TECH1-338 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
-
LN 60-1 PAY TYPE WAR TECH1-338 OPR-CODE XVP14
RECOMMEND VP FUEL INDUCTION & THROTTLE BODY SERVICE ON NEXT VISIT

RO [redacted] N 03/23/17 ODOM= 24146 ADV=186 PTS=20.05 POL=.00 TOT=42.00
PREFERRED TREATMENT CLIENT=37P005 INV=03/24/17
LN 01 PAY TYPE FID TECH1-230 .50 OPR-CODE LOFTW
CUSTOMER STATES LUBE OIL AND FILTER AND TIRE ROTATION TOTAL WARRANTY MAINT
-
EPA NOS
OIL CHANGE COMPLETED / TIRE ROTATION / THANK YOU (AUTH# 1020439ES
LN 60 PAY TYPE FID TECH1-230 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
-
LN 60-1 PAY TYPE FID TECH1-230 OPR-CODE XVP09
RECOMMEND VP THROTTLE BODY FLUSH SERVICE ($90.00)

RO [redacted] Y 03/23/17 ODOM= 24146 ADV=186 PTS=.00 POL=.00 TOT=38.22
PREFERRED TREATMENT CLIENT=37P005 INV=03/24/17
LN 24 PAY TYPE WAR TECH1-230 .40 OPR-CODE 9102844
CUSTOMER STATES SUBJECT: 4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP
RECALL 28770
TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH SPS

RO [redacted] Y 12/07/16 ODOM= 16430 ADV=444 PTS=766.00 POL=.00 TOT=973.76

```
 PREFERRED TREATMENT                          CLIENT=37P005  INV=12/10/16
LN 01   PAY TYPE WAR     TECH1-187    .50              OPR-CODE 0600743
 CUSTOMER STATES PERFORM GMC MAINTENANCE - CHANGE OIL FILTER & OIL, ROTATE
 MAINTENANCE
                                                            NOS
 OIL FILTER & OIL CHANGE, TIRE ROTATION & MPVI COMPLETED
LN 52   PAY TYPE WAR     TECH1-388   1.50              OPR-CODE 4029250
 CUSTOMER STATES THEY HAVE A HARD TIME FILLING TANK WITH GAS
 REFER TO DOC#445564
 REPLACED FUEL TANK ASSSEMBLY, NEC TO DRAIN AND FILL TANK
LN 60   PAY TYPE WAR     TECH1-187                    OPR-CODE MPI
 MULTI-POINT VEHICLE INSPECTION
 -
 -
LN 60-1 PAY TYPE WAR     TECH1-187                    OPR-CODE XVP09
 CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE

--------------------------------------------------------------------------------
RO [redacted] Y 11/17/16 ODOM=  14255 ADV=167 PTS=.00      POL=.00     TOT=.00
 PREFERRED TREATMENT                          CLIENT=37P005  INV=11/17/16
LN 40   PAY TYPE WAR     TECH1-388                    OPR-CODE X
 16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
 RECALL ALREADY COMPLETED
 X
LN 51   PAY TYPE WAR     TECH1-388                    OPR-CODE CS
 CUSTOMER STATES WHEN FILLING UP THE VEHICLE FUEL TANK FROM START TO FINISH
 PARTS ORDERED
 X
LN 60   PAY TYPE WAR     TECH1-388                    OPR-CODE MPI
 MULTI-POINT VEHICLE INSPECTION
 X
 X
LN 60-1 PAY TYPE WAR     TECH1-388                    OPR-CODE XVP09
 CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE

--------------------------------------------------------------------------------
RO [redacted] N 09/24/16 ODOM=   8512 ADV=397 PTS=58.93     POL=.00     TOT=94.01
 PREFERRED TREATMENT                          CLIENT=37P005  INV=09/24/16
LN 01   PAY TYPE OIL     TECH1-127    .30              OPR-CODE LOFVP2
 CUSTOMER STATES LUBE OIL AND FILTER WITH VALVOLINE BETTER SERVICE
 MAINTNENANCE
                                                        EPA NOS
 OIL CHANGE COMPLETED WITH VALVOLINE BETTER SERVICE / THANK YOU
LN 24   PAY TYPE OIL     TECH1-127    .30              OPR-CODE ROT
 CUSTOMER REQUESTS $8.99 TIRE ROTATION
 MAINTNENANCE
                                                            NOS
 PERFORMED TIRE ROTATION
LN 60   PAY TYPE OIL     TECH1-317                    OPR-CODE MPI
 MULTI-POINT VEHICLE INSPECTION
 -
 ALL SERVICES ARE UP TO DATE AT THIS TIME

--------------------------------------------------------------------------------
RO [redacted] Y 09/24/16 ODOM=   8512 ADV=397 PTS=.00      POL=.00     TOT=27.97
 PREFERRED TREATMENT                          CLIENT=37P005  INV=09/26/16
LN 40   PAY TYPE WAR     TECH1-488    .20              OPR-CODE 9102276
 16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
 OPEN CAMPAIGN
```

INSPECTED AND REPROGRAMMED WITH THE SDM

RO [redacted] 07/27/16 ODOM= 961 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=07/29/16
LN 01 PAY TYPE OPR-CODE 0600062
NO CUSTOMER COMPLAINT - OTHER ISSUES
OTHER - FOLLOW OPERATION
GM Claim Type: ZREG

RO [redacted] N 07/29/16 ODOM= 1179 ADV=397 PTS=.00 POL=.00 TOT=.00
PREFERRED TREATMENT CLIENT=37P005 INV=07/29/16
LN 24 PAY TYPE C TECH1-747 .50 OPR-CODE PTI
PATCH 1 TIRE CUSTOMER FOUND NAIL IN THE TIRE
FOUND NAIL IN THE RIGHT REAR TIRE
PATCH 1 TIRE

RO [redacted] N 04/30/16 ODOM= 145 ADV=392 PTS=40.00 POL=.00 TOT=106.65
CLIENT=37P005 INV=04/30/16
LN 25 PAY TYPE INT TECH1-005 1.00 OPR-CODE DEG4
CUSTOMER REQUESTS INSTALL DOOR EDGE GUARDS 4 DOORS
EPA NOS
PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS
END OF DATA

****
* INQUIRY PERFORMED FOR: RO# ADV# 392 *
* CUSTOMER NAME: [redacted] *
****

VIN: 3GTU2MEC4GG[redacted] INQUIRY DATE : 07/12/17
MODEL YEAR: 2016 MODEL NUMBER: TK15543
DESCRIPTION: SIERRA 1500 4WD CREW CAB

---------- SERVICE CAMPAIGNS ----------
CAMPAIGN: 28770-4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP
CAMPAIGN LABOR OPERATION: [redacted]-TRANSPER CASE CONTROL MODULE REPROGRAMMING WITH SPS
CAMPAIGN TYPE: Service Update Bulletins
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 92291
CAMPAIGN CONTACT:
CAMPAIGN DATE: 01/06/2017 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK:
CAMPAIGN LONG DESC: A SERVICE 4WD MESSAGE MAY BE DISPLAYED ON THE DRIVER INFORMATION CENTER AND DTC C0398 MAY BE SET. CONCURRENTLY, THE VEHICLE IS PERMANENTLY LOCKED IN 4HI AND CANNOT BE SHIFTED OUT OF IT WHILE THE CODE IS PRESENT. IF THE CODE IS CLEARED, THIS SCENARIO MAY REPEAT IF THE TRANSFER CASE IS IN AUTO MODE AND DRIVEN FOR APPROX. 2 OR MORE HOURS. CUSTOMERS WILL LIKELY NOTICE THAT THE STEERING WHEEL IS HARDER TO TURN, THE ENGINE WILL FEEL LIKE IT HAS LOST POWER AND THE TIRES MAY SQUEAL WHEN TURNING IN A PARKING LOT.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES:
CAMPAIGN REPAIR DESCRIPTION: DEALERS ARE TO REPROGRAM THE TRANSFER CASE CONTROL MODULE.

CAMPAIGN: 16007-FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
CAMPAIGN LABOR OPERATION: [redacted]- CUSTOMER REIMBURSEMENT APPROVED
CAMPAIGN LABOR OPERATION: [redacted]- CUSTOMER REIMBURSEMENT DENIED FOR USA DEALERS ONLY
CAMPAIGN LABOR OPERATION: [redacted]- REPROGRAM INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODUL
CAMPAIGN LABOR OPERATION: [redacted] REPLACE AIRBAG SENSING AND DIAGNOSTIC MODULE
CAMPAIGN TYPE: Product Safety Recall
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 93642
CAMPAIGN CONTACT:
CAMPAIGN DATE: 09/08/2016 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK: IF THE FRONTAL AIRBAGS AND SEATBELT PRETENSIONERS DO NOT DEPLOY WHEN REQUIRED, THERE IS AN INCREASED RISK OF INJURY TO OCCUPANTS IN A CRASH.
CAMPAIGN LONG DESC: 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.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES: VISIT MANUFACTURER WEBSITE AT HTTPS://MY.GM.COM/RECALLS FOR MORE INFORMATION.
CAMPAIGN 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.
CAMPAIGN RECALL NUMBER: 16V651
CAMPAIGN RECALL NUMBER DESC: NHTSA

---------- SERVICE BULLETINS ----------
BULLETIN TYPE: EI
BULLETIN: PIE0360-INTERMITTENT HVAC COOLING ISSUES DURING DRIVING
BULLETIN ISSUE DATE: 03/15/2016

BULLETIN TYPE: EI
BULLETIN: PIE0365
BULLETIN ISSUE DATE: 06/21/2016

---------- VEHICLE WARRANTIES ----------
WARRANTY TYPE: GMC SCHEDULED MAINTENANCE-2 VISITS
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2018
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 24144
WARRANTY STATUS: EXPIRED
WARRANTY ID: 00000000000000001135

WARRANTY TYPE: POWERTRAIN LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2021
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 60144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001115

WARRANTY TYPE: EMISSION SELECT COMPONENT LTD WTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2024
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 80144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001189

WARRANTY TYPE: BUMPER TO BUMPER LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2019
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 36144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000390

WARRANTY TYPE: CORROSION LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2022
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 100144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000426

---------- SERVICE CONTRACTS ----------
NONE
---------- RELATED REPAIRS ----------
NONE
---------- BRANDED INFORMATION ----------
NONE

---------- WARRANTY BLOCKS ----------
NONE
---------- REPAIR ORDER HISTORY ----------
REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 27735 REPAIR DATE: 05/08/17
SERVICING DEALER: [redacted]-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
52	N			ZREG		

CAUSE: 6573 - MODULE/COMPONENT - NO/INCORRECT COMMUNICATION
COMPLAINT: 0223 - AUDIO/ENTERTAINMENT/NAVIGATION - COMMUNICATION
CORRECTION:
LABOR OP CODE: 2810335-RADIO REPROGRAMMING WITH SPS

PART / NET ITEM	DESCRIPTION	QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 24145 REPAIR DATE: 03/23/17
SERVICING DEALER: [redacted]FIVE STAR CHEVROLET-BUICK-GMC CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
24	N			ZFAT		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted]-TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH

PART / NET ITEM	DESCRIPTION	QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 16429 REPAIR DATE: 12/07/16
SERVICING DEALER: [redacted]-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
52	N			ZREG	0023138362	TANK ASM-FUEL

CAUSE: 9090 - OTHER - FIELD ACTION / TECH BULLETIN
COMPLAINT: 0390 - ENGINE/FUEL/EXHAUST - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted]-FUEL TANK REPLACEMENT

PART / NET ITEM	DESCRIPTION	QTY
Z_NIC		
000000000023138362	TANK ASM-FUEL	1

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
1	N			ZREG		

CAUSE: 9094 - OTHER - FOLLOW OPERATION
COMPLAINT: 0021 - NO CUSTOMER COMPLAINT - MAINTENANCE
CORRECTION:
LABOR OP CODE: [redacted]GMC 2 YEAR MAINTENANCE

PART / NET ITEM	DESCRIPTION	QTY
Z_NIM		

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 8511 REPAIR DATE: 09/24/16
SERVICING DEALER: [redacted]FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
40	N			ZFAT		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] - REPROGRAM INFLATABLE RESTRAINT SENS

PART / NET ITEM	DESCRIPTION	QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 961 REPAIR DATE: 07/27/16
SERVICING DEALER: [redacted]ALLSTATE - SIGNATURE MOTOR CLUB, IN
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
1	N	AM		ZREG		

CAUSE: 9094 - OTHER - FOLLOW OPERATION
COMPLAINT: 0090 - NO CUSTOMER COMPLAINT - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted]-ROADSIDE SERVICE (FLAT TIRE)

PART / NET ITEM	DESCRIPTION	QTY
Z_NIM		

REPAIR ORDER: [redacted] WARRANTY ODOMETER: 5 REPAIR DATE: 01/11/16
SERVICING DEALER: [redacted]-CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
4	N			ZPDI		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted]PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS

PART / NET ITEM	DESCRIPTION	QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 1 REPAIR DATE: 11/27/15
SERVICING DEALER: [redacted]CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
1	N			ZPDI		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted]-PRE-DELIVERY INSPECTION - BASE TIME

PART / NET ITEM	DESCRIPTION	QTY

---------- VEHICLE ASSEMBLIES ----------
ASSEMBLY: 10-ENGINE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 35-STEERING COLUMN - SIR SYSTEM
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 61-TRANSMISSION
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 65-REAR AXLE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:

ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 86-ELECTRONIC CONTROL MODULE (ECM)
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 87-BODY CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AB-IR-MODULE ASM-INFLATOR
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AH-IR-SENSOR ASM-LEFT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AJ-IR-SENSOR ASM-RIGHT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AL-IR-MODULE ASM-I/P
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AS-SENSING DIAGNOSTIC MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD

ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: CB-SEQ NUM (FLEX) BODY ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: [redacted] SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2ZZ

ASSEMBLY: CF-SEQ NUM (FLEX) PAINT PROCESS
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2PP

ASSEMBLY: CP-SEQ NUM (FLEX) GRN ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2GA

---------- DELIVERY INFORMATION ----------
SHIP DATE:
DELIVERY MILEAGE: 144
VEHICLE WEIGHT: 3269
ORDER TYPE: 70 -
ORDER NUMBER: [redacted]
BUILD DATE: 11/25/2015
BUILD PLANT: G -
DELIVERY TYPE: 010-INDIVIDUAL
DELIVERY DEALER: [redacted]-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
DELIVERY DATE: 07/21/2016
PDI STATUS: Y
INVOICE DATE: 11/25/2015

---------- SOLD TO INFORMATION ----------
SOLD TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SOLD TO CONTACT: 7704759500

---------- SHIP TO INFORMATION ----------
SHIP TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SHIP TO CONTACT: 7704759500

---------- INSERVICE INFORMATION ----------
INSERVICE PARTY: -
INSERVICE CONTACT:
INSERVICE DATE:
INSERVICE TYPE: 0000
INSERVICE MILEAGE:

---------- VEHICLE REGISTRATION ----------
NONE

GMC

May 26, 2017

Expires in 90 Days

[redacted]

Dear [redacted]

At GMC, we take pride in the vehicles we produce and appreciate your vehicle purchase.

Because customer satisfaction is a top priority for us, we offer you up to $250 towards the purchase and installation of GM Accessories or GM Licensed Products for your 2016 GMC Sierra 1500, VIN 3GTU2MEC4G[redacted] The offer excludes tire purchases or installation of tires. This offer is valid for 90 days from the date of issuance and may be transferred within the household.

In the event the total cost of the GM accessories and labor selected by the customer exceeds $250, you will be responsible for paying the difference. Since this GM Accessories Letter is only valid for a one-time use, if the total cost is less than $250, a credit or refund will not be issued for the difference.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to your GMC dealer for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request [redacted]

Dealership Claim Instructions: Accessory Offer
This offer will be reimbursed through the Global Warranty System. Tires are not eligible to be purchased and will not be eligible for reimbursement under this offer. Non GM Accessories and any labor associated with installing Non GM Accessories are not eligible for reimbursement under this offer. GM Accessories installed under this offer will be reimbursed at GM published labor times and your dealership's current approved labor rate and parts allowance (see Article 1.5 of the Service Policy & Procedures manual for further details). To apply the GM Accessories Warranty to the vehicle, follow procedures outlined in TSB 11-00-89-002.
Submit the claim using labor op 0600161, select transaction type of ZSSP, then insert the total amount requested for parts and labor, up to $250 in the net item column under miscellaneous. In addition, attach a copy of the invoice for the sale and/or installation of the GM accessories to the warranty claim and route for wholesale authorization (h route). **This letter must be retained by the dealer for audit purposes.**

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

[redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Vehicle Information

Customer Concern

Customer Stated: CUSTOMER STATED ASKING FOR ACKNOWLEDGED LETTER FOR [illegible]

Cause: [illegible]

Correction: REFERRED GMC CAC SR [illegible] ACKNOWLEDGED LETTER PER [illegible]

Parts:

Part Number	Qty	Price	Description
25[illegible]	[illegible]	[illegible]	[illegible]
84[illegible]	[illegible]	[illegible]	[illegible]

Type: RAP

Summary of Charges for Invoice [redacted]

PARTS	250.00
TOTAL CHARGE	250.00

Payment Distribution for Invoice [redacted]

TOTAL CHARGE	250.00
PAC WARRANTY	250.00

PREFERRED TREATMENT

If you have any questions, please see [illegible]

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv: [redacted]	Tax [redacted]	[redacted]	[redacted]
Invoice to: [redacted]		**Driver/Owner:** [redacted]	
[redacted]		[redacted]	

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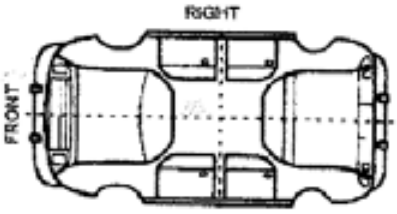
X

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

WAITING

REVISED ESTIMATE (1)

REVISED ESTIMATE (2)

REVISED ESTIMATE (3)

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Added	License	VIN
[redacted]	[redacted]	392 JOEY JACKSON	08/21/17 08:04	[redacted]	3GTU2MEC4 GG[redacted]

Customer Information

[redacted]

Work: [redacted]
Home:
Reservation: 007 08/21/17 07:00

Vehicle Information

16 GMC SIERRA CREW CAB K1500 SLE SPECIAL
ENG,5.3L ECOTEC3 V8 Odometer: 19629
Stock No: [redacted]
Dates: Production: 11/25/15 Inservice: 07/21/16 Sold: 07/21/16 SLSP: 002
Last Svc: Client: 37P005 Date: 07/12/17 Adv: 392 Odom: 31793 Daily Avg: 20 Month Avg: 2670

Ln	Type	Operation	Customer Concern	Hr./Qty
51*	WAR	CS	CUSTOMER STATES THE BRAKE PEDAL IS HARD TO DEPRESS AND AT TIMES THE TRUCK IS HARD TO STOP Bulletin attached	
52	FID	LOFTW	CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE PLG: EPA NOS	
		111	CHANGE ENGINE OIL REPLACE OIL FILTER Authority Paperwork	
			VV1770 5W30 BULK Bin: 5989	5
53	WAR		CUSTOMER STATES AT TIMES THE RADIO SCREEN WILL BLACK OUT BUT THE RADIO CONTINUES TO PLAY	
54	WAR		CUSTOMER STATES THE PUSH PIN AT FILLER NECK IS BROKEN AND WONT HOLD FILLER NECK STABLE	
60	WAR	MPI	CUSTOMER STATES MULTI-POINT VEHICLE INSPECTION	

DISCLAIMER OF WARRANTIES

Any warranties on this product sold hereby are those made by the manufacturer which is a limited warranty 12 months or 12,000 miles whichever occurs first. The seller, FIVE STAR CHEVROLET-CADILLAC hereby expressly disclaims all warranties either express or implied including warranty of merchantability or fitness for a particular purpose, and FIVE STAR CHEVROLET-CADILLAC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Purchaser shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages. DEALER NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. Please remove any item you deem necessary.

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A 30.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be considered

X [redacted]

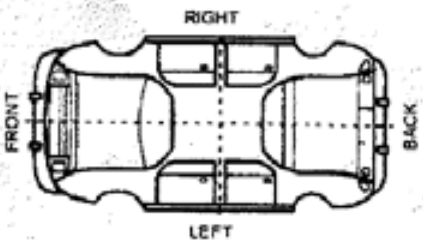
REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED OF AND APPROVED ALL OF THE ABOVE REVISED ESTIMATES

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		392 JOEY JACKSON	[redacted]	JGTU2MB[redacted] GC[redacted]	2

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

60-1		XRND	DECLINED BRAKE FLUSH AND TB/IND SERVICE	SPG
		Sk/Hr/Tech:	01-0.1	

Additional Information

MFG: 37P005 Dist: DEF Fuel: UNL Estimated Completion: 08/21/17 17:00

Comment

Possible recheck. Last Serviced 07/12/17

Method of Payment

WAR WARRANTY WA - PAC WARRANTY
FID EXT SERV CO

Extended Warranty	Number	Month	Mileage	Deductible	Expires
GP	TK	84	100000	100.00	07/21/23
P	TPM	84	100000		07/21/23

Recommended Maintenance — Since Last Service

Operation	Description	Based On	Months	Miles
MPI	MULTI-POINT VEHICLE INSPECTION	Mileage	3	7200
PCAF	PASSENGER COMPARTMENT AIR FILT	Mileage	13	31200
LOFVP1	LUBE OIL AND FILTER WITH VALVO	Mileage	11	26400
LOFVP2	LUBE OIL AND FILTER WITH VALVO	Mileage	11	26400
LOFVP3	LUBE OIL AND FILTER WITH VALVO	Mileage	11	26400
VP05	VP BRAKE FLUSH	Mileage	17	34000
VP14	VP FUEL INDUCTION FLUSH/TB SER	Mileage	17	34000
VP09	VP THROTTLE BODY FLUSH SERVICE	Mileage	17	34000

DISCLAIMER OF WARRANTIES

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I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of helping and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranties. A $10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

X _____
SIGNATURE

REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
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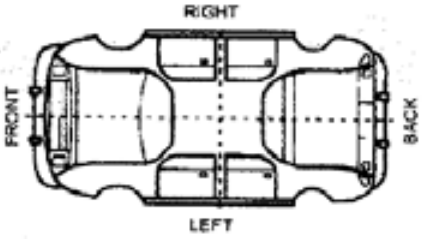

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	$	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]	[redacted]	392 JOEY JACKSON	[redacted]	3GTU2MEC4 GG[redacted]	3

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	7/12/17	31793	392	317	.00	0600161	REDEEMED GMC CAC SR & 2899622559 ACCESSORI
	5/08/17	27760	186	317	.00	RENTAL	RENTAL
				394	.00	CS	NO PROBLEM FOUND
				338	.30	2810335	REPROGRAM RADIO WITH SPS CODE AFTER PROGRA
				338	.00	MPI	-
				338	.00	XVP14	RECOMMEND VP FUEL INDUCTION & THROTTLE BOD
	3/23/17	24146	186	230	.50	LOFTW	OIL CHANGE COMPLETED / TIRE ROTATION / TH
				230	.00	MPI	-
				230	.00	XVP09	RECOMMEND VP THROTTLE BODY FLUSH SERVICE (
	3/23/17	24146	186	230	.40	9102844	TRANSFER CASE CONTROL MODULE REPROGRAMMING
	2/07/16	16430	444	167	.50	0600743	OIL FILTER & OIL CHANGE, TIRE ROTATION & M
				388	1.50	4029250	REPLACED FUEL TANK ASSEMBLY, NEC TO DRAIN
				167	.00	MPI	-
				167	.00	XVP09	CUSTOMER DECLINED VP THROTTLE BODY FLUSH S
	1/17/16	14255	167	388	.00	X	X
				388	.00	CS	X
				388	.00	MPI	X
				388	.00	XVP09	CUSTOMER DECLINED VP THROTTLE BODY FLUSH S
	9/24/16	8512	397	127	.30	LOFVP2	OIL CHANGE COMPLETED WITH VALVOLINE SETTEF
				127	.30	ROT	PERFORMED TIRE ROTATION
				317	.00	MPI	ALL SERVICES ARE UP TO DATE AT THIS TIME
	9/24/16	8512	397	488	.20	9102276	INSPECTED AND REPROGRAMMED WITH THE SIM

DISCLAIMER OF WARRANTIES

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X _____
SIGNATURE

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

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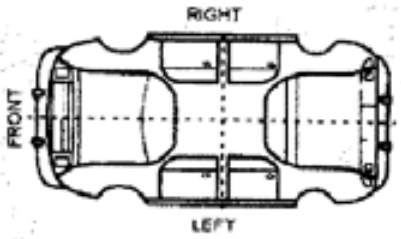

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		392 JOEY JACKSON	[redacted]	3GTU2MEC4 GG[redacted]	4

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	07/27/16	961			.00	0600062	
	07/20/16	1179	397	747	.50	PTI	PATCH 1 TIRE
	04/30/16	145	392	005	1.00	DEG4	PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS
	04/30/16	145	392	005	.00	ACD	DETAIL
	01/11/16	5			.00	0590032	
	11/27/15	1			.00	0590072	

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I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

X _____
SIGNATURE

REPAIR ORDER

[redacted]

STOCK NUMBER: 000G[redacted] LAST SERV MILEAGE: 0031793 MFG CODE: 37P005
3GTU2MEC4GG[redacted] GAGA SOLD DATE:07/21/16 MILE:0000144 LAST SERV:07/12/17
16 GMC SIERRA K1500 SLE CREW CAB SPECIAL IN-SERV DATE:07/21/16
SRVC $ CUS: 42 WAR: 1345 POL:

	NUMBER	TYPE	DATE	DEDUCT	MON	MILES	ACTIVE
EXT SVC PLAN1:	TK	GP	07/21/23	10000	084	100000	Y
EXT SVC PLAN2:	TFM	P	07/21/23		084	100000	Y

RO [redacted] Y 07/12/17 ODOM= 31793 ADV=392 PTS=250.00 POL=.00 TOT=250.00
PREFERRED TREATMENT CLIENT=37P005 INV=07/12/17
LN 51 PAY TYPE WAR TECH1-317 OPR-CODE 0600161
CUSTOMER STATES REDEEM GMC ACCESSORIES LETTER FOR $250.00 GM ACCESSORIES
GMC CAC SR [redacted]
REDEEMED GMC CAC SR [redacted] ACCESSORIES LETTER FOR $250.00 OF GM ACCESS

RO [redacted] Y 05/08/17 ODOM= 27760 ADV=186 PTS=.00 POL=.00 TOT=57.33
PREFERRED TREATMENT CLIENT=37P005 INV=05/11/17
LN 02 PAY TYPE WAR TECH1-317 OPR-CODE RENTAL
CUSTOMER STATES RENTAL
-
RENTAL
LN 51 PAY TYPE WAR TECH1-394 OPR-CODE CS
CUSTOMER STATES TRANSMISSION IS JERKING
TEST DROVE 27 MILES TRANSMISSION
NO PROBLEM FOUND
LN 52 PAY TYPE WAR TECH1-338 .30 OPR-CODE 2810335
CUSTOMER STATES RADIO SCREEN GOES BLANK BUT STILL HAS SOUND
DIAG WITH GPS NO CODE & RADIO NEE
REPROGRAM RADIO WITH SPS CODE AFTER PROGRAM 8078A
LN 60 PAY TYPE WAR TECH1-338 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
-
LN 60-1 PAY TYPE WAR TECH1-338 OPR-CODE XVP14
RECOMMEND VP FUEL INDUCTION & THROTTLE BODY SERVICE ON NEXT VISIT

RO [redacted] N 03/23/17 ODOM= 24146 ADV=186 PTS=20.05 POL=.00 TOT=42.00
PREFERRED TREATMENT CLIENT=37P005 INV=03/24/17
LN 01 PAY TYPE FID TECH1-230 .50 OPR-CODE LOFTW
CUSTOMER STATES LUBE OIL AND FILTER AND TIRE ROTATION TOTAL WARRANTY MAINT
-
EPA NOS
OIL CHANGE COMPLETED / TIRE ROTATION / THANK YOU (AUTH# 1020439ES
LN 60 PAY TYPE FID TECH1-230 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
-
LN 60-1 PAY TYPE FID TECH1-230 OPR-CODE XVP09
RECOMMEND VP THROTTLE BODY FLUSH SERVICE ($90.00)

RO [redacted] Y 03/23/17 ODOM= 24146 ADV=186 PTS=.00 POL=.00 TOT=38.22

```
 PREFERRED TREATMENT                              CLIENT=37P005  INV=03/24/17
LN 24   PAY TYPE WAR      TECH1-230     .40                    OPR-CODE 9102844
 CUSTOMER STATES SUBJECT:   4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP
 RECALL 28770
 TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH SPS

-------------------------------------------------------------------------------
RO [redacted] Y 12/07/16 ODOM=  16430 ADV=444 PTS=766.00    POL=.00      TOT=973.76
 PREFERRED TREATMENT                              CLIENT=37P005  INV=12/10/16
LN 01   PAY TYPE WAR      TECH1-187     .50                    OPR-CODE 0600743
 CUSTOMER STATES PERFORM GMC MAINTENANCE - CHANGE OIL FILTER & OIL, ROTATE
 MAINTENANCE
                                                                      NOS
 OIL FILTER & OIL CHANGE, TIRE ROTATION & MPVI COMPLETED
LN 52   PAY TYPE WAR      TECH1-388    1.50                   OPR-CODE 4029250
 CUSTOMER STATES THEY HAVE A HARD TIME FILLING TANK WITH GAS
 REFER TO DOC#445564
 REPLACED FUEL TANK ASSSEMBLY, NEC TO DRAIN AND FILL TANK
LN 60   PAY TYPE WAR      TECH1-187                          OPR-CODE MPI
 MULTI-POINT VEHICLE INSPECTION
 -
 -
LN 60-1 PAY TYPE WAR      TECH1-187                          OPR-CODE XVP09
 CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE

-------------------------------------------------------------------------------
RO [redacted] Y 11/17/16 ODOM=  14255 ADV=167 PTS=.00       POL=.00      TOT=.00
 PREFERRED TREATMENT                              CLIENT=37P005  INV=11/17/16
LN 40   PAY TYPE WAR      TECH1-388                          OPR-CODE X
 16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
 RECALL ALREADY COMPLETED
 X
LN 51   PAY TYPE WAR      TECH1-388                          OPR-CODE CS
 CUSTOMER STATES WHEN FILLING UP THE VEHICLE FUEL TANK FROM START TO FINISH
 PARTS ORDERED
 X
LN 60   PAY TYPE WAR      TECH1-388                          OPR-CODE MPI
 MULTI-POINT VEHICLE INSPECTION
 X
 X
LN 60-1 PAY TYPE WAR      TECH1-388                          OPR-CODE XVP09
 CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE

-------------------------------------------------------------------------------
RO [redacted] N 09/24/16 ODOM=   8512 ADV=397 PTS=58.93     POL=.00      TOT=94.01
 PREFERRED TREATMENT                              CLIENT=37P005  INV=09/24/16
LN 01   PAY TYPE OIL      TECH1-127     .30                    OPR-CODE LOFVP2
 CUSTOMER STATES LUBE OIL AND FILTER WITH VALVOLINE BETTER SERVICE
 MAINTNENANCE
                                                                   EPA NOS
 OIL CHANGE COMPLETED WITH VALVOLINE BETTER SERVICE / THANK YOU
LN 24   PAY TYPE OIL      TECH1-127     .30                    OPR-CODE ROT
 CUSTOMER REQUESTS $8.99 TIRE ROTATION
 MAINTNENANCE
                                                                      NOS
 PERFORMED TIRE ROTATION
LN 60   PAY TYPE OIL      TECH1-317                          OPR-CODE MPI
 MULTI-POINT VEHICLE INSPECTION
 -
```

ALL SERVICES ARE UP TO DATE AT THIS TIME

RO [redacted] 09/24/16 ODOM= 8512 ADV=397 PTS=.00 POL=.00 TOT=27.97
PREFERRED TREATMENT CLIENT=37P005 INV=09/26/16
LN 40 PAY TYPE WAR TECH1-488 .20 OPR-CODE 9102276
16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
OPEN CAMPAIGN
INSPECTED AND REPROGRAMMED WITH THE SDM

RO [redacted] 07/27/16 ODOM= 961 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=07/29/16
LN 01 PAY TYPE OPR-CODE 0600062
NO CUSTOMER COMPLAINT - OTHER ISSUES
OTHER - FOLLOW OPERATION
GM Claim Type: ZREG

RO [redacted] N 07/29/16 ODOM= 1179 ADV=397 PTS=.00 POL=.00 TOT=.00
PREFERRED TREATMENT CLIENT=37P005 INV=07/29/16
LN 24 PAY TYPE C TECH1-747 .50 OPR-CODE PT1
PATCH 1 TIRE CUSTOMER FOUND NAIL IN THE TIRE
FOUND NAIL IN THE RIGHT REAR TIRE
PATCH 1 TIRE
END OF DATA

****
* INQUIRY PERFORMED FOR: RO# ADV# 392 *
* CUSTOMER NAME: [redacted] *
****

VIN: 3GTU2MEC4GG[redacted] INQUIRY DATE : 08/21/17
MODEL YEAR: 2016 MODEL NUMBER: TK15543
DESCRIPTION: SIERRA 1500 4WD CREW CAB

---------- SERVICE CAMPAIGNS ----------
CAMPAIGN: 28770-4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP
CAMPAIGN LABOR OPERATION: [redacted] - TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH SPS
CAMPAIGN TYPE: Service Update Bulletins
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 92291
CAMPAIGN CONTACT:
CAMPAIGN DATE: 01/06/2017 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK:
CAMPAIGN LONG DESC: A SERVICE 4WD MESSAGE MAY BE DISPLAYED ON THE DRIVER INFORMATION CENTER AND DTC C0398 MAY BE SET. CONCURRENTLY, THE VEHICLE IS PERMANENTLY LOCKED IN 4HI AND CANNOT BE SHIFTED OUT OF IT WHILE THE CODE IS PRESENT. IF THE CODE IS CLEARED, THIS SCENARIO MAY REPEAT IF THE TRANSFER CASE IS IN AUTO MODE AND DRIVEN FOR APPROX. 2 OR MORE HOURS. CUSTOMERS WILL LIKELY NOTICE THAT THE STEERING WHEEL IS HARDER TO TURN, THE ENGINE WILL FEEL LIKE IT HAS LOST POWER AND THE TIRES MAY SQUEAL WHEN TURNING IN A PARKING LOT.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES:
CAMPAIGN REPAIR DESCRIPTION: DEALERS ARE TO REPROGRAM THE TRANSFER CASE CONTROL MODULE.

CAMPAIGN: 16007-FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
CAMPAIGN LABOR OPERATION: [redacted] - CUSTOMER REIMBURSEMENT APPROVED
CAMPAIGN LABOR OPERATION: [redacted] - CUSTOMER REIMBURSEMENT DENIED FOR USA DEALERS ONLY
CAMPAIGN LABOR OPERATION: [redacted] REPROGRAM INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE
CAMPAIGN LABOR OPERATION: [redacted] - REPLACE AIRBAG SENSING AND DIAGNOSTIC MODULE
CAMPAIGN TYPE: Product Safety Recall
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 93642
CAMPAIGN CONTACT:
CAMPAIGN DATE: 09/08/2016 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK: IF THE FRONTAL AIRBAGS AND SEATBELT PRETENSIONERS DO NOT DEPLOY WHEN REQUIRED, THERE IS AN INCREASED RISK OF INJURY TO OCCUPANTS IN A CRASH.
CAMPAIGN LONG DESC: 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.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES: VISIT MANUFACTURER WEBSITE AT HTTPS://M7.GM.COM/RECALLS FOR MORE INFORMATION.
CAMPAIGN 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.
CAMPAIGN RECALL NUMBER: 16V651
CAMPAIGN RECALL NUMBER DESC: NHTSA

---------- SERVICE BULLETINS ----------
BULLETIN TYPE: EI
BULLETIN: PIE0360-INTERMITTENT HVAC COOLING ISSUES DURING DRIVING
BULLETIN ISSUE DATE: 03/15/2016

BULLETIN TYPE: EI
BULLETIN: PIE0365-
BULLETIN ISSUE DATE: 06/21/2016

---------- VEHICLE WARRANTIES ----------
WARRANTY TYPE: GMC SCHEDULED MAINTENANCE 2 VISITS
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2018
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 24144
WARRANTY STATUS: EXPIRED
WARRANTY ID: 00000000000000001135

WARRANTY TYPE: POWERTRAIN LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2021
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 60144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001115

WARRANTY TYPE: EMISSION SELECT COMPONENT LTD WTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2024
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 80144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001189

WARRANTY TYPE: BUMPER TO BUMPER LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2019
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 36144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000390

WARRANTY TYPE: CORROSION LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2022
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 100144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000420

---------- SERVICE CONTRACTS ----------
NONE
---------- RELATED REPAIRS ----------
NONE
---------- BRANDED INFORMATION ----------
NONE

---------- WARRANTY BLOCKS ----------
NONE
---------- REPAIR ORDER HISTORY ----------
REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 31793 REPAIR DATE: 07/12/17
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
51	N	C8K8		ZSSP		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] ACCESSORY COUPON - $250

PART / NET ITEM	DESCRIPTION	QTY
Z_NIM		

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 27735 REPAIR DATE: 05/08/17
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
52	N			ZREG		

CAUSE: 6573 - MODULE/COMPONENT - NO/INCORRECT COMMUNICATION
COMPLAINT: 0223 - AUDIO/ENTERTAINMENT/NAVIGATION - COMMUNICATION
CORRECTION:
LABOR OP CODE: [redacted] RADIO REPROGRAMMING WITH SPS

PART / NET ITEM	DESCRIPTION	QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 24145 REPAIR DATE: 03/23/17
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
24	N			ZFAT		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH

PART / NET ITEM	DESCRIPTION	QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 16429 REPAIR DATE: 12/07/16
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
52	N			ZREG	0023138362	TANK ASM-FUEL

CAUSE: 9090 - OTHER - FIELD ACTION / TECH BULLETIN
COMPLAINT: 0390 - ENGINE/FUEL/EXHAUST - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted] FUEL TANK REPLACEMENT

PART / NET ITEM	DESCRIPTION	QTY
Z_NIC		
000000000023138362	TANK ASM-FUEL	1

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
1	N			ZREG		

CAUSE: 9094 - OTHER - FOLLOW OPERATION
COMPLAINT: 0021 - NO CUSTOMER COMPLAINT - MAINTENANCE
CORRECTION:
LABOR OP CODE: [redacted] GMC 2 YEAR MAINTENANCE

PART / NET ITEM	DESCRIPTION	QTY

Z_NIM

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 8511 REPAIR DATE: 09/24/16
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
40	N			ZFAT		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] REPROGRAM INFLATABLE RESTRAINT SENS

PART / NET ITEM	DESCRIPTION	QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 961 REPAIR DATE: 07/27/16
SERVICING DEALER: [redacted] ALLSTATE - SIGNATURE MOTOR CLUB, IN
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
1	N	AM		ZREG		

CAUSE: 9094 - OTHER - FOLLOW OPERATION
COMPLAINT: 0090 - NO CUSTOMER COMPLAINT - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted] ROADSIDE SERVICE (FLAT TIRE)

PART / NET ITEM	DESCRIPTION	QTY
Z_NIM		

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 5 REPAIR DATE: 01/11/16
SERVICING DEALER: [redacted] CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
4	N			ZPDI		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS

PART / NET ITEM	DESCRIPTION	QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 1 REPAIR DATE: 11/27/15
SERVICING DEALER: [redacted] CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
1	N			ZPDI		

CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] PRE-DELIVERY INSPECTION - BASE TIME

PART / NET ITEM	DESCRIPTION	QTY

---------- VEHICLE ASSEMBLIES ----------
ASSEMBLY: 10-ENGINE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 35-STEERING COLUMN - SIR SYSTEM
ASSEMBLY SERIAL NUMBER:

ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 61-TRANSMISSION
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 65-REAR AXLE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 86-ELECTRONIC CONTROL MODULE (ECM)
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 87-BODY CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AB-IR-MODULE ASM-INFLATOR
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AH-IR-SENSOR ASM-LEFT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AJ-IR-SENSOR ASM-RIGHT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AL-IR-MODULE ASM-I/P
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AS-SENSING DIAGNOSTIC MODULE
ASSEMBLY SERIAL NUMBER:

ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: CB-SEQ NUM (FLEX) BODY ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2ZZ

ASSEMBLY: CF-SEQ NUM (FLEX) PAINT PROCESS
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2PP

ASSEMBLY: CP-SEQ NUM (FLEX) GEN ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2GA

---------- DELIVERY INFORMATION ----------
SHIP DATE:
DELIVERY MILEAGE: 144
VEHICLE WEIGHT: 3269
ORDER TYPE: 70 -
ORDER NUMBER: [redacted]
BUILD DATE: 11/25/2015
BUILD PLANT: G -
DELIVERY TYPE: 010-INDIVIDUAL
DELIVERY DEALER: [redacted]-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
DELIVERY DATE: 07/21/2016
PDI STATUS: Y
INVOICE DATE: 11/25/2015

---------- SOLD TO INFORMATION ----------
SOLD TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SOLD TO CONTACT: 7704759500

---------- SHIP TO INFORMATION ----------
SHIP TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SHIP TO CONTACT: 7704759500

---------- INSERVICE INFORMATION ----
INSERVICE PARTY: -
INSERVICE CONTACT:
INSERVICE DATE:
INSERVICE TYPE: 0000
INSERVICE MILEAGE:

---------- VEHICLE REGISTRATION ----------
NONE

2016 GMC Truck Sierra - 4WD [3GTU2MEC4GG[redacted] | C/K FST GLC | | **Document ID: 4189151**

1415160 Fuel Tank Filler Door Replacement

Effective Date: Aug 1, 2017

LABOR CODE: [redacted]

Base	**LABOR TIME:**	0.2		
To Color/Clear Coat	**ADD TIME:**	0.4	**PAINT CODE:**	GD
With Tint Coat/Tri-Coat Paint	**ADD TIME:**	0.3	**PAINT CODE:**	GB

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FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Advr JOEY JACKSON	Tag [redacted]	Driver [redacted]	[redacted]		[redacted]

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

For Office Use			Vehicle Information	
[illegible]	[illegible]		[illegible]	
			[illegible]	
Pagint 08/21/17	Dodge 01 21 17	[illegible]	[illegible]	

Customer Concern

Concern	CUSTOMER BROUGHT UNIT FOR OIL AND FILTER SERVICE/ MAINTENANCE	
Cause	[illegible]	
Correction	OIL CHANGE COMPLETED / THANK YOU...[illegible] CHANGE ENGINE OIL REPLACE OIL FILTER	
Parts	Part Number Qty [illegible] 020 [illegible] 600 [illegible]	
Types PIE	Blue Flame ESA [illegible]	

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	22.35	TOTAL CHARGE	30.00
LAB-MECHANICAL	9.95		
SERVICE SPECIAL ADJUSTMENT	2.30-	TOTAL WARRANTY	30.00
TOTAL CHARGE	30.00		

Attention: Our [illegible]
WAR = WARRANTY

If you have any questions - please see JOEY JACKSON

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X _____

[illegible]

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Advisor [redacted]	Tag [redacted]	License [redacted]	[redacted]	[redacted]	[redacted]

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

For Office Use			Vehicle Information	
[redacted]			[redacted]	
			[redacted]	
[redacted]			[redacted]	

Customer Concern

Concern 01 Cause Correction	CUSTOMER STATES THE PARK BRAKE WILL NOT RELEASE AT TIMES THE TRUCK IS HARD TO DRIVE FAULTY CHECK DRIVE BRAKE CABLES ADJUST	
Concern 02 Cause Correction	CUSTOMER STATES AT TIMES THE RADIO SCREEN WILL BLANK OUT IT THE RADIO VEHICLE TO DRIVE FAULTY CHECK WALL SIDE SPECIAL ORDERED	
Concern 04 Cause Correction parts	CUSTOMER STATES THE FRONT TIP AT TIMES HEAD TO BANGS OUT WHEN BOLT FLUSH, CHECK START WORN PIN BUSHING INSTALLED NEW WORN PIN Ball Washer Nut Body Assembly Nut Bushing Retaining	
Concern 05 Cause Correction FF = 1	CUSTOMER STATES FRONT-PASSENGER VENTILATION INOPERATIVE X X DRIVELINES PARTS FLUSH AND TESTED SERVICE	

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[redacted]

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Adv: 39 JEEP JAMBOR	Tag [redacted]	Lien#: [redacted]	Profile #: GC [redacted]		[redacted]
Invoice to: [redacted]		**Driver/Owner:** [redacted]			
Invoiced: 08/21/17 [illegible] SM		To: [illegible]			
Summary of Charges for Invoice [redacted]		**Payment Distribution for Invoice** [redacted]			
		FAC WARRANTY			1.39

Attention: The following Invoice Has Added
PIN - EXT SERV CO

If you have any questions - please see JEFF JAMISON

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[illegible]

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Adv: JOEY JACKSON [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Vehicle Information

Customer Concern

Correct	CUSTOMER STATES NEED OIL AND FILTER TOTAL WARRANTY MAINTENANCE
Cause	DUE
Correction	OIL CHANGE COMPLETED / TIRES ROTATED / FLUIDS CHECKED CHANGE ENGINE OIL REPLACE OIL FILTER
Parts	Part Number / Qty / Price / Description 010 [redacted] / 1 / 22.35 / OPTI-GUARD 000 [redacted] / 1 / 0.00 / FILTER
Type: PID	Line Flags: ZIA NAS

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	22.35	TOTAL CHARGE	30.00
LAB-MECHANICAL	9.95		
SERVICE SPECIAL ADJUSTMENT	2.30-	**TOTAL WARRANTY**	30.00
TOTAL CHARGE	30.00		

Attention: The following abbreviations may appear
WAR - WARRANTY

If you have any questions - please see JOEY JACKSON

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Adv: [redacted]	Inv [redacted]	License GA	[redacted]	[redacted]	[redacted]

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

For Office Use			Vehicle Information
Odometer In: [redacted]	Out: [redacted]	Plate:	[redacted]
			[redacted]
Begin: 08/21/17	Done: 08/21/17	Deliver: 08/21/17 Date: 08	[redacted]

Customer Concern

Concern: 01 Cause Correction Type: WAR	CUSTOMER STATES THE TRACK LIGHT IS DARK BY DRIVER'S SEAT AT TIMES THE RADIO IS ON TO WORK F.O.O. PARTS HAVE BEEN SPECIAL ORDERED	[redacted]
Concern: 02 Cause Correction Type: WAR	CUSTOMER STATES AT TIMES THE RADIO SCREEN WILL START OFF BUT THE RADIO CONTINUES TO PLAY F.O.O. PARTS HAVE BEEN SPECIAL ORDERED	[redacted]
Concern: 03 Cause Correction Parts Type: WAR	CUSTOMER STATES THE PUSH PIN AT FILLER DOOR IS BROKE OFF. NEED NEW FILLER DOOR ASSY. TOOK OUT BROKEN INSTALLED NEW PUSH PIN Part Number Pic Desc Qty Price [redacted]	[redacted]
Concern: 04	CUSTOMER STATES DRIVER-SIDE MIRROR [illegible]	[redacted]

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[redacted]	[redacted]	[redacted]	[redacted]
Invoice to [redacted]		**Driver/Owner:** [redacted]	
[redacted]		[redacted]	
Cause Correction CD-1 Type: WAR	X X DECLINED BRAKE FLUSH AND TPMS SERVICE		

Summary of Charges for Invoice [redacted]		**Payment Distribution for Invoice** [redacted]	
PARTS	1.39	TOTAL CHARGE	20.50
LAB-MECHANICAL	19.11		
TOTAL CHARGE	20.50	FAC WARRANTY	20.50

If you have any questions - please see John Jackson

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[redacted]

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Adv: [redacted]	Tag [redacted]	State: GA	[redacted]	[redacted]	[redacted]
Invoice to: [redacted]			**Driver/Owner:** [redacted]		
Invoiced: 08/15/17 15:[illegible]			[illegible]		

SKill 05 Tech# 112 Start Time: 08/15/17 10:01 Stop Time: [illegible]
Skill 01 Tech# 445 Start Time: 08/15/17 10:29 Stop Time: [illegible]

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

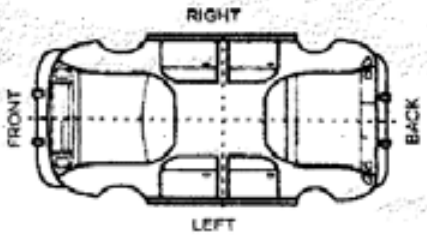
[illegible]

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES.

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Added	License	VIN
[redacted]	[redacted]	444 JAI GERALD WALKER	12/06/17 16:23	[redacted]	3GTU2MEC4 GG[redacted]

Customer Information

[redacted]

O.P.R

Hom[redacted]

Service: 029 12/06/17 16:00

Vehicle Information

16 GMC SIERRA CREW CAB K1500 SLE SPECIAL Odometer: 42653
ENG,5.3L ECOTEC3 V8 Stock No: [redacted] 42656
Dates: Production: 11/25/15 Inservice: 07/21/16 Sold: 07/21/16 MISC: 002
Last Svc: Client: 37P005 Date: 08/21/17 Adv: 392 Odom: 34929 Daily Avg: 88 Month Avg: 2640

Ln	Type	Operation	Customer Concern	Hr./Qty
01	FID	LOFTW	CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE Concern Code: 0021 FLG: EPA NOS CHANGE ENGINE OIL REPLACE OIL FILTER VV1770 5W30 BULK Bin: 5999	30.00
02	WAR	RENTAL	CUSTOMER STATES RENTAL SPG	
51*	WAR	CS 425	CUSTOMER STATES RADIO NOT WORKING	
52	WAR	425	CUSTOMER STATES THE BRAKE PEDAL IS HARD TO DEPRESS AND AT TIMES THE TRUCK	
60	FID	MPI	MULTI-POINT VEHICLE INSPECTION SPG	

Auth# CL 10032038

Policy Scanned + Attached 2480118 2.8 Auth P Parts were ordered while under B2B on RO [redacted] on 8/21/17 Customer just came back to get worked performed. [redacted]

DISCLAIMER OF WARRANTIES

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LIEN STATEMENT

I hereby authorize the repair work on the above listed car and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

X

REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
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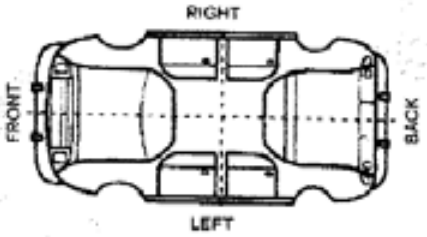

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1) $			
REVISED ESTIMATE (2) $			
REVISED ESTIMATE (3) $			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]	[redacted]	444 JAI GERALD WALKER	[redacted]	3GTU2MEC4 GG[redacted]	2

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

60-1		XVP05	CUSTOMER DECLINES VP BRAKE SYSTEM FLUSH
60-2		XVP14	CUSTOMER DECLINES VP FUEL INDUCTION & THROTTLE BODY SERVICE

Total Without Tax $ 0.00
Total Charges with Tax $ 0.00

Sk/Hr/Tech: 01-0.8 11-0.1

Additional Information

MFG: 37P005 Dist: DEF Fuel: UNL Estimated Completion: 12/06/17 17:00

Method of Payment

FID EXT SERV CO

WAR WARRANTY WA - FAC WARRANTY

Extended Warranty	Number	Month	Mileage	Deductible	Expires
GP	TK	84	100000	100.00	07/21/23
P	TFM	84	100000		07/21/23

Operation	Description	Recommended Maintenance Based On	Since Last Service Months	Miles
MPI	MULTI-POINT VEHICLE INSPECTION	Mileage	4	7700
PCAP	PASSENGER COMPARTMENT AIR FILT	Mileage	17	42700
LOFVP1	LUBE OIL AND FILTER WITH VALVO	Mileage	14	34100
LOFVP2	LUBE OIL AND FILTER WITH VALVO	Mileage	14	34100
LOFVP3	LUBE OIL AND FILTER WITH VALVO	Mileage	14	34100
VP05	VP BRAKE FLUSH	Mileage	17	42700
VP14	VP FUEL INDUCTION FLUSH/TB SER	Mileage	17	42700
VP09	VP THROTTLE BODY FLUSH SERVICE	Mileage	17	42700

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I hereby authorize the repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on all over car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $5.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

X _____
SIGNATURE

REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

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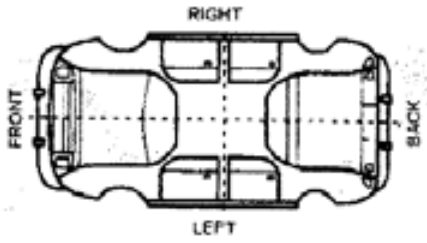

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		444 JAI GERALD WALKER	[redacted]	3GTU2MEC4 GG[redacted]	3

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	8/21/17	34929	392	111	.30	LOFTW	OIL CHANGE COMPLETED / THANK YOU...AUTH #
	8/21/17	34929	392	425	.00	SO	PARTS HAVE BEEN SPECIAL ORDERED
				425	.00	SO	PARTS HAVE BEEN SPECIAL ORDERED
				425	.20	1415160	INSTALLED NEW PUSH PIN
				425	.00	MPI	X
				425	.00	XRND	DECLINED BRAKE FLUSH AND TB/IND SERVICE
	7/12/17	31793	392	317	.00	0600161	REDEEMED GMC CAC SR [redacted] ACCESSORI
	6/08/17	27760	186	317	.00	RENTAL	RENTAL
				364	.00	CS	NO PROBLEM FOUND
				338	.30	2810335	REPROGRAM RADIO WITH SPS CODE AFTER PROGRA
				338	.00	MPI	-
				338	.00	XVP14	RECOMMEND VP FUEL INDUCTION & THROTTLE BOI
	3/23/17	24146	186	230	.50	LOFTW	OIL CHANGE COMPLETED / TIRE ROTATION / TH
				230	.00	MPI	-
				230	.00	XVP09	RECOMMEND VP THROTTLE BODY FLUSH SERVICE /
	3/23/17	24146	186	230	.40	9102844	TRANSFER CASE CONTROL MODULE REPROGRAMMING
	2/07/16	16430	444	187	.50	0600743	OIL FILTER & OIL CHANGE, TIRE ROTATION & M
				398	1.50	4029250	REPLACED FUEL TANK ASSSEMBLY, DEC TO DRAIN
				187	.00	MPI	-
				187	.00	XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH S
	1/17/16	14255	167	388	.00	X	X
				398	.00	CS	X

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X _____
SIGNATURE

REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

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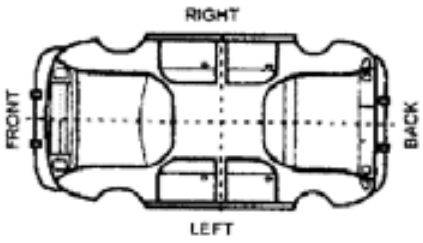

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		444 JAI GERALD WALKER	[redacted]	3GTU2MEC4 GG[redacted]	4

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
				368	.00	MPI	X
				368	.00	XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH S
[redacted]	09/24/16	8512	397	127	.30	LOFVP2	OIL CHANGE COMPLETED WITH VALVOLINE BETTER
				127	.30	ROT	PERFORMED TIRE ROTATION
				317	.00	MPI	ALL SERVICES ARE UP TO DATE AT THIS TIME
	09/24/16	8512	397	488	.20	9102276	INSPECTED AND REPROGRAMMED WITH THE SIN
	07/27/16	961			.00	0600062	
	07/29/16	1179	397	747	.50	PT1	PATCH 1 TIRE
	04/30/16	145	392	005	1.00	DEG4	PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS
	04/30/16	145	392	005	.00	ACD	DETAIL
	01/11/16	5			.00	0590032	
	11/27/15	1			.00	0590072	

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X _____
SIGNATURE

REPAIR ORDER

[redacted]

STOCK NUMBER: 000G[redacted]LAST SERV MILEAGE: 0034929 MFG CODE: 37P005
3GTU2MEC4GG[redacted] GAGA SOLD DATE:07/21/16 MILE:0000144 LAST SERV:08/21/17
16 GMC SIERRA K1500 SLE CREW CAB SPECIAL IN-SERV DATE:07/21/16
SRVC $ CUS: 72 WAR: 1365 POL:

	NUMBER	TYPE	DATE	DEDUCT	MON	MILES	ACTIVE
EXT SVC PLAN1:	TK	GP	07/21/23	10000	084	100000	Y
EXT SVC PLAN2:	TFM	P	07/21/23		084	100000	Y

RO [redacted]N 08/21/17 ODOM= 34929 ADV=392 PTS=20.05 POL=.00 TOT=30.00
CLIENT=37P005 INV=08/21/17
LN 52 PAY TYPE FID TECH1-111 .30 OPR-CODE LOFTW
CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE
LOF
EPA NOS
OIL CHANGE COMPLETED / THANK YOU...AUTH #1070540KLE

RO [redacted]Y 08/21/17 ODOM= 34929 ADV=392 PTS=1.39 POL=.00 TOT=20.50
CLIENT=37P005 INV=08/21/17
LN 51 PAY TYPE WAR TECH1-425 OPR-CODE SO
CUSTOMER STATES THE BRAKE PEDAL IS HARD TO DEPRESS AND AT TIMES THE TRUCK
P.O.O.
PARTS HAVE BEEN SPECIAL ORDERED
LN 53 PAY TYPE WAR TECH1-425 OPR-CODE SO
CUSTOMER STATES AT TIMES THE RADIO SCREEN WILL BLACK OUT BUT THE RADIO CON
P.O.O.
PARTS HAVE BEEN SPECIAL ORDERED
LN 54 PAY TYPE WAR TECH1-425 .20 OPR-CODE 1415160
CUSTOMER STATES THE PUSH PIN AT FILLER NECK IS BROKEN AND WONT HOLD FILLE
PUSH PIN BROKEN
INSTALLED NEW PUSH PIN
LN 60 PAY TYPE WAR TECH1-425 OPR-CODE MPI
CUSTOMER STATES MULTI-POINT VEHICLE INSPECTION
X
X
LN 60-1 PAY TYPE WAR TECH1-425 OPR-CODE XRND
DECLINED BRAKE FLUSH AND TB/IND SERVICE

RO [redacted]Y 07/12/17 ODOM= 31793 ADV=392 PTS=250.00 POL=.00 TOT=250.00
PREFERRED TREATMENT CLIENT=37P005 INV=07/12/17
LN 51 PAY TYPE WAR TECH1-317 OPR-CODE 0600161
CUSTOMER STATES REDEEM GMC ACCESSORIES LETTER FOR $250.00 GM ACCESSORIES
GMC CAC SR [redacted]
REDEEMED GMC CAC SR [redacted] ACCESSORIES LETTER FOR $250.00 OF

RO [redacted]Y 05/08/17 ODOM= 27760 ADV=186 PTS=.00 POL=.00 TOT=57.33
PREFERRED TREATMENT CLIENT=37P005 INV=05/11/17
LN 02 PAY TYPE WAR TECH1-317 OPR-CODE RENTAL
CUSTOMER STATES RENTAL
-
RENTAL
LN 51 PAY TYPE WAR TECH1-394 OPR-CODE CS

```
LN 40   PAY TYPE WAR      TECH1-388                          OPR-CODE X
 16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
 RECALL ALREADY COMPLETED
 X
LN 51   PAY TYPE WAR      TECH1-388                          OPR-CODE CS
 CUSTOMER STATES WHEN FILLING UP THE VEHICLE FUEL TANK FROM START TO FINISH
 PARTS ORDERED
 X
LN 60   PAY TYPE WAR      TECH1-388                          OPR-CODE MPI
 MULTI-POINT VEHICLE INSPECTION
 X
 X
LN 60-1 PAY TYPE WAR      TECH1-388                          OPR-CODE XVP09
 CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE

-------------------------------------------------------------------------------
RO [redacted] N 09/24/16 ODOM=    8512 ADV=397 PTS=58.93     POL=.00      TOT=94.01
 PREFERRED TREATMENT                          CLIENT=37P005  INV=09/24/16
LN 01   PAY TYPE OIL      TECH1-127     .30                 OPR-CODE LOFVP2
 CUSTOMER STATES LUBE OIL AND FILTER WITH VALVOLINE BETTER SERVICE
 MAINTNENANCE

                                                            EPA NOS
 OIL CHANGE COMPLETED WITH VALVOLINE BETTER SERVICE / THANK YOU
LN 24   PAY TYPE OIL      TECH1-127     .30                 OPR-CODE ROT
 CUSTOMER REQUESTS $8.99 TIRE ROTATION
 MAINTNENANCE

                                                            NOS
 PERFORMED TIRE ROTATION
LN 60   PAY TYPE OIL      TECH1-317                          OPR-CODE MPI
 MULTI-POINT VEHICLE INSPECTION
 -
 ALL SERVICES ARE UP TO DATE AT THIS TIME

-------------------------------------------------------------------------------
RO [redacted] Y 09/24/16 ODOM=    8512 ADV=397 PTS=.00       POL=.00      TOT=27.97
 PREFERRED TREATMENT                          CLIENT=37P005  INV=09/26/16
LN 40   PAY TYPE WAR      TECH1-488     .20                 OPR-CODE 9102276
 16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
 OPEN CAMPAIGN
 INSPECTED AND REPROGRAMMED WITH THE SDM
END OF DATA
```

Vehicle Report

2016 GMC SIERRA 1500 4WD CREW CAB
VIN: 3GTU2MEC4GG[redacted]
Odometer: 42653 mi

WORKBENCH
Service Manual & Inspection Toolkit

Subscription Statuses

Most Recent Services

No information found for this vehicle

Last Maintenance

Service:
Odometer: 15000 miles
Driving Conditions:
Previous Menu:
Previous MPVI:

Required Field Actions

Status	Type	Number	Description	Release Date
Closed	Service Update Bulletin	28770	4WD IPS Drift DTC C0398 - 4HI Lock-Up	1/6/2017
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	PIE0428	PIE0428: Engineering Information à Steering Jerks, Whips or Kicks Back	8/17/2017
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
8/21/2017	[redacted]	ZREG	0600378	RADIO RECEIVER-RETURN TO AC/DELCO ESC-INCOMPLETE EXCHANGE	34929 miles	Warranty
8/21/2017		ZREG	1415160	Fuel Tank Filler Door Replacement	34929 miles	Warranty
7/12/2017		ZSSP	0600161	Accessory Coupon - $250	31793 miles	Warranty
5/8/2017		ZREG	2810335	Radio Reprogramming with SPS	27735 miles	Warranty
3/23/2017		ZFAT	9102844	FA28770-Transfer Case Control Module Reprogramming with SPS	24145 miles	Warranty
12/7/2016		ZREG	4029250	Fuel Tank Replacement	16429 miles	Warranty
12/7/2016		ZREG	0600743	GMC 2 Year Maintenance	16429 miles	Warranty
9/24/2016		ZFAT	9102276	16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	8511 miles	Warranty
7/27/2016		ZREG	0600062	ROADSIDE SERVICE (FLAT TIRE)	961 miles	Warranty
1/11/2016		ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	5 miles	Warranty
11/27/2015		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 miles	Warranty

Vehicle Report

2016 GMC SIERRA 1500 4WD CREW CAB
VIN: 3GTU2MEC4GG[redacted]
Odometer: 42653 mi

WORKBENCH
Service Menu & Inspection Builder

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
GMC Scheduled Maintenance-2 visits	7/21/2016	144 miles	7/21/2018	24144 miles	✗ Expired
Powertrain Limited Warranty	7/21/2016	144 miles	7/21/2021	60144 miles	✓ Applicable
Emission Select Component Ltd Wty	7/21/2016	144 miles	7/21/2024	80144 miles	✓ Applicable
Bumper to Bumper Limited Warranty	7/21/2016	144 miles	7/21/2019	36144 miles	✗ Expired
Corrosion Limited Warranty	7/21/2016	144 miles	7/21/2022	100144 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
	8/21/2017	[redacted]	GA		6	C, W	34929 miles
	7/12/2017		GA		1	W	31793 miles
	5/11/2017		GA	RENTAL	5	W	27735 miles
	12/10/2016		GA	GMC 2-YEAR MAINTENANCE	4	W	16429 miles
	11/17/2016		GA		4	W	14255 miles
	7/29/2016		GA	PATCH 1 TIRE	1	C	1178 miles

#PIT5361C: Diagnostic Tip - Additional Brake Pedal Effort - (Mar 15, 2017)

Subject: Diagnostic Tip - Additional Brake Pedal Effort

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2016		All	All	All	All
Chevrolet	Silverado 1500	2014-2016		All	All	All	All
Chevrolet	Suburban	2015-2016		All	All	All	All
Chevrolet	Tahoe	2015-2016		All	All	All	All
GMC	Sierra 1500	2014-2016		All	All	All	All
GMC	Yukon	2015-2016		All	All	All	All

Supersession Statement

This PI was superseded to update the parts list. Please discard PIT5361B.

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

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Important: Pay close attention to the fluid and if it is determined [illegible] coming from the vacuum pump. The vacuum pump is [illegible] side of the engine block. It is lubricated by [illegible]

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump

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2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder

Parts Information

Part Number	Description	Qty
12669488	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
20925765	CYLINDER-BRK MAS	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
[redacted]	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
* This is a unique labor operation for bulletin use only.		

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

Global Diagnostic System 2

Identification Information

Overview

Vehicle Identification Number (VIN)	3GTU2MEC4GG[redacted]
Report Creation Date	2017-08-21 08:41:03 EDT

Vehicle Configuration Property

Make	GMC
Model	Sierra
Model Year	2016

System Information Property

VCI Serial Number	MDI[redacted]
Vehicle Session Creation Date	2017-08-21 08:40:30
Test Start Time	2017-08-21 08:40:54 EDT

Identification Information

Control Module	Parameter Name	Value	Unit
Radio Controls	Boot Software Part Number	23118301	
Radio Controls	Calibration Part Number 1	23118295	
Radio Controls	End Model Part Number	23485742	
Radio Controls	Base Model Part Number	23485742	

23383789

GM Connect

darren patterson

December 18, 2017

Update My Profile | Logout

Global Warranty Management: Main > Interface With Customer > View Vehicle Build

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the detail 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
- Investigate Major Assembly History

Vehicle Information

VIN: 3GTU2MEC4GG[redacted] Model: [redacted] 2016 SIERRA 1500 4WD CREW CAB

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

[redacted]

Vehicle Build

Model: [redacted] 2016 SIERRA 1500 4WD CREW CAB

Order Number: [redacted]

Gross Vehicle Weight: 3,269

Build Date: 11/25/2015

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.

1SZ - OPTION PACKAGE DISCOUNT
3SA - 3SA PACKAGE
AVA - INTERIOR TRIM
CFZ - COMPONENT
FEZ - COMPONENT SUSPENSION
RX2 - COMPONENT
9X2 - COMPONENT
AJ1 - POWER WINDOWS, DRIVER EXPRESS
AS5 - SEAT 60/40 REAR FOLDING BENCH
AU1 - POWER DRIVER SEAT ADJUSTER
AV0 - AIRBAG SENSING SYSTEM, PASSENGER
AW9 - REMOTE LOCKING TAILGATE
AU3 - POWER DOOR LOCKS
AXK - VEH TYPE - TRUCK
AY0 - AIRBAGS: DRIVER & RT. FRONT PASS - FRONT/SIDE-IMPACT, OUTBOARD FRT & REAR SEAT -SIDE HEAD CURTAIN
AZS - SEATS, FRONT 40/20/40 BENCH
B1J - WHEELHOUSE LINERS, REAR
B32 - COLOR KEYED CARPET
B30 - FLOOR MATS, FRONT
B33 - FLOOR MATS, REAR
B86 - BODYSIDE MOLDINGS, BODY COLOR
BTV - REMOTE VEHICLE START
BWN - CORNERSTEP, REAR BUMPER
C49 - ELECTRIC REAR WINDOW DEFOGGER
C5Z - GVW RATING - 7,200 LBS
C82 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL
C9D - MOVABLE UPPER TIE DOWNS (4)
D75 - DOOR HANDLES, BODY COLOR
D76 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED
DL3 - POWER HEATED OUTSIDE MIRRORS
DP6 - MIRROR PROV HOUSING PAINTED
E63 - PICK UP BOX
ET7 - COUNTRY CODE, U.S.A.
FE9 - 50-STATE EMISSIONS
FNC - VEHICLE FUEL GASOLINE E10
G80 - AUTO LOCKING REAR DIFFERENTIAL
GU5 - REAR AXLE, 3.42 RATIO
GXC - IRIDIUM METALLIC
HOU - JET BLACK
IU6 -
IOS - GMC INTELLILINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH
JD9 - ANTILOCK BRAKES, 4 WHEEL DISC
JJ0 - HILL DESCENT CONTROL
K34 - CRUISE CONTROL
K47 - HIGH CAPACITY AIR CLEANERY
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
MAR - MARKETING AREA NORTH AMERICA
MSL - SILAO, MEXICO ASSEMBLY PLANT
MYC - TRANSMISSION, 6 SPD AUTOMATIC
N37 - STEERING COLUMN, TILT & TELESCOPING

NP5 - LEATHER WRAP STEERING WHEEL	NQH - TRANSFER CASE 2-SPEED
NT2 - EMISSION SYSTEM FEDERAL TIER 2	NZZ - UNDERBODY SHIELD, TRANS CASE
PDU - SLE VALUE PACKAGE * TRAILERING EQUIPMENT PACKAGE * PWR SEAT ADJUSTER, DRIVER * REMOTE VEHICLE START * LED FRONT FOG LAMPS * STEERING COLUMN TILT & TELESCOPING * REAR WINDOW DEFROSTER * POWER OUTLET, 110-VOLT AC * UNIVERSAL HOME REMOTE * AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL	QPA - EZ LIFT AND LOWER TAILGATE
R6J - CUSTOMER DIALOGUE NETWORK	R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM
RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL	RC7 - TIRES, ALL TERRAIN
RD2 - WHEELS, 20" ULTRA BRIGHT MACHINED ALUMINUM (REPLACES STD /OPT WHEELS)	RUF - WHEEL, 17" STEEL SPARE
SAF - SPARE TIRE LOCK	SLM - STOCK ORDERS
TTU - LED FRONT FOG LAMPS	T4F - HIGH INTENSITY DISCHARGE HEADLAMPS W/ LAMP CONTROL
TQ5 - SINGLE-SLOT CD/MP3 PLAYER	U1K - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS
UQ1 - HD RADIO	U75 - ANTENNA - FIXED MAST
UD0 - 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)
UF7 - LED LIGHTING, CARGO BOX	UG1 - UNIVERSAL HOME REMOTE
UJ4 - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)	UK3 - STEERING WHEEL AUDIO CONTROLS
UMN - SPEEDOMETER	UQ3 - AUDIO SYSTEM
UTJ - THEFT DETERRENT SYSTEM	UVC - REAR VISION CAMERA SYSTEM
V22 - CHROME GRILLE SURROUND	V46 - FRONT BUMPER, CHROME
V76 - BLACK RECOVERY HOOKS, FRONT	V8D - VEHICLE STATEMENT US
VH3 - VEHICLE HEALTH MANAGEMENT	VJH - REAR BUMPER, CHROME
VRK - COMPONENT	VT7 - OWNERS MANUAL ENGLISH
VV4 - 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE (SUBJECT TO TERMS SEE ONSTAR.COM)	VWG -
X67 - FREQUENCY RATING 315 MH	YE6 - SLE/SLT DECOR
Z71 - OFF ROAD SUSPENSION PACKAGE * WHEELS, 18" BRIGHT MACHINED ALUMINUM * AIR CLEANER, HIGH CAPACITY * HILL DESCENT CONTROL * UNDERBODY SHIELD * Z71 BADGE * MONOTUBE RANCHO SHOCKS	Z82 - TRAILERING EQUIPMENT PKG INCL * AUTO LOCKING REAR DIFERENTIAL
Z84 - GMC TRUCK NAMEPLATE	ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAID codes.

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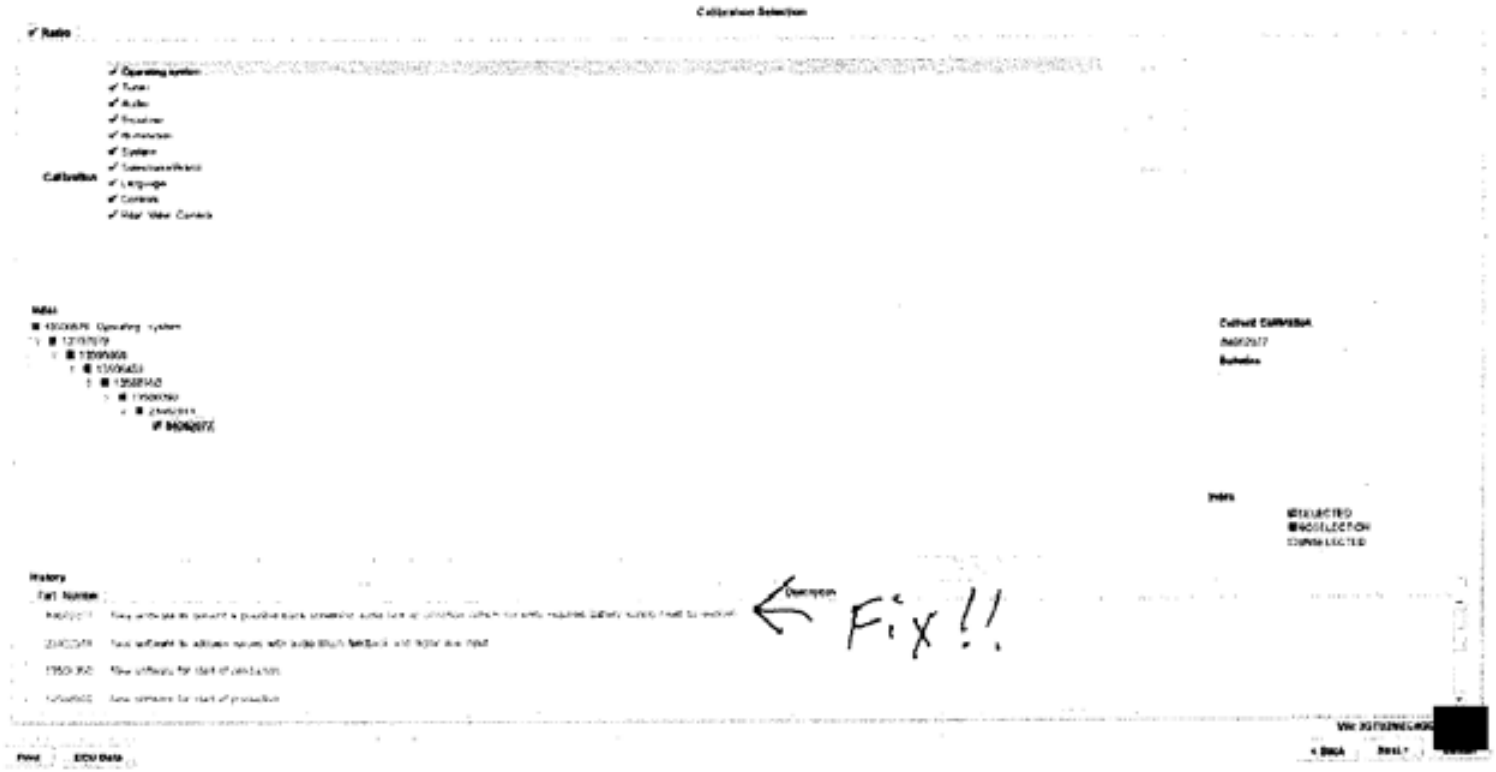
[redacted]


Calibration Selection
Ratio
Operating system
Tune
Audio
Procedure
Information
System
Transmission/Hybrid
Language
Controls
Head Video Controls
Calibration
Index
Current Calibration
Selection
Index
SELECTED
RECOLLECTION
COMPARE SELECTED
History
Part Number
Description
Fix!!
Print
ECU Data
Next

Action Complete

Date: [illegible]
2017-10-11 21:17:00.0

Warranty Claim Code: 007RA

[illegible]

Important Notes/Remarks:

The Warranty Claim code is a required documentation [illegible] This has been completed. In order to process Warranty Claim, [illegible]
[illegible]
[illegible]

[illegible]

Manufacturer Controller Specific Instructions (when required):

[illegible]

VIN: 5GTU9BED4K[redacted]

Clear DTCs	Proceed with same VIN	New	[illegible]

Print

General Motors

General Motors - Policy Evaluation Tool

Date: 12/20/2017

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone: [redacted]

Dealer Information

BAC: 19[redacted]
Name: Gwen Bauer
Dealer: Five Star Chevrolet-buick-gmc-cadillac

Vehicle/Coverage Information

VIN: 3GTU2MEC4GG[redacted] **Make:** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 07/21/2019
Job Card Date: 12/08/2017
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,144
Current Mileage: 42,653
Miles out of Warranty: 6,509

Repair

Total Repair Cost At Warranty Rates: $711.10
Repair Group: Brakes
Job Card / Repair Order : [redacted]

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)
Additional Comments: Parts were ordered while under b2b on ro [redacted] on 08/21/17 customer just came back to get worked performed. The customer is a loyal sales and service customer

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

GM Participation Amount: $142.22 - $284.44
Cust / Dlr Participation Amount: $426.66 - $568.88
Agreed upon Customer/Dealer Participation Amount: $0.00

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

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

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG [redacted]	Page 1	Invoice [redacted]

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

For Office Use			Vehicle Information
Odometer in: 42653 Out: 42656	Dist: DEF WAR F W	Prelim	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
			Stock#: 000G [redacted]
Begin: 12/06/17	Done: 12/19/17	Invoiced: 12/19/17 12:55 KW	Inservice: 07/21/16

Customer Concern

Concern 02 Cause Correction	CUSTOMER STATES RENTAL - RENTAL Line Auth: BAUERGWE 12/19/17 12:00	Operation RENTAL	Tech 317	Amount
Concern 51 Cause Correction	CUSTOMER STATES RADIO NOT WORKING UPDATED PROGRAM FOR SCREEN LOCKUP REPROGRAMMED RADIO CLAIM CODE 8078A Line Auth: BAUERGWE 12/19/17 12:39	Operation CS	Tech 425	Amount
Concern 52 Cause Correction	CUSTOMER STATES THE BRAKE PEDAL IS HARD TO DEPRESS AND AT TIMES THE TRUCK FLUID FOUND IN BRAKE BOOSTER PER DOC#4748532 REPLACED VACUUM PUMP, BRAKE BOOSTER, MASTER CYLINDER BLED BRAKE SYSTEM TEST DROVE	Operation 2480118	Tech 425	Amount

Parts

Part Number	PO#	Note	Description	Qty	Sell
000 012669488			PUMP	1	
000 023135220			BOOSTER	1	
000 020925765			CYLINDER	1	
000 019353126			FLUID	2	
000 023135228			PIPE	1	

PROG CODE : POLI

Line Auth: BAUERGWE 12/19/17 12:23

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Invoice to: [redacted]	Driver/Owner [redacted]
Invoiced: 12/19/17 12:55:21 KW	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
Summary of Charges for Invoice [redacted]	Payment Distribution for Invoice [redacted]
	FAC WARRANTY 711.10

Attention: The following Invoices also exist
FID - EXT SERV CO

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Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG[redacted]	Page 1	Invoice [redacted]

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

For Office Use			Vehicle Information
Odometer in: 42653 Out: 42656	Dist: DEF FID F W	Final	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
			Stock#: 000[redacted]
Begin: 12/06/17	Done: 12/19/17	Invoiced: 12/20/17 10:17 KW	Inservice: 07/21/16

Customer Concern

Concern 01	CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE	Operation	Amount
Cause	LOF	LOFTW *	
Correction	OIL CHANGE COMPLETED / THANK YOU. AUTH# CL10032028		
	CHANGE ENGINE OIL		
	REPLACE OIL FILTER		
Parts	Part Number PO# Note Description	Qty List Sell	
	010 VV1770	5	
	000 019330000	1	
		FILTER	
	CONCERN : 1	COND CODE : 1	
Type: FID	Line Flags: EPA NOS	TOTAL CHARGE FOR CONCERN	30.00
Concern 60	MULTI-POINT VEHICLE INSPECTION	Operation	Amount
Cause	-	MPI *	0.00
Correction	-		
60-1	CUSTOMER DECLINES VP BRAKE SYSTEM FLUSH	XVP05 *	0.00
60-2	CUSTOMER DECLINES VP FUEL INDUCTION & THROTTLE BODY SERVICE	XVP14 *	0.00
	CONCERN : 1	COND CODE : 1	
		Subtotal	
Type: FID		TOTAL CHARGE FOR CONCERN	0.00

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Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG[redacted]	Page 1	Invoice [redacted]

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

For office Use			Vehicle Information
Odometer in: 42653 Out: 42656	Dist: DEF FID F W	Prelim	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
			Stock#: 000[redacted]
Begin: 12/06/17	Done: 12/19/17	Invoiced: 12/19/17 12:55 KW	Inservice: 07/21/16

Customer Concern

Concern 01	CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE			Operation	Amount
Cause	LOF			LOFTW *	
Correction	OIL CHANGE COMPLETED / THANK YOU. AUTH# CL10032028 CHANGE ENGINE OIL REPLACE OIL FILTER				
Parts	Part Number	POP	Note	Description	Qty List Sell
	010 VV1770			5W30 BULK	5
	000 019330000			FILTER	1
	CONCERN : 1			COND CODE : 1	
Type: FID	Line Flags: EPA NOS			TOTAL CHARGE FOR CONCERN	30.00

Concern 60	MULTI-POINT VEHICLE INSPECTION			Operation	Amount
Cause	-			MPI *	0.00
Correction	.				
60-1	CUSTOMER DECLINES VP BRAKE SYSTEM FLUSH			XVP05 *	0.00
60-2	CUSTOMER DECLINES VP FUEL INDUCTION & THROTTLE BODY SERVICE			XVP14 *	0.00
	CONCERN : 1			COND CODE : 1	
Type: FID				Subtotal TOTAL CHARGE FOR CONCERN	0.00

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Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG[redacted]	Page 2 (Last)	Invoice [redacted]

Invoice to: [redacted]	Driver/Owner [redacted]
Invoiced: 12/19/17 12:55:21 KW	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL

Summary of charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	22.35	TOTAL CHARGE	30.00
LAB-MECHANICAL	9.95		
SERVICE SPECIAL ADJUSTMENT	2.30-	TOTAL WARRANTY	30.00
TOTAL CHARGE	30.00		

Attention: The following Invoices also exist
WAR - WARRANTY

If you have any questions - please see JAI GERALD WALKER

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WARRANTY

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Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG[redacted]	Page 2 (Last)	Invoice [redacted]
Invoice to: [redacted]			Driver/Owner: [redacted]		
Invoiced: 12/20/17 10:17:09 KW			16 GMC SIERRA K1500 SLE CREW CAB SPECIAL		

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	22.35	TOTAL CHARGE	30.00
LAB-MECHANICAL	9.95		
SERVICE SPECIAL ADJUSTMENT	2.30-	TOTAL WARRANTY	30.00
TOTAL CHARGE	30.00		

Attention: The following Invoices also exist
WAR - WARRANTY

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Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG [redacted]	Page 1	Invoice [redacted]

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

For Office Use			Vehicle Information
Odometer In: 42653 Out: 42656	Dist: DEF WAR F W	Prelim	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
			Stock#: [redacted]
Begin: 12/06/17	Done: 12/19/17	Invoiced: 12/19/17 12:55 KW	Inservice: 07/21/16

Customer Concern

		Operation	Tech	Amount
Concern 02	CUSTOMER STATES RENTAL			
Cause	-			
Correction	RENTAL	RENTAL	317	
	Line Auth: BAUERGWE 12/19/17 12:00			

		Operation	Tech	Amount
Concern 51	CUSTOMER STATES RADIO NOT WORKING			
Cause	UPDATED PROGRAN FOR SCREEN LOCKUP			
Correction	REPROGRAMMED RADIO CLAIM CODE 8078A	CS	425	
	Line Auth: BAUERGWE 12/19/17 12:39			

		Operation	Tech	Amount
Concern 52	CUSTOMER STATES THE BRAKE PEDAL IS HARD TO DEPRESS AND AT TIMES THE TRUCK			
Cause	FLUID FOUND IN BRAKE BOOSTER			
Correction	PER DOC#4748532 REPLACED VACUUM PUMP, BRAKE BOOSTER, MASTER CYLINDER BLED BRAKE SYSTEM TEST DROVE	2480118	425	

Parts

Part Number	PO#	Note	Description	Qty	Sell
000 012669488			PUMP	1	
000 023135220			BOOSTER	1	
000 020925765			CYLINDER	1	
000 019353126			FLUID	2	
000 023135228			PIPE	1	
		PROG CODE : POL1			

Line Auth: BAUERGWE 12/19/17 12:23

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Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG [redacted]	Page 2 (Last)	Invoice [redacted]
Invoice to: [redacted]			Driver/Owner: [redacted]		
Invoiced: 12/19/17 12:55:21 KW			16 GMC SIERRA K1500 SLE CREW CAB SPECIAL		
Summary of Charges for Invoice [redacted]			Payment Distribution for Invoice [redacted]		
			FAC WARRANTY		711.10

Attention: The following Invoices also exist
FID - EXT SERV CO

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Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG[redacted]	Page 1	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted]	[redacted]
For Office Use	**Vehicle Information**
Odometer in: 42653 Out: 42656 Dist: OCF WAR F W Final	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
	Stock#: 000[redacted]
Begin: 12/06/17 Done: 12/19/17 Invoiced: 12/20/17 10:55 G1	Inservice: 07/21/16

Customer Concern

Concern 02 Cause Correction Type: WAR	CUSTOMER STATES RENTAL - RENTAL Line Auth: BAUERGW# 12/19/17 12:00	Operation RENTAL	Tech 317	Amount 0.00
			Subtotal	
		TOTAL CHARGE FOR CONCERN		0.00
Concern 51 Cause Correction Type: WAR	CUSTOMER STATES RADIO NOT WORKING UPDATED PROGRAM FOR SCREEN LOCKUP REPROGRAMMED RADIO CLAIM CODE 8078A Line Auth: BAUERGWE 12/19/17 12:39	Operation CS	Tech 425	Amount 0.00
			Subtotal	
		TOTAL CHARGE FOR CONCERN		0.00
Concern 52 Cause Correction Parts	CUSTOMER STATES THE BRAKE PEDAL IS HARD TO DEPRESS AND AT TIMES THE TRUCK FLUID FOUND IN BRAKE BOOSTER PER DOC#4748532 REPLACED VACUUM PUMP, BRAKE BOOSTER, MASTER CYLINDER BLED BRAKE SYSTEM TEST DROVE	Operation 2480118	Tech 425	Amount 267.54

Part Number	PO#	Note	Description	Qty	Sell	
000 012669488			PUMP	1	169.48	169.48
000 023135220			BOOSTER	1	111.24	111.24
000 020925765			CYLINDER	1	97.93	97.93
000 019353126			FLUID	2	6.82	13.64
000 023135228			PIPE	1	51.27	51.27

PROG CODE : POLI

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X

FIVE STAR CHEVROLET - CADILLAC

495 WATSON BLVD. • WARNER ROBINS, GA 31093 • (478) 922-9341

www.FiveStarOnline.com

Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG[redacted]	Page 2	Invoice [redacted]
Invoice to [redacted]			Driver/Owner [redacted]		
Invoiced: 12/20/17 10:55:14 GL			16 GMC SIERRA K1500 SLE CREW CAB SPECIAL		

Line Auth: BAUERGME 12/19/17 12:23

Type: WAR

Subtotal	
PARTS	443.56
LAB-MECHANICAL	267.54
TOTAL CHARGE FOR CONCERN	711.10

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	443.56	TOTAL CHARGE	711.10
LAB-MECHANICAL	267.54		
TOTAL CHARGE	711.10	FAC WARRANTY	711.10

If you have any questions - please see JAI GERALD WALKER

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Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG[redacted]	Page 3 (Last)	Invoice [redacted]
Invoice to: [redacted]			Driver/Owner [redacted]		
Invoiced: 12/20/17 10:55:14 G1			16 GMC SIERRA K1500 SLE CREW CAB SPECIAL		

Skill 01 Tech# 425 Start Time: 12/06/17 16:27 Stop Time: 12/18/17 13:37
Skill 11 Tech# 317 Start Time: 12/19/17 12:54 Stop Time: 12/19/17 12:54

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
51	425	Begin	12/18/17 11:36	End	12/18/17 11:52	:16	.3	
52	425	Begin	12/18/17 11:52	End	12/18/17 13:37	1:45	1.8	

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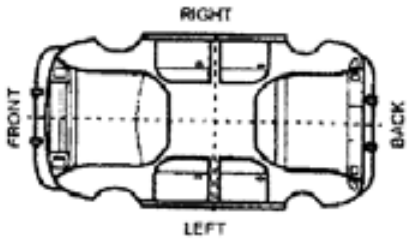
X

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATES _____

AUTHORIZED BY X

REVISED ESTIMATE (1)

REVISED ESTIMATE (2)

REVISED ESTIMATE (3)

WAITING

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

X _____

CUSTOMER SIGNATURE

RO	Tag	Adviser	Added	License	
[redacted]	[redacted]	444 JAI GERALD WALKER	06/19/18 08:40	[redacted]	[redacted]

Customer Information

[redacted]

Work: [redacted]
Home:

Vehicle Information

out: 56167

16 GMC SIERRA CREW CAB K1500 SLE SPECIAL
ENG,5.3L ECOTEC3 V8 Stock No: [redacted]
Dates: Production: 11/25/15 Inservice: 07/21/16 Sold: 07/21/16 SLSF: 022
Last Svc: Client: 37P005 Date: 12/20/17 Adv: 444 Odom: 42652 Daily Avg: 82 Month Avg: 2460

Ln	Type	Operation	Customer Concern	Hr./Qty
01	FID	LOFTW 377	CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE FLG: EPA NOS CHANGE ENGINE OIL REPLACE OIL FILTER VV1770 5W30 BULK Bin: 5525	CL00999141
51	FID	377	CUSTOMER STATES A/C STOPPED WORKING, FOUND BELT PULLED APART...CHECK AND ADVISE	
60*	FID	MPI 377	MULTI-POINT VEHICLE INSPECTION Concern Code: 0021	

Sk/Hr/Tech: 01-0.1

FPO
Total Without Tax: $ 0.00
Total Charges With Tax: $ 0.00

Additional Information

MFG: 37P005 Dist: DEF Fuel: UNL Estimated Completion: [redacted]

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer, which is attached hereto, if any. 12 months or 12,000 miles whichever occurs first. THE SELLER, FIVE STAR CHEVROLET CADILLAC (dealer) expressly disclaims all warranties, either express or implied including warranty of merchantability or fitness for a particular purpose, and FIVE STAR CHEVROLET-CADILLAC neither assumes nor authorizes any other person to make for it any liability in connection with the sale of said product. Purchaser shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages. DEALER IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. Please remove all items you deem necessary

I hereby authorize the repair work done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $10.00 per day storage fee will be charged for vehicles not picked up within ten days of completion. After 30 days vehicle will be impounded.

[redacted]

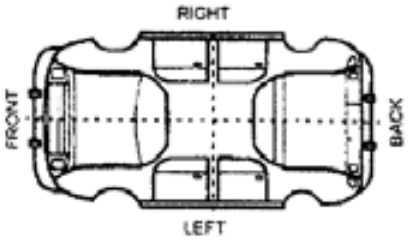
REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	$
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Trim
[redacted]		444 JAI GERALD WALKER	[redacted]	3GTU2MEC4 GG[redacted]	

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Method of Payment

FID EXT SERV CO

Extended Warranty	Number	Month	Mileage	Deductible	Expires
GP	TK	84	100000	100.00	07/21/23
P	TPM	84	100000		07/21/23

Recommended Maintenance

Operation	Description	Based On	Since Last Service Months	Miles
OFXGA2	ENGINE OIL & FILTER CHANGE	Mileage	24	5,000
MPI	MULTI-POINT VEHICLE INSPECTION	Mileage	12	12,000
AFR8	AIR FILTER, REAR	Mileage	24	45,000
PCAF	PASSENGER COMPARTMENT AIR FILT	Mileage	24	45,000
LOFVP1	LUBE OIL AND FILTER WITH VALVO	Mileage	24	47,000
LOFVP2	LUBE OIL AND FILTER WITH VALVO	Mileage	24	47,000
LOFVP3	LUBE OIL AND FILTER WITH VALVO	Mileage	24	47,000
VP02	VP A/T TRANSMISSION FLUSH	Mileage	24	45,000
VP03	VP COOLANT FLUSH	Mileage	24	45,000
VP05	VP BRAKE FLUSH	Mileage	24	45,000
VP14	VP FUEL INDUCTION FLUSH/TB SER	Mileage	24	45,000
VP08	VP TRANSFERCASE FLUSH SERVICE	Mileage	24	45,000

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
[redacted]	2/06/17	42656	444	218	.30	LOFTW	OIL CHANGE COMPLETED [illegible]
				425	.00	MPI	-
				425	.00	XVP05	CUSTOMER DECLINES VP BRAKE SYSTEM FLUSH

DISCLAIMER OF WARRANTIES

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X _____
SIGNATURE

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

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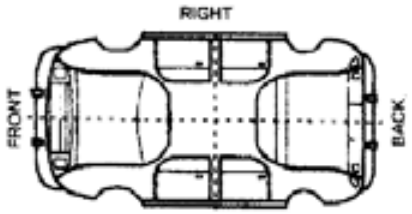
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	$
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & CAME ORAL APPROVAL TO THE ABOVE REVISED ESTIMATES

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]	[redacted]	444 JAI GERALD WALKER	[redacted]	3GTU2MEC4 GG[redacted]	1

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
				425	.00	XVP14	CUSTOMER DECLINES VP FUEL INDUCTION & THRO
[redacted]	2/06/17	42656	444	317	.00	RENTAL	RENTAL
				425	.00	CS	REPROGRAMMED RADIO CLAIM [illegible]
				425	2.80	2480118	PER DOC#4746532 REPLACED VACUUM PUMP, [illegible]
	9/21/17	34529			.00	0600378	
	9/21/17	34529	392	111	.30	LOFTW	OIL CHANGE COMPLETED - THANK YOU...AUTH #
	9/21/17	34529	392	425	.00	SO	PARTS HAVE BEEN SPECIAL ORDERED
				425	.00	SO	PARTS HAVE BEEN SPECIAL ORDERED
				425	.20	1415160	INSTALLED NEW PUSH PIN
				425	.00	MPI	X
				425	.00	XRND	DECLINED BRAKE FLUSH AND TRANS SERVICE
	7/12/17	31793	392	317	.00	0600161	REDEEMED GMC GMC SE 9-2999512589 ADJUSTORI
	5/08/17	27760	186	317	.00	RENTAL	RENTAL
				394	.00	CS	NO PROBLEM FOUND
				338	.30	2810335	REPROGRAM RADIO WITH SPS CODE AFTER PROGRA
				338	.00	MPI	-
				338	.00	XVP14	RECOMMEND VP FUEL INDUCTION & THROTTLE BOI
	3/23/17	24146	186	230	.50	LOFTW	OIL CHANGE COMPLETED / TIRE ROTATION / TH
				230	.00	MPI	-
				230	.00	XVP09	RECOMMEND VP THROTTLE BODY FLUSH SERVICE
	3/23/17	24146	186	230	.40	9102844	TRANSFER CASE CONTROL MODULE REPROGRAMMED
	2/07/16	16430	444	187	.50	0600743	OIL FILTER & OIL CHANGE, TIRE ROTATION & M

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X _____
SIGNATURE

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

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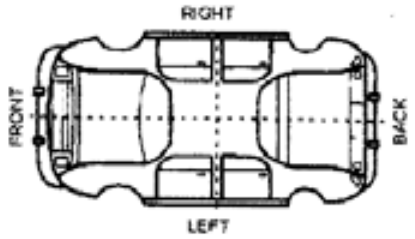

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	$
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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X _____
CUSTOMER SIGNATURE

RO	Tag	Adviser	Customer	VIN:	Page
[redacted]		444 JAI GERALD WALKEI	[redacted]	3GTU2MEC4 GG[redacted]	1

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Last Service Performed

RO	Date	Odcm	Adv	Tech	Hrs	Operation	Description
				388	1.50	4029250	REPLACED FUEL TANK ASSEMBLY, EX[illegible] DRAIN
				187	.00	MPI	-
				187	.00	XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH S
[redacted]	11/17/16	14255	167	388	.00	X	X
				388	.00	CS	X
				388	.00	MPI	X
				388	.00	XVP09	CUSTOMER DECLINES VP THROTTLE BODY FLUSH S
	09/24/16	8512	397	127	.30	LOFVP2	OIL CHANGE COMPLETED WITH VALVOLINE SYNTEC
				127	.30	ROT	PERFORMED TIRE ROTATION
				317	.00	MPI	ALL SERVICES ARE UP TO DATE AT THIS TIME
	09/24/16	8512	397	488	.20	9102279	INSPECTED AND REPROGRAMED WITH [illegible]
	07/27/16	941			.00	0600062	
	07/29/16	1179	397	747	.50	PTI	PATCH 1 TIRE
	04/30/16	145	392	005	1.00	DEG4	PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS
	04/30/16	145	392	005	.00	ACD	DETAIL
	01/11/16	5			.00	0590032	
	11/27/15	1			.00	0590072	

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X _____
SIGNATURE

REPAIR ORDER

[redacted]

STOCK NUMBER: 000G[redacted] LAST SERV MILEAGE: 0042656 MFG CODE: 37P005
3GTU2MEC4GG[redacted] GAGA SOLD DATE:07/21/16 MILE:0000144 LAST SERV:12/20/17
16 GMC SIERRA K1500 SLE CREW CAB SPECIAL IN-SERV DATE:07/21/16
SRVC $ CUS: 102 WAR: 2076 POL:

	NUMBER	TYPE	DATE	DEDUCT	MON	MILES	ACTIVE
EXT SVC PLAN1:	TK	GP	07/21/23	10000	084	100000	Y
EXT SVC PLAN2:	TFM	P	07/21/23		084	100000	Y

RO [redacted] N 12/06/17 ODOM= 42656 ADV=444 PTS=20.05 POL=.00 TOT=30.00
CLIENT=37P005 INV=12/20/17
LN 01 PAY TYPE FID TECH1-218 .30 OPR-CODE LOFTW
CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE
LOF

EPA NOS
OIL CHANGE COMPLETED / THANK YOU. AUTH# CL10032028
LN 60 PAY TYPE FID TECH1-425 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
-
LN 60-1 PAY TYPE FID TECH1-425 OPR-CODE XVP05
CUSTOMER DECLINES VP BRAKE SYSTEM FLUSH
LN 60-2 PAY TYPE FID TECH1-425 OPR-CODE XVP14
CUSTOMER DECLINES VP FUEL INDUCTION & THROTTLE BODY SERVICE

RO [redacted] Y 12/06/17 ODOM= 42656 ADV=444 PTS=443.56 POL=.00 TOT=711.10
CLIENT=37P005 INV=12/20/17
LN 02 PAY TYPE WAR TECH1-317 OPR-CODE RENTAL
CUSTOMER STATES RENTAL
-
RENTAL
LN 51 PAY TYPE WAR TECH1-425 OPR-CODE CS
CUSTOMER STATES RADIO NOT WORKING
UPDATED PROGRAM FOR SCREEN LOCKUP
REPROGRAMMED RADIO CLAIM CODE 8078A
LN 52 PAY TYPE WAR TECH1-425 2.80 OPR-CODE 2480118
CUSTOMER STATES THE BRAKE PEDAL IS HARD TO DEPRESS AND AT TIMES THE TRUCK
FLUID FOUND IN BRAKE BOOSTER
PER DOC#4748532 REPLACED VACUUM PUMP, BRAKE BOOSTER, MASTER CYLIND

RO [redacted] 08/21/17 ODOM= 34929 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=10/02/17
LN 01 PAY TYPE OPR-CODE 0600378
AUDIO/ENTERTAINMENT/NAVIGATION - OTHER ISSUES
MODULE/COMPONENT - BROKEN
GM Claim Type: ZREG

RO [redacted] N 08/21/17 ODOM= 34929 ADV=392 PTS=20.05 POL=.00 TOT=30.00
CLIENT=37P005 INV=08/21/17
LN 52 PAY TYPE FID TECH1-111 .30 OPR-CODE LOFTW
CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE
LOF

EPA NOS
OIL CHANGE COMPLETED / THANK YOU...AUTH #1070540KLE

RO [redacted] 08/21/17 ODOM= 34929 ADV=392 PTS=1.39 POL=.00 TOT=20.50
CLIENT=37P005 INV=08/21/17
LN 51 PAY TYPE WAR TECH1-425 OPR-CODE SO
CUSTOMER STATES THE BRAKE PEDAL IS HARD TO DEPRESS AND AT TIMES THE TRUCK
P.O.O.
PARTS HAVE BEEN SPECIAL ORDERED
LN 53 PAY TYPE WAR TECH1-425 OPR-CODE SO
CUSTOMER STATES AT TIMES THE RADIO SCREEN WILL BLACK OUT BUT THE RADIO CON
P.O.O.
PARTS HAVE BEEN SPECIAL ORDERED
LN 54 PAY TYPE WAR TECH1-425 .20 OPR-CODE 1415160
CUSTOMER STATES THE PUSH PIN AT FILLER NECK IS BROKEN AND WONT HOLD FILLE
PUSH PIN BROKEN
INSTALLED NEW PUSH PIN
LN 60 PAY TYPE WAR TECH1-425 OPR-CODE MPI
CUSTOMER STATES MULTI-POINT VEHICLE INSPECTION
X
X
LN 60-1 PAY TYPE WAR TECH1-425 OPR-CODE XRND
DECLINED BRAKE FLUSH AND TB/IND SERVICE

RO [redacted] Y 07/12/17 ODOM= 31793 ADV=392 PTS=250.00 POL=.00 TOT=250.00
PREFERRED TREATMENT CLIENT=37P005 INV=07/12/17
LN 51 PAY TYPE WAR TECH1-317 OPR-CODE 0600161
CUSTOMER STATES REDEEM GMC ACCESSORIES LETTER FOR $250.00 GM ACCESSORIES
GMC CAC SR [redacted]
REDEEMED GMC CAC SR [redacted] ACCESSORIES LETTER FOR $250.00 OF

RO [redacted] Y 05/08/17 ODOM= 27760 ADV=186 PTS=.00 POL=.00 TOT=57.33
PREFERRED TREATMENT CLIENT=37P005 INV=05/11/17
LN 02 PAY TYPE WAR TECH1-317 OPR-CODE RENTAL
CUSTOMER STATES RENTAL
-
RENTAL
LN 51 PAY TYPE WAR TECH1-394 OPR-CODE CS
CUSTOMER STATES TRANSMISSION IS JERKING
TEST DROVE 27 MILES TRANSMISSION
NO PROBLEM FOUND
LN 52 PAY TYPE WAR TECH1-338 .30 OPR-CODE 2810335
CUSTOMER STATES RADIO SCREEN GOES BLANK BUT STILL HAS SOUND
DIAG WITH GPS NO CODE & RADIO NEE
REPROGRAM RADIO WITH SPS CODE AFTER PROGRAM 8078A
LN 60 PAY TYPE WAR TECH1-338 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
-
LN 60-1 PAY TYPE WAR TECH1-338 OPR-CODE XVP14
RECOMMEND VP FUEL INDUCTION & THROTTLE BODY SERVICE ON NEXT VISIT

RO [redacted] N 03/23/17 ODOM= 24146 ADV=186 PTS=20.05 POL=.00 TOT=42.00
PREFERRED TREATMENT CLIENT=37P005 INV=03/24/17
LN 01 PAY TYPE FID TECH1-230 .50 OPR-CODE LOFTW

CUSTOMER STATES LUBE OIL AND FILTER AND TIRE ROTATION TOTAL WARRANTY MAINT
-

EPA NOS
OIL CHANGE COMPLETED / TIRE ROTATION / THANK YOU (AUTH# 1020439ES
LN 60 PAY TYPE FID TECH1-230 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
-
LN 60-1 PAY TYPE FID TECH1-230 OPR-CODE XVP09
RECOMMEND VP THROTTLE BODY FLUSH SERVICE ($90.00)

RO [redacted] Y 03/23/17 ODOM= 24146 ADV=186 PTS=.00 POL=.00 TOT=38.22
PREFERRED TREATMENT CLIENT=37P005 INV=03/24/17
LN 24 PAY TYPE WAR TECH1-230 .40 OPR-CODE 9102844
CUSTOMER STATES SUBJECT: 4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP
RECALL 28770
TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH SPS

RO [redacted] Y 12/07/16 ODOM= 16430 ADV=444 PTS=766.00 POL=.00 TOT=973.76
PREFERRED TREATMENT CLIENT=37P005 INV=12/10/16
LN 01 PAY TYPE WAR TECH1-187 .50 OPR-CODE 0600743
CUSTOMER STATES PERFORM GMC MAINTENANCE - CHANGE OIL FILTER & OIL, ROTATE
MAINTENANCE

NOS
OIL FILTER & OIL CHANGE, TIRE ROTATION & MPVI COMPLETED
LN 52 PAY TYPE WAR TECH1-388 1.50 OPR-CODE 4029250
CUSTOMER STATES THEY HAVE A HARD TIME FILLING TANK WITH GAS
REFER TO DOC#445564
REPLACED FUEL TANK ASSSEMBLY, NEC TO DRAIN AND FILL TANK
LN 60 PAY TYPE WAR TECH1-187 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
-
LN 60-1 PAY TYPE WAR TECH1-187 OPR-CODE XVP09
CUSTOMER DECLINES VP THROTTLE BODY FLUSH SERVICE
END OF DATA

****
* INQUIRY PERFORMED FOR: RO# ADV# 444 *
* CUSTOMER NAME: [redacted] *
****

VIN: 3GTU2MEC4GG[redacted] INQUIRY DATE : 06/19/18
MODEL YEAR: 2016 MODEL NUMBER: TK15543
DESCRIPTION: SIERRA 1500 CREW CAB 4WD

---------- SERVICE CAMPAIGNS ----------
CAMPAIGN: 28770-4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP - EXPIRES WITH BASE WARRANTY
CAMPAIGN LABOR OPERATION: [redacted]-TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH SPS
CAMPAIGN TYPE: Service Update Bulletins
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 92291
CAMPAIGN CONTACT:
CAMPAIGN DATE: 01/06/2017 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK:
CAMPAIGN LONG DESC: A SERVICE 4WD MESSAGE MAY BE DISPLAYED ON THE DRIVER INFORMATION CENTER AND DTC C0398 MAY BE SET. CONCURRENTLY, THE VEHICLE IS PERMANENTLY LOCKED IN 4HI AND CANNOT BE SHIFTED OUT OF IT WHILE THE CODE IS PRESENT. IF THE CODE IS CLEARED, THIS SCENARIO MAY REPEAT IF THE TRANSFER CASE IS IN AUTO MODE AND DRIVEN FOR APPROX. 2 OR MORE HOURS. CUSTOMERS WILL LIKELY NOTICE THAT THE STEERING WHEEL IS HARDER TO TURN, THE ENGINE WILL FEEL LIKE IT HAS LOST POWER AND THE TIRES MAY SQUEAL WHEN TURNING IN A PARKING LOT.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES:
CAMPAIGN REPAIR DESCRIPTION: DEALERS ARE TO REPROGRAM THE TRANSFER CASE CONTROL MODULE.

CAMPAIGN: 16007-FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
CAMPAIGN LABOR OPERATION: [redacted]- CUSTOMER REIMBURSEMENT APPROVED
CAMPAIGN LABOR OPERATION: [redacted]- CUSTOMER REIMBURSEMENT DENIED FOR USA DEALERS ONLY
CAMPAIGN LABOR OPERATION: [redacted]- REPROGRAM INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODUL
CAMPAIGN LABOR OPERATION: [redacted]- REPLACE AIRBAG SENSING AND DIAGNOSTIC MODULE
CAMPAIGN TYPE: Product Safety Recall
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 93642
CAMPAIGN CONTACT:
CAMPAIGN DATE: 09/08/2016 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK: IF THE FRONTAL AIRBAGS AND SEATBELT PRETENSIONERS DO NOT DEPLOY WHEN REQUIRED, THERE IS AN INCREASED RISK OF INJURY TO OCCUPANTS IN A CRASH.
CAMPAIGN LONG DESC: 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
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES: VISIT MANUFACTURER WEBSITE AT HTTPS://MY.GM.COM/RECALLS FOR MORE INFORMATION.
CAMPAIGN 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.
CAMPAIGN RECALL NUMBER: 16V651
CAMPAIGN RECALL NUMBER DESC: NHTSA

---------- SERVICE BULLETINS ----------
BULLETIN TYPE: EI
BULLETIN: PIE0365-
BULLETIN ISSUE DATE: 06/21/2016

---------- VEHICLE WARRANTIES ----------
WARRANTY TYPE: GMC SCHEDULED MAINTENANCE-2 VISITS
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2018
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 24144
WARRANTY STATUS: EXPIRED
WARRANTY ID: 00000000000000001135

WARRANTY TYPE: POWERTRAIN LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2021
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 66144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001115

WARRANTY TYPE: EMISSION SELECT COMPONENT LTD WTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2024
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 80144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000001189

WARRANTY TYPE: BUMPER TO BUMPER LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2019
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 36144
WARRANTY STATUS: EXPIRED
WARRANTY ID: 00000000000000000390

WARRANTY TYPE: CORROSION LIMITED WARRANTY
WARRANTY START DATE: 07/21/2016 WARRANTY END DATE: 07/21/2022
WARRANTY START MILEAGE: 144 WARRANTY END MILEAGE: 106144
WARRANTY STATUS: APPLICABLE
WARRANTY ID: 00000000000000000426

---------- SERVICE CONTRACTS ----------
NONE
---------- RELATED REPAIRS ----------
NONE
---------- BRANDED INFORMATION ----------
NONE
---------- WARRANTY BLOCKS ----------
NONE
---------- REPAIR ORDER HISTORY ----------

REPAIR ORDER: [redacted] WARRANTY ODOMETER: 42653 REPAIR DATE: 12/06/17
SERVICING DEALER: [redacted]-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
52	N	A	AC	ZREG	0012669488	PUMP ASM-VAC

CAUSE: 6571 - MODULE/COMPONENT - DISCHARGE
COMPLAINT: 0131 - BRAKES - LOW PEDAL/SPONGY
CORRECTION:
LABOR OP CODE: 2480118-REPLACE VACUUM PUMP, VACUUM PUMP TO BOOSTER HOSE, VACUUM

PART / NET ITEM	DESCRIPTION	QTY
000000000012669488	PUMP ASM-VAC	1
000000000023135220	BOOSTER ASM-P/B	1
000000000020925765	CYLINDER-BRK MAS	1
000000000019353126	FLUID,BRAKE AND CLUT	2
000000000023135228	PIPE ASM-P/B BOOS VA	1

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
52	N	A	FD	ZREG	0012669488	PUMP ASM-VAC

CAUSE: 6571 - MODULE/COMPONENT - DISCHARGE
COMPLAINT: 0131 - BRAKES - LOW PEDAL/SPONGY
CORRECTION:
LABOR OP CODE: 2480118-REPLACE VACUUM PUMP, VACUUM PUMP TO BOOSTER HOSE, VACUUM

PART / NET ITEM	DESCRIPTION	QTY
000000000012669488	PUMP ASM-VAC	1
000000000023135220	BOOSTER ASM-P/B	1
000000000020925765	CYLINDER-BRK MAS	1
000000000019353126	FLUID,BRAKE AND CLUT	2
000000000023135228	PIPE ASM-P/B BOOS VA	1

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
52	N	A	ZREG	0012669488	PUMP ASM-VAC

CAUSE: 6571 - MODULE/COMPONENT - DISCHARGE
COMPLAINT: 0131 - BRAKES - LOW PEDAL/SPONGY
CORRECTION:
LABOR OP CODE: 2480118-REPLACE VACUUM PUMP, VACUUM PUMP TO BOOSTER HOSE, VACUUM

PART / NET ITEM	DESCRIPTION	QTY
000000000012669488	PUMP ASM-VAC	1
000000000023135220	BOOSTER ASM-P/B	1
000000000020925765	CYLINDER-BRK MAS	1
000000000019353126	FLUID,BRAKE AND CLUT	2
000000000023135228	PIPE ASM-P/B BOOS VA	1

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 34929 REPAIR DATE: 08/21/17
SERVICING DEALER: [redacted]-AER TECHNOLOGIES
CONTACT: (478) 922-9341

Job	Related	Auth Code	Adjusted	Type	Causal Part	Causal Part Desc
1	N			ZREG	0023383729	CONTROL ASM-AM/FM ST

CAUSE: 6017 - MODULE/COMPONENT - BROKEN
COMPLAINT: 0290 - AUDIO/ENTERTAINMENT/NAVIGATION - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted] RADIO RECEIVER-RETURN TO AC/DELCO ESC-INCOMPLETE EXCHANG

PART / NET ITEM	DESCRIPTION	QTY
Z_NIF		
000000000023383729	CONTROL ASM-AM/FM ST	1

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 34929 REPAIR DATE: 08/21/17
SERVICING DEALER: [redacted]-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341

Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
54 N ZREG 0011561878 RETAINER,QTR LWR TR
CAUSE: 6017 - MODULE/COMPONENT - BROKEN
COMPLAINT: 0422 - EXTERIOR - CLOSURES
CORRECTION:
LABOR OP CODE: [redacted]-FUEL TANK FILLER DOOR REPLACEMENT
PART / NET ITEM DESCRIPTION QTY
000000000011561878 RETAINER,QTR LWR TR 1

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 31793 REPAIR DATE: 07/12/17
SERVICING DEALER: [redacted]-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
51 N C8K8 ZSSP
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted]ACCESSORY COUPON - $250
PART / NET ITEM DESCRIPTION QTY
Z_NIM

REPAIR ORDER: [redacted] WARRANTY ODOMETER: 27735 REPAIR DATE: 05/08/17
SERVICING DEALER: [redacted]FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
52 N ZREG
CAUSE: 6573 - MODULE/COMPONENT - NO/INCORRECT COMMUNICATION
COMPLAINT: 0223 - AUDIO/ENTERTAINMENT/NAVIGATION - COMMUNICATION
CORRECTION:
LABOR OP CODE: [redacted]-RADIO REPROGRAMMING WITH SPS
PART / NET ITEM DESCRIPTION QTY

REPAIR ORDER: [redacted]- WARRANTY ODOMETER: 24145 REPAIR DATE: 03/23/17
SERVICING DEALER: [redacted]FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
24 N ZFAT
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted]-TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH
PART / NET ITEM DESCRIPTION QTY

REPAIR ORDER: [redacted]- WARRANTY ODOMETER: 16429 REPAIR DATE: 12/07/16
SERVICING DEALER: [redacted]-FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
52 N ZREG 0023138362 TANK ASM-FUEL
CAUSE: 9090 - OTHER - FIELD ACTION / TECH BULLETIN
COMPLAINT: 0390 - ENGINE/FUEL/EXHAUST - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted]FUEL TANK REPLACEMENT
PART / NET ITEM DESCRIPTION QTY
Z_NIC
000000000023138362 TANK ASM-FUEL 1

Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
1 N ZREG
CAUSE: 9094 - OTHER - FOLLOW OPERATION
COMPLAINT: 0021 - NO CUSTOMER COMPLAINT - MAINTENANCE
CORRECTION:
LABOR OP CODE: [redacted] GMC 2 YEAR MAINTENANCE
PART / NET ITEM DESCRIPTION QTY
Z_NIM

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 8511 REPAIR DATE: 09/24/16
SERVICING DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
CONTACT: (478) 922-9341
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
40 N ZPAT
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] REPROGRAM INFLATABLE RESTRAINT SENS
PART / NET ITEM DESCRIPTION QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 961 REPAIR DATE: 07/27/16
SERVICING DEALER: [redacted] ALLSTATE - SIGNATURE MOTOR CLUB, IN
CONTACT: (478) 922-9341
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
1 N AM ZREG
CAUSE: 9094 - OTHER - FOLLOW OPERATION
COMPLAINT: 0090 - NO CUSTOMER COMPLAINT - OTHER ISSUES
CORRECTION:
LABOR OP CODE: [redacted] ROADSIDE SERVICE (FLAT TIRE)
PART / NET ITEM DESCRIPTION QTY
Z_NIM

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 5 REPAIR DATE: 01/11/16
SERVICING DEALER: [redacted] CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
4 N ZPDI
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS
PART / NET ITEM DESCRIPTION QTY

REPAIR ORDER: [redacted] - WARRANTY ODOMETER: 1 REPAIR DATE: 11/27/15
SERVICING DEALER: [redacted] CARL BLACK BUICK GMC, LLC
CONTACT: (770) 475-9500
Job Related Auth Code Adjusted Type Causal Part Causal Part Desc
1 N ZPDI
CAUSE: -
COMPLAINT: -
CORRECTION:
LABOR OP CODE: [redacted] PRE-DELIVERY INSPECTION - BASE TIME
PART / NET ITEM DESCRIPTION QTY

---------- VEHICLE ASSEMBLIES ----------
ASSEMBLY: 10-ENGINE ASSEMBLY

ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 35-STEERING COLUMN - SIR SYSTEM
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 61-TRANSMISSION
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 65-REAR AXLE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 86-ELECTRONIC CONTROL MODULE (ECM)
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 87-BODY CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AB-IR-MODULE ASM-INFLATOR
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AH-IR-SENSOR ASM-LEFT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AJ-IR-SENSOR ASM-RIGHT
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: D-ALLIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 8676

ASSEMBLY: AL-IR-MODULE ASM-I/P

ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: AS-SENSING DIAGNOSTIC MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE
ASSEMBLY SERIAL NUMBER:
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER:

ASSEMBLY: CB-SEQ NUM (FLEX) BODY ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT: LIED SIGNAL BSRD
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2ZZ

ASSEMBLY: CF-SEQ NUM (FLEX) PAINT PROCESS
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2PP

ASSEMBLY: CP-SEQ NUM (FLEX) GEN ASM
ASSEMBLY SERIAL NUMBER: [redacted]
ASSEMBLY SOURCE PLANT:
ASSEMBLY VIN: 3GTU2MEC4GG[redacted]
ASSEMBLY BROADCAST NUMBER: 2GA

---------- DELIVERY INFORMATION ----------
SHIP DATE:
DELIVERY MILEAGE: 144
VEHICLE WEIGHT: 3269
ORDER TYPE: 70 -
ORDER NUMBER: [redacted]
BUILD DATE: 11/25/2015
BUILD PLANT: G -
DELIVERY TYPE: 010-INDIVIDUAL
DELIVERY DEALER: [redacted] FIVE STAR CHEVROLET-BUICK-GMC-CADIL
DELIVERY DATE: 07/21/2016
PDI STATUS: Y
INVOICE DATE: 11/25/2015

---------- SOLD TO INFORMATION ----------
SOLD TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1439
SOLD TO CONTACT: 7704759500

---------- SHIP TO INFORMATION ----------
SHIP TO PARTY: 172614-CARL BLACK BUICK GMC, LLC
11225 ALPHARETTA HWY
ROSWELL GA 30076-1419
SHIP TO CONTACT: 7704759500

---------- INSERVICE INFORMATION ----------
INSERVICE PARTY: -
INSERVICE CONTACT:
INSERVICE DATE:
INSERVICE TYPE: 0000
INSERVICE MILEAGE:

---------- VEHICLE REGISTRATION ----------
NONE

FIVE STAR CHEVROLET - CADILLAC

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Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG [redacted]	Page: 1	Invoice [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office use

Odometer in: 56167 Out: 56167 | Dist: DLR PID F | Prelim

Vehicle Information

16 GMC SIERRA K1500 SLE CREW CAB 5.3LITN

STOCK#: U006[redacted]

Begin: 06/19/18 | Done: 06/19/18 | Invoiced: 06/19/18 11:07 JN | Inservice: 07/21/16

Customer Concern

Concern 01 Cause Correction Parts Type: PID	CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE... AUTH# CL10099914 LOF OIL CHANGE COMPLETED / THANK YOU CHANGE ENGINE OIL REPLACE OIL FILTER Part Number POR Note Description 000 19130000 FILTER 000 88862000 0W20 DEXOS1 SYNTHETI CONCERN : 1 COND CODE : 1 Line Flags: EPA NOS	Operation Amount LOFTG Qty List Sell 1 8 TOTAL CHARGE FOR CONCERN 30.00
Concern 51 Cause Correction Type: PID	CUSTOMER STATES A/C STOPPED WORKING, FOUND BELT PULLED APART...CHECK AND ADVISE BELT BROKEN NEEDS BELT FOR FURTHER DIAG CUSTOMER DECLINED BELT REPLACEMENT CONCERN : 1 COND CODE : 1 Part Auth: WALKERJA 06/19/18 11:06	Operation Amount 51 0.00 Subtotal TOTAL CHARGE FOR CONCERN 0.00
Concern 60 Cause Correction 	MULTI-POINT VEHICLE INSPECTION X X CONCERN : 1 COND CODE : 1	Operation Amount MPI 0.00 Subtotal

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Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG[redacted]	Page 2 (Last) Invoice [redacted]
Invoice to: [redacted]			Driver/Owner [redacted]	
Invoiced: 06/19/18 11:07:44 1W			18 GMC SIERRA K1500 SLE CREW CAB SPECIAL	
Type: FID			TOTAL CHARGE FOR CONCERN	0.00

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	55.80	TOTAL CHARGE	30.00
LAB-MECHANICAL	9.95		
SERVICE SPECIAL ADJUSTMENT	35.75-	TOTAL WARRANTY	30.00
TOTAL CHARGE	30.00		

If you have any questions - please see JAI GERALD WALKER

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WARRANTY

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Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG [redacted]	Page 1	Invoice [redacted]

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

For Office Use	Vehicle Information
Odometer in: 56167 Out: 56167 Dist: DEF FID F Final	16 GMC SIERRA K1500 SLE CREW CAB SPECIAL
	Stock#: 000[redacted]
Begin: 06/19/18 Done: 06/19/18 Invoiced: 06/19/18 16:22 CU	Inservice: 07/21/16

Customer Concern

Concern 01 Cause Correction Parts Type: FID	CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE... AUTH# CL10099914 LOF OIL CHANGE COMPLETED / THANK YOU CHANGE ENGINE OIL REPLACE OIL FILTER Part Number POA# Note Description 000 19330000 FILTER 000 88865700B 0W20 DEXOS1 SYNTHETI CONCERN : 1 COND CODE : 1 Line Flags: IPA NOS	Operation Amount LOFTW * Qty List Sell 1 8 TOTAL CHARGE FOR CONCERN 30.00
Concern 51 Cause Correction Type: FID	CUSTOMER STATES A/C STOPPED WORKING, FOUND BELT PULLED APART...CHECK AND ADVISE BELT BROKEN NEEDS BELT FOR FURTHER DIAG CUSTOMER DECLINED BELT REPLAEMENT CONCERN : 1 COND CODE : 1 Part Auth: WALKERJA 06/19/18 11:06	Operation Amount 51 0.00 Subtotal TOTAL CHARGE FOR CONCERN 0.00
Concern 60 Cause Correction	MULTI-POINT VEHICLE INSPECTION X X CONCERN : 1 COND CODE : 1	Operation Amount MPI * 0.00 Subtotal

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Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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Adv: 444 JAI GERALD WALKER	Tag [redacted]	License [redacted]	3GTU2MEC4 GG[redacted]	Page 2 (Last)	Invoice [redacted]
Invoice to: [redacted]			Driver/Owner [redacted]		
Invoiced: 06/19/18 16:22:17 CU			16 GMC SIERRA K1500 SLE CREW CAB SPECIAL		
Type: FID			TOTAL CHARGE FOR CONCERN		0.00

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
PARTS	55.80	TOTAL CHARGE	30.00
LAB-MECHANICAL	9.95		
SERVICE SPECIAL ADJUSTMENT	35.75-	TOTAL WARRANTY	30.00
TOTAL CHARGE	30.00		

If you have any questions - please see JAI GERALD WALKER

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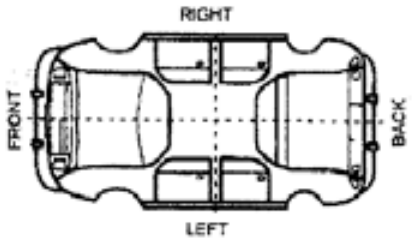
FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		444 JAI GERALD WALKER	[redacted]	3GTU2MEC4 GG[redacted]	2

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Operation	Description	Recommended Maintenance Based On	Since Last Service Months	Miles
OFXGA2	ENGINE OIL & FILTER CHANGE	Mileage	23	57100
MPI	MULTI-POINT VEHICLE INSPECTION	Mileage	10	32100
AFR8	AIR FILTER, R&R	Mileage	23	57100
PCAF	PASSENGER COMPARTMENT AIR FILT	Mileage	23	57100
LOFVP1	LUBE OIL AND FILTER WITH VALVO	Mileage	21	48600
LOFVP2	LUBE OIL AND FILTER WITH VALVO	Mileage	21	48600
LOFVP3	LUBE OIL AND FILTER WITH VALVO	Mileage	21	48600
VP02	VP A/T TRANSMISSION FLUSH	Mileage	23	57100
VP03	VP COOLANT FLUSH	Mileage	23	57100
VP05	VP BRAKE FLUSH	Mileage	23	57100
VP14	VP FUEL INDUCTION FLUSH/TB SER	Mileage	23	57100
VP08	VP TRANSFERCASE FLUSH SERVICE	Mileage	23	57100

Last Service Performed

RO	Date	Cdom	Adv	Tech	Hrs	Operation	Description
[redacted]	/19/18	56167	444	377	.30	LOFTW	OIL CHANGE COMPLETED / THANK YOU
				377	.00	51	CUSTOMER DECLINED BELT REPLACMENT
				377	.00	MPI	X
	/06/17	42656	444	218	.30	LOFTW	OIL CHANGE COMPLETED / THANK YOU, AUTH# C
				425	.00	MPI	-
				425	.00	XVP05	CUSTOMER DECLINES VP BRAKE SYSTEM FLUSH
				425	.00	XVP14	CUSTOMER DECLINES VP FUEL INDUCTION & THRO
	/06/17	42656	444	317	.00	RENTAL	RENTAL

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer, which is a limited warranty, 12 months or 12,000 miles whichever occurs first. The seller FIVE STAR CHEVROLET-CADILLAC hereby expressly disclaims all warranties either express or implied including warranty of merchantability or fitness for a particular purpose, and FIVE STAR CHEVROLET-CADILLAC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Purchaser shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages. DEALER NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. Please remove any item you deem necessary.

I hereby authorize the repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck 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 car or truck to secure the amount of repairs thereto. I have read and understand Disclaimer of Warranty. A $10.00 per day storage fee will be charged on vehicles not picked up within ten days of completion. After 30 days, vehicle will be impounded.

X _____
SIGNATURE

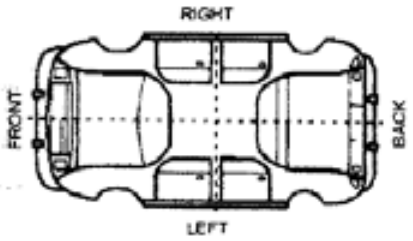
REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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X _____
CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		444 JAI GERALD WALKER	[redacted]	JGTUCMEC4 GG[redacted]	1

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
				425	.00	CS	REPROGRAMMED RADIO CLAIM CODE SUSA
				425	2.80	2480118	PER DOC#4740502 REPLACED VACUUM PUMP, BRAK
[redacted]	08/21/17	34929			.00	0600378	
	08/21/17	34929	392	111	.30	LOFTW	OIL CHANGE COMPLETED / THANK YOU...WITH # -
	08/21/17	34929	392	425	.00	SO	PARTS HAVE BEEN SPECIAL ORDERED
				425	.00	SO	PARTS HAVE BEEN SPECIAL ORDERED
				425	.20	1415160	INSTALLED NEW PUSH PIN
				425	.00	MPI	X
				425	.00	XRND	DECLINED BRAKE FLUSH AND TR/IND SERVICE
	07/12/17	31793	392	317	.00	0600161	REDEEMED GMC CAC SP [redacted] ACCESSORI
	05/08/17	27760	186	317	.00	RENTAL	RENTAL
				394	.00	CS	NO PROBLEM FOUND
				338	.30	2010335	REPROGRAM RADIO WITH SPS CODE AFTER PROGRA
				338	.00	MPI	-
				338	.00	XVP14	RECOMMEND VP FUEL INDUCTION & THROTTLE BOD
	03/23/17	24146	186	230	.50	LOFTW	OIL CHANGE COMPLETED / TIRE ROTATION / TH
				230	.00	MPI	-
				230	.00	XVP09	RECOMMEND VP THROTTLE BODY FLUSH SERVICE &
	03/23/17	24146	186	230	.40	9102844	TRANSFER CASE CONTROL MODULE REPROGRAMMING
	12/07/16	16430	444	187	.50	0600743	OIL FILTER & OIL CHANGE, TIRE ROTATION & M
				388	1.50	4029250	REPLACED FUEL TANK ASSEMBLY, NEED TO DRAIN
				187	.00	MPI	-

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Any warranties on this product sold hereby are those made by the manufacturer, which is a vehicle warranty 12 months or 12,000 miles whichever occurs first. The seller, FIVE STAR CHEVROLET-CADILLAC hereby expressly disclaims all warranties either express or implied including warranty of merchantability or fitness for a particular purpose, and FIVE STAR CHEVROLET-CADILLAC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Purchaser shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. DEALER NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. Please remove any item you deem necessary.

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X _____
SIGNATURE

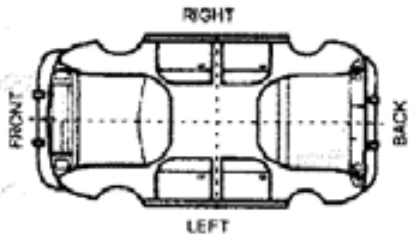
REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

M - MISSING
T - TEAR
G - GLASS DAMAGE
C - CHIP
S - SCRATCH
D - DENT



PRELIMINARY ESTIMATES _____

AUTHORIZED BY X _____

REVISED ESTIMATE (1) WAITING

REVISED ESTIMATE (2)

REVISED ESTIMATE (3)

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

X _____ CUSTOMER SIGNATURE

RO	Tag	Advisor	Added	License	VIN
[redacted]	[redacted]	444 JAI GERALD WALKER	07/05/18 16:36	GA GA	3GTU2MEC4 GG[redacted]

Customer Information

[redacted]

Work: [redacted]
Home:

Vehicle Information

57074

16 GMC SIERRA CREW CAB K1500 SLE SPECIAL
ENG,5.3L ECOTEC3 V8 Odometer: 57074
Stock No: 000[redacted]
Dates: Production: 11/25/15 Inservice: 07/21/16 Sold: 07/21/16 SLSP: 002
Last Svc: Client: 37P005 Date: 06/19/18 Adv: 444 Odom: 56167 Daily Avg: 30 Month Avg: 2499

Ln	Type	Operation	Customer Concern	Hr./Qty
24*	C	J0667 425	BELTS, R&R	
			SPG	
			Total Without Tax $	202.01
			Total Charges with Tax $	207.04
		012658178	BELT KIT Dim: 5045	1
		Sk/Hr/Tech: 05-1.3		

Additional Information

MFG: 37P005 Dist: DEF Fuel: UNL Estimated Completion: 07/05/18 17:00

Comment

Possible recheck. Last Serviced 06/19/18

Method of Payment

CUS CUSTOMERPAY CA - CASH DUE

Extended Warranty	Number	Month	Mileage	Deductible	Expires
GP	TX	84	100000	100.00	07/21/23
F	TPM	84	100000		07/21/23

DISCLAIMER OF WARRANTIES

INVOICE

[redacted]

REPAIR ORDER

FIVE STAR CHEVROLET-CADILLAC

495 WATSON BLVD. WARNER ROBINS, GA

VEHICLE CHECK-IN

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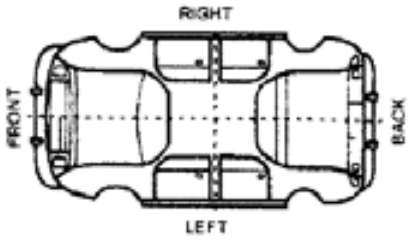

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CUSTOMER SIGNATURE

RO	Tag	Advisor	Customer	VIN	Page
[redacted]		444 JAI GERALD WALKER	[redacted]	3GTU2MEC4 GG[redacted]	1

Vehicle: 16 GMC SIERRA CREW CAB SPECIAL License: [redacted]

Last Service Performed

RO	Date	Odom	Adv	Tech	Hrs	Operation	Description
				187	.00	XVP99	CUSTOMER DECLINES VF THROTTLE BODY FLUSH S
[redacted]	11/17/16	14255	167	388	.00	X	X
				388	.00	CS	X
				388	.00	MPI	X
				388	.00	XVP09	CUSTOMER DECLINES VF THROTTLE BODY FLUSH S
	09/24/16	8512	397	127	.30	LOFVP2	OIL CHANGE COMPLETED WITH VALVOLINE DEXTEP
				127	.30	ROT	PERFORMED TIRE ROTATION
				317	.00	MPI	ALL SERVICES ARE UP TO DATE AT THIS TIME
	09/24/16	8512	397	488	.20	9102276	INSPECTED AND REPROGRAMMED WITH THE DIM
	07/27/16	961			.00	0600062	
	07/29/16	1179	397	747	.50	PT1	PATCH 1 TIRE
	04/30/16	145	392	005	1.00	DEG4	PERFORMED INSTALL DOOR EDGE GUARDS 4 DOORS
	04/30/16	145	392	005	.00	ACD	DETAIL
	01/11/16	5			.00	0590032	
	11/27/15	1			.00	0590072	

DISCLAIMER OF WARRANTIES

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X _____
SIGNATURE

REPAIR ORDER

[redacted]

STOCK NUMBER: 000G[redacted] LAST SERV MILEAGE: 0056167 MFG CODE: 37P005
3GTU2MEC4GG[redacted] GAGA SOLD DATE:07/21/16 MILE:0000144 LAST SERV:06/19/18
16 GMC SIERRA K1500 SLE CREW CAB SPECIAL IN-SERV DATE:07/21/16
SRVC $ CUS: 132 WAR: 2076 POL:

	NUMBER	TYPE	DATE	DEDUCT	MON	MILES	ACTIVE
EXT SVC PLAN1:	TK	GP	07/21/23	10000	084	100000	Y
EXT SVC PLAN2:	TFM	P	07/21/23		084	100000	Y

RO [redacted]N 06/19/18 ODOM= 56167 ADV=444 PTS=20.05 POL=.00 TOT=30.00
CLIENT=37P005 INV=06/19/18
LN 01 PAY TYPE FID TECH1-377 .30 OPR-CODE LOFTW
CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE... AUTH# CL10
LOF

EPA NOS
OIL CHANGE COMPLETED / THANK YOU
LN 51 PAY TYPE FID TECH1-377 OPR-CODE 51
CUSTOMER STATES A/C STOPPED WORKING, FOUND BELT PULLED APART...CHECK AND ADV
BELT BROKEN NEEDS BELT FOR FURTHER DIAG
CUSTOMER DECLINED BELT REPLAEMENT
LN 60 PAY TYPE FID TECH1-377 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
X
X

RO [redacted]N 12/06/17 ODOM= 42656 ADV=444 PTS=20.05 POL=.00 TOT=30.00
CLIENT=37P005 INV=12/20/17
LN 01 PAY TYPE FID TECH1-218 .30 OPR-CODE LOFTW
CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE
LOF

EPA NOS
OIL CHANGE COMPLETED / THANK YOU. AUTH# CL10032028
LN 60 PAY TYPE FID TECH1-425 OPR-CODE MPI
MULTI-POINT VEHICLE INSPECTION
-
-
LN 60-1 PAY TYPE FID TECH1-425 OPR-CODE XVP05
CUSTOMER DECLINES VP BRAKE SYSTEM FLUSH
LN 60-2 PAY TYPE FID TECH1-425 OPR-CODE XVP14
CUSTOMER DECLINES VP FUEL INDUCTION & THROTTLE BODY SERVICE

RO [redacted]Y 12/06/17 ODOM= 42656 ADV=444 PTS=443.56 POL=.00 TOT=711.10
CLIENT=37P005 INV=12/20/17
LN 02 PAY TYPE WAR TECH1-317 OPR-CODE RENTAL
CUSTOMER STATES RENTAL
-
RENTAL
LN 51 PAY TYPE WAR TECH1-425 OPR-CODE CS
CUSTOMER STATES RADIO NOT WORKING
UPDATED PROGRAM FOR SCREEN LOCKUP
REPROGRAMMED RADIO CLAIM CODE 8078A
LN 52 PAY TYPE WAR TECH1-425 2.80 OPR-CODE 2480118
CUSTOMER STATES THE BRAKE PEDAL IS HARD TO DEPRESS AND AT TIMES THE TRUCK

FLUID FOUND IN BRAKE BOOSTER
PER DOC#4748532 REPLACED VACUUM PUMP, BRAKE BOOSTER, MASTER CYLIND

RO[redacted] 08/21/17 ODOM= 34929 ADV= PTS=.00 POL=.00 TOT=.00
WORK PERFORMED AT ANOTHER DEALERSHIP CLIENT=37P005 INV=10/02/17
LN 01 PAY TYPE OPR-CODE 0600378
AUDIO/ENTERTAINMENT/NAVIGATION - OTHER ISSUES
MODULE/COMPONENT - BROKEN
GM Claim Type: ZREG

RO[redacted] N 08/21/17 ODOM= 34929 ADV=392 PTS=20.05 POL=.00 TOT=30.00
CLIENT=37P005 INV=08/21/17
LN 52 PAY TYPE FID TECH1-111 .30 OPR-CODE LOFTW
CUSTOMER STATES LUBE OIL AND FILTER TOTAL WARRANTY MAINTENANCE
LOF
EPA NOS
OIL CHANGE COMPLETED / THANK YOU...AUTH #1070540KLE

RO[redacted] Y 08/21/17 ODOM= 34929 ADV=392 PTS=1.39 POL=.00 TOT=20.50
CLIENT=37P005 INV=08/21/17
LN 51 PAY TYPE WAR TECH1-425 OPR-CODE SO
CUSTOMER STATES THE BRAKE PEDAL IS HARD TO DEPRESS AND AT TIMES THE TRUCK
P.O.O.
PARTS HAVE BEEN SPECIAL ORDERED
LN 53 PAY TYPE WAR TECH1-425 OPR-CODE SO
CUSTOMER STATES AT TIMES THE RADIO SCREEN WILL BLACK OUT BUT THE RADIO CON
P.O.O.
PARTS HAVE BEEN SPECIAL ORDERED
LN 54 PAY TYPE WAR TECH1-425 .20 OPR-CODE 1415160
CUSTOMER STATES THE PUSH PIN AT FILLER NECK IS BROKEN AND WONT HOLD FILLE
PUSH PIN BROKEN
INSTALLED NEW PUSH PIN
LN 60 PAY TYPE WAR TECH1-425 OPR-CODE MPI
CUSTOMER STATES MULTI-POINT VEHICLE INSPECTION
X
X
LN 60-1 PAY TYPE WAR TECH1-425 OPR-CODE XRND
DECLINED BRAKE FLUSH AND TB/IND SERVICE

RO[redacted] Y 07/12/17 ODOM= 31793 ADV=392 PTS=250.00 POL=.00 TOT=250.00
PREFERRED TREATMENT CLIENT=37P005 INV=07/12/17
LN 51 PAY TYPE WAR TECH1-317 OPR-CODE 0600161
CUSTOMER STATES REDEEM GMC ACCESSORIES LETTER FOR $250.00 GM ACCESSORIES
GMC CAC SR [redacted]
REDEEMED GMC CAC SR [redacted] ACCESSORIES LETTER FOR $250.00 OF

RO[redacted] Y 05/08/17 ODOM= 27760 ADV=186 PTS=.00 POL=.00 TOT=57.33
PREFERRED TREATMENT CLIENT=37P005 INV=05/11/17
LN 02 PAY TYPE WAR TECH1-317 OPR-CODE RENTAL
CUSTOMER STATES RENTAL
-
RENTAL
LN 51 PAY TYPE WAR TECH1-394 OPR-CODE CS
CUSTOMER STATES TRANSMISSION IS JERKING

```
 TEST DROVE 27 MILES TRANSMISSION
 NO PROBLEM FOUND
LN 52    PAY TYPE WAR      TECH1-338     .30               OPR-CODE 2810335
 CUSTOMER STATES RADIO SCREEN GOES BLANK BUT STILL HAS SOUND
 DIAG WITH GPS NO CODE & RADIO NEE
 REPROGRAM RADIO WITH SPS CODE AFTER PROGRAM 8078A
LN 60    PAY TYPE WAR      TECH1-338                       OPR-CODE MPI
 MULTI-POINT VEHICLE INSPECTION
 -
 -
LN 60-1 PAY TYPE WAR      TECH1-338                       OPR-CODE XVP14
 RECOMMEND VP FUEL INDUCTION & THROTTLE BODY SERVICE ON NEXT VISIT

-------------------------------------------------------------------------------
RO[redacted]N 03/23/17 ODOM=  24146 ADV=186 PTS=20.05     POL=.00      TOT=42.00
 PREFERRED TREATMENT                        CLIENT=37P005  INV=03/24/17
LN 01    PAY TYPE FID      TECH1-230     .50               OPR-CODE LOFTW
 CUSTOMER STATES LUBE OIL AND FILTER AND TIRE ROTATION TOTAL WARRANTY MAINT
 -
                                                                   EPA NOS
 OIL CHANGE COMPLETED  / TIRE ROTATION / THANK YOU (AUTH# 1020439ES
LN 60    PAY TYPE FID      TECH1-230                       OPR-CODE MPI
 MULTI-POINT VEHICLE INSPECTION
 -
 -
LN 60-1 PAY TYPE FID      TECH1-230                       OPR-CODE XVP09
 RECOMMEND VP THROTTLE BODY FLUSH SERVICE ($90.00)

-------------------------------------------------------------------------------
RO[redacted]Y 03/23/17 ODOM=  24146 ADV=186 PTS=.00       POL=.00      TOT=38.22
 PREFERRED TREATMENT                        CLIENT=37P005  INV=03/24/17
LN 24    PAY TYPE WAR      TECH1-230     .40               OPR-CODE 9102844
 CUSTOMER STATES SUBJECT:   4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP
 RECALL 28770
 TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH SPS
END OF DATA
```

****
* INQUIRY PERFORMED FOR: RO# ADV# 444 *
* CUSTOMER NAME: [redacted] *
****

VIN: 3GTU2MEC4GG[redacted] INQUIRY DATE : 07/05/18
MODEL YEAR: 2016 MODEL NUMBER: TK15543
DESCRIPTION: SIERRA 1500 CREW CAB 4WD

---------- SERVICE CAMPAIGNS ----------
CAMPAIGN: 28770-4WD IPS DRIFT DTC C0398 - 4HI LOCK-UP - EXPIRES WITH BASE WARRANTY
CAMPAIGN LABOR OPERATION: [redacted]-TRANSFER CASE CONTROL MODULE REPROGRAMMING WITH SPS
CAMPAIGN TYPE: Service Update Bulletins
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 92291
CAMPAIGN CONTACT:
CAMPAIGN DATE: 01/06/2017 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK:
CAMPAIGN LONG DESC: A SERVICE 4WD MESSAGE MAY BE DISPLAYED ON THE DRIVER INFORMATION CENTER AND DTC C0398 MAY BE SET. CONCURRENTLY, THE VEHICLE IS PERMANENTLY LOCKED IN 4HI AND CANNOT BE SHIFTED OUT OF IT WHILE THE CODE IS PRESENT. IF THE CODE IS CLEARED, THIS SCENARIO MAY REPEAT IF THE TRANSFER CASE IS IN AUTO MODE AND DRIVEN FOR APPROX. 2 OR MORE HOURS. CUSTOMERS WILL LIKELY NOTICE THAT THE STEERING WHEEL IS HARDER TO TURN, THE ENGINE WILL FEEL LIKE IT HAS LOST POWER AND THE TIRES MAY SQUEAL WHEN TURNING IN A PARKING LOT.
CAMPAIGN PARTS:
CAMPAIGN CUSTOMER ACTION:
CAMPAIGN NOTES:
CAMPAIGN REPAIR DESCRIPTION: DEALERS ARE TO REPROGRAM THE TRANSFER CASE CONTROL MODULE.

CAMPAIGN: 16007-FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY
CAMPAIGN LABOR OPERATION: [redacted] CUSTOMER REIMBURSEMENT APPROVED
CAMPAIGN LABOR OPERATION: [redacted] CUSTOMER REIMBURSEMENT DENIED FOR USA DEALERS ONLY
CAMPAIGN LABOR OPERATION: [redacted] REPROGRAM INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODUL
CAMPAIGN LABOR OPERATION: [redacted] REPLACE AIRBAG SENSING AND DIAGNOSTIC MODULE
CAMPAIGN TYPE: Product Safety Recall
CAMPAIGN GROUP:
CAMPAIGN SUBGROUP: 93642
CAMPAIGN CONTACT:
CAMPAIGN DATE: 09/08/2016 EXPIRATION DATE: Unlimited
CAMPAIGN STATUS: C CLOSED
CAMPAIGN SAFETY RISK: IF THE FRONTAL AIRBAGS AND SEATBELT PRETENSIONERS DO NOT DEPLOY WHEN REQUIRED, THERE IS AN INCREASED RISK OF INJURY TO OCCUPANTS IN A CRASH.
CAMPAIGN LONG DESC: 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

Luis Palomo (C)

From: Luis Palomo (C)
Sent: Tuesday, August 14, 2018 2:17 PM
To: 'alex@lemonlawinfo.com'
Subject: Final repair attempt date! [redacted]

Good afternoon Alex,

I have confirmed the date of August 21st, 2018 for the final repair attempt for [redacted] with Five Star Chevrolet-Buick-GMC-Cadillac in Warner Robins Georgia. She will need to have her vehicle delivered to the dealership the day before on August 20th, 2018; or 2 hours before the scheduled appointment. The scheduled appointment is at 9:00 am so please have the vehicle there by no later than 7:00 am August 21st. If you have any questions feel free to reach me at the number provided below or via email. Thank you.

Sincerely,
Luis | – Legal Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, ext: 5924486
Fax: 866-215-6750

August 8, 2018

Alex Simanovsky, Esq.
Alex Simanovsky & Associates
2300 Henderson Mill Rd., Suite 300
Atlanta, GA 30345

RE: [redacted]
Service Request [redacted]
2016 GMC Sierra 1500
Vehicle Identification Number: 3GTU2MEC4GG[redacted]
Customer Relationship Specialist: Luis

Dear Mr. Simanovsky:

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

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

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

☒ Copy of owner's current title and/or registration
☒ Other: Repair orders
☒ Finance agreement
☒ Buyer's agreement

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

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

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

_____ _____
Signature Signature

PE18-012

GM

3-27-2019

Q3

Incident: Brakes Went Out in 2016 Chevrolet Suburban (July 14, 2018)

Description of Trip: My family went camping with my sister's family in Big Sur at Big Sur Campgrounds and Cabins, 47000 CA 1, Big Sur, CA 93920. Met up with 3 other families that I have never met before; friends of my brother-in-law. I Drove up Wednesday night, July 11, 2018 around 9pm so I could make the 450 mile, 7 hour drive with no stops from the kids because they would be asleep. Stopped at a hotel around 4 hours up in Paso Robles. Then woke up at 9am and drove to the campgrounds. Made a pit stop in Pacific Grove to meet up with my other sister and brothers family to have breakfast with them. After breakfast drove into Big Sur and setup camp. On Saturday, at about noon all of us (5 different cars) went out to McWay Falls at Julia Pfeiffer Burns State Park which was a 12.5 mile drive south on the CA 1 highway. At about 100 feet before the driveway into the parking area for the waterfall the entire braking system went out. As I pushed on the brakes, it felt like I was pushing on a wall of metal that had no budge. And to clarify I wasn't riding the brakes; I'm used to driving on hills and like to use the brakes as little as possible. I didn't tell my wife or 3 little kids that this happened because I didn't want to add more chaos to the situation. So I pushed down the brakes as hard as I could and lowered the gear to slow it down and was able to get it to come to a stop without hitting the person in front of me or drive off the cliff which is where I was headed. There were a lot of cars and people around as well; any of which I could have it. And my sister's 3 little kids were right behind me. If they would have saw us roll over the cliff they would have been devastated. So to be safe, we piled in everybody else's car, and drove back up halfway to a restaurant that had 1 bar of service for our phones so we can call the tow company. We called AAA which sent out the local tow company. My brother in law and I waited 1 hour and 50 minutes for them to come while my family went home with the other families back to the campgrounds. My wife now had added stress because she had to watch the kids without me in the river. She's afraid of the water. We followed behind the tow truck driver, who had my truck on his flatbed, into Monterey which was 41 miles north of the waterfall. We called a few places around as we got closer and everyone recommended Midas. We were able to get it to them about 545pm before they closed so they could work on it on Sunday. The local Chevy dealer was open too but they said they wouldn't be able to look at it until Monday. Midas said they would have an answer to us by Sunday morning at 11am as to what the root cause is. We found out it was the brake vacuum pump and power booster; it wasn't giving any air to the brakes which caused it to feel like I had no brakes at all. They called around and couldn't get a part so they said they would call the dealer at 6 am on Monday. By 8 am and after calling about 20 dealers they finally found one that had the part and was able to dropship it that day. Everyone was out of it because it was in so high demand. Also when we got telephone service, we looked up our issue and found 100s if not 1000s of people with the exact same problem. It seemed to be related to 2015-2016 GMs of model Suburban, Denali and Escalade. All of the stories ended in someone wrecking into someone else to be able to stop their cars. And the dealer didn't take any responsibility for them.

After we dropped the car off, we drove back into the campground and spent the night there and asked the other families if they could go out of their way to fit all of our stuff and my family of 5 into their stuffed cars. They gladly accepted even though they didn't know us; some even planned on leaving early but stayed to help us out. They dropped us off at Midas so we can load up all of our gear in the Suburban. At that time, everyone went home and we were pretty much stranded until they fixed our

car. And all the renta car places were closed so we just ubered it wherever we needed to; mainly to eat. We walked to the cheapest hotel and got a room for the night. Then Uber'd it to eat and get some long sleeves since all of our clothes were wet or dirty. We didn't even want to explore the town because my wife was sick and I ended up getting sick too and so did 2 of our 3 kids. My wife now has bronchitis from being cooped up in that room and not being able to take care of it quicker. We talked to Midas on Sunday and they pretty much said we have to wait till Monday for the part so we had to book it for another night. Very frustrating but Midas was doing all they could to help us. He said that the vacuum pump was part of a silent recall that Chevy has that they only replace if you complain. So had I not been a good driver and figured out a way to stop the car, we would have all been dead all because they wanted to save a buck. I am going to do all I can to get this published as a recall because you go from perfect brakes to no brakes which is highly dangerous for people. And usually it's a family that drives a suburban with multiple kids. That's terrible on GM's part. We got the part at 3pm on Monday, July 16th and the car was fixed about 5:30pm. We left at 6pm to our long drive home because both my wife and I had to work. I already missed one day of work. and we both missed work on Tuesday because we got home really late and were super sick.

My Information: [redacted]

Car Affected: 2016 Chevrolet Suburban, **VIN:** 1GNSCHKCXGR[redacted] **LIC#**[redacted]

AAA covered the first 7 miles. **Towing company charged for the rest** which was $390 billed to 2 credit cards.

Midas replaced Brake Booster and Brake Vacuum Pump; parts and labor.

We used Uber twice. once to get food and another to get back to hotel. the rest of the time we just had food delivered.

Representative at Ally:

Kurt Agner, kurt.agner@ally.com, 800-631-5590

Summary of Costs Associated with Brake Outage

Expenses Paid Due to Bad Brake System That Chevrolet Knew About

Day 1 (7/14/18) Saturday

$390.00	Towing Fee in addition to what AAA already covered - Carmel Towing ($266.60 + $123.40)
$0	Lunch and dinner free because we got a ride back to campgrounds

Day 2 (7/15/18) Sunday

$203.26	Hotel - Holiday Inn Express (cheapest within walking distance to Midas)
$58.93	Dinner - Dominos Pizza
$0	Breakfast didn't eat. Lunch forgot to save receipt for In N Out
$0	No Rent A Cars Available in the Area so stayed in the hotel for 2 days pretty much

Day 3 (7/16/18) Monday

$263.54	Hotel - Holiday Inn Express (cheapest within walking distance to Midas)
$994.21	Car Repairs - Midas (Brake Booster and Vacuum Pump)
$22.44	Lunch - Del Taco
$9.46	Uber to Lunch
$9.04	Uber back to Hotel
$52.74	Dinner - Chilis

$1,869.51	Total Expenses (excluding meals)
$2,003.62	Total Expenses (including meals)

VISION PRINTING | orders@visionprinting.com | 1-805-389-6561 | fax 805-233-6499

CARMEL TOWING & GARAGE

DBA CARMEL TOWING

JUNIPERO & 4TH - P.O. BOX 734 - CARMEL, CA 93921
624-3827 or 624-3704 • FAX 626-3831
BAR #AA136976 • TAX I.D. #77-0166164

[redacted]

P.O. NO.
R.O. NO.
TIME OUT
TIME IN
TOTAL TIME
MILEAGE ENDING
MILEAGE START
TOTAL MILES

DATE IN 7-14-18 DATE OUT 7-14-18

NAME [redacted]

ADDRESS [redacted]

CITY PHONE

YR.	MAKE	MODEL	COLOR	LICENSE #	V.I.N.
16	Chev	Suburban	White	[redacted]	

DESCRIPTION

LOCATION OF PICKUP J.P. Burns State Park Big Sur
TAKEN TO 1548 Del Monte Blvd S.S
DOLLY
EXTRA LABOR
Over miles
Approval # 074517
ADDITIONAL TOWING
ADVANCE PAYOUT TO
STORAGE FROM TO #DAYS @ /DAY
COMMENTS:
123.40
96829P

TOWING	
MILEAGE	
DOLLY	
LABOR	
ADDL TOWING	
ADVANCE PAYOUT	
STORAGE	
TAX	266 60
TOTAL	[illegible] 00
CHECK NO.	CASH / CHARGE

LEGAL OWNER
REQUESTED BY

DRIVER Fred TRUCK NO. 01
FRONT TOW ☑ REAR TOW ☐

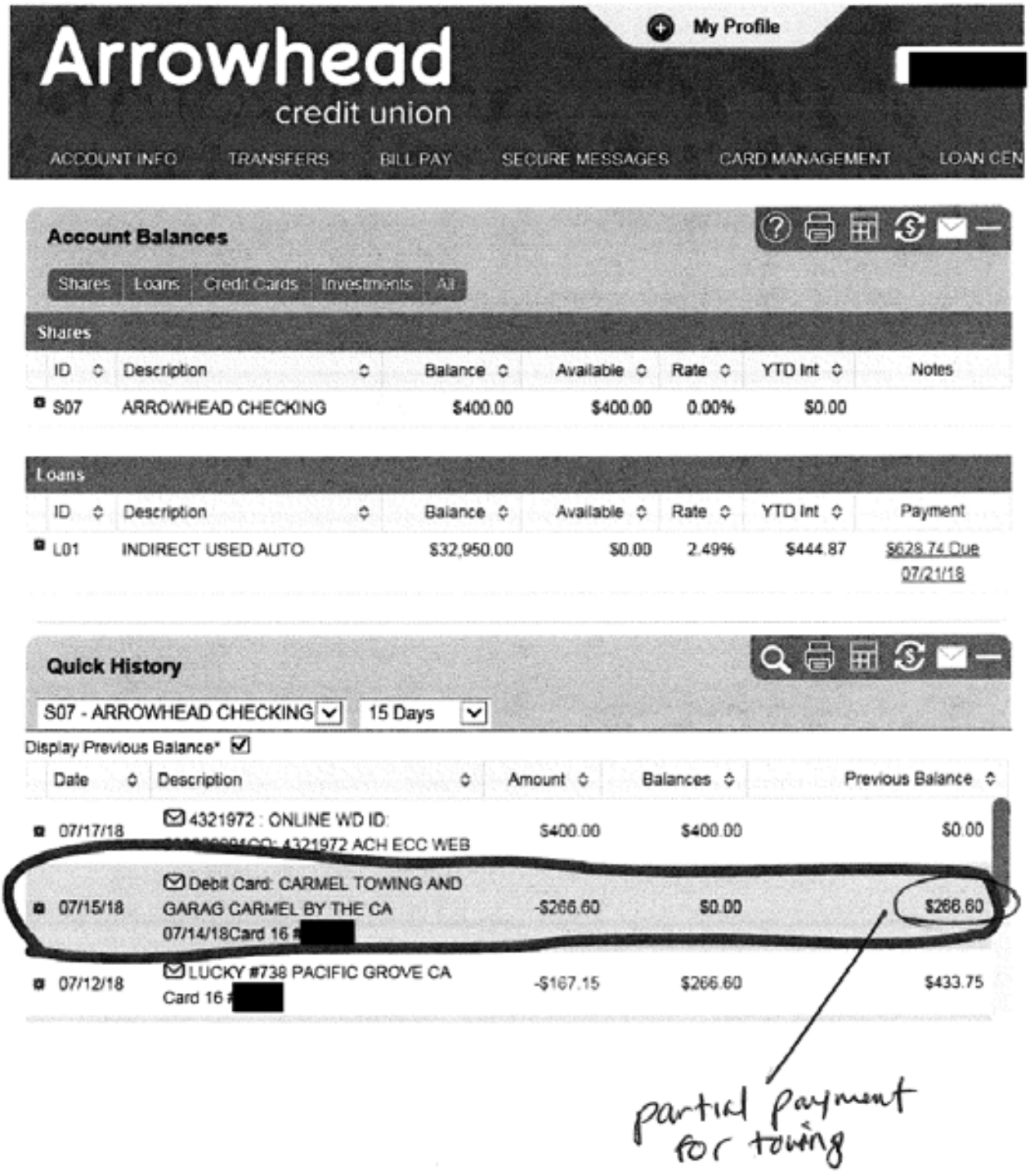
390 Total

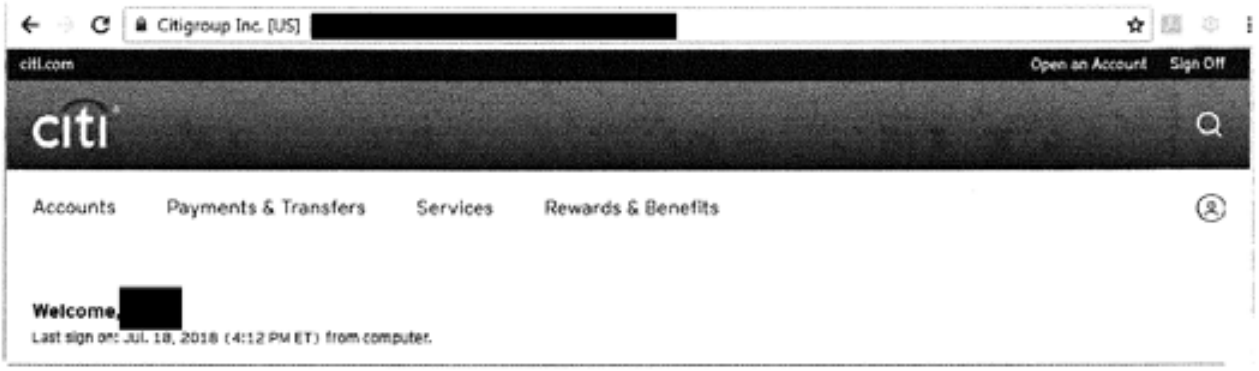
UPON REQUEST YOU ARE ENTITLED TO RECEIVE A COPY OF THE TOWING FEES AND ACCESS NOTICE

I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THEREIN. I HAVE RECEIVED ABOVE VEHICLE IN SATISFACTORY CONDITION.

SIGNE[redacted]

NOT R[redacted]CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.


Arrowhead
credit union
My Profile
[redacted]
ACCOUNT INFO
TRANSFERS
BILL PAY
SECURE MESSAGES
CARD MANAGEMENT
LOAN CEN
Account Balances
Shares
Loans
Credit Cards
Investments
All
Shares
ID
Description
Balance
Available
Rate
YTD Int
Notes
S07
ARROWHEAD CHECKING
$400.00
$400.00
0.00%
$0.00
Loans
ID
Description
Balance
Available
Rate
YTD Int
Payment
L01
INDIRECT USED AUTO
$32,950.00
$0.00
2.49%
$444.87
$629.74 Due 07/21/18
Quick History
S07 - ARROWHEAD CHECKING
15 Days
Display Previous Balance*
Date
Description
Amount
Balances
Previous Balance
07/17/18
4321972 : ONLINE WD ID: [redacted] CO: 4321972 ACH ECC WEB
$400.00
$400.00
$0.00
07/15/18
Debit Card: CARMEL TOWING AND GARAG CARMEL BY THE CA 07/14/18Card 16 [redacted]
-$266.60
$0.00
$266.60
07/12/18
LUCKY #738 PACIFIC GROVE CA Card 16 [redacted]
-$167.15
$266.60
$433.75
partial payment for towing



Pending Total $430.19

Date	Description	Amount	Running Balance
Jul 16, 2018	*CHILIS SEASIDE SEASIDE CA*	*$40.74*	-----
Jul 16, 2018	*IHG SEASIDE CA*	*$263.54*	-----
Jul 16, 2018	*SHELL SEASIDE CA*	*$95.91*	-----
Jul 15, 2018	*IHG SEASIDE CA*	*$20.00*	-----
Jul 12, 2018	*ADELAIDE INN PASO ROBLES CA*	*$10.00*	-----

dinner 2nd night

hotel 2nd night

Posted Total $1,222.62

Date >	Description >		
Jul 16, 2018			
Jul 16, 2018			
Jul 16, 2018			
Jul 16, 2018			
Jul 16, 2018			
Jul 15, 2018			
Jul 15, 2018			
Jul 15, 2018			
Jul 14, 2018		$123.40	

partial payment for towing

MIDAS AUTO SERVICE
1543 DEL MONTE BLVD
SEASIDE CA 93955

07/16/2018 17:38

CREDIT CARD

VISA SALE

Card # XXXXXXXXXXXX[redacted]
Network: VISA
Chip Card: Visa Credit
AID: [redacted]
ATC:
TC:
SEQ #: 10
Batch #: 7
Trans #: 1010
Approval Code: [redacted]
Entry Method: Chip Read
Mode: Issuer

SALE AMOUNT $994.21

THANK YOU

CUSTOMER COPY

MIDAS AUTO SERVICE EXPERTS
1543 DEL MONTE BLVD
SEASIDE, CA 93955
(831)899-4366
BAR # AA001470 EPA # CAL000012157

Invoice # [redacted]
Date : 7/16/2018 5:38:40PM
Page : 1

Customer :	[redacted]	Vehicle :	2016 CHET SUBURBAI
Address :		License :	[redacted] Othe : WHITE
City :		VIN :	1GNSCHKCXGR[redacted]
Phone 1 :		Engine :	V8-325 5.3L Trans :
Phone 2 :		Mileage :	67315 Othe :

All Parts are New unless Otherwise Noted

Op / OH	Tech / Quan	Description / Part Number	Part Description	Labor	Parts Price	Subtotal
		Estimate Approvals:				
		Original Approval Date: 7/16/2018 8:06:00 AM Reason: RR BRAKE BOOSTER AND BRA				
		Amount: $1,021.34 Auth By: [redacted] Contacted By Phone				
		Phone: [redacted] By: JJC				

CI 100	TS	CUSTOMER STATES:CAR TOWED IN 1) STATES THAT IS GETTING HARD PEDAL AND NOT STOPPING		0.00		
		TIRE PRESSURE ADJUSTED TO: FRONT ____PSI REAR ____PSI				
CI 101	VIC	MIDAS PREMIUM BRAKE EVALUATION.		0.00		
101153	TS	REMOVE AND REPLACE POWER BOOSTER		200.00	161.41	361.41
	1.00	W0133-2053346	BRAKE BOOSTER GM ORI		161.41	
OTH400	TS	OTHER LABOR: REMOVE AND REPLACE BRAKE SYSTEM VACUUM PUMP		275.00	313.84	588.84
	1.00	12669488	VACUUM PUMP		313.84	
CI 439	TS	TECHNICIAN NOTES:CONFIRMED CUSTOMER COMPLAINT FOUND INTERMITTANT "HARD BRAKE" PEDAL, CHECKED FOR VACUUM PUMP APPEARS TO HAVE LOW PRESSURE, RECOMEND REPLACING PUMP AND RESTESTING/ ASM SPOKE WITH CUSTOMER TO REVIEW OPTIONS AND CUSTOMER REQUESTED TO HAVE PUMP AND BOOSTER REPLACED		0.00		

		Payments:				

Old Parts Requested By Customer? (_) Yes (_) No

I Authorize Midas to perform the repairs below and furnish necessary materials. I understand any cost quoted is an estimate. Midas employees may operate the Vehicle for inspection, testing and delivery and may park the vehicle in the outside parking lot. Midas will not be responsible for loss or damage to the vehicle or articles left in it in case of fire, theft or any other reason not caused by Midas. Vehicles left overnight are at the owners risk. I understand that Midas is not assuming any responsibility for theft or damage to the vehicle at any time when the vehicle is not inside the Midas building or being driven by Midas. An express mechanics lien is acknowledged on the above vehicle to secure payment for work performed un der a written repair estimate. Vehicles left at the shop more than five (5) days are suject to $30.00 per day storage charges.

X _____

Labor :	$475.00
Parts :	$475.25
Sublet :	$0.00
Other Fees :	$0.00
Subtotal :	$950.25
Sales Tax :	$43.96
Paid With: Total :	$994.21
VISA MASTER CRD	
Pay Ref : Paid :	$994.21
Due :	$0.00

Midas International Corporation issues written warranties on mufflers, shock absorbers, strut assemblies, strut cartridges, brake shoes and pads, variable rate springs, and catalytic converters. The warranty terms for these products are stated on separate printed warranty certificates issued to you, together with the invoice upon purchase of the appropriate warranted product. The terms of all warranties are in the Midas Warranty Binder in each Midas Shop. THE BRAKE WARRANTY DOES NOT COVER THE COST OF ADDITIONAL COMPONENTS AND LABOR REQUIRED to restore brake system to its proper operation, which must be done at time of shoe or pad replacement. Consult Midas Warranty Binder for complete details of this warranty. All other products and workmanship are warranted for ninety (90) days from the date of installation. There are no other warranties issued by Midas International Corporation. This warranty gives you legal rights. You may also have other rights which vary from state to state. Warranty work will be performed at any Midas Shop in the USA or Canada offering the warranted product or service. For the address of your nearest Midas Shop, see the Yellow Pages of the local telephone directory or write Midas Consumer Relations, 1300 Arlington Heights Road, Itasca, IL. 60143

Thank You!
We Appreciate Your Business!
For comments contact Midas Consumer Relations
831-422-1924

BBB ACCREDITED BUSINESS

MIDAS AUTO SERVICE EXPERTS
1543 DEL MONTE BLVD
SEASIDE, CA 93955
(831)899-4366
BAR # AA001470 EPA # CAL000012157

Invoice # [redacted]
Date : 7/16/2018 5:38:40PM
Page : 2

Customer : [redacted]
Address :
City :
Phone 1 :
Phone 2 :

Vehicle : 2016 CHET SUBURBAI
License : [redacted] **Othe :** WHITE
VIN : 1GNSCHKCXGF[redacted]
Engine : V8-325 5.3L **Trans :**
Mileage : 67315 **Othe :**

Op OH	Tech Quan	Description Part Number	All Parts are New unless Otherwise Noted Part Description	Labor	Parts Price	Subtotal

VISA MASTER CRD, $994.21, on 07/16/18

Old Parts Requested By Customer? (_) Yes (_) No

I Authorize Midas to perform the repairs below and furnish necessary materials. I understand any cost quoted is an estimate. Midas employees may operate the Vehicle for inspection, testing and delivery and may park the vehicle in the outside parking lot. Midas will not be responsible for loss or damage to the vehicle or articles left in it in case of fire, theft or any other reason not caused by Midas. Vehicles left overnight are at the owners risk. I understand that Midas is not assuming any responsibility for theft or damage to the vehicle at any time when the vehicle is not inside the Midas building or being driven by Midas. An express mechanics lien is acknowledged on the above vehicle to secure payment for work performed un der a written repair estimate. Vehicles left at the shop more than five (5) days are suject to $30.00 per day storage charges.

X _____

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VISA MASTER CRD	
Pay Ref : **Paid :**	$994.21
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Thank You!
We Appreciate Your Business!
For comments contact Midas Consumer Relations
831-422-1924

BBB ACCREDITED BUSINESS

Date: [redacted]

Customer: [redacted] CSR #: [redacted] T #:

License Plate: Mi/Km:

Brake System Evaluation

MIDAS — Trust the Midas touch®

OK | Suggested | Required

Parking Lot and Road Test (check all observations that apply)

- Wheels: ☐ Normal; ☐ Custom ..... LF RF LR RR; ☐ Mismatch ..... LF RF LR RR; ☐ Damaged Locks ..... LF RF LR RR; ☐ Missing Lug Nuts ..... LF RF LR RR
- Tire Condition: ☐ Normal; ☐ Further Inspection Required
- Brake Lights: ☐ Normal; ☐ Brake/Warning On; ☐ ABS Light On; ☐ ABS Light Flashing; ☐ Rear Brake Light Inoperative
- Forward Stop Test: ☐ Normal; ☐ Pull; ☐ Lock Up; ☐ Noise; ☐ Pulsation; ☐ Fade
- Reverse Stop Test: ☐ Normal; ☐ Pull; ☐ Noise; ☐ Lock-up; ☐ Pulsation
- Hub Cap Condition: ☐ Normal; ☐ Locking ..... LF RF LR RR; ☐ Mismatch ..... LF RF LR RR; ☐ Damaged Locks ..... LF RF LR RR; ☐ Missing ..... LF RF LR RR
- Brake Pedal Feel: ☐ Normal; ☐ Low; ☐ High; ☐ Spongy; ☐ Hard; ☐ Intermittent Drop; ☐ Sinking
- Parking Brake: ☐ Normal; ☐ Excessive Travel; ☐ Inoperative
- Vehicle Equipped With: ☐ Antilock Brake System; ☐ Traction Control System; ☐ Electronic Stability Control; ☐ Tire Pressure Monitoring System

Under Hood and Under Vehicle

Component	Condition
Brake Fluid	D.O.T. type #
Fluid Level	
Copper Content	_____ ppm (0 ppm; 10 ppm; 50 ppm; 100 ppm; 200 ppm; 500 ppm — 200 ppm or greater)
Master Cylinder / ~~Auxiliary Reservoir~~	
Power Booster	
Valves, Hoses & Lines Hydraulic or ABS	
Front Body To Axle Hose	
Steel Brake Lines	Location:
Parking Brake Cables	Location:
Parking Brake Shoe	☐ Further Inspection Required

Left Front

Component	Condition	Measurements	Front Specifications	Measurements
Lugs or Studs		PAD/SHOE Inner or Front: 3.42	Pad or Shoe Minimum	Inner or Front: 3.43
Hoses		Outer or Rear: 3.44		Outer or Rear: 3.45
Brake Shoe or Caliper Hardware		ROTOR/DRUM Thickness or Diameter: 1.146	Machine To / Discard At	Thickness or Diameter: 1.153
Self Adjuster		Runout	Maximum Runout	Runout
Caliper or Wheel Cylinder			Torque Specifications	
Pad or Shoe			_____ ft. lbs. Caliper or anchor mounting bolts	
Rotor or Drum		(Check one, if applicable) ☐ Replace ☐ Recondition	_____ ft. lbs. Caliper bridge pin bolts or retaining screws	(Check one, if applicable) ☐ Replace ☐ Recondition
Backing Plate			_____ ft. lbs. WHEEL LUGS OR NUTS	
Seals				
Wheel Bearings				

Right Front

Component	Condition
Lugs or Studs	
Hoses	
Brake Shoe or Caliper Hardware	
Self Adjuster	
Caliper or Wheel Cylinder	
Pad or Shoe	
Rotor or Drum	
Backing Plate	
Seals	
Wheel Bearings	

Reasons that items are marked SUGGESTED for replacement or service.

1. Part is close to the end of its useful life (i.e., just above discard specifications, weak, failure likely to occur soon, etc.)
2. Address a customer need, convenience or request (i.e., stiffen ride, enhance performance, eliminate noise, etc.)
3. Comply with maintenance recommended by the vehicle's original equipment manufacturer (OEM)
4. Technician's recommendation based on substantial and informed experience

Reasons that items are marked REQUIRED for replacement or service.

- A. Part no longer performs intended function
- B. Part does not meet a design specification, regardless of performance
- C. Part is missing

Items crossed out or marked N/A, do not apply to that portion of your vehicle's braking system.

MOTORIST ASSURANCE PROGRAM — STANDARDS FOR AUTOMOTIVE REPAIR — www.motorist.org/

If you decide to approve service for your vehicle, you may decline any suggested repairs. However, if you do not approve required repairs, we must refuse to perform repair service on that system if, in our judgement, proceeding with the work could create or continue unsafe conditions.

Left Rear

Component	Condition	Measurements	Rear Specifications	Measurements
Lugs or Studs		PAD/SHOE Inner or Front: 2.81	Pad or Shoe Minimum	Inner or Front: 2.79
Hoses		Outer or Rear: 2.81		Outer or Rear: 2.83
Brake Shoe or Caliper Hardware		ROTOR/DRUM Thickness or Diameter: .789	Machine To / Discard At	Thickness or Diameter: .785
Self Adjuster		Runout	Maximum Runout	Runout
Caliper or Wheel Cylinder			Torque Specifications	
Pad or Shoe			_____ ft. lbs. Caliper or anchor mounting bolts	
Rotor or Drum		(Check one, if applicable) ☐ Replace ☐ Recondition	_____ ft. lbs. Caliper bridge pin bolts or retaining screws	(Check one, if applicable) ☐ Replace ☐ Recondition
Backing Plate			_____ ft. lbs.	
Seals				
Wheel Bearings				

Right Rear

Component	Condition
Lugs or Studs	
Hoses	
Brake Shoe or Caliper Hardware	
Self Adjuster	
Caliper or Wheel Cylinder	
Pad or Shoe	
Rotor or Drum	
Backing Plate	
Seals	
Wheel Bearings	

Left

	Measurements	Parking Brake Specs	Measurements
Shoe	SHOE Front	Shoe Minimum	Front SHOE
Drum in rotor			
Shoe Hardware	Back	Drum Minimum	Back

Right

Shoe
Drum in rotor
Shoe Hardware

Technician Comments & Road Test Notes _____

Tech Initials _____

Service Advisor Initials _____

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MIDAS AUTO SERVICE EXPERTS

1543 DEL MONTE BLVD
SEASIDE, CA 93955
(831)899-4366
BAR # AA001470 EPA # CAL000012157

Estimate # [redacted]
Date : 7/14/2018 5:38:33PM
Page : 1

Customer : [redacted]
Address :
City :
Phone 1 :
Phone 2 :

Vehicle :2016 CHET SUBURBAI
License : [redacted]
VIN : 1GNSCHKCXGR[redacted]
Engine : V8-325 5.3L
Mileage :

ESTIMATE ONLY
Othe : WHITE
Trans :
Othe :

All Parts are New unless Otherwise Noted

Op / OH	Tech / Quan	Description / Part Number	Part Description	Labor	Parts Price	Subtotal
CI 100		CUSTOMER STATES:CAR TOWED IN 1) STATES THAT IS GETTING HARD PEDAL AND NOT STOPPING		0.00		
		TIRE PRESSURE ADJUSTED TO: FRONT ____PSI REAR ____PSI				
CI 101		MIDAS PREMIUM BRAKE EVALUATION.		29.95		29.95

$0 paid

Old Parts Requested By Customer? (_) Yes (_) No

I Authorize Midas to perform the repairs below and furnish necessary materials. I understand any cost quoted is an estimate. Midas employees may operate the Vehicle for inspection, testing and delivery and may park the vehicle in the outside parking lot. Midas will not be responsible for loss or damage to the vehicle or articles left in it in case of fire, theft or any other reason not caused by Midas. Vehicles left overnight are at the owners risk. I understand that Midas is not assuming any responsibility for theft or damage to the vehicle at any time when the vehicle is not inside the Midas building or being driven by Midas. An express mechanics lien is acknowledged on the above vehicle to secure payment for work performed under a written repair estimate.
Vehicles left at the shop more than five (5) days are suject to $30.00 per day storage charges.

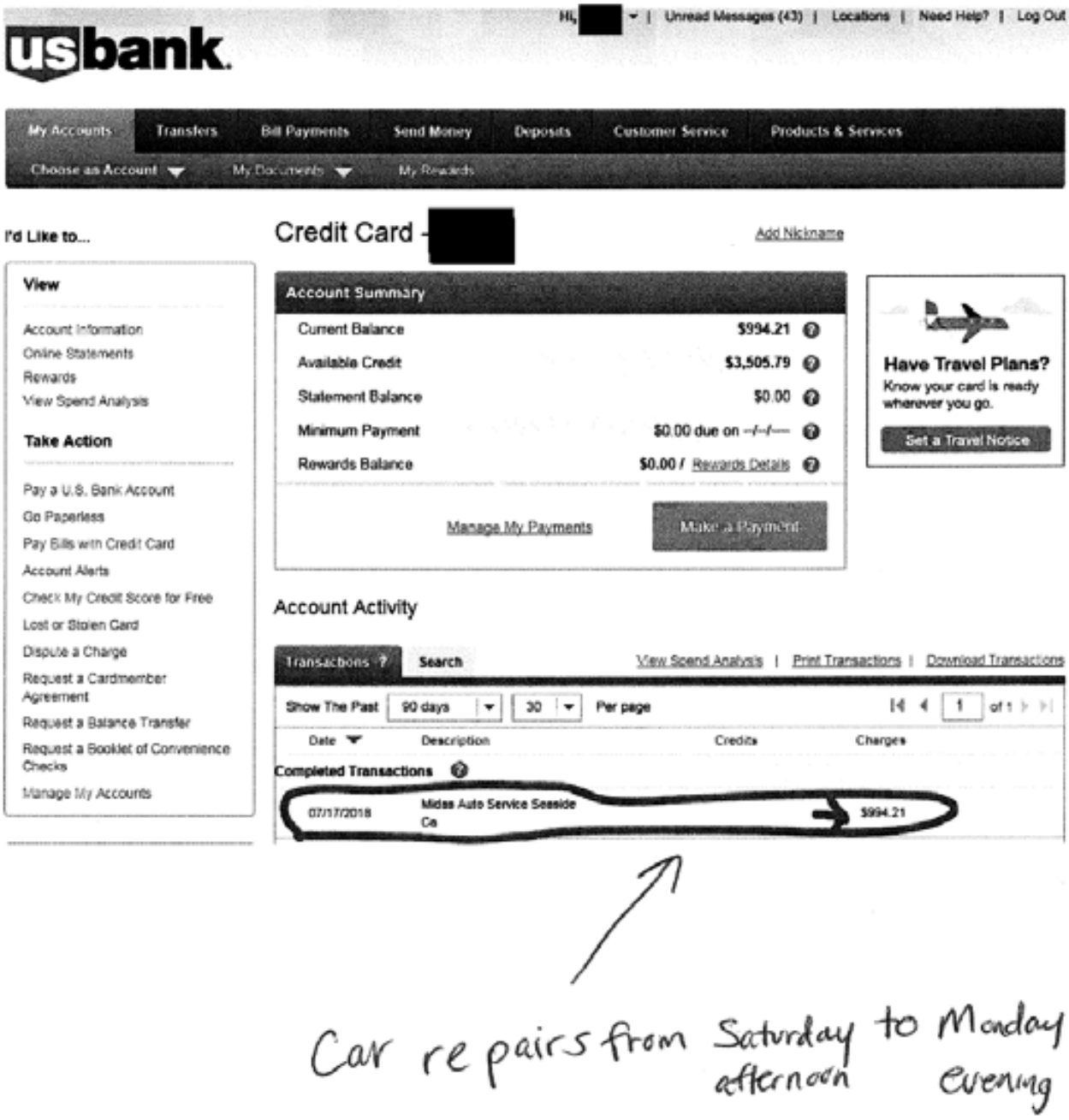
X _____

Labor :	$29.95
Parts :	$0.00
Sublet :	$0.00
Other Fees :	$0.00
Subtotal :	$29.95
Sales Tax :	$0.00
Total :	$29.95

Midas International Corporation issues written warranties on mufflers, shock absorbers, strut assemblies, strut cartridges, brake shoes and pads, variable rate springs, and catalytic converters. The warranty terms for these products are stated on separate printed warranty certificates issued to you, together with the invoice upon purchase of the appropriate warranted product. The terms of all warranties are in the Midas Warranty Binder in each Midas Shop. THE BRAKE WARRANTY DOES NOT COVER THE COST OF ADDITIONAL COMPONENTS AND LABOR REQUIRED to restore brake system to its proper operation, which must be done at time of shoe or pad replacement. Consult Midas Warranty Binder for complete details of this warranty. All other products and workmanship are warranted for ninety (90) days from the date of installation. There are no other warranties issued by Midas International Corporation. This warranty gives you legal rights. You may also have other rights which vary from state to state. Warranty work will be performed at any Midas Shop in the USA or Canada offering the warranted product or service. For the address of your nearest Midas Shop, see the Yellow Pages of the local telephone directory

Thank You!
We Appreciate Your Business!
For comments contact Midas Consumer Relations
831-422-1924

BBB ACCREDITED BUSINESS



Car repairs from Saturday afternoon to Monday evening

Expedia

Receipt for Holiday Inn Express at Monterey Bay, Seaside

Jul 15, 2018 - Jul 16, 2018 Itinerary # [redacted]

Booked Items

[redacted]

Traveler Information

[redacted]

Cost Summary

Booked Date: Jul 15, 2018

Room Price	**$203.26**
1 night	$179.10
Taxes & Fees	$24.16

Total: **$203.26**
Collected by Expedia

Paid: **$203.26**
[MasterCard 4982]
All prices quoted in USD.

1st Day – July 15 – Sunday

60 07-16-18

[redacted]

Folio No. :
A/R Number :
Group Code :
Company : **car issues**
Membership No. :
Invoice No. :

Room No. : [redacted]
Arrival :
Departure :
Conf. No. :
Rate Code :
Page No. :

Date	Description	Charges	Credits
07-16-18	*Accommodation	234.00	
07-16-18	Room Tax	28.08	
07-16-18	City Tax - Room	1.00	
07-16-18	CA Tourism Assessment	0.46	
	Total	**263.54**	**0.00**
	Balance	**263.54**	

Guest Signature: _____

I have received the goods and / or services in the amount shown heron. I agree that my liablity for this bill is not waived and agree to be held personally liable in the event that the indicated person, company, or associate fails to pay for any part or the full amount of these charges. If a credit card charge, I further agree to perform the obligations set forth in the cardholder's agreement with the issuer.

2nd Day - July 16 - Monday

Holiday Inn Express Monterey Bay
1400 Del Monte Blvd.
Seaside, CA 93955
Telephone: (831) 394-5335 Fax: (831) 394-7125

[redacted]

From: orders@dominos.com
Date: 7/15/18 20:52 (GMT-08:00)
To [redacted]
Subject: Your Domino's Order

Dinner 1st Night

Thank you for placing your order at Dominos.com! If you have any questions about your order, please call the store directly at 831-899-4557.

In case the store needs to reach you, we'll call the phone number below. If you do not answer we will be unable to deliver your order.

Customer Information

Name on Order: [redacted]
Delivery Addres [redacted]
Callback Phone [redacted]
Your Domino's Store (7990): 1022 Broadway Ave. #B Seaside CA 93955 | 831-899-4557
Delivery Time: Approximately 40-50 minutes

Order Details

Order # [redacted]
Date: 07/15/2018 8:52PM

The following order is being delivered hot and fresh to your door:

Quantity	Description	Amount
1	**X-Large (16") Hand Tossed Ultimate Pepperoni** **Whole:** Robust Inspired Tomato Sauce, Cheese, Extra Pepperoni, Shredded Parmesan, Shredded Provolone Cheese	$11.75
1	**Medium (12") Handmade Pan Deluxe** **Whole:** Robust Inspired Tomato Sauce, Cheese, Pepperoni, Mushrooms, Green Peppers, Onions, Italian Sausage	$9.50
1	**Garlic Bread Twists** **Options:** Marinara	$6.49
1	**20oz Bottle Sprite®**	$2.29
1	**Ranch Dipping Cup**	$0.75
1	**14-piece Plain Wings** **Options:** Kicker Hot Sauce, Ranch	$13.99

Coupon Used: 50% off all Pizzas at Menu Price – Online Only

Food & Bev Total: $44.77

Tax:	$4.31
Bottle Deposit:	$0.00
Delivery Charge:	$4.49
Tip Amount:	$5.36

Total: $58.93

Payment Details
Payment Method: Credit Card $58.93
Any Delivery Charge is not a tip paid to your driver.

LEGAL STUFF ▸

Domino's Pizza LLC

This message is systematically generated. Please do not attempt to reply or send e-mail to this account as it is not a managed e-mail account. For questions concerning your order please contact the store at which your order was placed. For all other inquiries please visit the Customer Service section or [redacted]

Dinner 2nd day

Chili's Grill & Bar
Seaside #970
1349 Canyon Del Rey Blvd
Seaside, CA 93955

Server: Angelica
04:25 PM
Table 72/1

DOB: 07/16/2018
07/16/2018
208/2080025

SALE

MASTERCARD
Card #XXXXXXXXXXXX[redacted]
Magnetic card pres[redacted]
Card Entry Method: S

Approval: [redacted]

Amount: $40.74
+ Tip: 12.00
= Total: $52.74

I agree to pay the above
total amount according to the
card issuer agreement.

X_____

Want free Chips and Salsa
or a drink, every v'sit?
Chilis.com/Rewards

Gift Card activation is
delayed by 4 hours.

Guest Copy

Premier Protection

Ally Premier Protection
P.O Box 6543
Chicago, IL 60680
800-631-5590

August 1, 2018

[redacted]

Reference Information

Vehicle Identification Number	1GNSCHKCXGR[redacted]
Agreement Number	[redacted]
Claim Number	
Type of Repairs	Brake Booster, Vacuum Pump, Trip interruption, Towing
Amount Requested	$1737.02
Amount Paid	$1,237.68

Dear [redacted]

We have recently received a claim request for repair regarding the above referenced vehicle. We have issued payment for the repairs that were recently made on your vehicle and a check was mailed to you under separate cover. This amount is adjusted for the following reasons:

- There is $100 deductible applied to your reimbursement.
- Parts paid at MSRP
- Towing and Trip Interruption above contract maximum.

Under the terms of your Coverage Agreement, our authorization is required before any repairs are performed on your vehicle. Please refer to the "CLAIM PROCEDURES" section of your Coverage Agreement booklet for further explanation. Please be advised that without our authorization before any repair is performed on your vehicle, your claim may be denied under the terms of your Coverage Agreement. Therefore, please contact us at 1 (800) 631-5590 prior to the start of any future vehicle repairs.

If you have any further questions, or would like further information, please do not hesitate to contact us at 800-631-5590.

Sincerely,

[redacted]

Kurt Agner
North American Mechanical Service Center

977936-000424 01 01

ALLY INSURANCE

P.O. BOX. 6543
CHICAGO, IL 60680-6543

[redacted]

[redacted]

Invoice Number: [redacted]
Claim Number:
Check Number:
VIN: 1GNSCHKCXGF[redacted]
Agreement Number: [redacted]

Net Amount:
$ 1,237.68

Deductible Applied

Towing in Excess of Agreement Limit

Trip Interruption in Excess of Agreement Limit

Parts Paid Out at MSRP

Attached is our check in payment of your Invoice.
If you have any questions, please contact our office at (800) 631 5590.
We appreciate your business and thank you for this opportunity to have served you.

REMITTANCE ADVICE - PLEASE DETACH BEFORE DEPOSITING CHECK

ALLY INSURANCE

IN PAYMENT OF
Agreement Number: [redacted]
Agreement Holder:
Claim Number:

CHECK NO. [redacted] 62-20/311

DATE 08/01/2018

NET AMOUNT $ ****1,237.68*

NOT VALID AFTER 120 DAYS FROM DATE

PAY
ONE THOUSAND TWO HUNDRED THIRTY-SEVEN AND 68/100 DOLLARS
TO THE ORDER OF

[redacted]

Citibank, N. A.
One Penn's Way
New Castle, DE 19720

[redacted]

SIGNATURE

[redacted]

MARK of EXCELLENCE
AWARD WINNER

JUNIOR BEAURONE
Service Director

TOM BELL CHEVROLET
800 ALABAMA ST
REDLANDS, CA 92374

phone (909) 793-2681 Ext 400
fax (909) 793-7881
jbeaurone@tombellchevy.com
www.tombellchevy.com
Direct Line (909) 557-2021

Session Warning Message

You have initiated a Siebel session while another Siebel session is currently active. Please choose the option that applies to you.

- You already have a Siebel session with unsaved data running in another browser window. To save data from a second session go to the already open session and either save and exit or continue to use that data.
- You do not have unsaved data in your other session and wish to close it and launch a new session. Click here
- You have closed your previous Siebel browser instance using the Close instead of the Logoff feature and wish to open a new Siebel session. Click here

From: [redacted]
Sent: Thursday, August 30, 2018 2:54 PM
To: Mary T. Barra <mary.barra@gm.com>
Cc: 'dan.ammann@gm.com' <dan.ammann@gm.com>; Tony Cervone <Tony.Cervone@gm.com>; Alan Batey <alan.batey@chevrolet.com>
Subject: [EXTERNAL] RE: [redacted], Chevrolet Request for your Contact

Resending this email without attachments just in case the attachments get blocked…

[redacted]

From: [redacted]
Sent: Thursday, August 30, 2018 11:53 AM
To: 'mary.barra@gm.com'
Cc: 'dan.ammann@gm.com'; 'tony.cervone@gm.com'; 'alan.batey@gm.com'
Subject: [redacted], Chevrolet Request for your Contact

Hi Mary,

I have come to a ceiling on who to talk to and keep getting bounced around from department to department and now finally they sent me back to where I started at 1-800-222-1020.

I spoke to my local Chevy dealer regarding the issue and they were unhelpful until I reiterated my case to them; then they were able to point me in the right direction. I started with a claim with Ally, my extended warranty company, who then processed my claim and gave me a portion of the reimbursement. They told me to speak to GM regarding the remainder; at which I was then connected with Luciano who then assigned me to Cynthia, who reviewed my case for a week and called me on 8/28 telling me that they won't cover the remainder of the reimbursement ($765). She passed me onto her supervisor Roy (Phone # 512-389-7014) who then passed me onto a department that (in their words: does not cover this particular situation). They then passed me onto the 1-800-222-1020 number or email gminquiries@allstate.com, which is where I started. Please feel free to listen to the recorded phone calls between Cynthia and Roy to see my frustration. I just want to be put in contact with the correct person for the job.

The email chain below and attachments should show every last detail about my case. Bottom line is I shouldn't be alive today; nor should my family. Through God we are though. Our brake system went out on our Suburban and we had no control, overlooking a 200 foot drop on a hillside. If we had died that day Chevy would definitely be recalling these parts on 2015-2016 Suburbans and paying heavily for this; without question. I can find 1000s of people on the Internet who are complaining about the exact same problem on the exact same cars. I am not a person that cries wolf but when something happens so

devastating then I know I have to let it be known so others are aware; and to hold GM accountable for the products they sell. If nothing comes out of this email, then I will have no choice but to go to the media to address my concerns.

Sincerely,

[redacted]

From: [redacted]
Sent: Thursday, August 09, 2018 2:18 PM
To: 'GMCACECUpdate@gm.com'
Subject: RE: [redacted] Chevrolet Request for your Contact

Hi Luciano,

Thank you for your time today. Attached are the documents regarding the case. To recap our conversation, I opened this case to ensure two things: my full reimbursement is completed and this issue is reported to the NHTSA so that other families don't have to go through the same life-threatening situation that my family went through. This should be a recall as 100s of 100s of people are complaining about the same exact issue on the Internet and there are a lot of TSBs out there for the braking system of 2016 Suburbans. If my wife was driving the car that day there is no way she would of done what I did to get us to stop. We would of drove off that cliff and plummeted 200' down to the ocean. So although I was able to prevent a trending news article that everyone would hear about, it shouldn't get swept under the rug where Chevrolet has no responsibility.

Total bills paid regarding this incident: $2003.62

Total bills covered by my extended warranty company (Ally): $1237.68

Remainder uncovered: $765.94

Again thank you,

[redacted]

[redacted]

-----Original Message-----
From: GMCACECUpdate@gm.com [mailto:GMCACECUpdate@gm.com]
Sent: Thursday, August 09, 2018 1:01 PM
To: [redacted]
Subject: [redacted], Chevrolet Request for your Contact

*** This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected email. ***

Dear [redacted]

We have received your request for assistance, but have been unable to contact you using the preferred telephone number you provided.

Total customer satisfaction is important to us at Chevrolet. If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us back to discuss further. Please refer to the service request number listed below when you reach our representative.

Sincerely,

Chevrolet Customer Assistance Center

Service Request Number: [redacted]

Phone Number: 1-866-790-5700

Extension: 5911946

[SR [redacted]]

Confidentiality Notice: This message and any attachments are confidential and are intended solely for the use of the recipient(s). Any unauthorized review, use, print, save, copy, disclosure or distribution is strictly prohibited. For your protection, do not include account numbers, social security numbers or other non-public information in your email.

Please ensure that any sensitive data or information is encrypted. If you do not have an encryption process, contact your Provident Bank representative to forward an email that will allow you to reply with your sensitive information encrypted.

If you have received this message in error, please delete it from your system, destroy any hard copies and immediately advise the sender either by email at help@myprovident com or by phone at (800) 442-5201. Opinions and ideas expressed in this message do not necessarily represent that of Provident Bank. Please be advised that Provident Bank reserves the right to monitor, access and review all messages, data and images transmitted through our electronic mail system. By using our e-mail system, you consent to this monitoring.

Howell, Rosa (NHTSA)

From: Evert DeWyn
Sent: Tuesday, September 04, 2018 5:11 PM
To: Tykeasha Whitfield (C)
Subject: RE: ACTION REQUIRED BY September 5, 2018 / Exec CAC Case, TOM BELL CHEVROLET, 1GNSCHKCXGR[redacted], Reimbursement

Tykeasha –

Your message states the customer "…would like to [be] reimburse[d] for his travels."

We wouldn't normally reimburse a customer for their entire driving vacation – just the portion that their trip was interrupted would be considered. What specific expenses is the customer seeking compensation for? Hopefully, the customer was not involved in an accident; if they were, this will need to be sent over to the Product Allegation group.

Please advise. Thanks!

Evert De Wyn III
District Manager Aftersales
Chevrolet Division
(702) 280-5842
evert.dewyn@gm.com

From: Tykeasha Whitfield (C)
Sent: Tuesday, September 4, 2018 2:02 PM
To: jbeaurone@tombellchevy.com; jpetty@tombellchevy.com
Cc: Evert DeWyn <evert.dewyn@chevrolet.com>
Subject: ACTION REQUIRED BY September 5, 2018 / Exec CAC Case, TOM BELL CHEVROLET, 1GNSCHKCXGR[redacted], Reimbursement

[redacted]

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort. In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2016 Chevrolet Suburban
- Mileage: 67,315
- VIN: 1GNSCHKCXGR[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Cellular Phone
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: [redacted] reached out to the Excecutive Office regarding a trip interruption. While traveling, the brakes didn't have any power, and he couldn't push down on them. He tried to push the emergency brakes and had to pull over to the side. He would like to reimburse for his travels.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

I may be reached by calling (855) 880-1400, extension 5914372 or by fax at (586) 920-0843

Sincerely,

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

Howell, Rosa (NHTSA)

From: Tykeasha Whitfield (C)
Sent: Tuesday, September 04, 2018 5:02 PM
To: 'jbeaurone@tombellchevy.com'; 'jpetty@tombellchevy.com'
Cc: 'evert.dewyn@gm.com'
Subject: ACTION REQUIRED BY September 5, 2018 / Exec CAC Case, TOM BELL CHEVROLET, 1GNSCHKCXGR[redacted], [redacted], Reimbursement

Tracking:

Recipient	Delivery	Read
'jbeaurone@tombellchevy.com'		
'jpetty@tombellchevy.com'		
'evert.dewyn@gm.com'	Delivered: 9/4/2018 5:02 PM	
Evert DeWyn		Read: 9/4/2018 5:06 PM

[redacted],

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort. In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
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Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2016 Chevrolet Suburban
- Mileage: 67,315
- VIN: 1GNSCHKCXGR[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Cellular Phone
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: [redacted] reached out to the Excecutive Office regarding a trip interruption. While traveling, the brakes didn't have any power, and he couldn't push down on them. He tried to

push the emergency brakes and had to pull over to the side. He would like to reimburse for his travels.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

I may be reached by calling (855) 880-1400, extension 5914372 or by fax at (586) 920-0843

Sincerely,

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

Howell, Rosa (NHTSA)

From: Tykeasha Whitfield (C)
Sent: Thursday, September 06, 2018 1:51 PM
To: Evert DeWyn
Subject: RE: ACTION REQUIRED BY September 5, 2018 / Exec CAC Case, TOM BELL CHEVROLET, 1GNSCHKCXGR[redacted], Reimbursement
Attachments: [redacted] Documents.PDF; [redacted] Towing and Other Expenses.PDF

Tracking:

Recipient	Delivery
Evert DeWyn	Delivered: 9/6/2018 1:51 PM

The customer advised the dealership contacted his extended warranty company and they reimbursed him $1237.68. He would like to reimbursed for the remaining balance of $765.94 and he provided the receipts for his expenses.

Please see attachments

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Evert DeWyn
Sent: Tuesday, September 04, 2018 5:11 PM
To: Tykeasha Whitfield (C)
Subject: RE: ACTION REQUIRED BY September 5, 2018 / Exec CAC Case, TOM BELL CHEVROLET, 1GNSCHKCXGR[redacted] Smith, Reimbursement

Tykeasha –

Your message states the customer "…would like to [be] reimburse[d] for his travels."

We wouldn't normally reimburse a customer for their entire driving vacation – just the portion that their trip was interrupted would be considered. What specific expenses is the customer seeking compensation for? Hopefully, the customer was not involved in an accident; if they were, this will need to be sent over to the Product Allegation group.

Please advise. Thanks!

Evert De Wyn III
District Manager Aftersales
Chevrolet Division
(702) 280-5842
evert.dewyn@gm.com

From: Tykeasha Whitfield (C)
Sent: Tuesday, September 4, 2018 2:02 PM

To: jbeaurone@tombellchevy.com; jpetty@tombellchevy.com
Cc: Evert DeWyn <evert.dewyn@chevrolet.com>
Subject: ACTION REQUIRED BY September 5, 2018 / Exec CAC Case, TOM BELL CHEVROLET, 1GNSCHKCXGR[redacted] Reimbursement

[redacted]

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort. In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2016 Chevrolet Suburban
- Mileage: 67,315
- VIN: 1GNSCHKCXGR[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Cellular Phone
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: [redacted] reached out to the Excecutive Office regarding a trip interruption. While traveling, the brakes didn't have any power, and he couldn't push down on them. He tried to push the emergency brakes and had to pull over to the side. He would like to reimburse for his travels.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

I may be reached by calling (855) 880-1400, extension 5914372 or by fax at (586) 920-0843

Sincerely,

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

Premier Protection

Ally Premier Protection
P.O Box 6543
Chicago, IL 60680
800-631-5590

August 1, 2018

[redacted]

Reference Information

Vehicle Identification Number	1GNSCHKCXGR[redacted]
Agreement Number	[redacted]
Claim Number	
Type of Repairs	Brake Booster, Vacuum Pump, Trip interruption, Towing
Amount Requested	$1737.02
Amount Paid	$1,237.68

Dear [redacted]

We have recently received a claim request for repair regarding the above referenced vehicle. We have issued payment for the repairs that were recently made on your vehicle and a check was mailed to you under separate cover. This amount is adjusted for the following reasons:

- There is $100 deductible applied to your reimbursement.
- Parts paid at MSRP
- Towing and Trip Interruption above contract maximum.

Under the terms of your Coverage Agreement, our authorization is required before any repairs are performed on your vehicle. Please refer to the "CLAIM PROCEDURES" section of your Coverage Agreement booklet for further explanation. Please be advised that without our authorization before any repair is performed on your vehicle, your claim may be denied under the terms of your Coverage Agreement. Therefore, please contact us at 1 (800) 631-5590 prior to the start of any future vehicle repairs.

If you have any further questions, or would like further information, please do not hesitate to contact us at 800-631-5590.

Sincerely,

[redacted]

Kurt Agner
North American Mechanical Service Center

977936-000424 01 01

ALLY INSURANCE

P.O. BOX. 6543
CHICAGO, IL 60680-6543

[redacted]

[redacted]

Invoice Number: [redacted]
Claim Number:
Check Number:
VIN: 1GNSCHKCXGF[redacted]
Agreement Number: [redacted]

Net Amount:
$ 1,237.68

Deductible Applied

Towing in Excess of Agreement Limit

Trip Interruption in Excess of Agreement Limit

Parts Paid Out at MSRP

Attached is our check in payment of your Invoice.
If you have any questions, please contact our office at (800) 631 5590.
We appreciate your business and thank you for this opportunity to have served you.

REMITTANCE ADVICE - PLEASE DETACH BEFORE DEPOSITING CHECK

ALLY INSURANCE

IN PAYMENT OF
Agreement Number: [redacted]
Agreement Holder:
Claim Number:

CHECK NO. [redacted] 62-20/311

DATE 08/01/2018

NET AMOUNT $ ****1,237.68*

NOT VALID AFTER 120 DAYS FROM DATE

PAY
ONE THOUSAND TWO HUNDRED THIRTY-SEVEN AND 68/100 DOLLARS
TO THE ORDER OF

Citibank, N. A.
One Penn's Way
New Castle, DE 19720

[redacted]

SIGNATURE

[redacted]

Incident: Brakes Went Out in 2016 Chevrolet Suburban (July 14, 2018)

Description of Trip: My family went camping with my sister's family in Big Sur at Big Sur Campgrounds and Cabins, 47000 CA 1, Big Sur, CA 93920. Met up with 3 other families that I have never met before; friends of my brother-in-law. I Drove up Wednesday night, July 11, 2018 around 9pm so I could make the 450 mile, 7 hour drive with no stops from the kids because they would be asleep. Stopped at a hotel around 4 hours up in Paso Robles. Then woke up at 9am and drove to the campgrounds. Made a pit stop in Pacific Grove to meet up with my other sister and brothers family to have breakfast with them. After breakfast drove into Big Sur and setup camp. On Saturday, at about noon all of us (5 different cars) went out to McWay Falls at Julia Pfeiffer Burns State Park which was a 12.5 mile drive south on the CA 1 highway. At about 100 feet before the driveway into the parking area for the waterfall the entire braking system went out. As I pushed on the brakes, it felt like I was pushing on a wall of metal that had no budge. And to clarify I wasn't riding the brakes; I'm used to driving on hills and like to use the brakes as little as possible. I didn't tell my wife or 3 little kids that this happened because I didn't want to add more chaos to the situation. So I pushed down the brakes as hard as I could and lowered the gear to slow it down and was able to get it to come to a stop without hitting the person in front of me or drive off the cliff which is where I was headed. There were a lot of cars and people around as well; any of which I could have it. And my sister's 3 little kids were right behind me. If they would have saw us roll over the cliff they would have been devastated. So to be safe, we piled in everybody else's car, and drove back up halfway to a restaurant that had 1 bar of service for our phones so we can call the tow company. We called AAA which sent out the local tow company. My brother in law and I waited 1 hour and 50 minutes for them to come while my family went home with the other families back to the campgrounds. My wife now had added stress because she had to watch the kids without me in the river. She's afraid of the water. We followed behind the tow truck driver, who had my truck on his flatbed, into Monterey which was 41 miles north of the waterfall. We called a few places around as we got closer and everyone recommended Midas. We were able to get it to them about 545pm before they closed so they could work on it on Sunday. The local Chevy dealer was open too but they said they wouldn't be able to look at it until Monday. Midas said they would have an answer to us by Sunday morning at 11am as to what the root cause is. We found out it was the brake vacuum pump and power booster; it wasn't giving any air to the brakes which caused it to feel like I had no brakes at all. They called around and couldn't get a part so they said they would call the dealer at 6 am on Monday. By 8 am and after calling about 20 dealers they finally found one that had the part and was able to dropship it that day. Everyone was out of it because it was in so high demand. Also when we got telephone service, we looked up our issue and found 100s if not 1000s of people with the exact same problem. It seemed to be related to 2015-2016 GMs of model Suburban, Denali and Escalade. All of the stories ended in someone wrecking into someone else to be able to stop their cars. And the dealer didn't take any responsibility for them.

After we dropped the car off, we drove back into the campground and spent the night there and asked the other families if they could go out of their way to fit all of our stuff and my family of 5 into their stuffed cars. They gladly accepted even though they didn't know us; some even planned on leaving early but stayed to help us out. They dropped us off at Midas so we can load up all of our gear in the Suburban. At that time, everyone went home and we were pretty much stranded until they fixed our

car. And all the renta car places were closed so we just ubered it wherever we needed to; mainly to eat. We walked to the cheapest hotel and got a room for the night. Then Uber'd it to eat and get some long sleeves since all of our clothes were wet or dirty. We didn't even want to explore the town because my wife was sick and I ended up getting sick too and so did 2 of our 3 kids. My wife now has bronchitis from being cooped up in that room and not being able to take care of it quicker. We talked to Midas on Sunday and they pretty much said we have to wait till Monday for the part so we had to book it for another night. Very frustrating but Midas was doing all they could to help us. He said that the vacuum pump was part of a silent recall that Chevy has that they only replace if you complain. So had I not been a good driver and figured out a way to stop the car, we would have all been dead all because they wanted to save a buck. I am going to do all I can to get this published as a recall because you go from perfect brakes to no brakes which is highly dangerous for people. And usually it's a family that drives a suburban with multiple kids. That's terrible on GM's part. We got the part at 3pm on Monday, July 16th and the car was fixed about 5:30pm. We left at 6pm to our long drive home because both my wife and I had to work. I already missed one day of work. and we both missed work on Tuesday because we got home really late and were super sick.

My Information: [redacted]

Car Affected: 2016 Chevrolet Suburban, **VIN:** 1GNSCHKCXGF[redacted] **LIC#**[redacted]

AAA covered the first 7 miles. **Towing company charged for the rest** which was $390 billed to 2 credit cards.

Midas replaced Brake Booster and Brake Vacuum Pump; parts and labor.

We used Uber twice. once to get food and another to get back to hotel. the rest of the time we just had food delivered.

Representative at Ally:

Kurt Agner, kurt.agner@ally.com, 800-631-5590

Summary of Costs Associated with Brake Outage

Expenses Paid Due to Bad Brake System That Chevrolet Knew About

Day 1 (7/14/18) Saturday

$390.00	Towing Fee in addition to what AAA already covered - Carmel Towing ($266.60 + $123.40)
$0	Lunch and dinner free because we got a ride back to campgrounds

Day 2 (7/15/18) Sunday

$203.26	Hotel - Holiday Inn Express (cheapest within walking distance to Midas)
$58.93	Dinner - Dominos Pizza
$0	Breakfast didn't eat. Lunch forgot to save receipt for In N Out
$0	No Rent A Cars Available in the Area so stayed in the hotel for 2 days pretty much

Day 3 (7/16/18) Monday

$263.54	Hotel - Holiday Inn Express (cheapest within walking distance to Midas)
$994.21	Car Repairs - Midas (Brake Booster and Vacuum Pump)
$22.44	Lunch - Del Taco
$9.46	Uber to Lunch
$9.04	Uber back to Hotel
$52.74	Dinner - Chilis

$1,869.51	Total Expenses (excluding meals)
$2,003.62	Total Expenses (including meals)

VISION PRINTING | orders@visionprinting.com | 1-805-389-6561 | fax 805-233-6499

CARMEL TOWING & GARAGE

DBA CARMEL TOWING

JUNIPERO & 4TH - P.O. BOX 734 - CARMEL, CA 93921
624-3827 or 624-3704 • FAX 626-3831
BAR #AA136976 • TAX I.D. #77-0166164

[redacted]

P.O. NO.
R.O. NO.
TIME OUT
TIME IN
TOTAL TIME
MILEAGE ENDING
MILEAGE START
TOTAL MILES

DATE IN 7-14-18 DATE OUT 7-14-18

NAME [redacted]

ADDRES[redacted]

CITY PHONE

YR.	MAKE	MODEL	COLOR	LICENSE #	V.I.N.
16	Chev	Suburban	White	[redacted]	

DESCRIPTION [redacted]NT

LOCATION OF PICKUP J.P. Burns State Park Big Sur
TAKEN TO 1548 Del Monte Blvd S.S
DOLLY
EXTRA LABOR
Over miles
Approval # 074517
ADDITIONAL TOWING
ADVANCE PAYOUT TO
STORAGE FROM TO #DAYS @ /DAY
COMMENTS:
123.40
96829P

TOWING	
MILEAGE	
DOLLY	
LABOR	
ADDL TOWING	
ADVANCE PAYOUT	
STORAGE	
TAX	266 60
TOTAL	[illegible] 00
CHECK NO.	CASH / CHARGE

LEGAL OWNER
REQUESTED BY

DRIVER Fred TRUCK NO. 01
FRONT TOW ☑ REAR TOW ☐

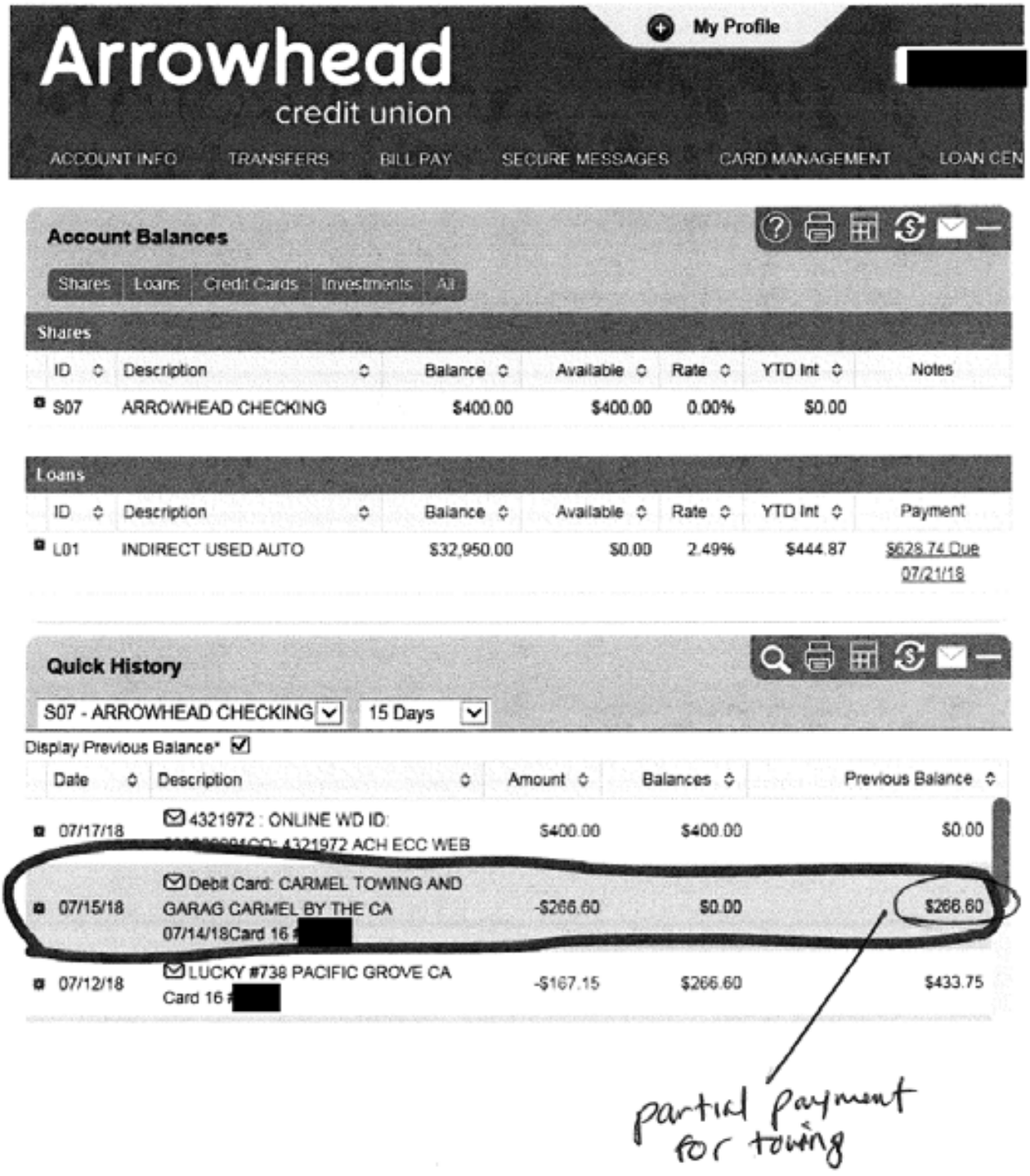
390 Total

UPON REQUEST YOU ARE ENTITLED TO RECEIVE A COPY OF THE TOWING FEES AND ACCESS NOTICE

I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE VEHICLE DESCRIBED ABOVE AND ALL PERSONAL PROPERTY THEREIN. I HAVE RECEIVED ABOVE VEHICLE IN SATISFACTORY CONDITION.

SIGN [redacted]

NOT R[redacted]CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.



Arrowhead credit union

My Profile [redacted]

ACCOUNT INFO | TRANSFERS | BILL PAY | SECURE MESSAGES | CARD MANAGEMENT | LOAN CEN

Account Balances

Shares | Loans | Credit Cards | Investments | All

Shares

ID	Description	Balance	Available	Rate	YTD Int	Notes
S07	ARROWHEAD CHECKING	$400.00	$400.00	0.00%	$0.00	

Loans

ID	Description	Balance	Available	Rate	YTD Int	Payment
L01	INDIRECT USED AUTO	$32,950.00	$0.00	2.49%	$444.87	$629.74 Due 07/21/18

Quick History

S07 - ARROWHEAD CHECKING | 15 Days

Display Previous Balance*

Date	Description	Amount	Balances	Previous Balance
07/17/18	4321972 : ONLINE WD ID: [redacted] CO: 4321972 ACH ECC WEB	$400.00	$400.00	$0.00
07/15/18	Debit Card: CARMEL TOWING AND GARAG CARMEL BY THE CA 07/14/18Card 16 [redacted]	-$266.60	$0.00	$266.60
07/12/18	LUCKY #738 PACIFIC GROVE CA Card 16 [redacted]	-$167.15	$266.60	$433.75

partial payment for towing

Citigroup Inc. [US] [redacted]

citi.com Open an Account Sign Off

citi

Accounts Payments & Transfers Services Rewards & Benefits

Welcome [redacted]

Last sign on: Jul. 18, 2018 (4:12 PM ET) from computer.

Pending Total $430.19

Date	Description	Amount	Running Balance	
Jul 16, 2018	*CHILIS SEASIDE SEASIDE CA*	*$40.74*	-----	dinner 2nd night
Jul 16, 2018	*IHG SEASIDE CA*	*$263.54*	-----	hotel 2nd night
Jul 16, 2018	*SHELL SEASIDE CA*	*$95.91*	-----	
Jul 15, 2018	*IHG SEASIDE CA*	*$20.00*	-----	
Jul 12, 2018	*ADELAIDE INN PASO ROBLES CA*	*$10.00*	-----	

Posted Total $1,222.62

Date >	Description >	Amount >	Running Balance
Jul 16, 2018	[redacted]	[redacted]	
Jul 16, 2018			
Jul 16, 2018			
Jul 16, 2018			
Jul 16, 2018			
Jul 15, 2018			
Jul 15, 2018			
Jul 15, 2018			
Jul 14, 2018		$123.40	

partial payment for towing

MIDAS AUTO SERVICE
1543 DEL MONTE BLVD
SEASIDE CA 93955

07/16/2018 17:38

CREDIT CARD

VISA SALE

Card # XXXXXXXXXXXX[redacted]
Network: VISA
Chip Card: [redacted]
AID:
ATC:
TC:
SEQ #: 10
Batch #: 7
Trans #: 1010
Approval Code: [redacted]
Entry Method: Chip Read
Mode: Issuer

SALE AMOUNT $994.21

THANK YOU

CUSTOMER COPY

MIDAS AUTO SERVICE EXPERTS
1543 DEL MONTE BLVD
SEASIDE, CA 93955
(831)899-4366
BAR # AA001470 EPA # CAL000012157

Invoice # [redacted]
Date : 7/16/2018 5:38:40PM
Page : 1

Customer :	[redacted]	Vehicle :	2016 CHEV SUBURBAN
Address :		License :	[redacted] Othe : WHITE
City :		VIN :	1GNSCHKCXGR[redacted]
Phone 1 :		Engine :	V8-325 5.3L Trans :
Phone 2 :		Mileage :	67315 Othe :

All Parts are New unless Otherwise Noted

Op / OH	Tech / Quan	Description / Part Number	Part Description	Labor	Parts Price	Subtotal
		Estimate Approvals:				
		Original Approval Date: 7/16/2018 8:06:00 AM Reason: RR BRAKE BOOSTER AND BRA				
		Amount: $1,021.34 Auth By: [redacted] Contacted By Phone				
		Phone: [redacted] By: JJC				

CI 100	TS	CUSTOMER STATES:CAR TOWED IN 1) STATES THAT IS GETTING HARD PEDAL AND NOT STOPPING		0.00		
		TIRE PRESSURE ADJUSTED TO: FRONT ____PSI REAR ____PSI				
CI 101	VIC	MIDAS PREMIUM BRAKE EVALUATION.		0.00		
101153	TS	REMOVE AND REPLACE POWER BOOSTER		200.00	161.41	361.41
	1.00	W0133-2053346	BRAKE BOOSTER GM ORI		161.41	
OTH400	TS	OTHER LABOR: REMOVE AND REPLACE BRAKE SYSTEM VACUUM PUMP		275.00	313.84	588.84
	1.00	12669488	VACUUM PUMP		313.84	
CI 439	TS	TECHNICIAN NOTES:CONFIRMED CUSTOMER COMPLAINT FOUND INTERMITTANT "HARD BRAKE" PEDAL, CHECKED FOR VACUUM PUMP APPEARS TO HAVE LOW PRESSURE, RECOMEND REPLACING PUMP AND RESTESTING/ ASM SPOKE WITH CUSTOMER TO REVIEW OPTIONS AND CUSTOMER REQUESTED TO HAVE PUMP AND BOOSTER REPLACED		0.00		

		Payments:				

Old Parts Requested By Customer? (_) Yes (_) No

I Authorize Midas to perform the repairs below and furnish necessary materials. I understand any cost quoted is an estimate. Midas employees may operate the Vehicle for inspection, testing and delivery and may park the vehicle in the outside parking lot. Midas will not be responsible for loss or damage to the vehicle or articles left in it in case of fire, theft or any other reason not caused by Midas. Vehicles left overnight are at the owners risk. I understand that Midas is not assuming any responsibility for theft or damage to the vehicle at any time when the vehicle is not inside the Midas building or being driven by Midas. An express mechanics lien is acknowledged on the above vehicle to secure payment for work performed un der a written repair estimate. Vehicles left at the shop more than five (5) days are suject to $30.00 per day storage charges.

X _____

Labor :	$475.00
Parts :	$475.25
Sublet :	$0.00
Other Fees :	$0.00
Subtotal :	$950.25
Sales Tax :	$43.96
Paid With: Total :	$994.21
VISA MASTER CRD	
Pay Ref : Paid :	$994.21
Due :	$0.00

Midas International Corporation issues written warranties on mufflers, shock absorbers, strut assemblies, strut cartridges, brake shoes and pads, variable rate springs, and catalytic converters. The warranty terms for these products are stated on separate printed warranty certificates issued to you, together with the invoice upon purchase of the appropriate warranted product. The terms of all warranties are in the Midas Warranty Binder in each Midas Shop. THE BRAKE WARRANTY DOES NOT COVER THE COST OF ADDITIONAL COMPONENTS AND LABOR REQUIRED to restore brake system to its proper operation, which must be done at time of shoe or pad replacement. Consult Midas Warranty Binder for complete details of this warranty. All other products and workmanship are warranted for ninety (90) days from the date of installation. There are no other warranties issued by Midas International Corporation. This warranty gives you legal rights. You may also have other rights which vary from state to state. Warranty work will be performed at any Midas Shop in the USA or Canada offering the warranted product or service. For the address of your nearest Midas Shop, see the Yellow Pages of the local telephone directory or write Midas Consumer Relations, 1300 Arlington Heights Road, Itasca, IL. 60143

Thank You!
We Appreciate Your Business!
For comments contact Midas Consumer Relations
831-422-1924

BBB ACCREDITED BUSINESS

MIDAS AUTO SERVICE EXPERTS
1543 DEL MONTE BLVD
SEASIDE, CA 93955
(831)899-4366
BAR # AA001470 EPA # CAL000012157

Invoice # [redacted]
Date : 7/16/2018 5:38:40PM
Page : 2

Customer : [redacted]
Address :
City :
Phone 1 :
Phone 2 :

Vehicle :2016 CHET SUBURBAI
License : [redacted] Othe : WHITE
VIN : 1GNSCHKCXGF[redacted]
Engine : V8-325 5.3L Trans :
Mileage : 67315 Othe :

Op OH	Tech Quan	Description Part Number	All Parts are New unless Otherwise Noted Part Description	Labor	Parts Price	Subtotal

VISA MASTER CRD, $994.21, on 07/16/18

Old Parts Requested By Customer? (_) Yes (_) No

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Paid With: Total :	$994.21
VISA MASTER CRD	
Pay Ref : Paid :	$994.21
Due :	$0.00

X _____

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Thank You!
We Appreciate Your Business!
For comments contact Midas Consumer Relations
831-422-1924

BBB ACCREDITED BUSINESS

Date: [redacted]

Customer: [redacted] CSR #: [redacted] T #:

License Plate: Mi/Km:

Brake System Evaluation

MIDAS — Trust the Midas touch®

OK | Suggested | Required

Parking Lot and Road Test (check all observations that apply)

Wheels: ☑ Normal; ☐ Custom, Mismatch, Damaged Locks, Missing Lug Nuts ..... LF RF LR RR	Tire Condition: ☐ Further Inspection Required; ☑ Normal	Brake Lights: ☑ Normal; ☐ Brake/Warning On, ☐ ABS Light On, ☐ ABS Light Flashing, ☐ Rear Brake Light Inoperative	Forward Stop Test: ☑ Normal; ☐ Pull, ☐ Lock Up, ☐ Noise, ☐ Pulsation, ☐ Fade	Reverse Stop Test: ☑ Normal; ☐ Pull, ☐ Noise, ☐ Lock-up, ☐ Pulsation	
Hub Cap Condition: ☑ Normal; ☐ Locking, Mismatch, Damaged Locks, Missing ..... LF RF LR RR	Brake Pedal Feel: ☑ Normal; ☐ Low, ☐ High, ☐ Spongy, ☐ Hard, ☐ Intermittent Drop, ☐ Sinking	Parking Brake: ☑ Normal; ☐ Excessive Travel, ☐ Inoperative	Vehicle Equipped With: ☐ Antilock Brake System, ☐ Traction Control System, ☐ Electronic Stability Control, ☐ Tire Pressure Monitoring System		

Under Hood and Under Vehicle

Component	Condition
Brake Fluid	D.O.T. type #
Fluid Level	
Copper Content	_____ ppm (0 ppm, 10 ppm, 100 ppm, 200 ppm or greater)
Master Cylinder / ~~Auxiliary Reservoir~~	
Power Booster	
Valves, Hoses & Lines Hydraulic or ABS	
Front Body To Axle Hose	
Steel Brake Lines	Location:
Parking Brake Cables	Location:
Parking Brake Shoe	☐ Further Inspection Required

Left Front

Component	Condition
Lugs or Studs	
Hoses	
Brake Shoe or Caliper Hardware	
Self Adjuster	
Caliper or Wheel Cylinder	
Pad or Shoe	
Rotor or Drum	
Backing Plate	
Seals	
Wheel Bearings	

Measurements	Front Specifications	Measurements
PAD/SHOE: Inner or Front: 3.42; Outer or Rear: 3.44	Pad or Shoe Minimum	PAD/SHOE: Inner or Front: 3.43; Outer or Rear: 3.45
ROTOR/DRUM: Thickness or Diameter: 1.146; Runout	Machine To / Discard At; Maximum Runout; Torque Specifications: _____ ft. lbs. Caliper or anchor mounting bolts; _____ ft. lbs. Caliper bridge pin bolts or retaining screws; _____ ft. lbs. WHEEL LUGS OR NUTS	ROTOR/DRUM: Thickness or Diameter: 1.153; Runout
(Check one, if applicable) ☐ Replace ☐ Recondition		(Check one, if applicable) ☐ Replace ☐ Recondition

Right Front

Component	Condition
Lugs or Studs	
Hoses	
Brake Shoe or Caliper Hardware	
Self Adjuster	
Caliper or Wheel Cylinder	
Pad or Shoe	
Rotor or Drum	
Backing Plate	
Seals	
Wheel Bearings	

Reasons that items are marked SUGGESTED for replacement or service.

1. Part is close to the end of its useful life (i.e., just above discard specifications, weak, failure likely to occur soon, etc.)
2. Address a customer need, convenience or request (i.e., stiffen ride, enhance performance, eliminate noise, etc.)
3. Comply with maintenance recommended by the vehicle's original equipment manufacturer (OEM)
4. Technician's recommendation based on substantial and informed experience

Reasons that items are marked REQUIRED for replacement or service.

- A. Part no longer performs intended function
- B. Part does not meet a design specification, regardless of performance
- C. Part is missing

Items crossed out or marked N/A, do not apply to that portion of your vehicle's braking system.

MOTORIST ASSURANCE PROGRAM — STANDARDS FOR AUTOMOTIVE REPAIR — www.motorist.org/

If you decide to approve service for your vehicle, you may decline any suggested repairs. However, if you do not approve required repairs, we must refuse to perform repair service on that system if, in our judgement, proceeding with the work could create or continue unsafe conditions.

Left Rear

Component	Condition
Lugs or Studs	
Hoses	
Brake Shoe or Caliper Hardware	
Self Adjuster	
Caliper or Wheel Cylinder	
Pad or Shoe	
Rotor or Drum	
Backing Plate	
Seals	
Wheel Bearings	

Measurements	Rear Specifications	Measurements
PAD/SHOE: Inner or Front: 2.81; Outer or Rear: 2.81	Pad or Shoe Minimum	PAD/SHOE: Inner or Front: 2.79; Outer or Rear: 2.83
ROTOR/DRUM: Thickness or Diameter: .789; Runout	Machine To / Discard At; Maximum Runout; Torque Specifications: _____ ft. lbs. Caliper or anchor mounting bolts; _____ ft. lbs. Caliper bridge pin bolts or retaining screws; _____ ft. lbs.	ROTOR/DRUM: Thickness or Diameter: .785; Runout
(Check one, if applicable) ☐ Replace ☐ Recondition		(Check one, if applicable) ☐ Replace ☐ Recondition

Right Rear

Component	Condition
Lugs or Studs	
Hoses	
Brake Shoe or Caliper Hardware	
Self Adjuster	
Caliper or Wheel Cylinder	
Pad or Shoe	
Rotor or Drum	
Backing Plate	
Seals	
Wheel Bearings	

Left

	Measurements	Parking Brake Specs	Measurements
Shoe	SHOE: Front	Shoe Minimum	SHOE: Front
Drum in rotor			
Shoe Hardware	SHOE: Back	Drum Minimum	SHOE: Back

Right

Shoe
Drum in rotor
Shoe Hardware

Technician Comments & Road Test Notes _____

Tech Initials _____

Service Advisor Initials _____

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MIDAS AUTO SERVICE EXPERTS

1543 DEL MONTE BLVD
SEASIDE, CA 93955
(831)899-4366
BAR # AA001470 EPA # CAL000012157

Estimate # [redacted]
Date : 7/14/2018 5:38:33PM
Page : 1

Customer : [redacted]
Address :
City :
Phone 1 :
Phone 2 :

Vehicle :2016 CHET SUBURBAI
License : [redacted]
VIN : 1GNSCHKCXGR[redacted]
Engine : V8-325 5.3L
Mileage :

ESTIMATE ONLY
Othe : WHITE
Trans :
Othe :

All Parts are New unless Otherwise Noted

Op / OH	Tech / Quan	Description / Part Number	Part Description	Labor	Parts Price	Subtotal
CI 100		CUSTOMER STATES:CAR TOWED IN 1) STATES THAT IS GETTING HARD PEDAL AND NOT STOPPING		0.00		
		TIRE PRESSURE ADJUSTED TO: FRONT ____PSI REAR ____PSI				
CI 101		MIDAS PREMIUM BRAKE EVALUATION.		29.95		29.95

$0 paid

Old Parts Requested By Customer? (_) Yes (_) No

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Vehicles left at the shop more than five (5) days are suject to $30.00 per day storage charges.

X _____

Labor :	$29.95
Parts :	$0.00
Sublet :	$0.00
Other Fees :	$0.00
Subtotal :	$29.95
Sales Tax :	$0.00
Total :	$29.95

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Thank You!
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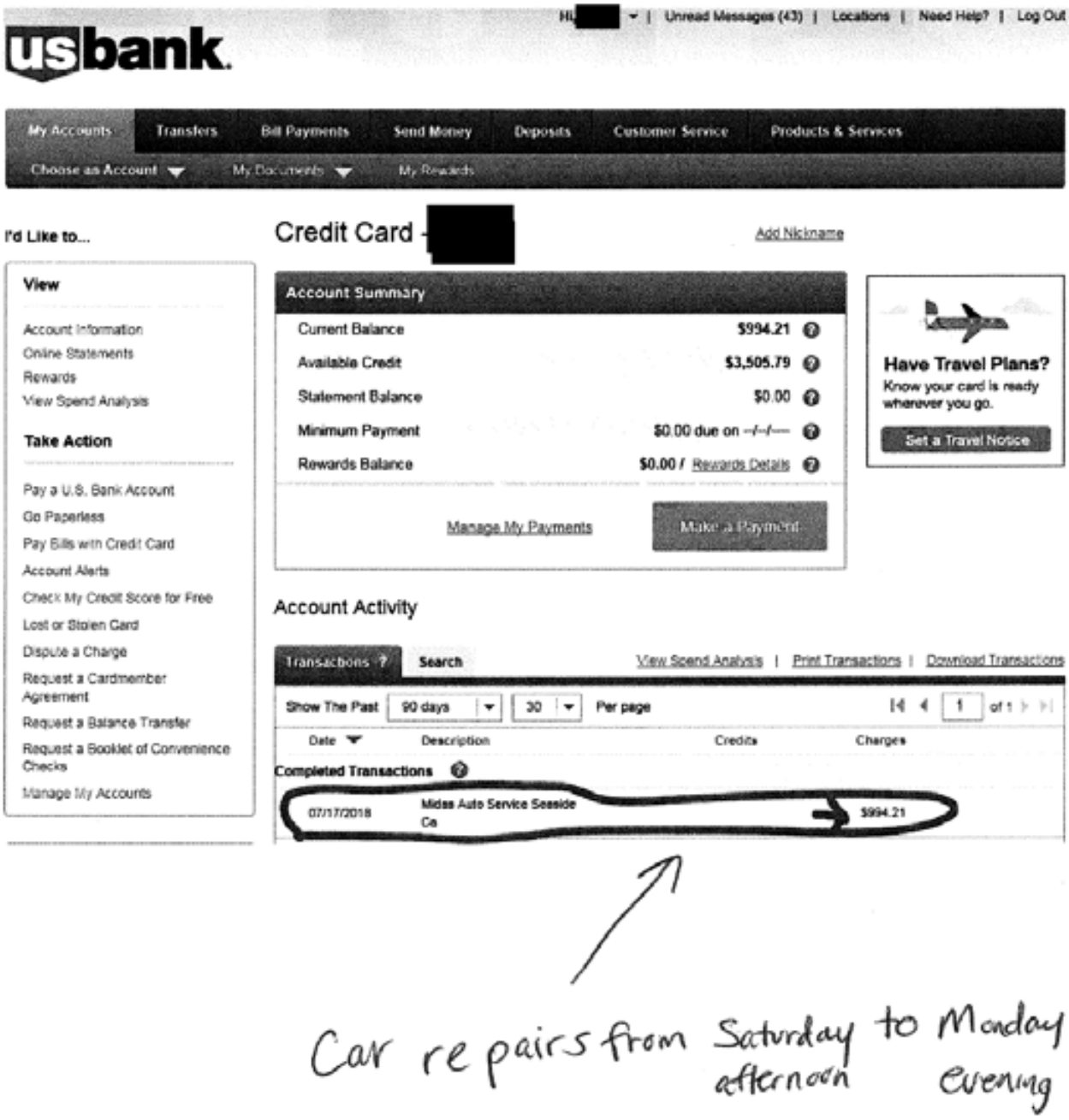
For comments contact Midas Consumer Relations
831-422-1924

BBB ACCREDITED BUSINESS



Car repairs from Saturday afternoon to Monday evening

Expedia

Receipt for Holiday Inn Express at Monterey Bay, Seaside

Jul 15, 2018 - Jul 16, 2018 Itinerary # [redacted]

Booked Items

[redacted]

Traveler Information

[redacted]

Cost Summary

Booked Date: Jul 15, 2018

Room Price	**$203.26**
1 night	$179.10
Taxes & Fees	$24.16

Total: **$203.26**
Collected by Expedia

Paid: **$203.26**
[MasterCard 4982]
All prices quoted in USD.

1st Day – July 15 – Sunday

60 07-16-18

[redacted]

Folio No. :
A/R Number :
Group Code :
Company : **car issues**
Membership No. :
Invoice No. :

Room No. : [redacted]
Arrival :
Departure :
Conf. No. :
Rate Code :
Page No. :

Date	Description	Charges	Credits
07-16-18	*Accommodation	234.00	
07-16-18	Room Tax	28.08	
07-16-18	City Tax - Room	1.00	
07-16-18	CA Tourism Assessment	0.46	
	Total	**263.54**	**0.00**
	Balance	**263.54**	

Guest Signature: _____

I have received the goods and / or services in the amount shown heron. I agree that my liablity for this bill is not waived and agree to be held personally liable in the event that the indicated person, company, or associate fails to pay for any part or the full amount of these charges. If a credit card charge, I further agree to perform the obligations set forth in the cardholder's agreement with the issuer.

2nd Day - July 16 - Monday

Holiday Inn Express Monterey Bay
1400 Del Monte Blvd.
Seaside, CA 93955
Telephone: (831) 394-5335 Fax: (831) 394-7125

[redacted]

From: orders@dominos.com
Date: 7/15/18 20:52 (GMT-08:00)
To [redacted]
Subject: Your Domino's Order

Dinner 1st Night

Thank you for placing your order at Dominos.com! If you have any questions about your order, please call the store directly at 831-899-4557.

In case the store needs to reach you, we'll call the phone number below. If you do not answer we will be unable to deliver your order.

Customer Information

Name on Order: [redacted]
Delivery Addres [redacted]
Callback Phone [redacted]
Your Domino's Store (7990): 1022 Broadway Ave. #B Seaside CA 93955 | 831-899-4557
Delivery Time: Approximately 40-50 minutes

Order Details

Order # [redacted]
Date: 07/15/2018 8:52PM

The following order is being delivered hot and fresh to your door:

Quantity	Description	Amount
1	**X-Large (16") Hand Tossed Ultimate Pepperoni** **Whole:** Robust Inspired Tomato Sauce, Cheese, Extra Pepperoni, Shredded Parmesan, Shredded Provolone Cheese	$11.75
1	**Medium (12") Handmade Pan Deluxe** **Whole:** Robust Inspired Tomato Sauce, Cheese, Pepperoni, Mushrooms, Green Peppers, Onions, Italian Sausage	$9.50
1	**Garlic Bread Twists** **Options:** Marinara	$6.49
1	**20oz Bottle Sprite®**	$2.29
1	**Ranch Dipping Cup**	$0.75
1	**14-piece Plain Wings** **Options:** Kicker Hot Sauce, Ranch	$13.99

Coupon Used: 50% off all Pizzas at Menu Price – Online Only

Food & Bev Total: $44.77

Tax:	$4.31
Bottle Deposit:	$0.00
Delivery Charge:	$4.49
Tip Amount:	$5.36

Total: $58.93

Payment Details
Payment Method: Credit Card $58.93
Any Delivery Charge is not a tip paid to your driver.

LEGAL STUFF ▸

Domino's Pizza LLC

This message is systematically generated. Please do not attempt to reply or send e-mail to this account as it is not a managed e-mail account. For questions concerning your order please contact the store at which your order was placed. For all other inquiries please visit the Customer Service section or [redacted]

Dinner 2nd day

Chili's Grill & Bar
Seaside #970
1349 Canyon Del Rey Blvd
Seaside, CA 93955

Server: Angelica
04:25 PM
Table 72/1

DOB: 07/16/2018
07/16/2018
208/2080025

SALE

MASTERCARD
Card #XXXXXXXXXXXX[redacted]
Magnetic card pres[redacted]
Card Entry Method: S

Approval: [redacted]

Amount: $40.74
+ Tip: 12.00
= Total: $52.74

I agree to pay the above
total amount according to the
card issuer agreement.

X_____

Want free Chips and Salsa
or a drink, every v'sit?
Chilis.com/Rewards

Gift Card activation is
delayed by 4 hours.

Guest Copy

PE18-012

GM

3-27-2019

Q3

Connecting... An agent will be with you shortly.Caller English
System [9:17:10 AM]: Welcome to chat.**Lorena [9:17:23 AM]:** Welcome to Chevrolet Customer Assistance Center, my name is Lorie. [redacted] **[9:17:36 AM]:** good morning**Lorena [9:18:09 AM]:** Hi, [redacted] **Lorena [9:18:34 AM]:** Please give me 2 -3 minutes to review your concern. I will check what I can do for you.[redacted] **[9:19:56 AM]:** no injuries in

the accident just damage
Lorena [9:19:57 AM]: I understand that you are having concerns with the brakes. I know that it is a safety issue.
Lorena [9:20:09 AM]: Can you verify your home address, please? This is to make sure that I am looking at the right VIN.
[redacted] **[9:20:24 AM]:** [redacted]
Lorena [9:21:08 AM]: How many miles do you have on it?
Lorena [9:21:23 AM]: I have

it. **Lorena [9:21:37 AM]:** Thank you, the mileage is 58,000. **Lorena [9:22:11 AM]:** May I ask, where is the vehicle now? [redacted] **[9:22:50 AM]:** parked in our street right now. Tow company is loading or on there way to load it **Lorena [9:23:00 AM]:** I see. **Lorena [9:23:19 AM]:** What is the name of the dealership where you plan to take it? [redacted] **[9:23:29 AM]:** McCarthy Chevy Olathe **Lorena [9:24:14 AM]:** Please

give me 2 -3 minutes to do a VIN scan. Let me check the vehicle’s information.[redacted] [redacted] **[9:24:25 AM]:** They also gave us the estimate on the damage from the accident last week**Lorena [9:25:15 AM]:** The dealership provided you with the estimate?[redacted] [redacted] **[9:25:51 AM]:** yes **Lorena [9:26:38 AM]:** Is it the $4,000 you mentioned?[redacted] [redacted] **[9:27:24 AM]:** yes - thats approximate. It was $4,000 and some change. I don't

have it with me. The other car was probably about 6k but haven't seen that estimate yet **Lorena [9:27:47 AM]:** Alright, let me check how I can assist you. **Lorena [9:29:47 AM]:** I need to document your concern accurately and I will endorse your case to our Product Assistance claim. **Lorena [9:30:03 AM]:** I need to ask more information from you, [redacted] **[9:30:06 AM]:** ok **Lorena [9:30:57 AM]:** When did the

accident happen? Can you give me the exact date, please? [redacted] **[9:31:25 AM]:** Tuesday August 28th **Lorena [9:31:59 AM]:** Can I have the accident location, please? [redacted] **[9:32:46 AM]:** 143rd and Nall, Overland Park Kansas. It was in the school parking lot. Wife was pulling out of the stall and hit another car when she could not stop. **Lorena [9:34:35 AM]:** Was an insurance claim filed? [redacted] **[9:34:40 AM]:** yes

Lorena [9:35:11 AM]: I understand you mentioned that no one was hurt, am I correct? [redacted] **[9:35:17 AM]:** correct **Lorena [9:35:59 AM]:** Thank you for answering the questions. **Lorena [9:36:16 AM]:** Here is the case number, [redacted]. **Lorena [9:36:30 AM]:** I will endorse your case to our Product Assistance Claims, and an Advisor from that department will get in touch with you within 3 business days. [redacted]

[redacted] **[9:36:52 AM]:** Thank you **Lorena [9:37:05 AM]:** You're welcome! **Lorena [9:37:18 AM]:** Can you please provide me the best phone number, and the best time to call you? [redacted] **[9:37:27 AM]:** [redacted] **Lorena [9:38:22 AM]:** Anytime would be fine? [redacted] [redacted] **[9:38:33 AM]:** yes **Lorena [9:38:38 AM]:** Is there anything else that I can assist you with? [redacted] **[9:38:47 AM]:** that should do

it. Thanks **Lorena [9:38:57 AM]:** You’re welcome! **Lorena [9:39:04 AM]:** Thank you for chatting Chevrolet Customer Assistance Center. You have a great day! Caller sterling cramer left the call. Call Disconnected.

PE18-012

GM

3-27-2019

Q3

General Motors Policy Evaluation Tool

Date: 09/27/2018

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 1GNSCBKC1GR[redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age Vehicle owner hip tatu cannot be verified at thi time, plea e verify owner hip tatu with the customer.

Time

Component's Warranty End Date: 08/20/2019
Job Card Date: 09/27/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,390
Current Mileage: 40,000
Miles out of Warranty: 3,610

Repair

Total Repair Co t At Warranty Rate $629 29
Job Card / Repair Order Tier2
Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

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

GM Participation Amount $314 65
Cu t/Dlr Participation Amount $314 64 / 50%
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

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

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

[redacted]

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 09/13/18
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

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

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Tahoe Year: 2016 Current mileage: 48

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: Classic Chevrolet, Grapevine, TX

Primary Servicing dealer/city/state: Stonebriar Chevrolet,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 06/01/16 Mileage at purchase/lease:

First repair attempt date: 09/13/18 First repair attempt mileage: 48

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

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

There have been many complaints active in regards to this with the 2016 Chevy Tahoe. There was a recall opened for the year, make and model recall No. 20760 however GM corporate is telling me that my VIN isnt covered under this recall. I would like them to fully replace vacuum pump with no charge.

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

VEHICLE INDENTIFICATION NUMBER _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Vehicle does not brake in slow speeds				no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

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

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

2016 TAHOE 2WD LT GENERAL MOTORS LLC
GXG TUNGSTEN METALLIC /V8G
H2U JET BLACK RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN SCBK C1 GR[redacted] VEHICLE INVOICE [redacted]
**********3893******13*07348S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15706 TAHOE 2WD LT	52030.00	48387.90	INVOICE 06/22/16
ATN SEATS, 2ND ROW BUCKET, POWER	795.00	723.45	SHIPPED 06/22/16
C5Y GVW RATING - 7100 LBS	N/C	N/C	EXP I/T 06/24/16
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 06/24/16
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	PRC EFF 06/22/16
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	KEYS V1664 V1664
PDR SIGNATURE PACKAGE:	6635.00	6037.85	WFP-S QTR OPT-1
* TEXAS EDITION PACKAGE, PLUS			BANK: JP MORGAN C
* 20" CHROME WHEELS			CHG-TO 07-348
* CHROME GRILLE INSERT			
* CHROME ASSIST STEPS			SHIP WT: 5258
* CHROME BODY SIDE MOLDINGS			HP: 45.7
* CHROME TOW HOOKS			GVWR: 7100
* POLISHED EXHAUST TIP			GAWR.FT: 3200
VV4 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)	0.00	0.00	GAWR.RR: 4100
			EMPLOY: 53289.91
			SUPPLR: 55452.20
			NTR: 1/2
1SZ OPTION PACKAGE DISCOUNTER	1200.00-	1092.00-	DAN: LTTEX
			EMPINC: 3341.35
			SUPINC: 1179.06

TOTAL MODEL & OPTIONS	58260.00	54057.20	ACT 237 53504.40
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1747.80
DEALER IMR CONTRIBUTION		291.30	ADV 261 291.30
LMA GROUP CONTRIBUTION		873.90	EXP 65A 873.90
TOTAL	59455.00	56417.40	PAY 310 56417.40
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		53889.15	

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

HUFFINES CHEVROLET

Fax

FACSIMILE [redacted]

Date: 9/20/2018

To: [redacted]
From: STNSvcWFax [redacted]

Subject:] ADR Alert â€" Action Required: Case #Chevrolet, [redacted]
VIN 1GNSCBKC1GR[redacted]Mileage 48000

From:
Sent: Thursday, September 20, 2018 7:13 AM
To: Hendrix, Karen <KHendrix@stonebriarchevrolet.com>
Subject: [EXTERNAL] Scan Data from [TX-STN-SVC-P02][1]

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
PRE-INVOICE **

STONEBRIAR CHEVROLET
9950 STATE HIGHWAY 121
FRISCO, TX 75035
(214) 472-6880

SERVICE ADVISOR: 161 CHRIS POSAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET TAHOE	1GNSCBKC1GH[redacted]		48455/48455	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			16:30 08SEP18		0.00	CASH	14SEP18

R.O. OPENED	READY	OPTIONS:
08:11 08SEP18	10:35 14SEP18	DLR:64893

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES: WHEN TRYING TO STOP THE VEHICLE BRAKE PEDAL START COMING STIFF AND CUSTOMER IS UNABLE TO STOP THE VEHICLE. C/S TRY TO BACK FROM GARAGE AND COULD NOT STOP VEHICLE COMPLETLY AND ALMOST HIT A WALL. C/S THIS HAPPEN MORE THAN ONE TIME.										
	CAUSE: BRAKE ASSIST VACUUM PUMP WEAK LOW VACUUM-REPLACED VACUUM PUMP, BELT AND AC BELT										
	CONCERN CODE: 0131										
	4023850 VACUUM PUMP ASSEMBLY REPLACEMENT										
				36	W	1.40	4060	21039			
	1 12658179 (S)BELT						3765	7161	0	71.61	210.39	210.39
	1 12658178 (S)BELT KIT						3785	7199	0	75.71	71.61	71.61
	1 12669488 (S)PUMP						12106	23024	0	242.13	71.99	71.99
	PC: 6021										230.24	230.24
	PART#: 12658179											
	COUNT: 1											
	CLAIM TYPE:						19656	37384	TPARTS			
	AUTH CODE:											
	,,,,48455 BRAKE ASSIST VACUUM PUMP WEAK LOW VACUUM 4023850 1.40 REPLACE						4060	21039	TLABOR			
	,,,,WEAK BRAKE ASSIST VACUUM PUMP, BELT, AND AC BELT											
B	WASH AND VACUUM VEHICLE AT NO CHARGE											
	CSIW WASH AND VACUUM VEHICLE AT NO CHARGE											
				99	IW	0.00	0	0			0.00	0.00
C	GM MULTI-POINT INSPECTION											
	27PI GM MULTI-POINT INSPECTION											
				36	ISP	0.00	0	0			0.00	0.00
	,,,,48455 COMPLETE											
D	CUSTOMER IN AN IN HOUSE LOANER											
	IHR CUSTOMER IN AN IN HOUSE LOANER											
				99	ISP	0.00	0	0			0.00	0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-14-18	08:34	09:56	1.36	W	36	A	

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

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

Copyright 2014 CDK Global, LLC SERVICE INVOICE Type 2 - SIDC - Standard

WARRANTY COPY

75
32

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 2

STONEBRIAR CHEVROLET
9950 STATE HIGHWAY 121
FRISCO, TX 75035
(214) 472-6880

SERVICE ADVISOR: 161 POSAS, CHRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	16	CHEVROLET TAHOE	1GNSCBKC1GR[redacted]		48455/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			16:30 08SEP18		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:64893
08SEP2018 08:11		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	S140		CDEF	CUSTOMER STATES: WHEN TRYING TO STOP THE VEHICLE BRAKE PEDAL START COMING STIFF AND CUSTOMER IS UNABLE TO STOP THE VEHICLE. C/S TRY TO BACK FROM GARAGE AND COULD NOT STOP VEHICLE COMPLETLY AND ALMOST HIT A WALL. C/S THIS HAPPEN MORE THAN ONE TIME. 36
				4023850 1.4 SEP 14 2018
# B	CSIW		CDEF	WASH AND VACUUM VEHICLE AT NO CHARGE
# C	27PI		CDEF	GM MULTI-POINT INSPECTION 36
# D	IHR		CDEF	CUSTOMER IN AN IN HOUSE LOANER

12669488 - $ 290.56

12659655 $

BRAKE ASSIST VACUUM PUMP

2.5 BELT 12658179 - $ 79.26

AC BELT 12658178 / $ 90.85

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold are hereby made by the respective 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 purchases. Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request. 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.

PRELIMINARY ESTIMATE $ $159.00

AUTHORIZED BY X [redacted]

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I WAS NOTIFIED & GAVE ORAL APPROVAL
TES:

TECHNICIAN [redacted]

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

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DUPLICATE 1
PAGE 1
** PRE-INVOICE **

STONEBRIAR CHEVROLET
9950 STATE HIGHWAY 121
FRISCO, TX 75035
(214) 472-6880

SERVICE ADVISOR: 114 Ryan McGrath

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET TAHOE	1GNSCBKC1GR[redacted]		48613/48613	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DT			16:30 18SEP18		0.00	CC	18SEP18

R.O. OPENED	READY	OPTIONS:
07:49 18SEP18	09:48 18SEP18	DLR:64893

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	1 YEAR OBD STICKER. TEXAS STATE INSPECTION										
	5550	1 YEAR OBD STICKER. TEXAS STATE INSPECTION									
		63	CS	0.50		500	2550			25.50	25.50
	,,,,48613 complete										
B	DO NOT PERFORM GM MULTI-POINT INSPECTION										
	N27PI	DO NOT PERFORM GM MULTI-POINT INSPECTION									
		63	ISP	0.00		0	0			0.00	0.00
	,,,,48613 complete										
C	WASH AND VACUUM VEHICLE AT NO CHARGE										
	CSIW	WASH AND VACUUM VEHICLE AT NO CHARGE									
		99	IW	0.00		0	0			0.00	0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-18-18	08:29	08:51	0.37	W	63	B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
136000	2550	500		136300	0	0	
136002	0	0		153230	0	*******	
110400	2550	*******					

SEP 18 2018
CC 25.50

COST, SALE, & COMP TOTALS 500 2550 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in

DESCRIPTION	TOTALS
LABOR AMOUNT	25.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	25.50
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	25.50

[redacted]

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WA[redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 2

STONEBRIAR CHEVROLET
9950 STATE HIGHWAY 121
FRISCO, TX 75035
(214) 472-6880

SERVICE ADVISOR: 165 COE, LENAH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	16	CHEVROLET TAHOE	1GNSCBKC1GR[redacted]		48613/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			16:30 18SEP18		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:64893
18SEP2018 07:49		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	5550		CDEF	1 YEAR OBD STICKER. TEXAS STATE INSPECTION 603
# B	N27PI		CDEF	DO NOT PERFORM GM MULTI-POINT INSPECTION
# C	CSIW		CDEF	WASH AND VACUUM VEHICLE AT NO CHARGE

Pay 3:00 please

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold are hereby made by the respective 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 purchases. Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request. 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.

[redacted] 25.50

AUTHO[redacted]

REVISED ESTIMA[redacted]		TIME	BY
REVISED			

[redacted] GAVE ORAL APPROVAL

TECHNICI[redacted]

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Fax

FACSIMILE [redacted]

Date: 9/20/2018

To: [redacted]
From: STNSvcWFax [redacted]

Subject:] ADR Alert â€" Action Required: Case #Chevrolet, [redacted]
VIN 1GNSCBKC1GR[redacted]Mileage 48000

From:
Sent: Thursday, September 20, 2018 7:13 AM
To: Hendrix, Karen <KHendrix@stonebriarchevrolet.com>
Subject: [EXTERNAL] Scan Data from [TX-STN-SVC-P02][2]

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

STONEBRIAR CHEVROLET
9950 STATE HIGHWAY 121
FRISCO, TX 75035
(214) 472-6880

SERVICE ADVISOR: 165 COE, LENAH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	16	CHEVROLET TAHOE	1GNSCBKC1GR[redacted]		48613/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			16:30 18SEP18		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:64893
18SEP2018 07:49		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH	TYPE	DESCRIPTION
603875	161	48455	15SEP18			
			4023850	36	W	VACUUM PUMP ASSEMBLY REPLACEMENT
			CSIW	99	IW	WASH AND VACUUM VEHICLE AT NO CHARGE
			27PI	36	ISP	GM MULTI-POINT INSPECTION
			IHR	99	ISP	CUSTOMER IN AN IN HOUSE LOANER

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold are hereby made by the respective 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 purchases. Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request. 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.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

STONEBRIAR CHEVROLET
9950 STATE HIGHWAY 121
FRISCO, TX 75035
(214) 472-6880

SERVICE ADVISOR: 161 POSAS, CHRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLACK	16	CHEVROLET TAHOE	1GNSCBKC1GR[redacted]		48455/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			16:30 08SEP18		0.00	CASH	

R.O. OPENED	READY	OPTIONS: DLR:64893
08SEP2018 08:11		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH...	TYPE	DESCRIPTION

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold are hereby made by the respective 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 purchases. Non-GM parts and accessories are not covered under the GM New Vehicle Limited Warranty. They also may damage the vehicle, compromise its compliance with safety standards or void the GM Warranty on the vehicle itself. GM is not responsible for the consequences of installing any non-GM equipment, parts or accessories on the vehicle. A list of non-GM parts is available to you upon request. 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.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

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BBB AUTO LINE PROGRAM SUMMARY

General Motors

General Motors has agreed to arbitrate certain claims covered by the applicable state lemon law. General Motors has also agreed to arbitrate certain warranty claims not covered by the lemon law. This *Program Summary* describes the claims that may be resolved through BBB AUTO LINE.

LEMON LAW CLAIMS

A claim seeking relief under the applicable state lemon law must meet all standards set out by that law. The claim must be received by BBB AUTO LINE within the time period for filing a legal action under that law. Please see the attached description of the applicable lemon law provisions.

[Note: **Florida** claims involving GM chassis or chassis cabs in motor homes may be filed with the Florida Pilot RV Mediation and Arbitration Program, and are not eligible for BBB AUTO LINE.]

If the claim meets all standards set out by the applicable lemon law, the arbitrator will award a refund or replacement vehicle including all remedies specifically provided by that law excluding attorney's fees. An arbitrator may not award any penalties or multiple damages.

Please note:

- The award will be reduced for the customer's use of the vehicle in accordance with the applicable lemon law.
- The arbitrator may adjust the award based on damage to the vehicle exceeding normal wear and tear.
- The award will not include any manufacturer rebate or manufacturer-sponsored credit card earnings the customer received or used as a down payment or capitalized cost reduction.

Customer Responsibilities

At the time of the repurchase or replacement transaction, the customer's vehicle must be currently registered per that state's lemon law. The customer will be responsible for turning over the vehicle as it existed at the time of sale, taking into account normal wear and tear, without any after-market equipment or accessories that were installed after the time of sale and without any abnormal wear or damage evident on the vehicle that is not caused by the nonconformity. The customer will also be responsible for providing clear title to the vehicle and signing all documents necessary to effect transfer of the title, including a power of attorney for title transfer.

WARRANTY CLAIMS NOT COVERED BY THE LEMON LAW

Certain warranty claims that do not meet all standards of the applicable lemon law may be eligible for arbitration if they meet certain conditions.

Time Period for Filing Claims

Claims seeking **repairs** or **reimbursement** for past repairs must be received by BBB AUTO LINE before the expiration of the General Motors Bumper-to-Bumper new vehicle warranty.

Eligible Claims

Claims must be based on an alleged defect in the vehicle's material or workmanship that is covered by the General Motors New Vehicle Limited Warranty.

Eligible Vehicles

Claims may be filed for cars; light duty trucks and vans up to 10,000 pounds G.V.W.R.

The customer's vehicle must be:

- Owned or leased in the name of an individual;
- Purchased or leased, registered, and normally operated in the United States, Puerto Rico or U.S. Virgin Islands; and
- Covered by a United States warranty.

Remedies for Warranty Claims

The arbitrator may award the following remedies:

- **Repairs** to defects in material or workmanship. The arbitrator may not order a change in the vehicle's options or its design. The arbitrator may not order repairs to aftermarket parts or accessories that are not covered by the General Motors New Vehicle Limited Warranty. Further, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.
- **Reimbursement** for reasonable, documented expenses the customer incurred to repair defects in material or workmanship. It is the customer's responsibility to provide copies of receipts for these repairs.

Customer Responsibilities

If repairs are awarded, it is the customer's responsibility to remove any after-market equipment or accessories that interfere with General Motors' ability to perform the repair.

CLAIMS THAT WILL NOT BE ARBITRATED

- Claims not covered by the General Motors New Vehicle Limited Warranty.
- Claims involving vehicles with a non-U.S. warranty, or salvaged, "total loss" or similarly branded titled vehicles.
- Claims alleging that an airbag failed to deploy or deployed when it should not have.
- Claims covered by insurance or by warranties of other manufacturers.
- Repair or reimbursement claims that are not covered by the General Motors New Vehicle Limited Warranty but are covered by a service contract.
- Claims involving after-market equipment or accessories that interfere with General Motors' ability to make repairs to the vehicle under warranty.
- Claims involving a vehicle defect if the customer alleges – either as part of the BBB AUTO LINE claim or at any other time – that the vehicle defect has caused (1) bodily injury or (2) an accident or fire that resulted in damage to any vehicle or damage to property.
- Claims seeking compensation for loss of wages, personal injury, or mental anguish.
- Claims seeking damages for fraud or other violations of law, punitive damages, penalties or multiple damages.
- Claims identical to any claim that was resolved by a previous mediation or arbitration, court action, settlement, or agreement between the customer and General Motors.
- Claims seeking attorney's fees.

OTHER IMPORTANT INFORMATION

- The customer must own or lease the vehicle throughout the entire arbitration process.
- If the customer files suit or a state arbitration claim against General Motors prior to the completion of the arbitration process, General Motors will not be obligated to continue with the arbitration.
- A test drive may be taken in the vehicle only if the customer has liability insurance that satisfies his/her state's minimum requirements.

The BBB will let the parties know if other restrictions apply.

STANDARDS OF THE TEXAS LEMON LAW

The following is a brief explanation of most relevant provisions of the Texas lemon law. The complete text of the lemon law can be found at Tex. Occ. Code Ann. §§ 2301.001 *et seq.*

VEHICLES COVERED

The Texas lemon law covers a motor vehicle, defined as:

1. Every fully self-propelled vehicle that has two or more wheels and has as its primary purpose the transport of persons or property on a public highway;
2. Every fully self-propelled, titled vehicle that has two or more wheels and has as its primary purpose the off-road transportation of persons or property;
3. An engine, transmission, or rear axle whether or not attached to a vehicle chassis, that is manufactured for installation in a vehicle having as its primary purpose the transport of persons or property on a public highway and having a gross vehicle weight rating of more than 16,000 pounds; or
4. A towable recreational vehicle.

CONSUMERS COVERED

The lemon law covers a "consumer," defined as a person who is entitled to enforce a manufacturer's warranty with respect to a motor vehicle, and is one of the following :

1. A person who purchases a motor vehicle at retail from a Texas dealer;
2. The lessor or lessee (other than a sublessee) who purchased or leased a motor vehicle from a Texas dealer or lessor;
3. A person who is a resident of Texas and has registered the vehicle in Texas;
4. A person who purchased or leased the vehicle at retail and is an active member of the U.S. armed forces stationed in Texas at the time the claim is filed; or
5. The transferee or assignee of a retail purchaser, lessor or lessee as described above, as long as the transferee or assignee is a resident of Texas and registered the vehicle in Texas.

PROBLEMS COVERED

The lemon law covers any defect or condition that creates a serious safety hazard or substantially impairs the use or market value of the motor vehicle. This is referred to as a *nonconformity*.

"Serious safety hazard" is defined as a life-threatening malfunction or nonconformity that substantially impedes a person's ability to control or operate a motor vehicle for ordinary use or intended purposes or that creates a substantial risk of fire or explosion.

"Impairment of market value" is defined as a substantial loss in market value caused by a defect specific to the motor vehicle.

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The lemon law provides manufacturers with an affirmative defense if it can be shown that the nonconformity is the result of abuse, neglect, or unauthorized modifications or alterations of the motor vehicle, or the nonconformity does not substantially impair the use or market value of the motor vehicle.

MANUFACTURER'S DUTY TO REPAIR

If a new motor vehicle does not conform to the manufacturer's, converter's, or distributor's express warranty, then the manufacturer, converter or distributor must make the necessary repairs.

The necessary repairs must be made after the applicable warranty period has expired if:

1. The consumer or the consumer's agent reports the nonconformity to the manufacturer, converter, or distributor, or any of their agents or franchised dealers during the term of the express warranty; or

2. The terms of the *presumption* relating to the vehicle (see below) have been met.

MANUFACTURER'S DUTY TO REPURCHASE OR REPLACE A VEHICLE

If the manufacturer, converter, or distributor is unable to conform the motor vehicle to the applicable express warranty by repairing or correcting a nonconformity after a *reasonable number of attempts*, the manufacturer, converter, or distributor must either replace or repurchase the motor vehicle.

REASONABLE NUMBER OF REPAIR ATTEMPTS

The Texas lemon law establishes a *presumption* that a reasonable number of attempts have been undertaken to conform a motor vehicle to the applicable express warranties if:

For a new motor vehicle that is sold or leased before September 1, 2017:

1. The same nonconformity continues to exist after being subject to repair four or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers. Two of the repair attempts must be made within 12 months or 12,000 miles, whichever occurs first, following the date of original delivery to a consumer. The two other repair attempts must be made within 12 months or 12,000 miles, whichever occurs first, immediately following the date of the second repair attempt;

2. The same nonconformity creates a serious safety hazard and continues to exist after being subject to repair two or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers. At least one attempt to repair must be made within 12 months or 12,000 miles, whichever occurs first, following the date of original delivery to a consumer. At least one other attempt must be made within 12 months or 12,000 miles, whichever occurs first, after the first repair attempt; or

3. A nonconformity that substantially impairs the vehicle's use or market value still exists and the vehicle is out of service for repair for a cumulative total of 30 or more days within the 24 months or 24,000 miles, whichever occurs first, following the date of original delivery to a consumer. At least two repair attempts must be made within the first 12 months or 12,000 miles following the date of original delivery to a consumer.

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The initial 12 month or 12,000 mile periods, the subsequent 12 month or 12,000 mile periods, and the 30 day period are extended by any period during which repair services are not available because of war, invasion, strike, fire, flood, or other natural disaster.

The 30 day period does not include any period during which the manufacturer or distributor lends a comparable motor vehicle to the consumer during the time of repairs by a franchised dealer.

For a new motor vehicle that is sold or leased on or after September 1, 2017:

1. The same nonconformity continues to exist after being subject to repair four or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers and the repair attempts were made before the earlier of: (a) the date the express warranty expires; or (b) 24 months or 24,000 miles, whichever occurs first, following the date of original delivery to a consumer;

2. The same nonconformity creates a serious safety hazard and continues to exist after being subject to repair two or more times by the manufacturer, converter, or distributor, or any of their agents or franchised dealers, and the repair attempts were made before the earlier of: (a) the date the express warranty expires; or (b) 24 months or 24,000 miles, whichever occurs first, following the date of original delivery to a consumer; or

3. A nonconformity that substantially impairs the vehicle's use or market value still exists and the vehicle is out of service for repair for a cumulative total of 30 or more days, and the repair attempts were made before the earlier of: (a) the date the express warranty expires; or (b) 24 months or 24,000 miles, whichever occurs first, following the date of original delivery to a consumer.

The 24 months or 24,000 miles, and the 30 day period are extended for any period that repair services are not available to the consumer because of war, invasion, strike, fire, flood, or other natural disaster.

The 30 day period does not include any period during which the manufacturer or distributor lends a comparable motor vehicle to the consumer during the time of repairs by a franchised dealer.

NOTICE AND OPPORTUNITY TO REPAIR

The manufacturer, converter, or distributor will not be required to replace or repurchase a vehicle unless:

1. The consumer, a person on behalf of the consumer, or the Texas Department of Motor Vehicles provided written notice of the alleged nonconformity or defect to the manufacturer, converter or distributor; and

2. The manufacturer, converter, or distributor has been given an opportunity to cure the alleged defect or nonconformity.

DISPUTE RESOLUTION

A consumer may not file an action seeking refund or replacement unless the consumer has first exhausted the administrative remedies through the state-operated arbitration program.

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TIME PERIOD FOR FILING CLAIMS

A proceeding must be commenced within six months following the earlier of (1) expiration of the express warranty term, or (2) 24 months or 24,000 miles following the date of the vehicle's original delivery to a consumer.

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REMEDIES UNDER THE TEXAS LEMON LAW

REPURCHASE OF OWNED VEHICLES

The Texas lemon law provides that a manufacturer must pay the following amounts when it repurchases an owned vehicle under the lemon law:

1. The full purchase price. The Texas Department of Motor Vehicles indicates this means the amount of the total purchase price of the vehicle, including sales taxes and title, registration and documentary fees, but not including the amount of any interest or finance charge or insurance premiums; and
2. Reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect. The Texas Department of Motor Vehicles has defined reimbursable incidental expenses as including but not limited to:
   (a) alternate transportation;
   (b) towing;
   (c) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter or dealer regarding the vehicle;
   (d) meals and lodging necessitated by the vehicle's failure during out-of-town trips;
   (e) loss or damage to personal property;
   (f) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and
   (g) items or accessories added to the vehicle at or after purchase, taking into consideration the permanent nature, functionality and value added by the items or accessories and whether the items or accessories are original equipment manufacturer (OEM) parts or non-OEM parts;
3. Less a reasonable allowance for the consumer's use of the vehicle.

Refunds must be made to the consumer and lienholder, if any, as their interests may appear.

The reasonable allowance for use must be that amount directly attributable to use of the motor vehicle when the vehicle is not out of service for repair. The Texas Department of Motor Vehicles has established a presumption that a motor vehicle has a useful life of 120,000 miles, and has defined reasonable allowance for use to be the following except in cases where the preponderance of the evidence shows that the vehicle has a longer or shorter expected useful life than 120,000 miles:

a) # miles vehicle traveled from delivery to consumer until first report of defect or condition leading to repurchase / 120,000 X Purchase Price

plus

b) # miles vehicle traveled after date of first report of defect or condition leading to repurchase through date of the hearing / 120,000 X Purchase Price X 50%

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If the motor vehicle is substantially damaged or if there is an adverse change in the motor vehicle's condition beyond ordinary wear and tear, from the date of the hearing to the date of repurchase, and the parties are unable to agree on an amount allowed for such damage or condition, either party may request reconsideration by the final order authority (e.g., the arbitrator) of the repurchase price contained in the final order (e.g., the decision).

REPURCHASE OF LEASED VEHICLES

The Texas Department of Motor Vehicles has set out the following amounts that a manufacturer must pay when it repurchases a leased vehicle under the lemon law:

To the lessee

1. All lease payments previously paid by the lessee to the lessor under the terms of the lease;
2. All sums previously paid to the lessor in connection with entering into the lease agreement, including but not limited to any capitalized cost reduction, down payment, trade-in, or similar cost; and
3. Sales tax, license and registration fees, and other documentary fees, if applicable; and
4. Reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect. The Texas Department of Motor Vehicles has defined reimbursable incidental expenses as including but not limited to:
   (a) alternate transportation;
   (b) towing;
   (c) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter or dealer regarding the vehicle;
   (d) meals and lodging necessitated by the vehicle's failure during out-of-town trips;
   (e) loss or damage to personal property;
   (f) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and
   (g) items or accessories added to the vehicle at or after purchase, taking into consideration the permanent nature, functionality and value added by the items or accessories and whether the items or accessories are original equipment manufacturer parts or non-OEM parts;
5. Less a reasonable allowance for the consumer's use of the vehicle.

To the lessor

1. 105% of the actual price paid by the lessor for the vehicle
2. Any tax, title, license and documentary fees paid by the lessor and as evidenced in a bill of sale, bank draft demand, tax collector's receipt, or similar instrument;
3. Any amount or fee, if any, paid by the lessor to secure the lease or interest in the lease;

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4. Less all payments made by the lessee.

Refunds must be made to the lessee, lessor, and any lienholder as their interests may appear. The motor vehicle must be returned to the manufacturer, converter or distributor with clear title upon payment of these amounts. The lessor must transfer title of the motor vehicle to the manufacturer, converter or distributor as necessary to effectuate the lessee's rights under the lemon law. The lease must be terminated without any penalty to the lessee.

The reasonable allowance for use must be that amount directly attributable to use of the motor vehicle when the vehicle is not out of service for repair. The Texas Department of Motor Vehicles has established a presumption that a motor vehicle has a useful life of 120,000 miles, and has defined reasonable allowance for use to be the following except in cases where the preponderance of the evidence shows that the vehicle has a longer or shorter expected useful life than 120,000 miles:

a) # miles vehicle traveled from delivery to consumer until first report of defect or condition leading to repurchase / 120,000 X Actual price paid by the lessor for the vehicle

plus

b) # miles vehicle traveled after date of first report of defect or condition leading to repurchase through date of the hearing / 120,000 X Actual price paid by the lessor for the vehicle X 50%

If the motor vehicle is substantially damaged or if there is an adverse change in the motor vehicle's condition beyond ordinary wear and tear, from the date of the hearing to the date of repurchase, and the parties are unable to agree on an amount allowed for such damage or condition, either party may request reconsideration by the final order authority (e.g., the arbitrator) of the repurchase price contained in the final order (e.g., the decision).

REPLACEMENT

When replacing a vehicle under the Texas lemon law, the manufacturer must replace the motor vehicle with a comparable motor vehicle.

The manufacturer, converter, or distributor shall:

1. Promptly authorize the exchange of the consumer's motor vehicle with the consumer's choice of any comparable motor vehicle; and

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2. Instruct the dealer to contract the sale of the selected comparable motor vehicle with the consumer as follows:

(a) The sales price of the comparable motor vehicle shall be the vehicle's Manufacturer's Suggested Retail Price (MSRP/DSRP, as applicable);

(b) The trade-in value of the consumer's motor vehicle shall be the MSRP/DRSP, as applicable, at the time of the original transaction, less a reasonable allowance for the consumer's use of the consumer's motor vehicle; and

(c) The use allowance for replacement relief shall be calculated as follows:

The reasonable allowance for use must be that amount directly attributable to use of the motor vehicle when the vehicle is not out of service for repair. The Texas Department of Motor Vehicles has established a presumption that a motor vehicle has a useful life of 120,000 miles, and has defined reasonable allowance for use to be the following except in cases where the preponderance of the evidence shows that the vehicle has a longer or shorter expected useful life than 120,000 miles:

(i) # miles vehicle traveled from delivery to consumer until first report of defect or condition leading to repurchase through the date of the hearing / 120,000 X Purchase Price

plus

(ii) # miles vehicle traveled after date of first report of defect or condition leading to repurchase through date of the hearing / 120,000 X Purchase Price X 50%

3. Reimburse the consumer for reasonable incidental costs resulting from loss of use of the motor vehicle because of the nonconformity or defect. The Texas Department of Motor Vehicles has defined reimbursable incidental expenses as including but not limited to:

(a) alternate transportation;
(b) towing;
(c) telephone calls or mail charges directly attributable to contacting the manufacturer, distributor, converter or dealer regarding the vehicle;
(d) meals and lodging necessitated by the vehicle's failure during out-of-town trips;
(e) loss or damage to personal property;
(f) attorney fees if the complainant retains counsel after notification that the respondent is represented by counsel; and

This information is not intended as legal advice. Please direct specific questions to your legal counsel.
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(g) items or accessories added to the vehicle at or after purchase, taking into consideration the permanent nature, functionality and value added by the items or accessories and whether the items or accessories are original equipment manufacturer parts or non-OEM parts.

4. Upon any replacement of a consumer's motor vehicle, the consumer shall be responsible for payment or financing of the usage allowance of the consumer's vehicle, any outstanding liens on the consumer's vehicle, and applicable taxes and fees associated with the new sale, excluding documentary fees.

   (A) If the comparable motor vehicle has a higher MSRP/DSRP, as applicable, than the complainant's vehicle, the complainant shall be responsible at the time of sale to pay or finance the difference in the two vehicles' MSRPs/DSRPs, as applicable, to the manufacturer, converter or distributor.

   (B) If the comparable motor vehicle has a lower MSRP/DSRP, as applicable, than the complainant's vehicle, the complainant will be credited the difference in the MSRP/DSRP, as applicable, between the two motor vehicles. The difference credited shall not exceed the amount of the calculated usage allowance for the complainant's vehicle.

5. The consumer is responsible for obtaining financing, if necessary, to complete the replacement.

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PE18-012

GM

3-27-2019

Q3

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 09/14/18
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address [redacted]

City: [redacted] State: [redacted] Zip code: [redacted]

Day phone: [redacted] Evening phone: [redacted] Cell phone:

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Silverado Year: 2014 Current mileage: 81000

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: , , OK

Primary Servicing dealer/city/state: ,

Acquired as ☐ new ☒ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 06/20/16 Mileage at purchase/lease:

First repair attempt date: 04/10/17 First repair attempt mileage: 0

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

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

I would like this part to be recalled. GM is aware of it being an issue with this year and refuses to recall it although they've fixed it in newer vehicles. It's incredibly dangerous and happens to hundreds with this year of truck causing accidents and injuries.

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

VEHICLE INDENTIFICATION NUMBER _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

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

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

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

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

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Q3

Advertisement

2016 Chevrolet Silverado 1500 Crew Cab Pricing Report

Style: Z71 LTZ Pickup 4D 6 1/2 ft
Mileage: 48,000

Sell To Private Party

Private Party Range
$31,960 - $36,107
Private Party Value
$34,034

Valid for ZIP Code 77071 through 11/01/2018

Vehicle Highlights

Fuel Economy: City 15/Hwy 21/Comb 17 MPG	Max Seating: 6
Doors: 4	Engine: V8, EcoTec3, 5.3 Liter
Drivetrain: 4WD	Transmission: Auto, 8-Spd Overdrive
EPA Class: Standard Pickup Trucks	Body Style: Pickup
Country of Origin: United States	Country of Assembly: United States

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine
V8, EcoTec3, 5.3 Liter

Transmission
Auto, 8-Spd Overdrive

Drivetrain
4WD

Braking and Traction
Hill Descent Control
Hill Start Assist Control
Traction Control
StabiliTrak
ABS (4-Wheel)

Comfort and Convenience
Anti-Theft System
Keyless Entry
Keyless Start
Air Conditioning
Power Sliding Rear Window
Power Windows
Power Door Locks
Cruise Control

Steering
Power Steering
Tilt & Telescoping Wheel

Entertainment and Instrumentation
AM/FM/HD Radio
CD/MP3 (Single Disc)
SiriusXM Satellite
MyLink
Navigation System
Bluetooth Wireless
OnStar

Safety and Security
Backup Camera
Dual Air Bags
Side Air Bags
F&R Head Curtain Air Bags

Seats
Heated Seats
Cooled Seats
Dual Power Seats
Leather

Roof and Glass
Moon Roof
Privacy Glass

Lighting
Daytime Running Lights
LED Headlamps

Exterior
Fog Lights

Cargo and Towing
Bed Liner
Towing Pkg

Wheels and Tires
Alloy Wheels

Exterior Color
✓ Black

Glossary of Terms

Kelley Blue Book® Trade-In Value - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options indicated.

Trade-In Range - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

Kelley Blue Book® Private Party Value - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

Private Party Range - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

Excellent Condition - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

Very Good Condition - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

Good Condition - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

Tip:
It's crucial to know your car's true condition when you sell it, so that you can price it appropriately. Consider having your mechanic give you an objective report.

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PE18-012

GM

3-27-2019

Q3

GM Logo

General Motors - Policy Evaluation Tool

Date: 12/04/2018

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GNSKKKCXFR[redacted]
Make: Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 04/23/2017
Job Card Date: 12/04/2018
Days out of Warranty: 590

Mileage

Component's Warranty End Mileage (Miles): 36,236
Current Mileage: 60,000
Miles out of Warranty: 23,764

Repair

Total Repair Cost At Warranty Rates: $750.00
Repair Group: Brakes

Job Card / Repair Order : t2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

GM Participation Amount: $150.00 - $300.00
Cust/Dlr Participation Amount: $450.00 - $600.00
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

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

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

PE18-012

GM

3-27-2019

Q3

General Motors Policy Evaluation Tool

Date: 11/07/2018

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 1GKS2GKC0FR[redacted] **Make** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 10/02/2017
Job Card Date: 11/07/2018
Days out of Warranty: 401

Mileage

Component's Warranty End Mileage (Miles): 36,001
Current Mileage: 75,000
Miles out of Warranty: 38,999

Repair

Total Repair Cost At Warranty Rates: $1,000.00
Job Card / Repair Order : T2
Repair Group Brake

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

GM Participation Amount: $250.00 - $450.00
Cust/Dlr Participation Amount: $550.00 - $750.00
Agreed upon Cu tomer/Dealer Participation Amount

Plea e print thi document and the upporting IVH document and attach to the 'Hard Copy'

Plea e note, every cu tomer' ituation mu t be evaluated on a Ca e by Ca e ba i If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

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