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

PE18-012

GM

3-27-2019

Q3

[redacted]

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

DI002 Brake / ABS System Dealer 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:	
VIN:	3GCUKSEC2GG[redacted]	Dealership contact (Service Manager/Director)	
Model:	Silverado	Dealership / (Service Manager/Director) Phone #	
Mileage:		Dealer City/ST	Fort Worth, TX
Dlr. BAC & Name	Moritz Chevrolet BAC 133[redacted]	Warranty Rate:	115.72

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:

Customer states he was at a red light waiting to turn green when proceed to drive forward. Customer says the brake pedal felt hard and was not able to stop vehicle and ended up rear ending another vehicle.

Customer Allegation of Defect:

Defect in the brake system caused vehicle accident.

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
U0402	00	TCCM	Invalid data from transmission control module		✓
B1325	03	Radio controls	Control module power circuit low voltage		✓
P0711	00	TCM	Transmission fluid temperature sensor performance		✓
B1325	03	HVAC Controls	Control module power circuit low voltage		✓

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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 FOUND

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: 3

Perform a pedal travel check according to Service Information procedures. Record pedal travel (inches): 1 5/8

Remove the wheels and inspect the front / rear brake:

Any calliper/wheel cylinder corrosion?	✓ Yes	☐ No	Describe: Only minor surface rust/corrosion
Any rotor/drum corrosion?	✓ Yes	☐ No	Describe: Normal rust at rotor/hub mating surfaces

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Any rotor/drum grooving?	Yes	✓ No	Describe:	
Any rotor/drum irregularities?	Yes	✓ No	Describe:	
Any lining corrosion evident?	✓ Yes	No	Describe: Normal minor rust at pad to pad clip contact points	
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	7mm	7mm	7mm	7mm

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:

No wet road at this time, performed ABS stop on gravel and found to be operating normally.

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:

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	Wrangler duratrac M/S	265/65R18	35	7/32
RF	Goodyear	Wrangler duratrac M/S	265/65R18	35	8/32
LR	Goodyear	Wrangler duratrac M/S	265/65R18	35	7/32
RR	Goodyear	Wrangler duratrac M/S	265/65R18	35	7/32

Specific test requests: Provide the test results for concern of "Increased Brake Pedal Effort - Brake Assist Decreased due to Vacuum Pump Failure"

Per Document 2209717 no concerns were duplicated during diagnosis or found, Per document 2209717 the results were inconclusive.

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Version 6
Effective 7/24/2018

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Following the inspection, summarize all relevant facts and observations. Provide related photographs. Specific Test Results. Also describe below any testing performed and provide the specific V, amp, ohm readings etc. and detail all relevant information.

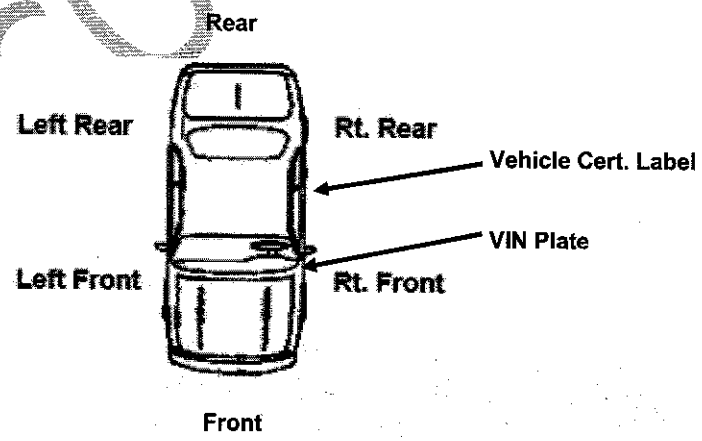
Performed complete vehicle Dtc check. No current codes or dash lights or messages after vehicle self test. No aftermarket components brake fluid leaks, brake components or tire concerns found. Brake fluid condition and level normal. No excessive brake component corrosion. ABS working as designed.

~~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.

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VIN:	3GCUKSEC2GG[redacted]	Dealership contact (Service Manager/Director)	
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DTC	Symptom	Module	Description	Current	History

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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**

If the engine will run:

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

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

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

Remove the wheels and inspect the front / rear brake:

Any calliper/wheel cylinder corrosion?		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.

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	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer

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.

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Observations:

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:

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: Provide the test results for concern of "Increased Brake Pedal Effort - Brake Assist Decreased due to Vacuum Pump Failure"

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

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- Ensure all collaterally damaged components are included in your repair estimate prior to submission.
- Verify parts availability.

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1. **Driver (left) side Exterior**
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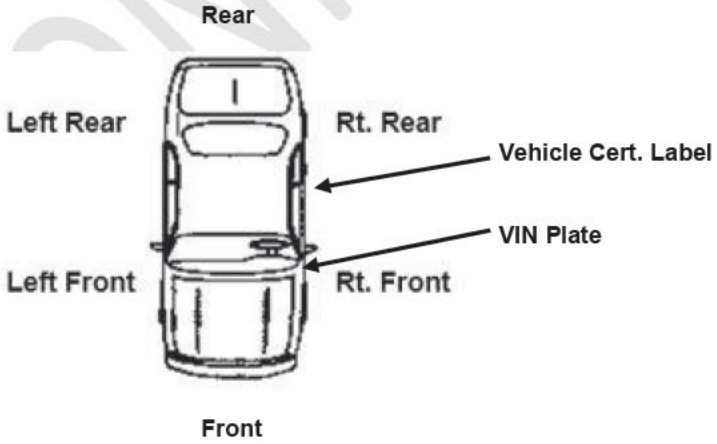
7. **Overall photo to ensure identification location of concern and affected area**
8. **Vehicle Certification Label with VIN visible**
9. **VIN plate**



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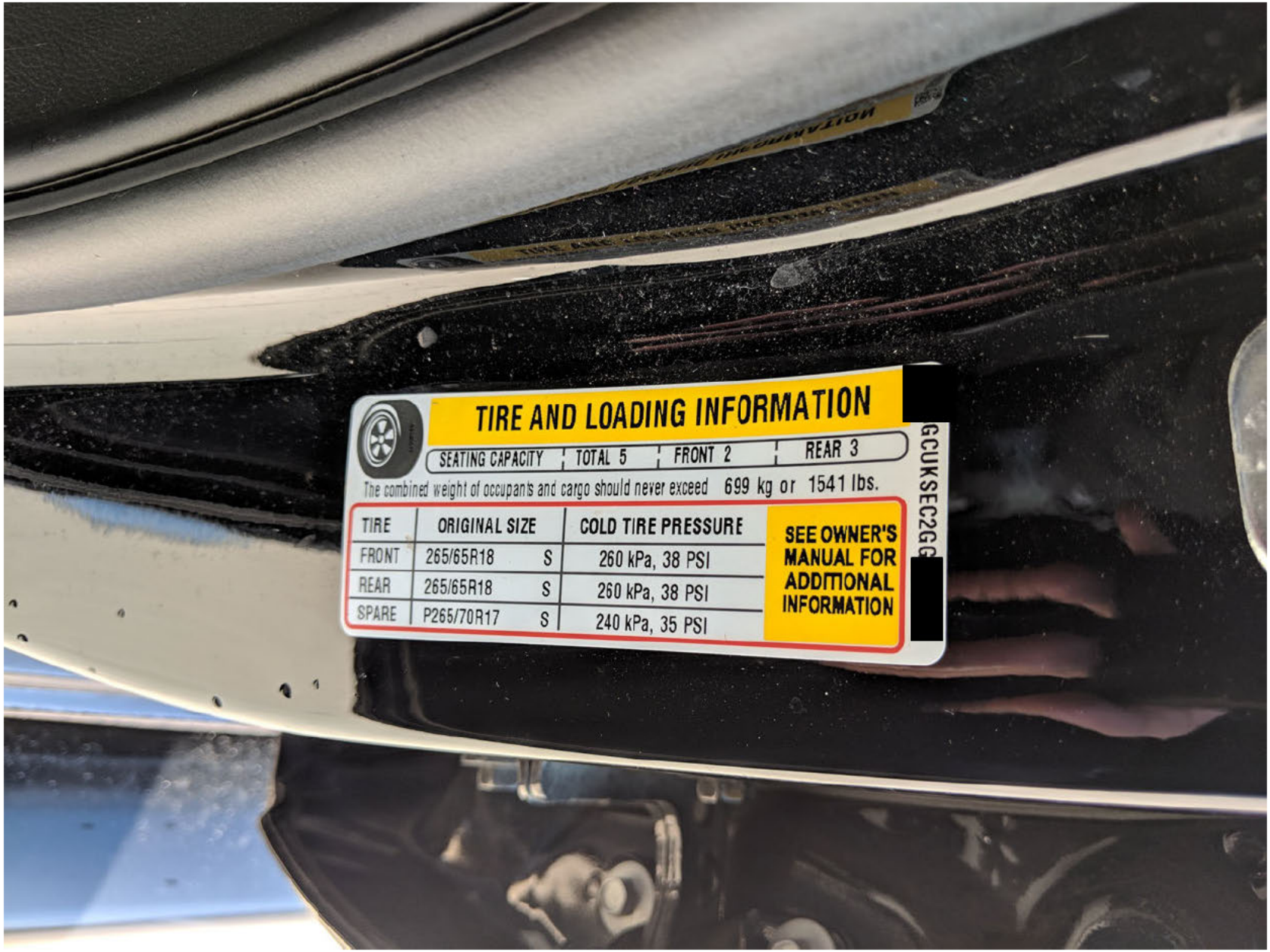
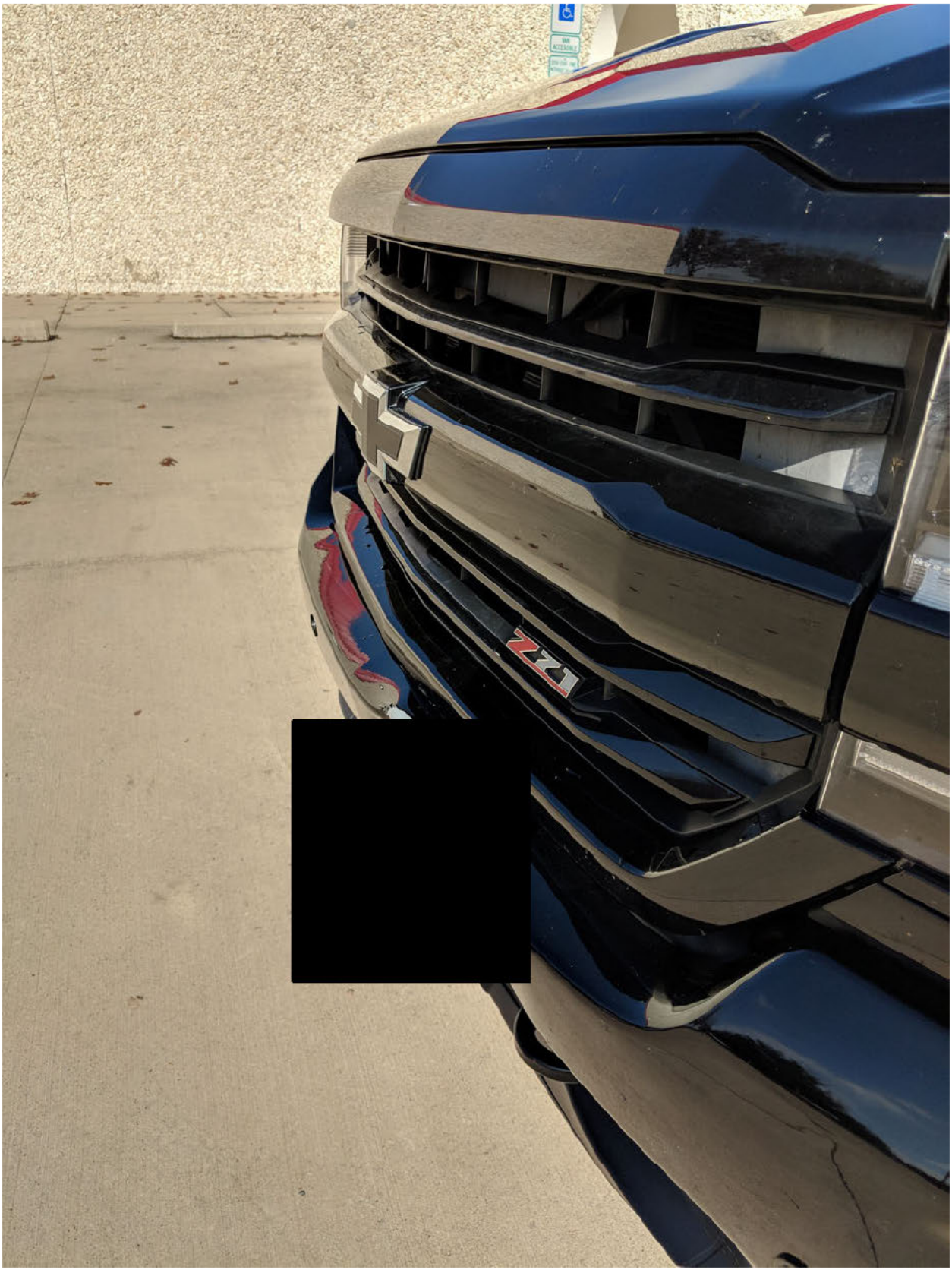
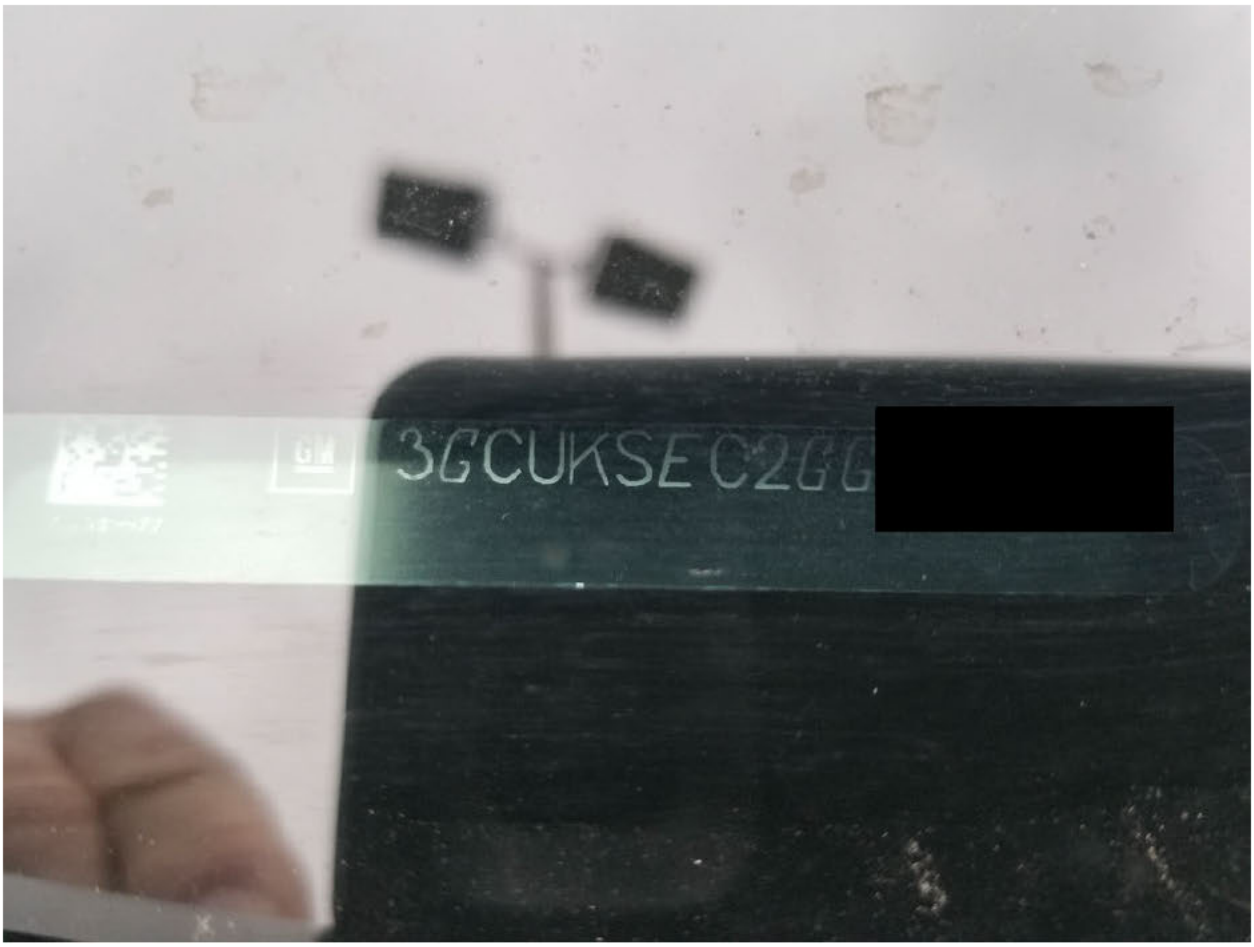

TIRE AND LOADING INFORMATION
SEATING CAPACITY | TOTAL 5 | FRONT 2 | REAR 3
The combined weight of occupants and cargo should never exceed 699 kg or 1541 lbs.
TIRE | ORIGINAL SIZE | COLD TIRE PRESSURE
FRONT | 265/65R18 S | 260 kPa, 38 PSI
REAR | 265/65R18 S | 260 kPa, 38 PSI
SPARE | P265/70R17 S | 240 kPa, 35 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION

Z71

SILVERADO
1T


Z71

SILVERADO
LTZ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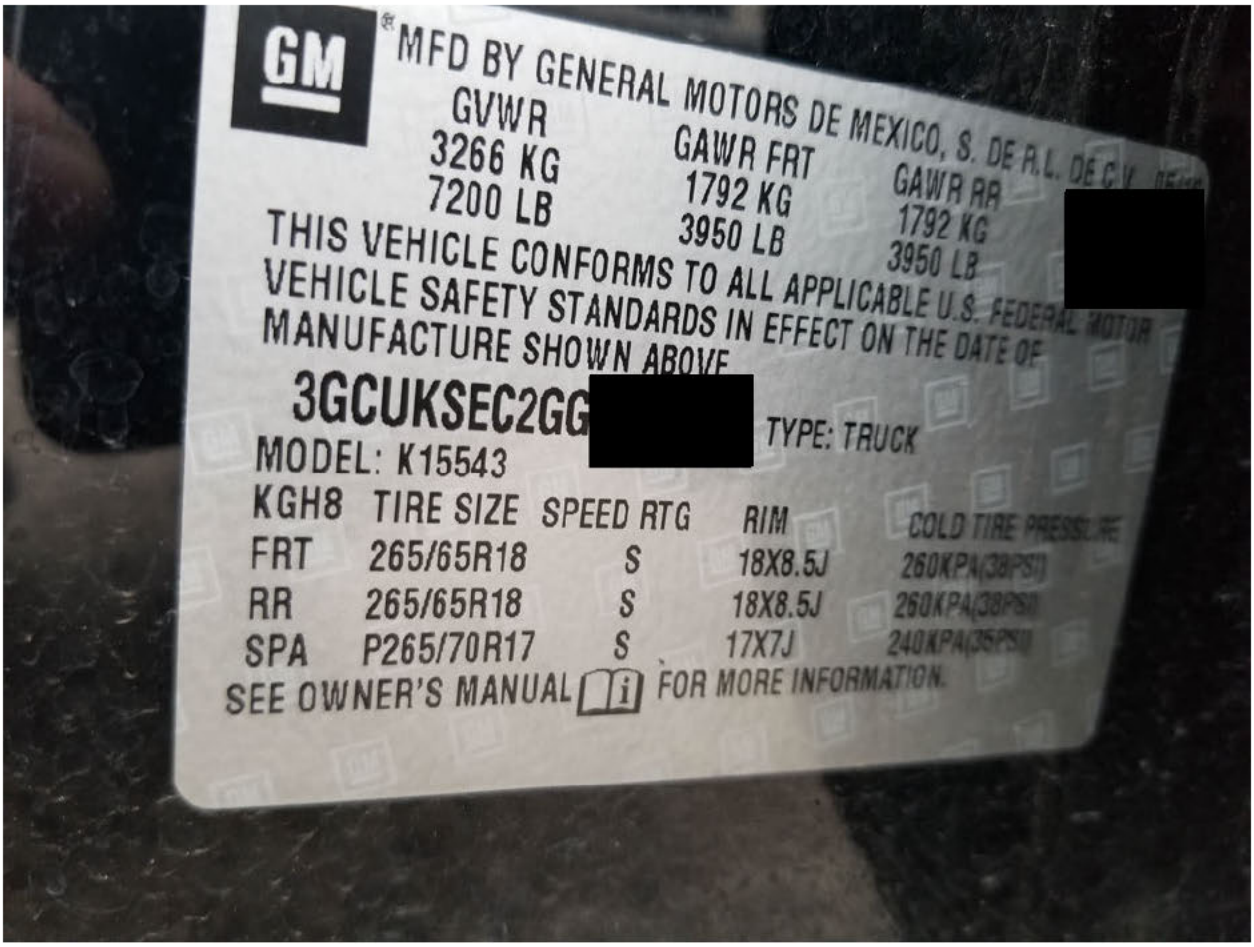
GM
MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V.
GVWR
3266 KG
7200 LB
GAWR FRT
1792 KG
3950 LB
GAWR RR
1792 KG
3950 LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE
3GCUKSEC2GG
TYPE: TRUCK
MODEL: K15543
KGH8 TIRE SIZE SPEED RTG RIM COLD TIRE PRESSURE
FRT 265/65R18 S 18X8.5J 260KPA(38PSI)
RR 265/65R18 S 18X8.5J 260KPA(38PSI)
SPA P265/70R17 S 17X7J 240KPA(35PSI)
SEE OWNER'S MANUAL FOR MORE INFORMATION.

Advertisement

2016 Chevrolet Silverado 1500 Crew Cab Pricing Report

Style: Z71 LTZ Pickup 4D 6 1/2 ft
Mileage: 45,000

Sell To Private Party

Private Party Range
$32,759 - $36,992
Private Party Value
$34,876

Valid for ZIP Code 76133 through 12/14/2018

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

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

General Motors Policy Evaluation Tool

Date: 01/11/2019

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone: [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GCUKREC8FG[redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 06/01/2018
Job Card Date: 01/11/2019
Days out of Warranty: 224

Mileage

Component's Warranty End Mileage (Miles): 36,019
Current Mileage: 47,000
Miles out of Warranty: 10,981

Repair

Total Repair Cost At Warranty Rates: $880.00
Repair Group Brake
Job Card / Repair Order : Tier2

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: $352.00
Agreed upon Cu tomer/Dealer Participation Amount
Cust/Dlr Participation Amount: $528.00 / 60%

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

PE18-012

GM

3-27-2019

Q3

[redacted]

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518
www.MossBrosChevrolet.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/11/17	[redacted]	22153	3001669	3001198	I	39CVZ30	LIFETIME LOFC
				3001198	C	15CVZ07	MULTI POINT INSPECT
				3001198	C	15CVZ14	TIRE- YELLOW
01/03/17	[redacted]	18073	301554	3002073	W	35CVZ	RECALL
				3002073	W	35CVZ01	RECALL
				3002073	W	15CVZ07	MULTI POINT INSPECT

SALESPERSON NO. 2069 RICHARD DANIEL LOPEZ **S E R V I C E** STATE REG# ARD00262825

TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PRIOR APPROVAL) ☐ OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER ☐ Yes ☐ No

CALL WHEN READY ☐ Yes ☐ No

APPOINTMENT ☐ Yes ☒ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
3GCPCREC6EG[redacted]	14/CHEVROLET TRUCK/SILVERADO 1500/P		[redacted]		[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]		08/27/14	31		11/12/18

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLUE GRANITE/JET	[redacted]			[redacted]

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				37,315	301602	JASON FORSYTH

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

TIME RECEIVED	DATE/TIME PROMISED		PRIORITY
11:55am	11/12/18	05:30pm	2

CELL: [redacted]

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspections Subject to conditions on reverse side of this contract PLEASE READ REVERSE SIDE
COMPANY NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM

X _____ CUSTOMER SIGNATURE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

MILEAGE OUT	ORIGINAL ESTIMATE	HAZARDOUS WASTE
	$	$

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended. AUTHORIZED BY

DATE	TIME	PHONE #

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 130.00

X _____

1 **C** 04CVZ01 ***BRAKE DIAGNOSIS***

CUSTOMER STATES WHILE DRIVING THERE IS NO BRAKES -- THE PEDAL WILL GET HARD -- HAS HAPPENED 5 TIMES -- CHECK AND ADVISE

2 **W** 35CVZ02 ***RECALL***

Product Safety Recall (17276): Loss of Steering Assist

3 **C** 15CVZ07 ***MULTI POINT INSPECT***

AT EVERY VISIT A FREE MULTI-POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB) RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE

HAZARDOUS WASTE DISPOSAL: FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTER.
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. BAR # ARD262825 EPA # CAL000354246

REVISED	DATE	TIME	AUTH BY:
REASON		ADL. COSTS $	

☐ IN PERSON ☐ BY PHONE # _____

REVISED	DATE	TIME	AUTH BY:
REASON		ADL. COSTS $	

☐ IN PERSON ☐ BY PHONE # _____

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY 7:00 A.M. TO 6:00 P.M.
SATURADAY 7:00 A.M. TO 4:00 P.M.

Checks gladly accepted with two forms of identification.
The following credit cards are honored;
MasterCard VISA Discover

Please look over our new and previously-owned cars while you are waiting.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

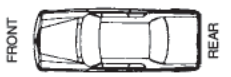
NO CARS RELEASED AFTER SERVICE HOURS
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE.

NO GUARANTEE ON RUST WORK.
Due to the nature of body shop repair, we cannot promise a completion date. Arrangement for payment in full must be made prior to delivery of vehicle.
INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.

POWER OF ATTORNEY
The undersigned, hereinafter called 'Insured", for the consideration of repairs made to insured's automobile, does hereby grant to said.

MOSS BROS. CHEVROLET
Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)



The Reynolds and Reynolds Company ERA-NTWO2E SF658662 Q (04/15)

[redacted]

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518
www.MossBrosChevrolet.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/11/17	[redacted]	22153	3001669	3001198	I	39CVZ30	LIFETIME LOFC
				3001198	C	15CVZ07	MULTI POINT INSPECT
				3001198	C	15CVZ14	TIRE- YELLOW
01/03/17	[redacted]	18073	301554	3002073	W	35CVZ	RECALL
				3002073	W	35CVZ01	RECALL
				3002073	W	15CVZ07	MULTI POINT INSPECT

SALESPERSON NO. 2069 RICHARD DANIEL LOPEZ **S E R V I C E** STATE REG# ARD00262825

TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PRIOR APPROVAL) ☐ OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER ☐ Yes ☐ No

CALL WHEN READY ☐ Yes ☐ No

APPOINTMENT ☐ Yes ☒ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
3GCPCREC6EG[redacted]	14/CHEVROLET TRUCK/SILVERADO 1500/P		[redacted]		[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]		08/27/14	31		11/12/18

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
BLUE GRANITE/JET	[redacted]			[redacted]

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZZ				37,315	301602	JASON FORSYTH

[redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
11:55am	11/12/18 05:30pm	2

CELL: [redacted]

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspections Subject to conditions on reverse side of this contract PLEASE READ REVERSE SIDE
COMPANY NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM

X _____ CUSTOMER SIGNATURE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

MILEAGE OUT	ORIGINAL ESTIMATE	HAZARDOUS WASTE
	$	$

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended. AUTHORIZED BY

DATE	TIME	PHONE #

JOB

MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE REFERENCE GUIDE.
PREFORMED MULTI POINT INSPECTION AND TIRE PRESSURE INSPECTION WITH TIRE PRESSURE GAUGE.

REVISED	DATE	TIME	AUTH BY:
REASON		ADL. COSTS $	

☐ IN PERSON ☐ BY PHONE # _____

REVISED	DATE	TIME	AUTH BY:
REASON		ADL. COSTS $	

☐ IN PERSON ☐ BY PHONE # _____

SERVICE DEPARTMENT HOURS:
MONDAY - FRIDAY 7:00 A.M. TO 6:00 P.M.
SATURADAY 7:00 A.M. TO 4:00 P.M.

Checks gladly accepted with two forms of identification.
The following credit cards are honored;
MasterCard VISA Discover

Please look over our new and previously-owned cars while you are waiting.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary."

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IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE.

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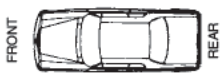
INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.

POWER OF ATTORNEY
The undersigned, hereinafter called 'Insured", for the consideration of repairs made to insured's automobile, does hereby grant to said.

MOSS BROS. CHEVROLET
Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for Insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)



HAZARDOUS WASTE DISPOSAL: FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTER.
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. BAR # ARD262825 EPA # CAL000354246

The Reynolds and Reynolds Company ERA NTWO2E SF658662 Q (04/15)

CUSTOMER COPY

[redacted]

General Motors Policy Evaluation Tool

Date: 11/13/2018

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone: [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GCPCREC6EG[redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 08/27/2017
Job Card Date: 11/13/2018
Days out of Warranty: 443

Mileage

Component's Warranty End Mileage (Miles): 36,031
Current Mileage: 37,315
Miles out of Warranty: 1,284

Repair

Total Repair Cost At Warranty Rates: $400.00
Repair Group Brake
Job Card / Repair Order : CACEC

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: $0.00 *
Agreed upon Cu tomer/Dealer Participation Amount

Cust/Dlr Participation Amount: $400.00

*** GM Participation in thi repair out ide of warranty i not recommended If there are unu ual circum tance which require factory involvement contact your District Manager Aftersales for pre-approval.**

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.

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact date: 11/19/18
Start date: 11/20/18

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:
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: 37315
Name(s) that appears on the vehicle title: [redacted]
Selling dealer/city/state: MOSS BROS.CHEVROLET, MORENO VALLEY, CA
Primary Servicing dealer/city/state: Moss Bros.Chevrolet,
Acquired as ☒ new ☐ used ☐ demo ☐ leased
Is the vehicle in your possession? ☐ yes ☒ no
Date of sale or termination of lease:
Purchase/lease date: 09/01/14
Mileage at purchase/lease:
First repair attempt date: 11/12/18
First repair attempt mileage: 37315
How often is the vehicle used for business purposes (percentage): 0 %
Number of vehicles registered in California by vehicle owner/lessee:
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)

We want the manufacture to cover all repair cost, and provide a rental car while this is being handled.
We have spoken to the dealer service repair techs and they have specified this is a mal function or manufacturer not normal wear and tear. We have missed work, because of this issue.

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

VEHICLE INDENTIFICATION NUMBER 3GCPCREC6EG[redacted]

Lienholder/Leasing Company _____ **Phone Number**_____

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**
Whole braking system				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

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

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER

www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JASON FORSYTH 301602	TAG NO. [redacted]		INVOICE DATE 11/21/18	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 37,315	COLOR BLUE GRANIT	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/PK			DELIVERY DATE 08/27/14	DELIVERY MILES 31
	VEHICLE I.D. NO. 3 G C P C R E C 6 E G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 11/12/18	MILEAGE OUT REPRINT# 1
	COMMENTS				MO: 37321

LABOR & PARTS----------

J# 1 04CVZ01 BRAKE DIAGNOSIS TECH(S):3002051 WARRANTY

CUSTOMER STATES WHILE DRIVING THERE IS NO BRAKES -- THE PEDAL WILL GET HARD -- HAS HAPPENED 5 TIMES -- CHECK AND ADVISE
PERFORM VEHICLE ROAD TEST TO TRY AND DUPLICATE CONCERN UPON ROAD TEST WAS ABLE TO DUPLICATE HARD BRAKE PEDAL, VISUAL INSPECTION WAS PERFORM NO VISIBLE LEAKS BULLETIN INSPECTION WAS PERFORM FOUND DOCUMENT ID: 5146026 DO TO BULLETIN FOUND INSPECTION AT BOOSTER WAS PERFORM, UPON INSPECTION FLUID WAS FOUND IN BRAKE BOOSTER PER BULLETIN BOOSTER AND ADDITIONAL PART HAVE TO BE REPLACED
REPLACED BRAKE BOOSTER , MASTER CYL. , VACUUM PUMP AND PLASTIC LINE GOING FROM PUMP TO BOOSTER THEN BLED BRAKE SYSTEM AND ROAD TESTED AND IS NOW OK REFER TO PIT5361D FOR CORRECTION .

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	12669488	PUMP 3.280			WARRANTY
JOB # 1	1	23135228	PIPE 4.930			WARRANTY
JOB # 1	1	23135220	BOOSTER 4.805			WARRANTY
JOB # 1	1	20925765	CYLINDER 4.650			WARRANTY
JOB # 1	1	19299570	FLUID 8.800			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 35CVZ02 RECALL TECH(S):3002051 WARRANTY

Product Safety Recall (17276): Loss of Steering Assist
PERFORMED RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15CVZ07 MULTI POINT INSPECT TECH(S):3002051 0.00

AT EVERY VISIT A FREE MULTI-POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB) RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE REFERENCE GUIDE.
PREFORMED MULTI POINT INSPECTION AND TIRE PRESSURE INSPECTION WITH TIRE PRESSURE GAUGE.

The Reynolds and Reynolds Company ERAINTINVE
SF658660 Q (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JASON FORSYTH 301602	TAG NO. [redacted]	INVOICE DATE 11/21/18	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 37,315	COLOR BLUE GRANIT
	YEAR / MAKE / MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE 08/27/14	DELIVERY MILES 31
	VEHICLE I.D. NO. 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/12/18	MILEAGE OUT REPRINT# 1
	COMMENTS			MO: 37321

PERFORMED MULTI POINT INSPECTION.
PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND
SET TO REQUIRED TIRE PRESSURE SETTINGS:
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO:
TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO:
TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO:
TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO:
PERFORMED BRAKE INSPECTION.
FRONT BRAKES MEASURED AT :
REAR BRAKES MEASURED AT :
TECH REINSPECTED THE REPAIRS & VERIFIED REPAIRED CORRECTLY
PERFORMED TEST DRIVE

PARTS------QTY---FP-NUMBER--------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00
J# 4+20CVZ20		LIFETIME LOFC - SYN		TECH(S):3002051		INTERNAL

Added Operation (4JF @ 11/19/2018 16:43)
CHANGE ENGINE OIL AND FILTER
CHANGED ENGINE OIL AND FILTER
CHANGED ENGINE OIL AND FILTER

PARTS------QTY---FP-NUMBER--------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 4	1	12690385	FILTER 1.836			INTERNAL
JOB # 4	8	19259487	DEXOS 0W2 8.800			INTERNAL
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		0.00
J# 5+23CVZ08		ROTATE TIRES		TECH(S):3002051		24.95

Added Operation (4JF @ 11/19/2018 16:44)
ROTATE TIRES
ROTATE TIRES
ROTATE TIRES

PARTS------QTY---FP-NUMBER--------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		24.95
J# 6+23CVZ15		CABIN AIR FILTER		TECH(S):3002051		51.54

Added Operation (4JF @ 11/19/2018 16:44)
CABIN AIR FILTER
COMPLETE CABIN AIR FILTER

PARTS------QTY---FP-NUMBER--------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 6	1	23281440	FILTER 9.786	36.90	36.90	36.90
				JOB # 6 TOTAL PARTS		36.90
				JOB # 6 TOTAL LABOR & PARTS		88.44

MISC------CODE--------DESCRIPTION------------------------------CONTROL NO---------

JOB # 1	CCD	CUSTOMER TO PAY DEDUCTIBLE-C	408618	400.00

BAR # ARD262825 EPA # CAL000354246

[CONTINUED ON NEXT PAGE] 02:22pm

The Reynolds and Reynolds Company ERAINTINVE
SF658660 Q (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JASON FORSYTH 301602	[redacted]	11/21/18	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		37,315	BLUE GRANIT	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHEVROLET TRUCK/SILVERADO 1500/PK	08/27/14	31

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 6 E G [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE	MILEAGE OUT
		11/12/18	REPRINT# 1

COMMENTS

MO: 37321

MISC-----CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # 1 CDED DEDUCTIBLE DUE-W	408618	WARRANTY
	TOTAL - MISC	400.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $130.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $615.00 (+TAX) ON 11/19/18 AT 04:30pm
BY GINA SANDOVAL COMMENTS IN PERSON - JOHN V

COMMENTS----------

NOTE: ADVISED CUSTOMER NO APPT -- ETA ON DIAG TUE AFTERNOON

RECOMMENDED NOT DONE/ DECLINED SERVICES----------

04CVZ17	MASTER CYLINDER	TECH: 3002051	FOLLOW-UP: 11/22/18	$393.52
COMPLAINT:	UPON VEHICLE INSPECTION TECHNICIAN FOUND MASTER CYLINDER, BRAKE BOOSTER AND VACUUM PUMP CONTAMINATED BY OIL			

TOTALS----------

PARTS & LABOR AMENDED WARRANTY IS 90 DAYS OR 4000 MILES WHICH EVER COMES FIRST. THIS SUPERCEDES THE TIME OR MILEAGE WARRANTY ON THE REVERSE SIDE OF THIS INVOICE
REPAIRS OUTSIDE OF THIS FACILITY MUST BE PRE-AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
STATE REG # ARD00262825
ALL NON GM PARTS, AFTERMARKET & OR CUSTOMER SUPPLIED HAVE NO APPLICABLE PARTS & OR LABOR WARRANTY THROUGH MOSS BROS CHEVROLET.
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE...

TOTAL LABOR....	76.49
TOTAL PARTS....	36.90
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	400.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.86
TOTAL INVOICE $	**516.25**

_____
CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246

CUSTOMER COPY

[END OF INVOICE] 02:22pm

The Reynolds and Reynolds Company ERAINTINVE
SF658660 Q (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	R.O. NO.
[redacted]	OSCAR TALAMANTES 3001669	[redacted]	07/11/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		22,153	BLUE GRANIT	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHEVROLET TRUCK/SILVERADO 1500/PK	08/27/14	31

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 6 E G [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE	MILEAGE OUT
		07/11/17	

COMMENTS

MO: 22154

LABOR & PARTS

J# 1 3SOVZ30 [illegible] TECH(S) 3001198 [illegible] INTERNAL

CHANGE ENGINE OIL AND FILTER
CHANGE ENGINE OIL AND FILTER
CHANGE ENGINE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	19330000	FILTER 1.836			INTERNAL
JOB # 1	8	19259487	OIL 8.800			INTERNAL

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 3SOVZ07 [illegible] MULTI POINT INSPECT [illegible] TECH(S) 3001198 [illegible] 0.00

AT EVERY VISIT A FREE MULTI-POINT VEHICLE INSPECTION IS
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST,
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF
PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB)
RULE. AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE
TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE
MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S
DOOR PLACARD OR THE TIRE REFERENCE GUIDE.
PREFORMED MULTI POINT INSPECTION AND TIRE PRESSURE
INSPECTION WITH TIRE PRESSURE GAUGE.
PERFORMED MULTI POINT INSPECTION.
PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND
SET TO REQUIRED TIRE PRESSURE SETTINGS:
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO:
35
TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO:
35
TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO:
35
TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO:
35
PERFORMED BRAKE INSPECTION.
FRONT BRAKES MEASSURED AT:
8MM
REAR BRAKES MEASSURED AT:
8MM
TECH REINSPECTED THE REPAIRS & VERIFIED REPAIRED CORRECTLY
PERFORMED TEST DRIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 1SOVZ1A [illegible] TIRE YELLOW [illegible] TECH(S) 3001198 [illegible] 0.00

TIRE TREAD DEPTH MEASURED BETWEEN 4/32nds AND 6/32nds.
MODERATE TIRE WEAR INDICATED.
PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE YOUR TIRES
INSPECTED.

BAR # ARD262825 EPA # CAL000354246

[CONTINUED ON NEXT PAGE] 02:47pm

The Reynolds and Reynolds Company DRAFTING
GF658669 Q (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	OSCAR TALAMANTES 3001669	[redacted]	07/11/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		22,153	BLUE GRANIT	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHEVROLET TRUCK/SILVERADO 1500/PK	08/27/14	31

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 6 E G [redacted]		

F. T. E. NO.	P. O. NO.	P. O. DATE	MILEAGE OUT
		07/11/17	

COMMENTS

MO: 22154

A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS------QTY---FP-NUMBER-------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS----------

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246
PAGE 2 OF 2 CUSTOMER COPY

[END OF INVOICE] 02:47pm

The Reynolds and Reynolds Company ERANTINVC
SF3628030 Q (04/15)

Moss Bros. CHEVROLET

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12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	ALEX RAMIREZ 301554	[redacted]	01/03/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		18,073	BLUE GRANIT	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHEVROLET TRUCK/SILVERADO 1500/PK	08/27/14	31

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 6 E G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	MILEAGE OUT
		01/03/17	

COMMENTS

MO: 18073

LABOR & PARTS----------

J#1 15CVZ07 RECALL TECH(S): 3002073 WARRANTY

PERFORM RECALL 15822 FRONT SEAT BELT LAP ANCHOR
INSPECT FOR RECALL NOT PERFORM YET
PERFORM RECALL INSPECT ANCHOR & INSTALL BRACKET & MIDIFY
BEZEL AS PER RECALL LOP 9102394 .6

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	84160781	BRACKET 16.714			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J#2 15CVZ01 RECALL TECH(S): 3002073 WARRANTY

PERFORM RECALL 16007 FRONTAL AIR BAG
INSPECT FOR RECALL
2
PERFORM RECALL UPDATE SDM AS PER RECALL LOP 9102276 .3
CODE # S30A7

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J#3 15CVZ07 MULTI POINT INSPECT TECH(S): 3002073 WARRANTY

AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF
PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB)
RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE
TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE
MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S
DOOR PLACARD OR THE TIRE REFERENCE GUIDE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS----------

RECALL 16007, 15822
THANK YOU AND REMEMBER COMPLETELY SATISFIED ON THE SURVEY
THANK YOU AND REMEMBER COMPLETELY SATISFIED ON THE SURVEY
THANK YOU AND REMEMBER COMPLETELY SATISFIED ON THE SURVEY
COMPLETED 1/3....

BAR # ARD262825 EPA # CAL000354246

[CONTINUED ON NEXT PAGE] 10:14am

The Reynolds and Reynolds Company ERAINTINV6
SF658660 Q (04/15)

Moss Bros. CHEVROLET

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ALEX RAMIREZ 301554	[redacted]	01/03/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 18,073		COLOR: BLUE GRANIT	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE I.D. NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 01/03/17	MILEAGE OUT
	COMMENTS: MO: 18073			

TOTALS

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246
PAGE 2 OF 2 CUSTOMER COPY

[END OF INVOICE] 10:14am

The Reynolds and Reynolds Company (MAINTENVE
8F668660 Q (04/15)

Moss Bros. CHEVROLET

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JESSE GARCIA 301213	[redacted]	08/06/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 15,224		COLOR: BLUE GRANIT	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE I.D. NO.: 3GCPCREC6EG[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO. / P.O. NO.		R.O. DATE: 08/06/16	MILEAGE OUT
	COMMENTS			MO: 15224

LABOR & PARTS

J# 1 15CVZ09TR MEG TRUCK LOF/ROT TECH(S):2196 WARRANTY

PERFORM FACTORY RECOMMENDED LUBE, OIL AND FILTER SERVICE
WITH TIRE ROTATION PER MANUFACTURER WARRANTY
FACTORY SUGGESTED LUBE, OIL AND FILTER SERVICE WITH TIRE
ROTATION TO BE PERFORMED UNDER FACTORY WARRANTY
PERFORMED FACTORY RECOMMENDED LUBE, OIL AND FITLER SERVICE
WITH TIRE ROTATION PER MANUFACTURER WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	19330000	FILTER 1.836			WARRANTY
JOB # 1	8	19259487	OIL 8.800			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 15CVZ0Z MULTI POINT INSPECTI TECH(S):2196 WARRANTY

AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF
PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB)
RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE
TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE
MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S
DOOR PLACARD OR THE TIRE REFERENCE GUIDE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15CVZ14 TIRE YELLOW TECH(S):2196 WARRANTY

Added Operation (3DD1 @ 08/06/2016 11:25)
TIRE TREAD DEPTH MEASURED BETWEEN 4/32nds AND 6/32nds.
MODERATE TIRE WEAR INDICATED.
PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE YOUR TIRES
INSPECTED.
A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 15CVZ0Z BATTERY TEST PASS TECH(S):2196 WARRANTY

Added Operation (3JG @ 08/06/2016 11:32)
CHECK BATTERY PERFORMANCE
BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.
BATTERY TEST PASSED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 4 TOTAL PARTS 0.00

BAR # ARD262825 EPA # CAL000354246

[CONTINUED ON NEXT PAGE] 11:35am

The Reynolds and Reynolds Company CRAINTRVS
SF658660 C (04/15)

Moss Bros. CHEVROLET

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12625 Auto Mall Drive • Moreno Valley, CA 92555
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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JESSE GARCIA 301213	[redacted]	08/06/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 15,224		COLOR: BLUE GRANIT	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE I.D. NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE: 08/06/16	MILEAGE OUT
	COMMENTS			MO: 15224

JOB # 4 TOTAL LABOR & PARTS 0.00

5 15CWZG3 BRAKE GREEN TECH(S)2196 WARRANTY

Added Operation (3JG @ 08/06/2016 11:32)
LIGHT BRAKE WEAR WAS INDICATED-THE BRAKES WERE MEASURED AT
8/32nds OR ABOVE.
PREVENTATIVE MAINTENANCE- CONTINUE TO HAVE YOUR
BRAKES INSPECTED.
A COURTESY BRAKE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

COMMENTS
951 377 4232

TOTALS

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS. WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED. I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246
PAGE 2 OF 2 CUSTOMER COPY

[END OF INVOICE] 11:35am

The Reynolds and Reynolds Company SMAINTINVS
SF6S8660 O (04/15)

MOSS BROS. CHEVROLET

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12625 Auto Mall Drive • Moreno Valley, CA 92555
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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JUSTIN AMEZQUITA 2134	TAG NO. [redacted]	INVOICE DATE 09/09/15	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 8,298	COLOR BLUE GRANIT	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/2W		DELIVERY DATE 08/27/14	DELIVERY MILES 31	
	VEHICLE I.D. NO. 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	R. T. S. NO.	P. O. NO.	R. O. DATE 09/09/15	MILEAGE OUT	
	COMMENTS			MO: 8298	

LABOR & PARTS

C# 1 09CVZ03 REPLACE BATTERY TECH(S):2160 WARRANTY

CUSTOMER REQUEST REIMBURSEMENT FOR BATTERY PURCHASED AT
AUTOZONE AND WAS PURCHASED THERE BECAUSE HE COULDN'T MAKE IT
TO THE DEALER BEFORE WE CLOSED AND WE WERE CLOSED FOR THE
NEXT 2 DAYS - PRICE OF 180.87 PAID BY DEBIT CAR SEE ORIGINAL
RECITE ATTACHED TO RO
REIMBURSEMENT REQUEST

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

DELETED OPERATION(S)

15CVZ07 MULTI POINT INSPECT

TOTALS

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS. WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246
PAGE 1 OF 1 CUSTOMER COPY

[END OF INVOICE] 11:13am

The Reynolds and Reynolds Company BRAINTAVR
SFGS8660 Q (04/15)

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www.MossSavings.com

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CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
[redacted]	JASON FORSYTH 400124	[redacted]	06/22/15	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE IN		COLOR	STOCK NO.
		[redacted]	BLUE GRANIT	[redacted]
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	14/CHEVROLET TRUCK/SILVERADO 1500/2W		08/27/14	31
	VEHICLE ID NO.		SELLING DEALER NO.	PRODUCTION DATE
	3GCPCREC6EG [redacted]			
	R.O. NO.	P.O. NO.	R.O. DATE	
			06/22/15	
RE [redacted]	COMMENTS			MO: 7276

LABOR & PARTS----------

J# 1 20CVZ09TR MFG TRUCK LOF/ROT TECH(S):400159 PERFORM FACTORY RECOMMENDED LUBE, OIL AND FILTER SERVICE WITH TIRE ROTATION PER MANUFACTURER WARRANTY FACTORY SUGGESTED LUBE, OIL AND FILTER SERVICE WITH TIRE ROTATION TO BE PERFORMED UNDER FACTORY WARRANTY PERFORMED FACTORY RECOMMENDED LUBE, OIL AND FITLER SERVICE WITH TIRE ROTATION PER MANUFACTURER WARRANTY		WARRANTY
PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-		
JOB # 1 1 19330090 FILTER 1.836		WARRANTY
JOB # 1 8 19259487 OIL 8.800		WARRANTY
JOB # 1 TOTAL PARTS		0.00
JOB # 1 TOTAL LABOR & PARTS		0.00
J# 2 15CVZ07 MULTI POINT INSPECT TECH(S):400159 AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD . IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB) RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE REFERENCE GUIDE.		WARRANTY
PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-		
JOB # 2 TOTAL PARTS		0.00
JOB # 2 TOTAL LABOR & PARTS		0.00
J# 3+15CVZ02 BATTERY TEST - PASS TECH(S):400159 Added Operation (4JF @ 06/22/2015 11:46) CHECK BATTERY PERFORMANCE BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.		0.00
PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-		
JOB # 3 TOTAL PARTS		0.00
JOB # 3 TOTAL LABOR & PARTS		0.00
J# 4+15CVZ03 BRAKE - GREEN TECH(S):400159 Added Operation (4JF @ 06/22/2015 11:46) LIGHT BRAKE WEAR WAS INDICATED-THE BRAKES WERE MEASURED AT 8/32nds OR ABOVE. PREVENTATIVE MAINTENANCE- CONTINUE TO HAVE YOUR BRAKES INSPECTED. A COURTESY BRAKE INSPECTION IS PERFORMED AT EVERY SERVICE.		0.00
PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-		
JOB # 4 TOTAL PARTS		0.00
JOB # 4 TOTAL LABOR & PARTS		0.00
J# 5+15CVZ13 TIRE - GREEN TECH(S):400159 Added Operation (4JF @ 06/22/2015 11:46) TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED. PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE TIRES INSPECTED REGULARLY.		0.00

[CONTINUED ON NEXT PAGE]
11:48am

The Reynolds and Reynolds Company EDM48 (10/13)

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CUSTOMER NO.	ADVISOR: JASON FORSYTH 400124	CARD NO.	INVOICE DATE: 06/22/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE IN	COLOR: BLUE GRANIT
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/2W		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE ID NO.: 3 G C P C R E C 6 E G		SELLING DEALER NO.	PRODUCTION DATE
	R.O. NO.	P.O.	R.O. DATE: 06/22/15	
	COMMENTS			MO: 7275

A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00

TOTALS

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

CUSTOMER SIGNATURE

[END OF INVOICE]

11:48am

The Reynolds and Reynolds Company FORM-[redacted]

[redacted]

Moss Bros. CHEVROLET

Mail 8146 Auto Drive • Riverside, CA 92504
22625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518
www.MossBrosChevrolet.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO P D I STATE REG# AK043821

TERMS: CASH / CREDIT CARD / CHECK / OTHER

VEHICLE: 3GCPCREC6EG[redacted] YEAR/MAKE/MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/2

PRODUCTION DATE | STOCK NO [redacted] | LICENSE NO | [redacted]

CUSTOMER NO [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO | R O DATE 06/25/14

COLOR BLUE GRANITE/JET | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | TAG [redacted]

TURBO | MDL CVZZ | AIR COND | # S | TRANS | MILEAGE 3 | ADVISOR NO 109 | ADVISOR DIANNE DAUTH

[redacted] 10:46am 06/25/14 05:00pm 5

MILEAGE OUT 6 | ORIGINAL ESTIMATE $ | HAZARDOUS WASTE $

TEARDOWN ESTIMATE I understand that my vehicle will be repaired within 5-6 days of the date shown above if I choose not to authorize the services recommended. | AUTHORIZED BY

DATE | TIME | PHONE #

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 | 95CVZ | PRE-DELIVERY INSPECT 2196

REVISED | DATE | TIME | AUTH BY

REASON | ADL COSTS $

☐ IN PERSON ☐ BY PHONE # | DATE | TIME | AUTH BY

REASON | ADL COSTS $

☐ IN PERSON ☐ BY PHONE #

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY 7:00 am - 6:00 pm
SATURDAY 8:00 am - 4:00 pm

Checks gladly accepted with two forms of identification
The following credit cards are honored
MasterCard VISA Discover

Please look over our new and previously-owned cars while you are waiting

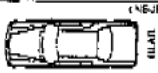
By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

NO CARS RELEASED AFTER SERVICE HOURS
IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE

NO GUARANTEE ON RUST WORK
Due to the nature of body repair, we cannot promise a completion date. Arrangements for payment in full must be made prior to delivery of vehicle.
INSURANCE DEDUCTIBLES OR CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.

POWER OF ATTORNEY
The undersigned hereinafter called "insured" for the consideration of repairs made to insured's automobile does hereby grant to said
MOSS BROS CHEVROLET
insured a power of attorney to sign or endorse any checks and/or drafts made payable to insured and any releases thereof as settlement for insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)



[redacted]

PAGE 1 OF 1 SERVICE COPY

HAZARDOUS WASTE DISPOSAL FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE OIL & OIL FILTER
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE BAR # ARD262823 EPA # CAL000054848

TO REORDER CALL PRINTING SOLUTIONS AT (909) 307-1932

Zimbra jsanchez@mosssavings.com

ADR Alert – Action Required: Case # Chevrolet, [redacted] VIN 3GCPCREC6EG[redacted] Mileage 37315

From : GMCACUpdate@gm.com Tue, Nov 20, 2018 01:28 PM
Subject : ADR Alert – Action Required: Case # Chevrolet, [redacted] VIN 3GCPCREC6EG[redacted] Mileage 37315 [redacted]
To : jsanchez@mosssavings.com
Reply To : GMCACUpdate@gm.com

This is a request for documentation only. Please do not reach out to the customer at this time.
We have received a ADR case that pertains to one of our mutual customers. Please provide the following documentation:

All sales; Buyers Order/ Bill of Sale
purchase and finance agreements; Sales contract
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.

[redacted]

[SR[redacted]

Faxed
11-20-18

Select Incentives

Selection Criteria
Delivery Date: **08/26/2014**
VIN #: **3GCPCREC6EG[redacted]**
2014 CHEVROLET Silverado 1500
Inventory Status: **New**

Customer Location: **RIVERSIDE (92555)**
Delivery Type: **INDIVIDUAL**
Order Type: **RETAIL - STOCK**
Dealer

Selected Incentives
Cash Total: **$0**
Term: **61-72**
Rate:
Residual

Cash	Stackable Cash	Program Number	Program Name	Rate	Residual	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon.
$0		14-40APS-004	ALLY APR INCENTIVE PROGRAM	0%		61 72	Ally Bank	2014-08-13	2014-09-02	XMC		

Additional Stackable Incentives

Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon.
	14-40CR-004	GM SUPPLIER PRICING FOR EVERYONE PROGRAM				2014-07-01	2014-09-02	LSA		

The information presented on this screen is as of 08/26/2014 04.29 PM

Programs in red print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer responsible for determining consumer eligibility for each program.

rt of this information may be used without the written consent of General Motors

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

Dealer Number ________ Contract Number ________ R.O.S. Number [redacted] Stock Number [redacted]

Buyer Name and Address	Co-Buyer Name and Address	Seller-Creditor (Name and Address)
[redacted]	[redacted]	MOSS BROS. CHEVROLET [illegible] AUTOMALL DR. MORENO VALLEY CA 92555 RIVERSIDE

[illegible] You agree to pay the Seller - Creditor [illegible] the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. [illegible] The Truth-In-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	CHEVROLET [illegible] SILVERADO [illegible]	21	[illegible][redacted]	Personal, family or household unless otherwise indicated below ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost you	Amount Financed The amount of credit provided to you or on your behalf	Total of Payments The amount you will have paid after you have made all payments as scheduled	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 2000.02
0.00 %	$ 0.00 (e)	$ 41689.44	$ 41689.44 (e)	$ 43689.46 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
71	579.02	Monthly beginning 11/27/2014
N/A	N/A	N/A
One final payment	579.02	DUE ON 10/27/2020

[illegible] Late Charge. [illegible] Prepayment. If you pay off all your debt early, you [illegible] charged a minimum finance charge. Security Interest. [illegible] Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

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

1. Total Cash Price
   - A. Cash Price of Motor Vehicle and Accessories $ 29263.25 (A)
     1. Cash Price Vehicle $ 29263.25
     2. Cash Price Accessories $ N/A
     3. Other (Nontaxable) Describe N/A $ N/A; Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device(s) (to whom paid) N/A $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) [illegible] Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 3147.46 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) AVRS $ 29.00 (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
   - M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
   - N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
   - O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
   - P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
   - Q. Prior Credit or Lease Balance paid by Seller to N/A $ N/A (Q)
   - R. (Optional) Gap Contract (to whom paid) EXPRESS AUTOGAP $ 660.00 (R)
   - S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
   - T. Other (to whom paid) N/A For N/A $ N/A (T)

   Total Cash Price (A through T) $ 43180.71 (1)
2. Amounts Paid to Public Officials
   - A. Vehicle License Fees ESTIMATED $ 255.00 (A)
   - B. Registration/Transfer/Titling Fees ESTIMATED $ 256.00 (B)
   - C. California Tire Fees $ 8.75 (C)
   - D. Other N/A $ N/A (D)

   Total Official Fees (A through D) $ 519.75 (2)
3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + c) $ N/A (3)
4. ☐ State Emissions Certification Fee or ☐ State Emissions Exemption Fee $ N/A (4)
5. Subtotal (1 through 4) $ 43689.46 (5)
6. Total Downpayment
   - A. Agreed Trade-In Value Year 2003 Make MAZDA Model TRIBUTE [illegible] VIN [illegible][redacted] $ 2000.00 (A)
   - B. Less Prior Credit or Lease Balance (e) $ N/A (B)
   - C. Net Trade-In (A less B) (indicate if a negative number) $ 2000.00 (C)
   - D. Deferred Downpayment $ N/A (D)
   - E. Manufacturer's Rebate $ N/A (E)
   - F. Other N/A $ N/A (F)
   - G. Cash $ 0.02 (G)

   Total Downpayment (C through G) $ 2000.02 (6)

   (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above.)
7. Amount Financed (5 less 6) $ 41689.44 (7)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. [illegible]

Vehicle Insurance

Premium	Coverage	Term	Premium
$ N/A	Ded. Comp. Fire & Theft	N/A Mos.	$ N/A
$ N/A	Ded. Collision	N/A Mos.	$ N/A
Bodily Injury $ N/A Limits		N/A Mos.	$ N/A
Property Damage $ N/A Limits		N/A Mos.	$ N/A
Medical N/A		N/A Mos.	$ N/A
N/A		N/A Mos.	$ N/A

Total Vehicle Insurance Premiums $ N/A

[illegible]

[redacted]

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	N/A
Credit Disability	N/A Mos.	N/A	N/A

Total Credit Insurance Premiums $ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. [illegible]

You are applying for the credit insurance marked above. [illegible] DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS [illegible]. You want to buy the credit insurance.

Date ____ Buyer Signature ____ Age

Date ____ Co-Buyer Signature ____ Age

OPTIONAL GAP CONTRACT. [illegible]

Term 72 Mos. EXPRESS AUTOGAP Name of Gap Contract

[illegible] Buyer Signs X ____

OPTIONAL SERVICE CONTRACT(S) [illegible]

1st Company N/A Term N/A Mos. or N/A Miles

2nd Company N/A Term N/A Mos. or N/A Miles

3rd Company N/A Term N/A Mos. or N/A Miles

4th Company N/A Term N/A Mos. or N/A Miles

5th Company N/A Term N/A Mos. or N/A Miles

Buyer X ____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing [illegible] must sign it. [redacted]

Buyer Signs X ____ Co-Buyer Signs X [redacted]

[illegible] Proceeds of Loan From N/A Amount $ N/A Finance Charge $ N/A Total $ N/A Payable in N/A installments of $ N/A $ N/A from the Loan shown in item 6D

AUTO BROKER FEE DISCLOSURE

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

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

[illegible] [redacted] [illegible]

X ____ Buyer X ____ Co-Buyer

[illegible] [redacted] [illegible]

Buyer Signs X ____ Co-Buyer Signs X [redacted]

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

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

BUY X ____ X [redacted]

[illegible]

Buyer Signature X ____ Co-Buyer Signature X [redacted]

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. [illegible]

Buyer Signature X ____ Co-Buyer Signature X [redacted]

The Annual Percentage Rate may be negotiable with the Seller. [redacted] and retain its right to receive a part of the Finance Charge.

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

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

Buyer Signature X ____ Date 08/27/14 Co-Buyer Signature X ____ Date 08/27/14

[illegible]

Other Owner Signature X ____ Address ____

GUARANTY: [illegible]

Guarantor X ____ Date ____ Guarantor X ____ Date ____

Address ____ Address ____

Seller Signs MOSS BROS. CHEVROLET Date 08/27/14 By X ____ Title [illegible]

[illegible]

DEALER COPY

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. Seller - Creditor may receive part of the Finance Charge.
   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 the front 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. 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. As of the date of your payment, if the minimum finance charge is greater than the earned Finance Charge, you may be charged the difference; the minimum finance charge is as follows: (1) $25 if the original Amount Financed does not exceed $1,000, (2) $50 if the original Amount Financed is more than $1,000 but not more than $2,000, or (3) $75 if the original Amount Financed is more than $2,000.

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.

   GAP LIABILITY NOTICE
   In the event of theft or damage to your vehicle that results in a total loss, there may be a gap between the amount you owe under this contract and the proceeds of your insurance settlement and deductible. THIS CONTRACT PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. An optional gap contract (debt cancellation contract) for coverage of the gap amount may be offered for an additional charge.

   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 installed 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 as the law allows. 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 for the insurance and a finance charge computed at the Annual Percentage Rate shown on the front 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 returned insurance, maintenance, service, or other contract charges.** If we get 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 the front. 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, subject to any right the law gives you to reinstate this contract. 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;
   - The vehicle is lost, damaged or destroyed; 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.** You will pay our reasonable costs to collect what you owe, including attorney fees, court costs, collection agency fees, and fees paid for other reasonable collection efforts. You agree to pay a charge not to exceed $15 if any check you give to us is dishonored.
   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). You may redeem the vehicle by paying all you owe, or you may have the right to reinstate this contract and redeem the vehicle by paying past due payments and any late charges, providing proof of insurance, and/or taking other action to cure the default. We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem 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 the Annual Percentage Rate shown on the face of this contract, not to exceed the highest rate permitted by law, 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**
   If you do not get a written warranty, and the Seller does not enter 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. If the Seller has sold you a certified used vehicle, the warranty of merchantability is not disclaimed.

5. **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.

6. **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.

7. **Applicable Law**
   Federal law and California law apply to this contract. 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.

8. **Warranties of Buyer.** You promise you have given true and correct information in your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract. Upon request, you will provide us with documents and other information necessary to verify any item contained in your credit application.

You waive the provisions of Calif. Vehicle Code Section 1808.21 and authorize the California Department of Motor Vehicles to furnish your residence address to us.

**CREDIT DISABILITY INSURANCE NOTICE
CLAIM PROCEDURE**

If you become disabled, you must tell us right away. (You are advised to send this information to the same address to which you are normally required to send your payments, unless a different address or telephone number is given to you in writing by us as the location where we would like to be notified.) We will tell you where to get claim forms. You must send in the completed form to the insurance company as soon as possible and tell us as soon as you do.
If your disability insurance covers all of your missed payment(s), WE CANNOT TRY TO COLLECT WHAT YOU OWE OR FORECLOSE UPON OR REPOSSESS ANY COLLATERAL UNTIL THREE CALENDAR MONTHS AFTER your first missed payment is due or until the insurance company pays or rejects your claim, whichever comes first. We can, however, try to collect, foreclose, or repossess if you have any money due and owing us or are otherwise in default when your disability claim is made or if a senior mortgage or lien holder is foreclosing.
If the insurance company pays the claim within the three calendar months, we must accept the money as though you paid on time. If the insurance company rejects the claim within the three calendar months or accepts the claim within the three calendar months on a partial disability and pays less than for a total disability, you will have 35 days from the date that the rejection or the acceptance of the partial disability claim is sent to pay past due payments, or the difference between the past due payments and what the insurance company pays for the partial disability, plus late charges. You can contact us, and we will tell you how much you owe. After that time, we can take action to collect or foreclose or repossess any collateral you may have given.
If the insurance company accepts your claim but requires that you send in additional forms to remain eligible for continued payments, you should send in these completed additional forms no later than required. If you do not send in these forms on time, the insurance company may stop paying, and we will then be able to take action to collect or foreclose or repossess any collateral you may have given.

Seller's Right to Cancel

a. Seller agrees to deliver the vehicle to you on the date this contract is signed by Seller and you. You understand that it may take a few days for Seller to verify your credit and assign the contract. You agree that if Seller is unable to assign the contract to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel the contract.
b. Seller shall give you written notice (or in any other manner in which actual notice is given to you) within 10 days of the date this contract is signed if Seller elects to cancel. Upon receipt of such notice, you must immediately return the vehicle to Seller in the same condition as when sold, reasonable wear and tear excepted. Seller must give back to you all consideration received by Seller, including any trade-in vehicle.
c. If you do not immediately return the vehicle, you shall be liable for all expenses incurred by Seller in taking the vehicle from you, including reasonable attorney's fees.
d. While the vehicle is in your possession, all terms of the contract, including those relating to use of the vehicle and insurance for the vehicle, shall be in full force and you shall assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair of any damage to the vehicle until the vehicle is returned to Seller.

**ARBITRATION PROVISION
PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS**

1. **EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.**
2. **IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.**
3. **DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.**

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, 1633 Broadway, 10th Floor, New York, New York 10019 (www.adr.org), or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.
Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of $5000, unless the law or the rules of the chosen arbitration organization require us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.
You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the vehicle, to recover a deficiency balance, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Provision, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Provision shall be unenforceable.

[illegible]OTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH [illegible]HE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR [illegible]ITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY [illegible]HE DEBTOR HEREUNDER.

[illegible]he preceding NOTICE applies only to goods or services obtained primarily for personal, family or household use. In all other cases, [illegible]uyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have [illegible]gainst the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

[illegible] assigns its interest in this contract to [illegible] (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☐ Assigned without recourse ☐ Assigned with limited recourse

[illegible] By [illegible] Title [illegible]

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

Dealer Number _____ Contract Number _____ R.O.S. Number [redacted] Stock Number [redacted]

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	[redacted]	MOSS BROS. CHEVROLET 12625 AUTOMALL DR MORENO VALLEY CA 92555 RIVERSIDE

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	CHEVROLET TRU SILVERADO 150	31	3GCPCREC6EG[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 2000.02 is
0.00 %	$ 0.00 (e)	$ 41689.44	$ 41689.44(e)	$ 43689.46(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
71	579.02	Monthly beginning 11/27/2014
N/A	N/A	N/A
One final payment	579.02	DUE ON 10/27/2020

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

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

1. Total Cash Price		
A Cash Price of Motor Vehicle and Accessories		$ 39263.25 (A)
1 Cash Price Vehicle	$ 39263.25	
2. Cash Price Accessories	$ N/A	
3. Other (Nontaxable)		
Describe N/A	$ N/A	
Describe N/A	$ N/A	
B Document Processing Charge (not a governmental fee)		$ 80.00 (B)
C Emissions Testing Charge (not a governmental fee)		$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (D)
E (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (E)
F (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (F)
G (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (G)
H (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (H)

STATEMENT OF INSURANCE

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

Vehicle Insurance

	Term	Premium
$ N/A Ded. Comp., Fire & Theft	N/A Mos.	$ N/A
$ N/A Ded. Collision	N/A Mos.	$ N/A
Bodily Injury $ N/A Limits	N/A Mos.	$ N/A
Property Damage $ N/A Limits	N/A Mos.	$ N/A
Medical N/A	N/A Mos.	$ N/A
N/A	N/A Mos.	$ N/A
Total Vehicle Insurance Premiums		$ N/A

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

named insurance companies will describe the terms and conditions

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	$ N/A
Credit Disability	N/A Mos.	N/A	$ N/A
Total Credit Insurance Premiums			$ N/A

Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

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

Describe

B	Document Processing Charge (not a governmental fee)	$ 80.00	(B)
C	Emissions Testing Charge (not a governmental fee)	$ N/A	(C)
D	(Optional) Theft Deterrent Device (to whom paid) N/A	$ N/A	(D)
E.	(Optional) Theft Deterrent Device (to whom paid) N/A	$ N/A	(E)
F	(Optional) Theft Deterrent Device (to whom paid) N/A	$ N/A	(F)
G.	(Optional) Surface Protection Product (to whom paid) N/A	$ N/A	(G)
H	(Optional) Surface Protection Product (to whom paid) N/A	$ N/A	(H)
I	EV Charging Station (to whom paid) N/A	$ N/A	(I)
J	Sales Tax (on taxable items in A through I)	$ 3147.46	(J)
K	Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) AVRS	$ 29.00	(K)
L	(Optional) Service Contract (to whom paid) N/A	$ N/A	(L)
M.	(Optional) Service Contract (to whom paid) N/A	$ N/A	(M)
N.	(Optional) Service Contract (to whom paid) N/A	$ N/A	(N)
O.	(Optional) Service Contract (to whom paid) N/A	$ N/A	(O)
P.	(Optional) Service Contract (to whom paid) N/A	$ N/A	(P)
Q.	Prior Credit or Lease Balance paid by Seller to N/A (e) (see downpayment and trade-in calculation)	$ N/A	(Q)
R.	(Optional) Gap Contract (to whom paid) EXPRESS AUTOGAP	$ 650.00	(R)
S	(Optional) Used Vehicle Contract Cancellation Option Agreement	$ N/A	(S)
T.	Other (to whom paid) N/A For N/A	$ N/A	(T)
	Total Cash Price (A through T)	$ 43169.71	(1)
2.	**Amounts Paid to Public Officials**		
A.	Vehicle License Fees ESTIMATED	$ 255.00	(A)
B.	Registration/Transfer/Titling Fees ESTIMATED	$ 256.00	(B)
C.	California Tire Fees	$ 8.75	(C)
D	Other N/A	$ N/A	(D)
	Total Official Fees (A through D)	$ 519.75	(2)
3.	**Amount Paid to Insurance Companies** (Total premiums from Statement of Insurance column a + b)	$ N/A	(3)
4.	☐ **State Emissions Certification Fee** or ☐ **State Emissions Exemption Fee**	$ N/A	(4)
5.	**Subtotal** (1 through 4)	$ 43689.46	(5)
6.	**Total Downpayment**		
A.	Agreed Trade-In Value Yr 2003 Make MAZDA Model MPV Odom 125158 VIN JM3LW28A830[redacted]	$ 2000.00	(A)
B.	Less Prior Credit or Lease Balance (e)	$ N/A	(B)
C	Net Trade-In (A less B) (indicate if a negative number)	$ 2000.00	(C)
D	Deferred Downpayment	$ N/A	(D)
E	Manufacturer's Rebate	$ N/A	(E)
F.	Other N/A	$ N/A	(F)
G	Cash	$ 0.02	(G)
	Total Downpayment (C through G)	$ 2000.02	(6)
	(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)		
7.	**Amount Financed** (5 less 6)	$ 41689.44	(7)

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

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

You want to buy the credit insurance.

Date X Buyer Signature Age

Date X Co-Buyer Signature Age

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

Term 72 Mos. EXPRESS AUTOGAP [redacted]

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

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

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

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

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

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

[redacted]

sions of the Seller

[redacted]

eller the right to cancel if Seller is unable to

A Public Service Agency

APPLICATION FOR REGISTRATION OF NEW VEHICLE

FOR DEPARTMENT USE ONLY

CASHIER DATE/LINE STAMP

STOCK # [redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)	NRM/IND
08/27/2014	08/27/2014	

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2014	SILVERADO 150 2W	GAS	2	5187

VEHICLE IDENTIFICATION NUMBER	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER	ORV/MOTORCYCLE DEALERS ONLY
3GCPCREC6EG[redacted]		☐ On-Highway ☐ Off-Highway

FOR CAMP TRAILERS AND TRAILER COACHES	LENGTH IN INCHES	WIDTH IN INCHES	GVWR (PICKUPS ONLY)	COUNTY OF RESIDENCE
	N/A	N/A	N/A	RIVERSIDE

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW

EQUIPMENT NUMBER	DRIVER LICENSE/ID CARD NO
	[redacted]

☐ AND
XX OR

FIRST	MIDDLE	SUFFIX	CARD NO
[redacted]			

BUSINESS OR RESIDENCE ADDRESS	APT /STE NO	CITY	STATE	ZIP CODE
[redacted]				

MAILING ADDRESS—IF DIFFERENT FROM ABOVE (OR LOCATION IF TRAILER COACH)	APT /STE NO	CITY	STATE	ZIP CODE

[redacted] NER—PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL)

ELECTRONIC LIENHOLDER ID #
ELT# X21

[redacted] DDRESS | APT /STE NO | [redacted]

LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE	APT /STE NO	CITY	STATE	ZIP CODE

XX
If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes ☐ No

APPLICANT'S CERTIFICA [redacted] **d correct.**
08/27/2014

CERTIFICATE OF COST—T[redacted] he cost of the vehicle entered in the Cer[redacted] allowances (exclude sales/use taxes, insurance and finance charges).

SILVERADO 1500

XX

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a: ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis	08/27/2014	39263.25
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.)	CUST# [redacted]	511.00

ODOMETER DISCLOSURE STATEMENT

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

The odometer reading is ☐☐☐,☐☐☐ (no tenths) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING — ☐ Is NOT the actual mileage. ☐ Mileage EXCEEDS the odometer mechanical limits.

DEALER'S NUMBER [redacted]

I/we certify (or declare) [redacted] s of the State of California that the foregoing is true and correct.

08/27/2014 [redacted]

08/27/2014 [redacted]

REG 397 (REV 11/20[redacted])

– DMV copy –

A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

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

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

ACQUISITION NUMBER (DISMANTLER ONLY)

SECTION 1 — VEHICLE/VESSEL DESCRIPTION

VEHICLE/VESSEL ID

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GCPCREC6EG[redacted]	2014	SILVERAD CHEVROLE		

SECTION 2 — BILL OF SALE

BILL OF SALE

I/We MOSS BROS. CHEVROLET SELLER'S NAME(S) sell, transfer, and deliver the above vehicle/vessel to [redacted] PRINT BUYER'S NAME(S) on 08 (MO) 27 (DAY) 2014 (YEAR) for the amount of $ (SELLING PRICE)

If this was a gift, indicate relationship: N/A (e.g., parents, spouse, friend, etc.) $ N/A (GIFT VALUE)

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

ODOMETER

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

The odometer now reads [ ][ ][ ], [ ][3][1] (10ths) (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

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

Explain odometer discrepancy:

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

BUYER'S SECTION

BUYER

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
[redacted]	X	08/27/14	[redacted]
[redacted]	X	08/27/14	
	X	DATE	

BUYER'S MAILING ADDRESS [redacted] CITY STATE ZIP CODE DAYTIME TELEPHONE NO

SELLER'S SECTION

SELLER

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PRINT SELLER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
MOSS BROS. CHEVROLE [redacted]		08/27/14	[redacted]
PRINT SELLER'S NAME	X	DATE	
PRINT SELLER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #

SELLER'S MAILING ADDRESS CITY STATE ZIP CODE DAYTIME TELEPHONE NO [redacted]

SECTION 5 — POWER OF ATTORNEY

POWER OF ATTORNEY

I/W[redacted] PRINT NAME(S) appoint MOSS BROS CHEVROLET PRINT NAME(S)

as my attorney in fact, to complete [redacted] ocuments, as needed, to transfer ownership as required by law.

[redacted] DATE 08/27/2014

DATE 08/27/2014

REFINANCING AGREEMENT

Original Contract No. [redacted] Dated 8 /27/2014

Selling (Dealer): MOSS BROS. CHEVROLET, INC. Refinancing Agreement No. [redacted] Date 8 /15/2017

City: MORENO VALLEY State: CA

New or Used	Year	Description of Property	Identification Number
N	2014	CHEVSILVERADO	3GCPCREC6EG[redacted]

In this agreement the words you and your refer to the buyer and co-buyer, if any, signing this agreement. The words we and us refers to Ally Bank, the creditor i this agreement. This agreement covers the refinancing of your purchase of the property described above. You agree to pay us as shown in the payment schedule below.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.
0.00 %	$ 0.00	$ 24,318.84	$ 24,318.84

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows:
65	$368.46	Monthly beginning 9/15/2017	N/A

And 1 Payment(s) of $368.94 Due 02/15/2023

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See your original contract for more information, including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1	Existing obligation:			
	A Unpaid part of amount financed	$	24318.84	
	B Earned and unpaid finance charges	$	0.00	
	C Insurance charges not included in line 1A	$	0.00	
	D Other unpaid charges due (identify)			
	NA	$	0.00	
	Total Existing Obligation		$	24318.84 (1)
2	Amount of previously paid instalments restored to you		$	0.00 (2)
3	Other Charges			
	A Amounts Paid to Public Officials (Identify)			
	NA	$	0.00	
	Total Amounts Paid to Public Officials	$	0.00	
	B To: NA For: NA	$	0.00	
	Total Other Charges		$	0.00 (3)
4	Amount financed (1+2+3)		$	24318.84 (4)

Statement of Insurance.

This agreement requires physical damage insurance. You may buy this insurance from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

NOTICE: No person is required, as a condition of financing the purchase of an automobile, to negotiate or purchase any insurance through a particular insurance company, agent, or broker.

Optional Credit Insurance.

If you bought credit insurance in your original contract, the insurance will NOT be extended.

Credit life insurance you bought in your original contract ends N/A .

Credit disability insurance you bought in your original contract ends N/A .

☐ If this box is checked, credit life insurance that you bought in your original contract has ended. This agreement provides no credit life insurance.

☐ If this box is checked, credit disability insurance that you bought in your original contract has ended. This agreement provides no credit disability insurance.

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

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

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT Y[redacted]

T[redacted]E/SHE UNDERSTANDS [redacted]MS AND CONDITIONS.

Additional Information: See your original contract for more information, including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

☐ If this box is checked, credit life insurance that you bought in your original contract has ended. This agreement provides no credit life insurance.

☐ If this box is checked, credit disability insurance that you bought in your original contract has ended. This agreement provides no credit disability insurance.

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

ITEMIZATION OF THE AMOUNT FINANCED

1	Existing obligation:			
	A Unpaid part of amount financed	$	24318.84	
	B Earned and unpaid finance charges	$	0.00	
	C Insurance charges not included in line 1A	$	0.00	
	D Other unpaid charges due (identify)			
	NA	$	0.00	
	Total Existing Obligation			$ 24318.84 (1)
2	Amount of previously paid instalments restored to you			$ 0.00 (2)
3	Other Charges			
	A Amounts Paid to Public Officials (Identify)			
	NA	$	0.00	
	Total Amounts Paid to Public Officials	$	0.00	
	B To: NA For: NA	$	0.00	
	Total Other Charges			$ 0.00 (3)
4	Amount financed (1+2+3)			$ 24318.84 (4)

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

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

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

[redacted] **HE/SHE UNDERSTANDS** [redacted] **MS AND CONDITIONS.**

GINA SANDOVAL

[redacted]

ment, all terms of your original contract (identified above) remain in effect.

See below for names and addresses of the persons to whom any notice is to be sent as required under California Civil Code Section 2983.2, Rees-Levering Motor Vehicle Sales and Finance Act, and permitted under Sections 2983.5 and 2984 of that Act.

Notice to Buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled-in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement. You agree to the terms of this agreement. You confirm that before you signed this agreement, we gave it to you, and you were [redacted] that you received a completely filled-in copy when you signed it.

Buyer Signs [redacted] Date 8/7/17 25536 LOS CABOS DR MORENO VALLEY, CA 92551-1911 Address

Co-Buyer Signs [redacted] Date 8/7/17 25536 LOS CABOS DR MORENO VALLEY, CA 92551-1911 Address

Creditor By [redacted] Date P.O. Box 23020 Jacksonville FL 32241 Address

Z196 FR CA 7/2010 (For use in the State of California)

2014 SILVERADO 1500 2WD LT CREW GENERAL MOTORS LLC
G56 BLUE GRANITE METALLIC /V8G
H0U JET BLACK RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. DETROIT MI 48243-1114
VIN 3GC PCRE C6 EG[redacted] VEHICLE INVOICE [redacted]
**********5651******13*13721S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15543 SILVERADO 1500 2WD LT CRE	36250.00	33712.50	INVOICE 06/09/14
CGN SPRAY-ON BED LINER	475.00	418.00	SHIPPED 06/09/14
C5W GVW RATING - 7,000 LBS	N/C	N/C	EXP I/T 06/23/14
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 06/23/14
IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION	795.00	699.60	PRC EFF 06/07/14 KEYS V0358 V0358 WFP-S QTR OPT-1
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	963.60	BANK: COMERICA BA
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	CHG-TO 13-721
PCM LT CONVENIENCE PACKAGE	1525.00	1342.00	
* PWR SEAT ADJUSTER, DRIVER			SHIP WT: 5187
* FRONT FOG LAMPS			HP: 45.7
* AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL			GVWR: 7000 GAWR.FT: 3650
* REMOTE VEHICLE START			GAWR.RR: 3950
* CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH			EMPLOY: 37904.81 SUPPLR: 39432.30
* REAR VISION CAMERA			MRM: 42430.00
* REAR WINDOW DEFROSTER			NTR: 1/2
* POWER OUTLET, 110-VOLT AC			EMPINC: 2346.12
RD4 WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	1195.00	1051.60	SUPINC: 818.63
YF5 50-STATE EMISSIONS	N/C	N/C	

TOTAL MODEL & OPTIONS	41335.00	38187.30	ACT 237 38042.25
DESTINATION CHARGE	1095.00	1095.00	H/B 261 1240.05
DEALER IMR CONTRIBUTION		413.35	ADV 261 413.35
LMA GROUP CONTRIBUTION		413.35	EXP 65A 413.35
TOTAL	42430.00	40109.00	PAY 310 40109.00
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		38325.20	

****
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.
****

MOSS BROS. CHEVROLET

Zimbra jsanchez@mosssavings.com

ADR Alert – Action Required: Case # Chevrolet, [redacted] VIN 3GCPCREC6EG[redacted] Mileage 37315

From : GMCACUpdate@gm.com Tue, Nov 20, 2018 01:28 PM

Subject : ADR Alert – Action Required: Case # Chevrolet, [redacted] VIN 3GCPCREC6EG[redacted] Mileage 37315

Laina Sandoval

To : jsanchez@mosssavings.com

Reply To : GMCACUpdate@gm.com

This is a request for documentation only. Please do not reach out to the customer at this time.
We have received a ADR case that pertains to one of our mutual customers. Please provide the following documentation:

All sales; Buyers Order/ Bill of Sale
purchase and finance agreements; Sales contract
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.

[redacted]

[SR:[redacted]

Faxed
11-20-18

Select Incentives

Selection Criteria
Delivery Date: 08/26/2014
VIN #: 3GCPCREC6EG[redacted]
2014 CHEVROLET Silverado 1500
Inventory Status: New

Customer Location: **RIVERSIDE (92555)**
Delivery Type: **INDIVIDUAL**
Order Type: **RETAIL - STOCK**
Dealer

Selected Incentives
Cash Total: **$0**
Term: **61-72**
Rate:
Residual

Cash	Stackable Cash	Program Number	Program Name	Rate	Residual	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
$0		14-40AI%-004	ALLY APR INCENTIVE PROGRAM	0%		61-72	Ally Bank	2014-08-13	2014-09-02	XMC		

Additional Stackable Incentives

Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
	14-40CR-004	GM SUPPLIER PRICING FOR EVERYONE PROGRAM				2014-07-01	2014-09-02	LSA		

The information presented on this screen is as of 08/26/2014 04.29 PM

Programs in red print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer responsible for determining consumer eligibility for each program.

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

Dealer Number ______ Contract Number ______ R.O.S. Number [redacted] Stock Number [redacted]

Buyer Name and Address [redacted] Co-Buyer Name and Address [redacted]

Seller-Creditor (Name and Address)
HOSS BROS. CHEVROLET
[illegible] AUTOMALL DR
MORENO VALLEY CA 92555
RIVERSIDE

[illegible]

New/Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	CHEVROLET [illegible] SILVERADO [illegible]	21	[illegible][redacted]	☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
0.00 %	$ 0.00	$ 41689.44	$ 41689.44	$ 2000.00 (down payment) / $ [illegible]

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A
71	579.02	Monthly beginning 11/27/2014
N/A	N/A	N/A
One final payment	579.02	DUE ON 10/27/2020

[illegible]

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

1. Total Cash Price
   - A. Cash Price of Motor Vehicle and Accessories $ 39263.29
     - 1. Cash Price Vehicle $ 39263.25
     - 2. Cash Price Accessories $ N/A
     - 3. Other N/A $ N/A / $ N/A
   - B. Document Processing Charge $ 80.00
   - C.–I. [illegible] N/A
   - J. Sales Tax $ 3147.46
   - K. Electronic Vehicle Registration $ 29.00
   - L.–P. Optional Service Contracts N/A
   - Q. N/A $ N/A
   - R. Optional Gap Contract EXPRESS AUTOGAP $ 660.00
   - S. Optional Used Vehicle Contract Cancellation Option Agreement $ N/A
   - T. Other N/A $ N/A
   - Total Cash Price $ 43[illegible].73
2. Amounts Paid to Public Officials ESTIMATED
   - A. Vehicle License Fees $ 335.00
   - B. Registration/Transfer/Titling Fees ESTIMATED $ 256.00
   - C. California Tire Fees $ 8.75
   - D. Other N/A
   - Total Official Fees $ 619.75
3. Amount Paid to Insurance Companies $ N/A
4. ☐ State Emissions Certification Fee $ N/A
5. Subtotal $ 43689.44
6. Total Downpayment
   - A. Agreed Trade-In Value 2003 MAZDA [illegible] VIN [redacted] $ 2000.00
   - B. Less Prior Credit or Lease Balance $ N/A
   - C. Net Trade-In $ 2000.00
   - D. Deferred Downpayment $ N/A
   - E. Manufacturer's Rebate $ N/A
   - F. Other N/A $ N/A
   - G. Cash $ 0.00
   - Total Downpayment $ 2000.00
7. Amount Financed $ 41689.44

STATEMENT OF INSURANCE

[illegible]

Vehicle Insurance: N/A

Applicant(s) for Optional Credit Insurance: N/A [redacted]

Insurance Company Name N/A

[illegible]

OPTIONAL GAP CONTRACT. Term 72 Name of Gap Contract EXPRESS AUTOGAP

OPTIONAL SERVICE CONTRACT(S): N/A

HOW THIS CONTRACT CAN BE CHANGED. [illegible] Buyer Signs X [redacted]

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

[illegible] [redacted]

[illegible] [redacted]

[illegible] Buyer Signature X ______ Co-Buyer Signature X [redacted]

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

If you have a complaint concerning this sale, you should try to resolve it with the seller. [illegible]

Buyer Signature X ______ Co-Buyer Signature X [redacted]

The Annual Percentage Rate may be negotiable with the Seller. Th[redacted]*ntract and retain its right to receive a part of the Finance Charge.*

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

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

Buyer Signature X ______ Date 08/27/14 Co-Buyer Signature X ______ Date 08/27/14

[illegible]

Other Owner Signature X ______ Address ______

GUARANTY: [illegible]

Guarantor X ______ Date ______ Guarantor X ______ Date ______

Seller Signs HOSS BROS. CHEVROLET Date 08/27/14 By X ______ Title [illegible]

[illegible]

DEALER COPY

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. Seller - Creditor may receive part of the Finance Charge.
   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 the front 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. 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. As of the date of your payment, if the minimum finance charge is greater than the earned Finance Charge, you may be charged the difference; the minimum finance charge is as follows: (1) $25 if the original Amount Financed does not exceed $1,000, (2) $50 if the original Amount Financed is more than $1,000 but not more than $2,000, or (3) $75 if the original Amount Financed is more than $2,000.

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.

   GAP LIABILITY NOTICE
   In the event of theft or damage to your vehicle that results in a total loss, there may be a gap between the amount you owe under this contract and the proceeds of your insurance settlement and deductible. THIS CONTRACT PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. An optional gap contract (debt cancellation contract) for coverage of the gap amount may be offered for an additional charge.

   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 installed 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 as the law allows. 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 for the insurance and a finance charge computed at the Annual Percentage Rate shown on the front 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 returned insurance, maintenance, service, or other contract charges.** If we get 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 the front. 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, subject to any right the law gives you to reinstate this contract. 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;
   - The vehicle is lost, damaged or destroyed; 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.** You will pay our reasonable costs to collect what you owe, including attorney fees, court costs, collection agency fees, and fees paid for other reasonable collection efforts. You agree to pay a charge not to exceed $15 if any check you give to us is dishonored.
   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). You may redeem the vehicle by paying all you owe, or you may have the right to reinstate this contract and redeem the vehicle by paying past due payments and any late charges, providing proof of insurance, and/or taking other action to cure the default. We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem 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 the Annual Percentage Rate shown on the face of this contract, not to exceed the highest rate permitted by law, 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**
   If you do not get a written warranty, and the Seller does not enter 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. If the Seller has sold you a certified used vehicle, the warranty of merchantability is not disclaimed.

5. **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.

6. **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.

7. **Applicable Law**
   Federal law and California law apply to this contract. 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.

8. **Warranties of Buyer.** You promise you have given true and correct information in your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract. Upon request, you will provide us with documents and other information necessary to verify any item contained in your credit application.

You waive the provisions of Calif. Vehicle Code Section 1808.21 and authorize the California Department of Motor Vehicles to furnish your residence address to us.

CREDIT DISABILITY INSURANCE NOTICE CLAIM PROCEDURE

If you become disabled, you must tell us right away. (You are advised to send this information to the same address to which you are normally required to send your payments, unless a different address or telephone number is given to you in writing by us as the location where we would like to be notified.) We will tell you where to get claim forms. You must send in the completed form to the insurance company as soon as possible and tell us as soon as you do.

If your disability insurance covers all of your missed payment(s), WE CANNOT TRY TO COLLECT WHAT YOU OWE OR FORECLOSE UPON OR REPOSSESS ANY COLLATERAL UNTIL THREE CALENDAR MONTHS AFTER your first missed payment is due or until the insurance company pays or rejects your claim, whichever comes first. We can, however, try to collect, foreclose, or repossess if you have any money due and owing us or are otherwise in default when your disability claim is made or if a senior mortgage or lien holder is foreclosing.

If the insurance company pays the claim within the three calendar months, we must accept the money as though you paid on time. If the insurance company rejects the claim within the three calendar months or accepts the claim within the three calendar months on a partial disability and pays less than for a total disability, you will have 35 days from the date that the rejection or the acceptance of the partial disability claim is sent to pay past due payments, or the difference between the past due payments and what the insurance company pays for the partial disability, plus late charges. You can contact us, and we will tell you how much you owe. After that time, we can take action to collect or foreclose or repossess any collateral you may have given.

If the insurance company accepts your claim but requires that you send in additional forms to remain eligible for continued payments, you should send in these completed additional forms no later than required. If you do not send in these forms on time, the insurance company may stop paying, and we will then be able to take action to collect or foreclose or repossess any collateral you may have given.

Seller's Right to Cancel

a. Seller agrees to deliver the vehicle to you on the date this contract is signed by Seller and you. You understand that it may take a few days for Seller to verify your credit and assign the contract. You agree that if Seller is unable to assign the contract to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel the contract.

b. Seller shall give you written notice (or in any other manner in which actual notice is given to you) within 10 days of the date this contract is signed if Seller elects to cancel. Upon receipt of such notice, you must immediately return the vehicle to Seller in the same condition as when sold, reasonable wear and tear excepted. Seller must give back to you all consideration received by Seller, including any trade-in vehicle.

c. If you do not immediately return the vehicle, you shall be liable for all expenses incurred by Seller in taking the vehicle from you, including reasonable attorney's fees.

d. While the vehicle is in your possession, all terms of the contract, including those relating to use of the vehicle and insurance for the vehicle, shall be in full force and you shall assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair of any damage to the vehicle until the vehicle is returned to Seller.

ARBITRATION PROVISION
PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, 1633 Broadway, 10th Floor, New York, New York 10019 (www.adr.org), or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of $5000, unless the law or the rules of the chosen arbitration organization require us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the vehicle, to recover a deficiency balance, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Provision, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Provision shall be unenforceable.

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.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family or household use. In all other cases, 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.

Seller assigns its interest in this contract to _______________ (Assignee) at (address) _______________ under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☐ Assigned without recourse ☐ Assigned with limited recourse

Seller _______________ By _______________ Title _______________

Form No. 553-CA-ARB 7/11

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

Dealer Number _____ Contract Number _____ R.O.S. Number [redacted] Stock Number [redacted]

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	[redacted]	MOSS BROS. CHEVROLET 12625 AUTOMALL DR MORENO VALLEY CA 92555 RIVERSIDE

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	CHEVROLET TRU SILVERADO 150	31	3GCPCREC6EG[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 2000.02 is
0.00 %	$ 0.00 (e)	$ 41689.44	$ 41689.44(e)	$ 43689.46(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
71	579.02	Monthly beginning 11/27/2014
N/A	N/A	N/A
One final payment	579.02	DUE ON 10/27/2020

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

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

1. Total Cash Price		
A Cash Price of Motor Vehicle and Accessories		$ 39263.25 (A)
1 Cash Price Vehicle	$ 39263.25	
2. Cash Price Accessories	$ N/A	
3. Other (Nontaxable)		
Describe N/A	$ N/A	
Describe N/A	$ N/A	
B Document Processing Charge (not a governmental fee)		$ 80.00 (B)
C Emissions Testing Charge (not a governmental fee)		$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (D)
E (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (E)
F (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (F)
G (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (G)
H (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (H)

STATEMENT OF INSURANCE

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

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	N/A Mos.	$ N/A
$ N/A	Ded. Collision	N/A Mos.	$ N/A
Bodily Injury	$ N/A Limits	N/A Mos.	$ N/A
Property Damage	$ N/A Limits	N/A Mos.	$ N/A
Medical N/A		N/A Mos.	$ N/A
N/A		N/A Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A

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

[redacted]

named insurance companies will describe the terms and conditions

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	$ N/A
Credit Disability	N/A Mos.	N/A	$ N/A
Total Credit Insurance Premiums			$ N/A

Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

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

Describe

B Document Processing Charge (not a governmental fee) $ 80.00 (B)
C Emissions Testing Charge (not a governmental fee) $ N/A (C)
D (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
F (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
H (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
I EV Charging Station (to whom paid) N/A $ N/A (I)
J Sales Tax (on taxable items in A through I) $ 3147.46 (J)
K Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) AVRS $ 29.00 (K)
L (Optional) Service Contract (to whom paid) N/A $ N/A (L)
M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)
(see downpayment and trade-in calculation)
R. (Optional) Gap Contract (to whom paid) EXPRESS AUTOGAP $ 650.00 (R)
S (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
T. Other (to whom paid) N/A
For N/A $ N/A (T)
Total Cash Price (A through T) $ 43169.71 (1)

2. Amounts Paid to Public Officials
A. Vehicle License Fees ESTIMATED $ 255.00 (A)
B. Registration/Transfer/Titling Fees ESTIMATED $ 256.00 (B)
C. California Tire Fees $ 8.75 (C)
D Other N/A $ N/A (D)
Total Official Fees (A through D) $ 519.75 (2)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b) $ N/A (3)
4. ☐ **State Emissions Certification Fee** or ☐ **State Emissions Exemption Fee** $ N/A (4)
5. Subtotal (1 through 4) $ 43689.46 (5)

6. Total Downpayment
A. Agreed Trade-In Value Yr 2003 Make MAZDA $ 2000.00 (A)
Model MPV Odom 125158
VIN JM3LW28A830[redacted]
B. Less Prior Credit or Lease Balance (e) $ N/A (B)
C Net Trade-In (A less B) (indicate if a negative number) $ 2000.00 (C)
D Deferred Downpayment $ N/A (D)
E Manufacturer's Rebate $ N/A (E)
F. Other N/A $ N/A (F)
G Cash $ 0.02 (G)
Total Downpayment (C through G) $ 2000.02 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) $ 41689.44 (7)

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

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

Date X Buyer Signature Age

Date X Co-Buyer Signature Age

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

Term 72 Mos. EXPRESS AUTOGAP [redacted]

purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in Item 1L, 1M, 1N, 1O, and/or 1P.

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

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

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

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

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

HOW THIS CONTRACT CAN BE CHANGED. The [redacted]

[redacted] ions of the Seller [redacted] eller the right to cancel if Seller is unable to

A Public Service Agency

APPLICATION FOR REGISTRATION OF NEW VEHICLE

FOR DEPARTMENT USE ONLY

CASHIER DATE-LINE STAMP

[redacted]

STOCK # [redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)	NRM/IND
08/27/2014	08/27/2014	

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2014	SILVERADO 150 2W	GAS	2	5187

VEHICLE IDENTIFICATION NUMBER	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER	ORV/MOTORCYCLE DEALERS ONLY
3GCPCREC6EG[redacted]		☐ On-Highway ☐ Off-Highway

FOR CAMP TRAILERS AND TRAILER COACHES	LENGTH IN INCHES	WIDTH IN INCHES	GVWR (PICKUPS ONLY)	COUNTY OF RESIDENCE
	N/A	N/A	N/A	RIVERSIDE

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW

EQUIPMENT NUMBER

DRIVER LICENSE/ID CARD NO

☐ AND
☒ OR

[redacted] FIRST MIDDLE SUFFIX [redacted] CARD NO

BUSINESS OR RESIDENCE ADDRESS APT /STE NO CITY STATE ZIP CODE

[redacted]

MAILING ADDRESS—IF DIFFERENT FROM ABOVE (OR LOCATION IF TRAILER COACH) APT /STE NO CITY STATE ZIP CODE

[redacted] NER—PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL)

ELECTRONIC LIENHOLDER ID #
ELT# X21

[redacted] DDRESS APT /STE NO [redacted]

LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE APT /STE NO CITY STATE ZIP CODE

XX

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes ☐ No

APPLICANT'S CERTIFICA[redacted] d correct.
08/27/2014

CERTIFICATE OF COST—T[redacted] he cost of the vehicle entered in the Cer[redacted] allowances (exclude sales or use taxes, insurance and finance charges).

SILVERADO 1500

XX

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a: ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis	08/27/2014	39263.25
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.) CUST# [redacted]		511.00

ODOMETER DISCLOSURE STATEMENT

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

The odometer reading is ☐☐☐,☐☐☐ (no tenths) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING — ☐ Is NOT the actual mileage. ☐ Mileage EXCEEDS the odometer mechanical limits.

DEALER'S NUMBER [redacted]

I/we certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

08/27/2014 [redacted]

08/27/2014 [redacted]

REG 397 (REV 11/2011)

– DMV copy –

A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

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

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

ACQUISITION NUMBER (DISMANTLER ONLY)

VEHICLE/VESSEL ID

SECTION 1 — VEHICLE/VESSEL DESCRIPTION

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GCPCREC6EG[redacted]	2014 SILVERAD	CHEVROLE		

BILL OF SALE

SECTION 2 — BILL OF SALE

I/We MOSS BROS. CHEVROLET [redacted] sell, transfer, and deliver the above vehicle/vessel
PRINT SELLER'S NAME(S)

to [redacted] on 08 27 2014 for the amount of $ (SELLING PRICE)
PRINT BUYER'S NAME(S) MO DAY YEAR

If this was a gift, indicate relationship: N/A (e.g., parents, spouse, friend, etc.) $ N/A (GIFT VALUE)

ODOMETER

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

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

The odometer now reads [ ][ ][ ], [ ][3][1] (tenths) (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

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

Explain odometer discrepancy:

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

BUYER'S SECTION

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

BUYER

PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
[redacted]	[redacted]	08/27/14	[redacted]
[redacted]	X	08/27/14	
	X	DATE	

BUYER'S MAILING ADDRESS CITY STATE ZIP CODE DAYTIME TELEPHONE NO.

[redacted]

SELLER'S SECTION

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

SELLER

PRINT SELLER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
MOSS BROS. CHEVROLE [redacted]		08/27/14	[redacted]
PRINT SELLER'S NAME	X	DATE	
PRINT SELLER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #

SELLER'S MAILING ADDRESS CITY STATE ZIP CODE DAYTIME TELEPHONE NO.

[redacted]

POWER OF ATTORNEY

SECTION 5 — POWER OF ATTORNEY

I/W[redacted] appoint MOSS BROS. CHEVROLET
PRINT NAME(S) PRINT NAME(S)

as my attorney in fact, to complete [redacted] documents, as needed, to transfer ownership as required by law.

[redacted] DATE 08/27/2014

[redacted] DATE 08/27/2014

REFINANCING AGREEMENT

Original Contract No. [redacted] Dated 8/27/2014

Selling (Dealer): MOSS BROS. CHEVROLET, INC. Refinancing Agreement No. [redacted] Date 8/15/2017

City: MORENO VALLEY State: CA

New or Used	Year	Description of Property	Identification Number
N	2014	CHEVSILVERADO	3GCPCREC8EG[redacted]

In this agreement the words you and your refer to the buyer and co-buyer, if any, signing this agreement. The words we and us refers to Ally Bank, the creditor i this agreement. This agreement covers the refinancing of your purchase of the property described above. You agree to pay us as shown in the payment schedule below.

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.
0.00 %	$ 0.00	$ 24,318.84	$ 24,318.84

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows:
65	$368.46	Monthly beginning 9/15/2017	N/A
And 1 Payment(s) of $368.94 Due 02/15/2023			

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See your original contract for more information, including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1	Existing obligation:			
	A Unpaid part of amount financed	$	24318.84	
	B Earned and unpaid finance charges	$	0.00	
	C Insurance charges not included in line 1A	$	0.00	
	D Other unpaid charges due (identify) NA	$	0.00	
	Total Existing Obligation			$ 24318.84 (1)
2	Amount of previously paid instalments restored to you			$ 0.00 (2)
3	Other Charges			
	A Amounts Paid to Public Officials (Identify) NA	$	0.00	
	Total Amounts Paid to Public Officials	$	0.00	
	B To: NA For: NA	$	0.00	
	Total Other Charges			$ 0.00 (3)
4	Amount financed (1+2+3)			$ 24318.84 (4)

Statement of Insurance.

This agreement requires physical damage insurance. You may buy this insurance from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

NOTICE: No person is required, as a condition of financing the purchase of an automobile, to negotiate or purchase any insurance through a particular insurance company, agent, or broker.

Optional Credit Insurance.

If you bought credit insurance in your original contract, the insurance will NOT be extended.

Credit life insurance you bought in your original contract ends N/A.

Credit disability insurance you bought in your original contract ends N/A.

☐ If this box is checked, credit life insurance that you bought in your original contract has ended. This agreement provides no credit life insurance.

☐ If this box is checked, credit disability insurance that you bought in your original contract has ended. This agreement provides no credit disability insurance.

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

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

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT Y[redacted]

T[redacted]E/SHE UNDERSTANDS [redacted]MS AND CONDITIONS.

Additional Information: See your original contract for more information, including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

☐ If this box is checked, credit life insurance that you bought in your original contract has ended. This agreement provides no credit life insurance.

☐ If this box is checked, credit disability insurance that you bought in your original contract has ended. This agreement provides no credit disability insurance.

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

ITEMIZATION OF THE AMOUNT FINANCED

1	Existing obligation:			
	A Unpaid part of amount financed	$	24318.84	
	B Earned and unpaid finance charges	$	0.00	
	C Insurance charges not included in line 1A	$	0.00	
	D Other unpaid charges due (identify)			
	NA	$	0.00	
	Total Existing Obligation	$		24318.84 (1)
2	Amount of previously paid instalments restored to you	$		0.00 (2)
3	Other Charges			
	A Amounts Paid to Public Officials (Identify)			
	NA	$	0.00	
	Total Amounts Paid to Public Officials	$	0.00	
	B To: NA For: NA	$	0.00	
	Total Other Charges	$		0.00 (3)
4	Amount financed (1+2+3)	$		24318.84 (4)

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

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

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

[redacted] **HE/SHE UNDERSTANDS** [redacted] **MS AND CONDITIONS**

GINA SANDOVAL

[redacted]

ment, all terms of your original contract (identified above) remain in effect.

See below for names and addresses of the persons to whom any notice is to be sent as required under California Civil Code Section 2983.2, Rees-Levering Motor Vehicle Sales and Finance Act, and permitted under Sections 2983.5 and 2984 of that Act.

Notice to Buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled-in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement. You agree to the terms of this agreement. You confirm that before you signed this agreement, we gave it to you, and you were [redacted] at you received a completely filled-in copy when you signed it.

Buyer Signs [redacted] Date 8/7/17 25536 LOS CABOS DR MORENO VALLEY, CA 92551-1911 Address

Co-Buyer Signs [redacted] Date 8/7/17 25536 LOS CABOS DR MORENO VALLEY, CA 92551-1911 Address

Creditor By [redacted] Date P.O. Box 23020 Jacksonville FL 32241 Address

Z196 FR CA 7/2010 (For use in the State of California)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	OSCAR TALAMANTES 3001669	[redacted]	07/11/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 22,153		COLOR: BLUE GRANIT	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE I.D. NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. O. DATE: 07/11/17	MILEAGE OUT
	COMMENTS			MO: 22154

LABOR & PARTS

J# 1 1SOVZ30 10P / OIL/FILTER/LUBE/FLUIDS TECH(S): 3001198 INTERNAL

CHANGE ENGINE OIL AND FILTER
CHANGE ENGINE OIL AND FILTER
CHANGE ENGINE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	19330000	FILTER 1.836			INTERNAL
JOB # 1	8	19259487	OIL 8.800			INTERNAL
			JOB # 1 TOTAL PARTS			0.00
			JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2 1SOVZ07 MULTI POINT INSPECT TECH(S): 3001198 INTERNAL 0.00H

AT EVERY VISIT A FREE MULTI-POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB) RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE REFERENCE GUIDE.
PREFORMED MULTI POINT INSPECTION AND TIRE PRESSURE INSPECTION WITH TIRE PRESSURE GAUGE.
PERFORMED MULTI POINT INSPECTION.
PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND SET TO REQUIRED TIRE PRESSURE SETTINGS:
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO:
35
TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO:
35
TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO:
35
TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO:
35
PERFORMED BRAKE INSPECTION.
FRONT BRAKES MEASSURED AT:
8MM
REAR BRAKES MEASSURED AT:
8MM
TECH REINSPECTED THE REPAIRS & VERIFIED REPAIRED CORRECTLY
PERFORMED TEST DRIVE

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

J# 3 1SOVZ14 TIRE YELLOW TECH(S): 3001198 INTERNAL 0.00H

TIRE TREAD DEPTH MEASURED BETWEEN 4/32nds AND 6/32nds.
MODERATE TIRE WEAR INDICATED.
PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE YOUR TIRES INSPECTED.

BAR # ARD262825 EPA # CAL000354246

[CONTINUED ON NEXT PAGE] 02:47pm

The Reynolds and Reynolds Company DRAINTREE
RF6538000 Q (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	OSCAR TALAMANTES 3001669	[redacted]	07/11/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		22,153	BLUE GRANIT	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHEVROLET TRUCK/SILVERADO 1500/PK	08/27/14	31

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3GCPCREC6EG[redacted]		

P.T.E. NO.	P.O. NO.	R.O. DATE	MILEAGE OUT
		07/11/17	

COMMENTS

MO: 22154

A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS------QTY---FP-NUMBER-------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS----------

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED. I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246
PAGE 2 OF 2 CUSTOMER COPY

[END OF INVOICE] 02:47pm

The Reynolds and Reynolds Company SFAM/TRVE SF0606030 Q (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3516

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	ALEX RAMIREZ 301554	[redacted]	01/03/17	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 18,073		COLOR: BLUE GRANIT	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE I.D. NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 01/03/17	MILEAGE OUT
	COMMENTS			MO: 18073

LABOR & PARTS

J# 1 85CVZ0 RECALL TECH(S): 3002073 WARRANTY

PERFORM RECALL 15822 FRONT SEAT BELT LAP ANCHOR
INSPECT FOR RECALL NOT PERFORM YET
PERFORM RECALL INSPECT ANCHOR & INSTALL BRACKET & MIDIFY
BEZEL AS PER RECALL LOP 9102394 .6

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE	
JOB # 1	1	84160781	BRACKET 16.714		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 85CVZ0 RECALL TECH(S): 3002073 WARRANTY

PERFORM RECALL 16007 FRONTAL AIR BAG
INSPECT FOR RECALL
2
PERFORM RECALL UPDATE SDM AS PER RECALL LOP 9102276 .3
CODE # S30A7

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

J# 3 15CVZ0 MULTI POINT INSPECT TECH(S): 3002073 WARRANTY

AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF
PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB)
RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE
TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE
MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S
DOOR PLACARD OR THE TIRE REFERENCE GUIDE.

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

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

RECALL 16007, 15822
THANK YOU AND REMEMBER COMPLETELY SATISFIED ON THE SURVEY
THANK YOU AND REMEMBER COMPLETELY SATISFIED ON THE SURVEY
THANK YOU AND REMEMBER COMPLETELY SATISFIED ON THE SURVEY
COMPLETED 1/3....

[CONTINUED ON NEXT PAGE] 10:14am

The Reynolds and Reynolds Company ERAINTINVE
SF658660 Q (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ALEX RAMIREZ 301554	[redacted]	01/03/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 18,073		COLOR: BLUE GRANIT	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE I.D. NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE: 01/03/17	MILEAGE OUT
	COMMENTS: MO: 18073			

TOTALS

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246
PAGE 2 OF 2 CUSTOMER COPY

[END OF INVOICE] 10:14am

The Reynolds and Reynolds Company GRAINTRVE
SF668660 Q (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JESSE GARCIA 301213	[redacted]	08/06/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		15,224	BLUE GRANIT	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHEVROLET TRUCK/SILVERADO 1500/PK	08/27/14	31

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 6 E G [redacted]		

R.T.E. NO.	P.O. NO.	R.O. DATE	MILEAGE OUT
		08/06/16	

COMMENTS

MO: 15224

LABOR & PARTS

J# 1 1206VZ09IR [illegible] TRUCK LOF/ROT [illegible] TECH(S): 2196 WARRANTY

PERFORM FACTORY RECOMMENDED LUBE, OIL AND FILTER SERVICE
WITH TIRE ROTATION PER MANUFACTURER WARRANTY
FACTORY SUGGESTED LUBE, OIL AND FILTER SERVICE WITH TIRE
ROTATION TO BE PERFORMED UNDER FACTORY WARRANTY
PERFORMED FACTORY RECOMMENDED LUBE, OIL AND FITLER SERVICE
WITH TIRE ROTATION PER MANUFACTURER WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	19330000	FILTER 1.836			WARRANTY
JOB # 1	8	19259487	OIL 8.800			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 15CVZ0Z [illegible] MULTI POINT INSPECT [illegible] TECH(S): 2196 WARRANTY

AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF
PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB)
RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE
TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE
MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S
DOOR PLACARD OR THE TIRE REFERENCE GUIDE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15CVZ14 [illegible] TIRE YELLOW [illegible] TECH(S): 2196 WARRANTY

Added Operation (3DD1 @ 08/06/2016 11:25)

TIRE TREAD DEPTH MEASURED BETWEEN 4/32nds AND 6/32nds.
MODERATE TIRE WEAR INDICATED.
PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE YOUR TIRES
INSPECTED.
A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 15CVZ02 [illegible] BATTERY TEST PASS [illegible] TECH(S): 2196 WARRANTY

Added Operation (3JG @ 08/06/2016 11:32)

CHECK BATTERY PERFORMANCE
BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.
BATTERY TEST PASSED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 4 TOTAL PARTS 0.00

BAR # ARD262825 EPA # CAL000354246

[CONTINUED ON NEXT PAGE] 11:35am

The Reynolds and Reynolds Company (CRAINTIVE)
SF658660 C (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JESSE GARCIA 301213	[redacted]	08/06/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 15,224		COLOR: BLUE GRANIT	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE I.D. NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 08/06/16	MILEAGE OUT
	COMMENTS			MO: 15224

JOB # 4 TOTAL LABOR & PARTS 0.00

3# 5715CVZ02 BRAKE GREEN TECH(S) 2196 WARRANTY

Added Operation (3JG @ 08/06/2016 11:32)
LIGHT BRAKE WEAR WAS INDICATED-THE BRAKES WERE MEASURED AT
8/32nds OR ABOVE.
PREVENTATIVE MAINTENANCE- CONTINUE TO HAVE YOUR
BRAKES INSPECTED.
A COURTESY BRAKE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS------QTY---FP-NUMBER-------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

COMMENTS [redacted]

TOTALS

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246
PAGE 2 OF 2 CUSTOMER COPY

[END OF INVOICE] 11:35am

The Reynolds and Reynolds Company SRAINTNVE
SF6586660 Q (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JUSTIN AMEZQUITA 2134	[redacted]	09/09/15	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 8,298		COLOR: BLUE GRANIT	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/2W		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE I.D. NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. S. NO. / P. O. NO.		R. O. DATE: 09/09/15	MILEAGE OUT
	COMMENTS			MO: 8298

LABOR & PARTS----------

C# 1 03CVZ03 [illegible] REPLACE BATTERY [illegible] TECH(S):2169 [illegible] WARRANTY

CUSTOMER REQUEST REIMBURSEMENT FOR BATTERY PURCHASED AT AUTOZONE AND WAS PURCHASED THERE BECAUSE HE COULDN'T MAKE IT TO THE DEALER BEFORE WE CLOSED AND WE WERE CLOSED FOR THE NEXT 2 DAYS - PRICE OF 180.87 PAID BY DEBIT CAR SEE ORIGINAL RECITE ATTACHED TO RO REIMBURSEMENT REQUEST

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS----------

DELETED OPERATION(S)----------

15CVZ07 MULTI POINT INSPECT

TOTALS----------

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS. WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

BAR # ARD262825
PAGE 1 OF 1

EPA # CAL000354246
CUSTOMER COPY

[END OF INVOICE] 11:13am

The Reynolds and Reynolds Company BRAINTWVR SF656660 O (04/15)

Moss Bros. CHEVROLET
AT MOSS...YOU'RE THE BOSS!
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518
www.MossSavings.com

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CUSTOMER NO. [redacted]	ADVISOR: JASON FORSYTH 400124	CARD NO. [redacted]	INVOICE DATE: 06/22/15	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	WARRANTY ID	COLOR: BLUE GRANIT
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/2W		DELIVERY DATE: 08/27/14	STOCK NO. [redacted] / DELIVERY MILES: 31
	VEHICLE ID. NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.O. NO.	P.O. NO.	R. O. DATE: 06/22/15	
RE [redacted]	COMMENTS			MO: 7276

LABOR & PARTS----------

J# 1 20CVZ09TR MFG TRUCK LOF/ROT TECH(S):400159 — WARRANTY

PERFORM FACTORY RECOMMENDED LUBE, OIL AND FILTER SERVICE
WITH TIRE ROTATION PER MANUFACTURER WARRANTY
FACTORY SUGGESTED LUBE, OIL AND FILTER SERVICE WITH TIRE
ROTATION TO BE PERFORMED UNDER FACTORY WARRANTY
PERFORMED FACTORY RECOMMENDED LUBE, OIL AND FITLER SERVICE
WITH TIRE ROTATION PER MANUFACTURER WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 1	1	19330000	FILTER 1.836		WARRANTY
JOB # 1	8	19259487	OIL 8.800		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 15CVZ07 MULTI POINT INSPECT TECH(S):400159 — WARRANTY

AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF
PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB)
RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE
TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE
MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S
DOOR PLACARD OR THE TIRE REFERENCE GUIDE.

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

J# 3+15CVZ02 BATTERY TEST - PASS TECH(S):400159 — 0.00
Added Operation (4JF @ 06/22/2015 11:46)

CHECK BATTERY PERFORMANCE
BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.

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

J# 4+15CVZ03 BRAKE - GREEN TECH(S):400159 — 0.00
Added Operation (4JF @ 06/22/2015 11:46)

LIGHT BRAKE WEAR WAS INDICATED-THE BRAKES WERE MEASURED AT
8/32nds OR ABOVE.
PREVENTATIVE MAINTENANCE- CONTINUE TO HAVE YOUR
BRAKES INSPECTED.
A COURTESY BRAKE INSPECTION IS PERFORMED AT EVERY SERVICE.

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

J# 5+15CVZ13 TIRE - GREEN TECH(S):400159 — 0.00
Added Operation (4JF @ 06/22/2015 11:46)

TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED.
PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE TIRES INSPECTED
REGULARLY.

[CONTINUED ON NEXT PAGE]
11:48am

The Reynolds and Reynolds Company (RDM-0) SPEEDWIN (10/13)

MOSS BROS. AT MOSS...YOU'RE THE BOSS! CHEVROLET
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518
www.MossSavings.com

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CUSTOMER NO.	ADVISOR: JASON FORSYTH 400124	CARD NO.	INVOICE DATE: 06/22/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR: BLUE GRANIT	STOCK NO.
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/2W		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE ID. NO.: 3 G C P C R E C 6 E G		SELLING DEALER NO.	PRODUCTION DATE
	R.O. NO.	P.O.	R.O. DATE: 06/22/15	
	COMMENTS			MO: 727$

A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00

TOTALS

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

CUSTOMER SIGNATURE

[END OF INVOICE]

11:48am

[redacted]

67

[redacted]

Moss Bros. CHEVROLET

Mail 8146 Auto Drive • Riverside, CA 92504
22625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518
www.MossBrosChevrolet.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	SA/ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO P D I STATE REG# AK043821

TERMS	VEHICLE	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO	LICENSE NO
Cash / Credit Card / Check / Other	3GCPCREC6EG[redacted]	14/CHEVROLET TRUCK/SILVERADO 1500/2		[redacted]	

CUSTOMER NO	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R O DATE
[redacted]					06/25/14

COLOR	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TAG
BLUE GRANITE/JET				[redacted]

TURBO	MAKE	AIR COND	# S	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	CVZZ				3	109	DIANNE DAUTH

[redacted] 10:46am 06/25/14 05:00pm 5

MILEAGE OUT	ORIGINAL ESTIMATE	HAZARDOUS WASTE
6	$	$

CAL WASH HEINEY ☐ Yes ☐ No

APPOINTMENT ☒ Yes ☐ No

TEARDOWN ESTIMATE I understand that my vehicle will be reassembled within 6 working days of the date shown above. I choose not to authorize the services. AUTHORIZED BY

DATE TIME PHONE #

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 | 95CVZ **PRE-DELIVERY INSPECT** 2196

[redacted]

PAGE 1 OF 1 SERVICE COPY

REVISED	DATE	TIME	AUTH BY
REASON		ADL COSTS $	

☐ IN PERSON ☐ BY PHONE # _____

	DATE	TIME	AUTH BY
REASON		ADL COSTS $	

☐ IN PERSON ☐ BY PHONE # _____

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY 7:00 am - 6:00 pm
SATURDAY 8:00 am - 4:00 pm

Checks gladly accepted with two forms of identification
The following credit cards are honored
MasterCard VISA Discover

Please look over our new and previously-viewed cars while you are waiting.

By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

NO CARS RELEASED AFTER SERVICE HOURS
IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE

NO GUARANTEE ON RUST WORK
Due to the nature of body shop repair, we cannot promise a completion date. Arrangements for payment in full must be made prior to delivery of vehicle. INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.

POWER OF ATTORNEY
The undersigned hereinafter called "insured" for the consideration of repairs made to insured's automobile does hereby grant to said

MOSS BROS CHEVROLET

his/her power of attorney to sign or endorse any checks and/or drafts made payable to insured and any releases thereto as settlement for insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)

FRONT REAR

TO REORDER CALL PRINTING SOLUTIONS AT (800) 247-2232

HAZARDOUS WASTE DISPOSAL FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTER
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE BAR # ARD262825 EPA # CAL000354248

[redacted]

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR JASON FORSYTH 301602	TAG NO. [redacted]		INVOICE DATE 11/21/18	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 37,315	COLOR BLUE GRANIT	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/PK			DELIVERY DATE 08/27/14	DELIVERY MILES 31
	VEHICLE I.D. NO. 3 G C P C R E C 6 E G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 11/12/18	MILEAGE OUT REPRINT# 1
	COMMENTS				MO: 37321

LABOR & PARTS----------

J# 1 04CVZ01 BRAKE DIAGNOSIS TECH(S):3002051 WARRANTY

CUSTOMER STATES WHILE DRIVING THERE IS NO BRAKES -- THE PEDAL WILL GET HARD -- HAS HAPPENED 5 TIMES -- CHECK AND ADVISE
PERFORM VEHICLE ROAD TEST TO TRY AND DUPLICATE CONCERN UPON ROAD TEST WAS ABLE TO DUPLICATE HARD BRAKE PEDAL, VISUAL INSPECTION WAS PERFORM NO VISIBLE LEAKS BULLETIN INSPECTION WAS PERFORM FOUND DOCUMENT ID: 5146026 DO TO BULLETIN FOUND INSPECTION AT BOOSTER WAS PERFORM, UPON INSPECTION FLUID WAS FOUND IN BRAKE BOOSTER PER BULLETIN BOOSTER AND ADDITIONAL PART HAVE TO BE REPLACED
REPLACED BRAKE BOOSTER , MASTER CYL. , VACUUM PUMP AND PLASTIC LINE GOING FROM PUMP TO BOOSTER THEN BLED BRAKE SYSTEM AND ROAD TESTED AND IS NOW OK REFER TO PIT5361D FOR CORRECTION .

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	12669488	PUMP 3.280			WARRANTY
JOB # 1	1	23135228	PIPE 4.930			WARRANTY
JOB # 1	1	23135220	BOOSTER 4.805			WARRANTY
JOB # 1	1	20925765	CYLINDER 4.650			WARRANTY
JOB # 1	1	19299570	FLUID 8.800			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 35CVZ02 RECALL TECH(S):3002051 WARRANTY

Product Safety Recall (17276): Loss of Steering Assist
PERFORMED RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15CVZ07 MULTI POINT INSPECT TECH(S):3002051 0.00

AT EVERY VISIT A FREE MULTI-POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB) RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE REFERENCE GUIDE.
PREFORMED MULTI POINT INSPECTION AND TIRE PRESSURE INSPECTION WITH TIRE PRESSURE GAUGE.

[CONTINUED ON NEXT PAGE] 02:22pm

The Reynolds and Reynolds Company ERAINTINVE
SF658660 Q (04/15)

Moss Bros. CHEVROLET

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JASON FORSYTH 301602	[redacted]	11/21/18	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 37,315		COLOR: BLUE GRANIT	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE I.D. NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 11/12/18	MILEAGE OUT: REPRINT# 1
	COMMENTS			MO: 37321

PERFORMED MULTI POINT INSPECTION.
PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND
SET TO REQUIRED TIRE PRESSURE SETTINGS:
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO:
TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO:
TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO:
TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO:
PERFORMED BRAKE INSPECTION.
FRONT BRAKES MEASURED AT :
REAR BRAKES MEASURED AT :
TECH REINSPECTED THE REPAIRS & VERIFIED REPAIRED CORRECTLY
PERFORMED TEST DRIVE

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

J# 4+20CVZ20 LIFETIME LOFC - SYN TECH(S):3002051 INTERNAL
Added Operation (4JF @ 11/19/2018 16:43)
CHANGE ENGINE OIL AND FILTER
CHANGED ENGINE OIL AND FILTER
CHANGED ENGINE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 4	1	12690385	FILTER 1.836			INTERNAL
JOB # 4	8	19259487	DEXOS 0W2 8.800			INTERNAL
				JOB # 4 TOTAL PARTS		0.00
				JOB # 4 TOTAL LABOR & PARTS		0.00

J# 5+23CVZ08 ROTATE TIRES TECH(S):3002051 24.95
Added Operation (4JF @ 11/19/2018 16:44)
ROTATE TIRES
ROTATE TIRES
ROTATE TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		24.95

J# 6+23CVZ15 CABIN AIR FILTER TECH(S):3002051 51.54
Added Operation (4JF @ 11/19/2018 16:44)
CABIN AIR FILTER
COMPLETE CABIN AIR FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 6	1	23281440	FILTER 9.786	36.90	36.90	36.90
				JOB # 6 TOTAL PARTS		36.90
				JOB # 6 TOTAL LABOR & PARTS		88.44

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	CCD	CUSTOMER TO PAY DEDUCTIBLE-C	408618	400.00

BAR # ARD262825 EPA # CAL000354246

[CONTINUED ON NEXT PAGE] 02:22pm

The Reynolds and Reynolds Company ERAINTINVE
SF658660 Q (04/15)

Moss Bros. CHEVROLET

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JASON FORSYTH 301602	[redacted]	11/21/18	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		37,315	BLUE GRANIT	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHEVROLET TRUCK/SILVERADO 1500/PK	08/27/14	31

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 6 E G [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE	MILEAGE OUT
		11/12/18	REPRINT# 1

COMMENTS

MO: 37321

MISC-----CODE--------DESCRIPTION-----------------------------CONTROL NO---------

JOB # 1 CDED DEDUCTIBLE DUE-W [redacted] WARRANTY

TOTAL - MISC 400.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $130.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $615.00 (+TAX) ON 11/19/18 AT 04:30pm
BY [redacted] COMMENTS IN PERSON - JOHN V

COMMENTS----------

NOTE: ADVISED CUSTOMER NO APPT -- ETA ON DIAG TUE AFTERNOON

RECOMMENDED NOT DONE/ DECLINED SERVICES----------

04CVZ17 MASTER CYLINDER TECH: 3002051 FOLLOW-UP: 11/22/18 $393.52
COMPLAINT: UPON VEHICLE INSPECTION TECHNICIAN FOUND MASTER CYLINDER, BRAKE BOOSTER AND VACUUM PUMP CONTAMINATED BY OIL

TOTALS----------

PARTS & LABOR AMENDED WARRANTY IS 90 DAYS OR 4000 MILES WHICH EVER COMES FIRST. THIS SUPERCEDES THE TIME OR MILEAGE WARRANTY ON THE REVERSE SIDE OF THIS INVOICE
REPAIRS OUTSIDE OF THIS FACILITY MUST BE PRE-AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
STATE REG # ARD00262825
ALL NON GM PARTS, AFTERMARKET & OR CUSTOMER SUPPLIED HAVE NO APPLICABLE PARTS & OR LABOR WARRANTY THROUGH MOSS BROS CHEVROLET.
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN ORIGINAL ESTIMATED PRICE...

TOTAL LABOR....	76.49
TOTAL PARTS....	36.90
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	400.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.86
TOTAL INVOICE $	**516.25**

_____
CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246

CUSTOMER COPY

[END OF INVOICE] 02:22pm

The Reynolds and Reynolds Company ERAINTINVE
SF658660 Q (04/15)

Moss Bros. CHEVROLET

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	OSCAR TALAMANTES 3001669	[redacted]	07/11/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		22,153	BLUE GRANIT	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHEVROLET TRUCK/SILVERADO 1500/PK	08/27/14	31

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 6 E G [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE	MILEAGE OUT
		07/11/17	

COMMENTS

MO: 22154

LABOR & PARTS

J# 1 3SOVZ30 [illegible] TECH(S) 3001198 [illegible] INTERNAL

CHANGE ENGINE OIL AND FILTER
CHANGE ENGINE OIL AND FILTER
CHANGE ENGINE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 1	1	19330000	FILTER 1.836		INTERNAL
JOB # 1	8	19259487	OIL 8.800		INTERNAL

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 3SOVZ07 [illegible] MULTI POINT INSPECT [illegible] TECH(S) 3001198 [illegible] 0.00

AT EVERY VISIT A FREE MULTI-POINT VEHICLE INSPECTION IS
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST,
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF
PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB)
RULE. AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE
TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE
MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S
DOOR PLACARD OR THE TIRE REFERENCE GUIDE.
PREFORMED MULTI POINT INSPECTION AND TIRE PRESSURE
INSPECTION WITH TIRE PRESSURE GAUGE.
PERFORMED MULTI POINT INSPECTION.
PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND
SET TO REQUIRED TIRE PRESSURE SETTINGS:
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO:
35
TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO:
35
TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO:
35
TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO:
35
PERFORMED BRAKE INSPECTION.
FRONT BRAKES MEASSURED AT:
8MM
REAR BRAKES MEASSURED AT:
8MM
TECH REINSPECTED THE REPAIRS & VERIFIED REPAIRED CORRECTLY
PERFORMED TEST DRIVE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 1SOVZ1A [illegible] TIRE YELLOW [illegible] TECH(S) 3001198 [illegible] 0.00

TIRE TREAD DEPTH MEASURED BETWEEN 4/32nds AND 6/32nds.
MODERATE TIRE WEAR INDICATED.
PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE YOUR TIRES
INSPECTED.

BAR # ARD262825 EPA # CAL000354246

[CONTINUED ON NEXT PAGE] 02:47pm

The Reynolds and Reynolds Company ERAINTINVS
GF658669 Q (04/15)

Moss Bros. CHEVROLET

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12625 Auto Mall Drive • Moreno Valley, CA 92555
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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	OSCAR TALAMANTES 3001669	[redacted]	07/11/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		22,153	BLUE GRANIT	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHEVROLET TRUCK/SILVERADO 1500/PK	08/27/14	31

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 6 E G [redacted]		

F. T. E. NO.	P. O. NO.	P. O. DATE	MILEAGE OUT
		07/11/17	

COMMENTS

MO: 22154

A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS------QTY---FP-NUMBER-------------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS----------

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS. WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246
PAGE 2 OF 2 CUSTOMER COPY

[END OF INVOICE] 02:47pm

The Reynolds and Reynolds Company ERANTINVC
SF3680G0 Q (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER

www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	ALEX RAMIREZ 301554	[redacted]	01/03/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		18,073	BLUE GRANIT	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHEVROLET TRUCK/SILVERADO 1500/PK	08/27/14	31

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 6 E G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	MILEAGE OUT
		01/03/17	

COMMENTS: MO: 18073

LABOR & PARTS

J#1 15CVZ07 RECALL TECH(S): 3002073 WARRANTY

PERFORM RECALL 15822 FRONT SEAT BELT LAP ANCHOR
INSPECT FOR RECALL NOT PERFORM YET
PERFORM RECALL INSPECT ANCHOR & INSTALL BRACKET & MIDIFY
BEZEL AS PER RECALL LOP 9102394 .6

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	84160781	BRACKET 16.714			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J#2 15CVZ07 RECALL TECH(S): 3002073 WARRANTY

PERFORM RECALL 16007 FRONTAL AIR BAG
INSPECT FOR RECALL
2
PERFORM RECALL UPDATE SDM AS PER RECALL LOP 9102276 .3
CODE # S30A7

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J#3 15CVZ07 MULTI POINT INSPECT TECH(S): 3002073 WARRANTY

AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF
PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB)
RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE
TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE
MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S
DOOR PLACARD OR THE TIRE REFERENCE GUIDE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

RECALL 16007, 15822
THANK YOU AND REMEMBER COMPLETELY SATISFIED ON THE SURVEY
THANK YOU AND REMEMBER COMPLETELY SATISFIED ON THE SURVEY
THANK YOU AND REMEMBER COMPLETELY SATISFIED ON THE SURVEY
COMPLETED 1/3....

BAR # ARD262825 EPA # CAL000354246

[CONTINUED ON NEXT PAGE] 10:14am

The Reynolds and Reynolds Company ERAINTINVS
SF658660 Q (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	ALEX RAMIREZ 301554	[redacted]	01/03/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 18,073		COLOR: BLUE GRANIT	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE I.D. NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 01/03/17	MILEAGE OUT
	COMMENTS: MO: 18073			

TOTALS

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246
PAGE 2 OF 2 CUSTOMER COPY

[END OF INVOICE] 10:14am

The Reynolds and Reynolds Company (MAINTENVE
8F668660 Q (04/15)

Moss Bros. CHEVROLET

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12625 Auto Mall Drive • Moreno Valley, CA 92555
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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JESSE GARCIA 301213	[redacted]	08/06/16	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		15,224	BLUE GRANIT	[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
14/CHEVROLET TRUCK/SILVERADO 1500/PK	08/27/14	31

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 G C P C R E C 6 E G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	MILEAGE OUT
		08/06/16	

COMMENTS

MO: 15224

LABOR & PARTS

J# 1 15CVZ09TR MEG TRUCK 1-OFY/ROT TECH(S):2196 WARRANTY

PERFORM FACTORY RECOMMENDED LUBE, OIL AND FILTER SERVICE
WITH TIRE ROTATION PER MANUFACTURER WARRANTY
FACTORY SUGGESTED LUBE, OIL AND FILTER SERVICE WITH TIRE
ROTATION TO BE PERFORMED UNDER FACTORY WARRANTY
PERFORMED FACTORY RECOMMENDED LUBE, OIL AND FITLER SERVICE
WITH TIRE ROTATION PER MANUFACTURER WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	19330000	FILTER 1.836			WARRANTY
JOB # 1	8	19259487	OIL 8.800			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 15CVZ0Z 23 POINT INSPECTI TECH(S):2196 WARRANTY

AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF
PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB)
RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE
TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE
MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S
DOOR PLACARD OR THE TIRE REFERENCE GUIDE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 15CVZ14 TIRE YELLOW TECH(S):2196 WARRANTY

Added Operation (3DD1 @ 08/06/2016 11:25)

TIRE TREAD DEPTH MEASURED BETWEEN 4/32nds AND 6/32nds.
MODERATE TIRE WEAR INDICATED.
PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE YOUR TIRES
INSPECTED.
A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 15CVZ0Z BATTERY TEST PASS TECH(S):2196 WARRANTY

Added Operation (3JG @ 08/06/2016 11:32)

CHECK BATTERY PERFORMANCE
BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.
BATTERY TEST PASSED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	

JOB # 4 TOTAL PARTS 0.00

BAR # ARD262825 EPA # CAL000354246

[CONTINUED ON NEXT PAGE] 11:35am

The Reynolds and Reynolds Company (CRAINTRVS)
SF658660 C (04/15)

Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

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www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JESSE GARCIA 301213	[redacted]	08/06/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 15,224		COLOR: BLUE GRANIT	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/PK		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE I.D. NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE: 08/06/16	MILEAGE OUT
	COMMENTS			MO: 15224

JOB # 4 TOTAL LABOR & PARTS 0.00

[redacted] BRAKE GREEN [redacted] TECH: [redacted] WARRANTY

Added Operation (3JG @ 08/06/2016 11:32)
LIGHT BRAKE WEAR WAS INDICATED-THE BRAKES WERE MEASURED AT
8/32nds OR ABOVE.
PREVENTATIVE MAINTENANCE- CONTINUE TO HAVE YOUR
BRAKES INSPECTED.
A COURTESY BRAKE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

COMMENTS
[redacted]

TOTALS

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS. WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED. I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246
PAGE 2 OF 2 CUSTOMER COPY

[END OF INVOICE] 11:35am

The Reynolds and Reynolds Company SMAINTINVS
SF6S8660 O (04/15)

MOSS BROS. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER

www.MossBrosChevrolet.com

NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JUSTIN AMEZQUITA 2134	[redacted]	09/09/15	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 8,298		COLOR: BLUE GRANIT	STOCK NO.: [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/2W		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE I.D. NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. S. NO. / P. O. NO.		R. O. DATE: 09/09/15	MILEAGE OUT
	COMMENTS			MO: 8298

LABOR & PARTS

C# 1 03CVZ03 REPLACE BATTERY TECH(S):2160 WARRANTY

CUSTOMER REQUEST REIMBURSEMENT FOR BATTERY PURCHASED AT AUTOZONE AND WAS PURCHASED THERE BECAUSE HE COULDN'T MAKE IT TO THE DEALER BEFORE WE CLOSED AND WE WERE CLOSED FOR THE NEXT 2 DAYS - PRICE OF 180.87 PAID BY DEBIT CAR SEE ORIGINAL RECITE ATTACHED TO RO REIMBURSEMENT REQUEST

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

DELETED OPERATION(S)

15CVZ07 MULTI POINT INSPECT

TOTALS

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS. WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED. I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

BAR # ARD262825 EPA # CAL000354246
PAGE 1 OF 1 CUSTOMER COPY

[END OF INVOICE] 11:13am

The Reynolds and Reynolds Company BRAINTAVR SFGS8660 Q (04/15)

Moss Bros. AT MOSS...YOU'RE THE BOSS!
CHEVROLET
12625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518
www.MossSavings.com

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
[redacted]	JASON FORSYTH 400124	[redacted]	06/22/15	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE IN		COLOR	STOCK NO.
		[redacted]	BLUE GRANIT	[redacted]
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	14/CHEVROLET TRUCK/SILVERADO 1500/2W		08/27/14	31
	VEHICLE ID NO.		SELLING DEALER NO.	PRODUCTION DATE
	3 G C P C R E C 6 E G [redacted]			
	R.O. NO.	P.O. NO.	R. O. DATE	
			06/22/15	
	COMMENTS			MO: 7276

LABOR & PARTS----------

J# 1 20CVZ09TR MFG TRUCK LOF/ROT TECH(S):400159 — WARRANTY

PERFORM FACTORY RECOMMENDED LUBE, OIL AND FILTER SERVICE
WITH TIRE ROTATION PER MANUFACTURER WARRANTY
FACTORY SUGGESTED LUBE, OIL AND FILTER SERVICE WITH TIRE
ROTATION TO BE PERFORMED UNDER FACTORY WARRANTY
PERFORMED FACTORY RECOMMENDED LUBE, OIL AND FITLER SERVICE
WITH TIRE ROTATION PER MANUFACTURER WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 1	1	19330090	FILTER 1.836		WARRANTY
JOB # 1	8	19259487	OIL 8.800		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 15CVZ07 MULTI POINT INSPECT TECH(S):400159 — WARRANTY

AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF
PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD .
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB)
RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE
TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE
MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S
DOOR PLACARD OR THE TIRE REFERENCE GUIDE.

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

J# 3+15CVZ02 BATTERY TEST - PASS TECH(S):400159 — 0.00
Added Operation (4JF @ 06/22/2015 11:46)

CHECK BATTERY PERFORMANCE
BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.

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

J# 4+15CVZ03 BRAKE - GREEN TECH(S):400159 — 0.00
Added Operation (4JF @ 06/22/2015 11:46)

LIGHT BRAKE WEAR WAS INDICATED-THE BRAKES WERE MEASURED AT
8/32nds OR ABOVE.
PREVENTATIVE MAINTENANCE- CONTINUE TO HAVE YOUR
BRAKES INSPECTED.
A COURTESY BRAKE INSPECTION IS PERFORMED AT EVERY SERVICE.

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

J# 5+15CVZ13 TIRE - GREEN TECH(S):400159 — 0.00
Added Operation (4JF @ 06/22/2015 11:46)

TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED.
PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE TIRES INSPECTED
REGULARLY.

[CONTINUED ON NEXT PAGE]
11:48am

The Reynolds and Reynolds Company EDM48 (10/13)

MOSS BROS. CHEVROLET
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(951) 486-3500 • Fax (951) 485-3518
www.MossSavings.com

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CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
[redacted]	JASON FORSYTH 400124	[redacted]	06/22/15	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE IN		COLOR: BLUE GRANIT	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/2W		DELIVERY DATE: 08/27/14	DELIVERY MILES: 31
	VEHICLE ID NO.: 3 G C P C R E C 6 E G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.O. NO. / P.O.		R.O. DATE: 06/22/15	
	COMMENTS			MO: 7275

A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00

TOTALS

12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.
I ACKNOWLEGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE....

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

CUSTOMER SIGNATURE

[END OF INVOICE]

11:48am

[redacted]

60 [redacted]

Moss Bros. Chevrolet

Mail: 8146 Auto Drive • Riverside, CA 92504
22625 Auto Mall Drive • Moreno Valley, CA 92555
(951) 485-3500 • Fax (951) 485-3518
www.MossBrosChevrolet.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO P D I STATE REG# AK043821

TERMS: CASH / CREDIT CARD / CHECK / OTHER

VIN: 3GCPCREC6EG[redacted] YEAR/MAKE/MODEL: 14/CHEVROLET TRUCK/SILVERADO 1500/2 PRODUCTION DATE | STOCK NO: [redacted] | LICENSE NO | [redacted]

[redacted]

CUSTOMER NO [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO | R O DATE 06/25/14

COLOR BLUE GRANITE/JET | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | TAG [redacted]

TURBO | MDL CVZZ | AIR COND | P S | TRANS | MILEAGE 3 | ADVISOR NO 109 | ADVISOR DIANNE DAUTH

DRIVE OFF WITH WAITS FOR CUSTOMER: Yes / No

CALL WHEN READY: Yes / No

APPROVED BY: Yes / No

10:46am 06/25/14 05:00pm 5

MILEAGE OUT 6 | ORIGINAL ESTIMATE $ | HAZARDOUS WASTE $

TEARDOWN ESTIMATE I understand that my [redacted] will be reassembled with 0-0 days of the date shown above if I choose not to authorize the service recommended. AUTHORIZED BY

DATE | TIME | PHONE #

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 | 95CVZ **PRE-DELIVERY INSPECT** 2196

[redacted]

PAGE 1 OF 1 SERVICE COPY

REVISED | DATE | TIME | AUTH BY

REASON | ADL COSTS $

☐ IN PERSON ☐ BY PHONE # _____

DATE | TIME | AUTH BY

REASON | ADL COSTS $

☐ IN PERSON ☐ BY PHONE # _____

SERVICE DEPARTMENT HOURS
MONDAY - FRIDAY 7:00 am - 6:00 pm
SATURDAY 8:00 am - 4:00 pm

Checks gladly accepted with two forms of identification
The following credit cards are honored
MasterCard VISA Discover

Please look over our new and previously-owned cars while you are waiting

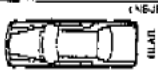
By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

NO CARS RELEASED AFTER SERVICE HOURS
IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE

NO GUARANTEE ON RUST WORK
Due to the nature of body shop work, we cannot promise a completion date. Arrangements for payment in full must be made prior to delivery of vehicle.
INSURANCE DEDUCTIBLES OR CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.

POWER OF ATTORNEY
The undersigned hereinafter called "insured" for the consideration of repairs made to insured's automobile does hereby grant to said
MOSS BROS CHEVROLET
insured a power of attorney to sign or endorse any checks and/or drafts made payable to insured and any releases thereto as settlement for insured's claim for damages to the above described automobile

X _____ (DATE) X _____ (INSURED)



[redacted]

HAZARDOUS WASTE DISPOSAL FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTER
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE BAR # ARD262823 EPA # CAL000054848

TO REORDER CALL PRINTING SOLUTIONS AT (909) 307-1932

Zimbra jsanchez@mosssavings.com

ADR Alert – Action Required: Case # Chevrolet, [redacted] VIN 3GCPCREC6EG[redacted] Mileage 37315

From : GMCACUpdate@gm.com Tue, Nov 20, 2018 01:28 PM
Subject : ADR Alert – Action Required: Case # Chevrolet, [redacted] VIN 3GCPCREC6EG[redacted] Mileage 37315 [redacted]
To : jsanchez@mosssavings.com
Reply To : GMCACUpdate@gm.com

This is a request for documentation only. Please do not reach out to the customer at this time.
We have received a ADR case that pertains to one of our mutual customers. Please provide the following documentation:

All sales; Buyers Order/ Bill of Sale
purchase and finance agreements; Sales contract
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.

[redacted]

[SR[redacted]

Faxed
11-20-18

Select Incentives

Selection Criteria
Delivery Date: **08/26/2014**
VIN #: **3GCPCREC6EG[redacted]**
2014 CHEVROLET Silverado 1500
Inventory Status: **New**

Customer Location: **RIVERSIDE (92555)**
Delivery Type: **INDIVIDUAL**
Order Type: **RETAIL - STOCK**
Dealer

Selected Incentives
Cash Total: **$0**
Term: **61-72**
Rate:
Residual

Cash	Stackable Cash	Program Number	Program Name	Rate	Residual	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon.
$0		14-40APS-004	ALLY APR INCENTIVE PROGRAM	0%		61 72	Ally Bank	2014-08-13	2014-09-02	XMC		

Additional Stackable Incentives

Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon.
	14-40CR-004	GM SUPPLIER PRICING FOR EVERYONE PROGRAM				2014-07-01	2014-09-02	LSA		

The information presented on this screen is as of 08/26/2014 04.29 PM

Programs in red print indicate a VIN Exception Condition - You must refer to program for specific eligibility/compatibility guidelines. Dealer responsible for determining consumer eligibility for each program.

rt of this information may be used without the written consent of General Motors

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

Dealer Number [redacted] Contract Number [redacted] P.O.S. No. [redacted] Stock Number [redacted]

Buyer Name and Address [redacted] Co-Buyer Name and Address [redacted]

MOSS BROS. CHEVROLET
OLDS, AUTOMALL - DR
MORENO VALLEY CA 92555
(Dealer's Name and Address)

Trade-In	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
[redacted]	2014	CHEVROLET TAH EQUINOX LTH	31	[redacted]	Personal, family or household unless otherwise indicated below ☐ Business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate	FINANCE CHARGE The dollar amount the credit will cost you	Amount Financed The amount of credit provided to you or on your behalf	Total of Payments The amount you will have paid after you have made all payments as scheduled	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 4000.00
0.00 %	$ 0.00	$ 41683.44	$ 41683.44	$ 45683.44

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment Of	N/A	N/A
Date Payment Is	N/A	N/A
One Payment Of	N/A	N/A
71	579.02	Monthly Beginning 11/27/2014
N/A	N/A	N/A
Late Charge:	579.02	ONE ON 10/27/2020

Prepayment. If you pay off your loan early, you may ☐ have to pay a minimum interest charge ☐ not have to pay a minimum interest charge.
See your contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date, prepayment refunds and penalties and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Enter zero where amounts paid to others.)

1. Total Cash Price		
A. Cash Price of Motor Vehicle and Accessories		$ 28263.25
1 Cash Price Vehicle	$ 28263.25	
2 Cash Price Accessories	$ N/A	
3 Other (Specify) N/A	$ N/A	
Dealer Fee N/A	$ N/A	
Discount N/A	$ N/A	
G. Documentary Processing Charge (Not a prepayment penalty)		$ 80.00 (G)
H. Insurance Premiums (Not a government fee)		$ N/A (H)
I. (Optional) Theft Deterrent Device (To whom paid) N/A		$ N/A (I)
J. (Optional) Theft Service Contract (To whom paid) N/A		$ N/A (J)
K. (Optional) Theft Service Contract (To whom paid) N/A		$ N/A (K)
L. (Optional) Extended Warranty (To whom paid) N/A		$ N/A (L)
M. (Optional) Extended Warranty (To whom paid) N/A		$ N/A (M)
N. (Optional) Credit Life Insurance (To whom paid) N/A		$ N/A (N)
O. (Optional) Credit Disability Insurance (To whom paid) N/A		$ N/A (O)
P. Sales Tax		$ 3147.46 (P)
Q. Electronic Vehicle Registration Fee (Not a governmental fee) (To whom paid) N/A		$ 26.00 (Q)
R. (Optional) Service Contract (To whom paid) N/A		$ N/A (R)
S. (Optional) Service Contract (To whom paid) N/A		$ N/A (S)
T. (Optional) Service Contract (To whom paid) N/A		$ N/A (T)
U. (Optional) Service Contract (To whom paid) N/A		$ N/A (U)
V. (Optional) Service Contract (To whom paid) N/A		$ N/A (V)
W. Prior Credit or Lease Balance (Enter "0" if none) N/A		$ N/A (W)
X. (Optional) Gap Contract (To whom paid) EXPRESS AUTOGAP		$ 650.00 (X)
Y. (Optional) Used Vehicle Contract (See Buyer's Guide for Dealer Agreement)		$ N/A (Y)
Z. Other (Specify) N/A		$ N/A (Z)
Total Cash Price (1 through Z)		$ 45222.71 (1)
2. Amounts Paid to Others On Your Behalf		
A. Vehicle License Fees ESTIMATED	$ 255.00	
B. Registration/Title/Filing Fees EST.ANALYSIS	$ 256.00	
C. Sellers Tire Fee	$ 6.75	
D. Other N/A	$ N/A	
Total Official Fees (A through D)		$ 517.75 (2)
3. Amount Public Insurance Companies (This amount from Statement of Insurance column A or B)		$ N/A (3)
4. ☐ Bank Endorsement Certification Fee or ☐ Bank Documentary Preparation Fee		$ N/A (4)
5. Subtotal (1 through 4)		$ 45740.46 (5)
6. Trade Investment		
A. Allowance or Trade In 2003 Make MAZDA Model TRIBUTE Year [redacted] VIN [redacted]	$ 2000.00	
B. Less Payoff or Lease Balance (to)	$ N/A	
C. Net Trade-In (Line A) (If Line B is negative, write "0")	$ 2000.00	
D. Deferred Downpayment	$ N/A	
E. Net Trade-In Rebate	$ N/A	
F. Other N/A	$ N/A	
G. Cash	$ 0.00	
Total Downpayment (C or sum of D through G)	$ 2000.00	
(If less than zero, see online Card your dealer may be required to pay you a refund on line 12 above)		
7. Amount Financed (Line 5 minus line 6)		$ 41683.44 (7)

AUTO BROKER FEE DISCLOSURE

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

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

STATEMENT OF INSURANCE

Vehicle Insurance

	Term	Premium
$ N/A Liab. Comp. Ins. Theft	N/A Mos.	$ N/A
$ N/A Collision	N/A Mos.	$ N/A
Total Vehicle Insurance Premiums		$ N/A

Application for Optional Credit Insurance

	Term	Premium
Credit Life	N/A Mos.	N/A
Credit Disability	N/A Mos.	N/A

Insurance Company Name: N/A
Home Office Address: N/A

Credit life insurance and credit disability premiums are not required to obtain credit, and will not be provided unless you sign and agree to pay for them as part of the credit agreement. They are not the only insurance terms and services we sell. We will not provide any credit life insurance or credit disability insurance for which you have not signed and agreed to pay for as part of the agreement. Coverage is limited by conditions and other exclusions in the insurance policy. Insurance premiums are based on the rates of the insurer chosen. A complete description of the insurance coverage will be provided to you.

You are liable for the credit insurance marked above. For applicants below insured limits, you agree that (1) We are not obligated to provide insurance if applicant is uninsurable or if applicant's health changes so that applicant no longer meets the insurer's requirements; (2) We may terminate insurance at any time by giving you written notice; (3) Insurance will terminate automatically if you fail to make any payment when due; (4) Any refund or premium due will be paid to you or credited to your account; (5) Any premium we pay to obtain insurance will be added to your debt and will be secured by the vehicle. The insurance may not pay all expenses or fully protect your equity in the vehicle in the event of damage. Credit insurance premiums are not required to obtain credit, and will not be provided unless you sign and agree to pay for them as part of the agreement. Coverage is limited by conditions and other exclusions in the insurance policy. Insurance premiums are based on the rates of the insurer chosen. A complete description of the insurance coverage will be provided to you.

Buyer [redacted]
Co-Buyer [redacted]
Seller [redacted]

Application for Optional Credit Insurance
☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

Date [redacted] Buyer Signature [redacted] Age
Date [redacted] Co-Buyer Signature [redacted] Age

OPTIONAL GAP CONTRACT: If you purchased this contract on GAP basis it will be subject to obtain "proof" and will not be refundable unless you sign below and agree to pay the total charge. If you refuse when asked, the Dealer's refund or loss of the Management of Accident Financial Corporation (herein by which we are not obligated to provide) this agreement for details.

Term 72 mos. EXPRESS AUTOGAP
Name of GAP Contract
Buyer Sign X [redacted]

OPTIONAL SERVICE CONTRACT: You have no obligation to purchase service contract and will not be refused credit or have the terms of credit changed if you do not purchase one. The price of service contracts sold by dealers may be negotiable. Compare prices before you buy. You may cancel most service contracts you buy and obtain a refund. The refund may be less than the price you paid. The terms of your service contract will govern cancellation rights.

1. Company N/A	Term N/A mos. or N/A Miles	Deductible N/A
2. Company N/A	Term N/A mos. or N/A Miles	Deductible N/A
3. Company N/A	Term N/A mos. or N/A Miles	Deductible N/A
4. Company N/A	Term N/A mos. or N/A Miles	Deductible N/A
5. Company N/A	Term N/A mos. or N/A Miles	Deductible N/A

Buyer Sign X [redacted]

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

Buyer Sign X [redacted]
Co-Buyer Sign X [redacted]

Option: ☐ We pay no finance charge if the Amount Financed, Item 7, is paid in full on or before N/A

THE VEHICLE IN THIS SALE/LEASE IS SOLD "AS IS" AND YOU WILL NOT BE PROTECTED BY ANY IMPLIED WARRANTIES ABOUT THE VEHICLE UNLESS WE GIVE YOU A SEPARATE WRITTEN WARRANTY OR ENTER INTO A SEPARATE WRITTEN AGREEMENT PROVIDING IMPLIED WARRANTIES. YOU WILL HAVE TO PAY ALL COSTS FOR ANY REPAIRS THAT ARE NEEDED AFTER THE SALE/LEASE, UNLESS YOU MAKE A SEPARATE AGREEMENT WITH US THAT PROVIDES OTHERWISE.

WARNING
THIS INSURANCE POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE. YOU SHOULD CONSULT YOUR INSURANCE AGENT OR COMPANY. WHETHER UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THIS DEALER, USUALLY UP TO THE AMOUNT OF THE OUTSTANDING BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

SEE ADVICE ON FULL COVERAGE CONTRACT TO PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE. [redacted] YOU ARE ADVISED TO DO SO.

THE BUYER SHALL BE SOLELY RESPONSIBLE FOR ANY AND ALL PUBLIC LIABILITY DAMAGES [redacted]

Buyer Signature X [redacted] Co-Buyer Signature X [redacted]

"Vehicle Price" (Agreement) (To be used only if the Total Cash Price of the vehicle is greater than the amount shown for it, you must use the Seller as the "Prior Creditor Lease Balance" (Unpaid Principal Balance plus Accrued Interest).

Seller agrees to pay the proof amount shown on (C) to the holder (Lienor) in the Prior Creditor, or by issuing a check payable to the holder shown for it, you must use the Seller to cause an amount to be paid out of amounts due, then the amount shown on (C) above must be paid by you to Seller before you can receive any refund. Required Payoff is on vehicle on the back of this contract, any assignee of (C) or (D) will not be responsible for any Prior Credit or Lease Balance shown and unpaid.

Buyer Signature X [redacted] Co-Buyer Signature X [redacted]

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be sued for a deficiency if the proceeds from the sale of the vehicle are insufficient to pay the amount owed.

If any notice concerning this sale is required by statute to be given to the seller, a telegram, telephone call or facsimile transmission to Seller by the Buyer may be relied on by the Seller as notice to the City Attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any law enforcement agency.

Buyer Signature X [redacted] Co-Buyer Signature X [redacted]

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION. California law does not give a buyer a "cooling-off" period to cancel a car purchase contract. This means that you cannot cancel this contract simply because you change your mind, decide that the vehicle costs too much, or feel you've made a bad deal. However, if you buy a vehicle from a dealer who sells more than 25 vehicles a year, you may also cancel the contract within the time period and under the conditions described in the following paragraph. If you have a service contract, you may have additional rights under that contract. You should read your contract carefully to find out what your rights are.

If you buy a vehicle from a dealer who sells more than 25 vehicles a year, you may cancel this contract within the time period described in this paragraph. To cancel, you must return the vehicle, in substantially the same condition as when you took delivery of it, to the dealer's place of business. You must also give the dealer written notice that you are canceling the contract. The notice may be given to the dealer in person, by telephone, or by mail. It must be given to the dealer before the end of the second business day after you take delivery of the vehicle. If you cancel, you must return any consideration you received from the dealer in connection with the sale, and you will get back any down payment you made. To get back your down payment, you must offer to return the vehicle at the dealer's place of business in substantially the same condition as when you took delivery. If you fail to return the vehicle, or if you return it in substantially different condition, you may be liable to the dealer for certain damages. If you cancel, the dealer may keep an amount from your down payment that is no more than 5% of the amount financed or $100, whichever is less, as a cancellation fee. You may cancel even if you have used the vehicle, driven more than the number of miles allowed under this contract, or damaged the vehicle, as long as you return it to the dealer in substantially the same condition as when you took delivery. If you cancel, you are responsible for any unpaid amounts due under this contract, plus any amount attributable to a period of use of the vehicle, depreciation of the vehicle for any damage other than normal wear and tear, and other charges described in this contract. You may keep any proceeds from the sale of any insurance policies that you purchased through the dealer.

Buyer Signature X [redacted] Date 09/27/14 Co-Buyer Signature X [redacted] Date 09/27/14

Co-Buyer is not Owner. Co-Buyer is a person who is responsible for paying the entire debt, but other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The Co-Buyer agrees to the above terms and to the terms set forth on the front side of this contract.

Other Owner (if any) X [redacted] Address [redacted]

GUARANTY: In order to induce Seller to enter into this contract, each person who signs as a Co-Buyer individually guarantees the payment of the amount owed by the Buyer to Seller under this contract and any extension or renewal of it. If Buyer does not pay all amounts owed to Seller under this contract when due, each Co-Buyer will pay those amounts on demand. Each Co-Buyer waives notice of default, notice of intent to accelerate the debt, and notice of acceleration of the debt. Each Co-Buyer agrees that Seller may extend, modify, or forbear enforcement of this contract without notice to or consent of any Co-Buyer. Each Co-Buyer agrees that Seller may delay enforcing its rights under this contract without losing them. Each Co-Buyer agrees that Seller may release any security for this contract without notice to or consent of any Co-Buyer. Each Co-Buyer waives any defenses that Buyer may have to payment of the amounts owed under this contract. Each Co-Buyer agrees that Seller may enforce this guaranty against each Co-Buyer individually or against any or all of them together. This guaranty will remain in effect until all amounts owed under this contract are paid in full. Each Co-Buyer waives any defenses that Buyer may have to payment of the amounts owed under this contract. Each Co-Buyer agrees that Seller may enforce this guaranty against each Co-Buyer individually or against any or all of them together. This guaranty will remain in effect until all amounts owed under this contract are paid in full.

Guarantor X [redacted] Date [redacted] Guarantor X [redacted] Date [redacted]
Address [redacted] Address [redacted]

MOSS BROS. CHEVROLET
Dealer Name By X [redacted] Title [redacted]

DEALER COPY

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. Seller-Creditor may receive part of the Finance Charge.
   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 the front 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. 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. As of the date of your payment, if the minimum finance charge is greater than the earned Finance Charge, you may be charged the difference; the minimum finance charge is as follows: (1) $25 if the original Amount Financed does not exceed $1,000, (2) $50 if the original Amount Financed is more than $1,000 but not more than $2,000, or (3) $75 if the original Amount Financed is more than $2,000.

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.

GAP LIABILITY NOTICE

In the event of theft or damage to your vehicle that results in a total loss, there may be a gap between the amount you owe under this contract and the proceeds of your insurance settlement and deductible. THIS CONTRACT PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. An optional gap contract (debt cancellation contract) for coverage of the gap amount may be offered for an additional charge.

   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 installed 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 as the law allows. 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 for the insurance and a finance charge computed at the Annual Percentage Rate shown on the front 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 returned insurance, maintenance, service, or other contract charges.** If we get 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 the front. 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, subject to any right the law gives you to reinstate this contract. 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;
   - The vehicle is lost, damaged or destroyed; 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.** You will pay our reasonable costs to collect what you owe, including attorney fees, court costs, collection agency fees, and fees paid for other reasonable collection efforts. You agree to pay a charge not to exceed $15 if any check you give to us is dishonored.
   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). You may redeem the vehicle by paying all you owe, or you may have the right to reinstate this contract and redeem the vehicle by paying past due payments and any late charges, providing proof of insurance, and/or taking other action to cure the default. We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem 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 the Annual Percentage Rate shown on the face of this contract, not to exceed the highest rate permitted by law, 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**
   If you do not get a written warranty, and the Seller does not enter 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. If the Seller has sold you a certified used vehicle, the warranty of merchantability is not disclaimed.

5. **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.

6. **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.

7. **Applicable Law**
   Federal law and California law apply to this contract. 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.

8. **Warranties of Buyer.** You promise you have given true and correct information in your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract. Upon request, you will provide us with documents and other information necessary to verify any item contained in your credit application.

You waive the provisions of Calif. Vehicle Code Section 1808.21 and authorize the California Department of Motor Vehicles to furnish your residence address to us.

CREDIT DISABILITY INSURANCE NOTICE CLAIM PROCEDURE

If you become disabled, you must tell us right away. (You are advised to send this information to the same address to which you are normally required to send your payments, unless a different address or telephone number is given to you in writing by us as the location where we would like to be notified.) We will tell you where to get claim forms. You must send in the completed form to the insurance company as soon as possible and tell us as soon as you do.

If your disability insurance covers all of your missed payment(s), WE CANNOT TRY TO COLLECT WHAT YOU OWE OR FORECLOSE UPON OR REPOSSESS ANY COLLATERAL UNTIL THREE CALENDAR MONTHS AFTER your first missed payment is due or until the insurance company pays or rejects your claim, whichever comes first. We can, however, try to collect, foreclose, or repossess if you have any money due and owing us or are otherwise in default when your disability claim is made or if a senior mortgage or lien holder is foreclosing.

If the insurance company pays the claim within the three calendar months, we must accept the money as though you paid on time. If the insurance company rejects the claim within the three calendar months or accepts the claim within the three calendar months on a partial disability and pays less than for a total disability, you will have 35 days from the date that the rejection or the acceptance of the partial disability claim is sent to pay past due payments, or the difference between the past due payments and what the insurance company pays for the partial disability, plus late charges. You can contact us, and we will tell you how much you owe. After that time, we can take action to collect or foreclose or repossess any collateral you may have given.

If the insurance company accepts your claim but requires that you send in additional forms to remain eligible for continued payments, you should send in these completed additional forms no later than required. If you do not send in these forms on time, the insurance company may stop paying, and we will then be able to take action to collect or foreclose or repossess any collateral you may have given.

Seller's Right to Cancel

a. Seller agrees to deliver the vehicle to you on the date this contract is signed by Seller and you. You understand that it may take a few days for Seller to verify your credit and assign the contract. You agree that if Seller is unable to assign the contract to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel the contract.
b. Seller shall give you written notice (or in any other manner in which actual notice is given to you) within 10 days of the date this contract is signed if Seller elects to cancel. Upon receipt of such notice, you must immediately return the vehicle to Seller in the same condition as when sold, reasonable wear and tear excepted. Seller must give back to you all consideration received by Seller, including any trade-in vehicle.
c. If you do not immediately return the vehicle, you shall be liable for all expenses incurred by Seller in taking the vehicle from you, including reasonable attorney's fees.
d. While the vehicle is in your possession, all terms of the contract, including those relating to use of the vehicle and insurance for the vehicle, shall be in full force and you shall assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair of any damage to the vehicle until the vehicle is returned to Seller.

ARBITRATION PROVISION

PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, 1633 Broadway, 10th Floor, New York, New York 10019 (www.adr.org), or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website. Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of $5000, unless the law or the rules of the chosen arbitration organization require us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the vehicle, to recover a deficiency balance, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Provision, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Provision shall be unenforceable.

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.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family or household use. In all other cases, 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.

Seller assigns its interest in this contract to [illegible] (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☐ Assigned without recourse ☐ Assigned with limited recourse

Seller [illegible] By [illegible] Title [illegible]

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

Dealer Number _____ Contract Number _____ R.O.S. Number [redacted] Stock Number [redacted]

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	[redacted]	MOSS BROS. CHEVROLET 12625 AUTOMALL DR MORENO VALLEY CA 92555 RIVERSIDE

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	CHEVROLET TRU SILVERADO 150	31	3GCPCREC6EG[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 2000.02 is
0.00 %	$ 0.00 (e)	$ 41689.44	$ 41689.44(e)	$ 43689.46(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
71	579.02	Monthly beginning 11/27/2014
N/A	N/A	N/A
One final payment	579.02	DUE ON 10/27/2020

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

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

1. Total Cash Price		
A Cash Price of Motor Vehicle and Accessories		$ 39263.25 (A)
1 Cash Price Vehicle	$ 39263.25	
2. Cash Price Accessories	$ N/A	
3. Other (Nontaxable)		
Describe N/A	$ N/A	
Describe N/A	$ N/A	
B Document Processing Charge (not a governmental fee)		$ 80.00 (B)
C Emissions Testing Charge (not a governmental fee)		$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (D)
E (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (E)
F (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (F)
G (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (G)
H (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (H)

STATEMENT OF INSURANCE

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

Vehicle Insurance

		Term	Premium
$ N/A	Ded. Comp., Fire & Theft	N/A Mos.	$ N/A
$ N/A	Ded. Collision	N/A Mos.	$ N/A
Bodily Injury $ N/A	Limits	N/A Mos.	$ N/A
Property Damage $ N/A	Limits	N/A Mos.	$ N/A
Medical N/A		N/A Mos.	$ N/A
N/A		N/A Mos.	$ N/A
Total Vehicle Insurance Premiums			$ N/A

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

[redacted]

named insurance companies will describe the terms and conditions

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	$ N/A
Credit Disability	N/A Mos.	N/A	$ N/A
Total Credit Insurance Premiums			$ N/A

Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

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

Describe

B Document Processing Charge (not a governmental fee) $ 80.00 (B)
C Emissions Testing Charge (not a governmental fee) $ N/A (C)
D (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
F (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
H (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
I EV Charging Station (to whom paid) N/A $ N/A (I)
J Sales Tax (on taxable items in A through I) $ 3147.46 (J)
K Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) AVRS $ 29.00 (K)
L (Optional) Service Contract (to whom paid) N/A $ N/A (L)
M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)
(see downpayment and trade-in calculation)
R. (Optional) Gap Contract (to whom paid) EXPRESS AUTOGAP $ 650.00 (R)
S (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
T. Other (to whom paid) N/A
For N/A $ N/A (T)
Total Cash Price (A through T) $ 43169.71 (1)

2. Amounts Paid to Public Officials
A. Vehicle License Fees ESTIMATED $ 255.00 (A)
B. Registration/Transfer/Titling Fees ESTIMATED $ 256.00 (B)
C. California Tire Fees $ 8.75 (C)
D Other N/A $ N/A (D)
Total Official Fees (A through D) $ 519.75 (2)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b) $ N/A (3)
4. ☐ **State Emissions Certification Fee** or ☐ **State Emissions Exemption Fee** $ N/A (4)
5. Subtotal (1 through 4) $ 43689.46 (5)

6. Total Downpayment
A. Agreed Trade-In Value Yr 2003 Make MAZDA $ 2000.00 (A)
Model MPV Odom 125158
VIN JM3LW28A830[redacted]
B. Less Prior Credit or Lease Balance (e) $ N/A (B)
C Net Trade-In (A less B) (indicate if a negative number) $ 2000.00 (C)
D Deferred Downpayment $ N/A (D)
E Manufacturer's Rebate $ N/A (E)
F Other N/A $ N/A (F)
G Cash $ 0.02 (G)
Total Downpayment (C through G) $ 2000.02 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) $ 41689.44 (7)

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

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

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

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

[redacted]

sions of the Seller

eller the right to cancel if Seller is unable to

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

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

Date X Buyer Signature Age

Date X Co-Buyer Signature Age

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

Term 72 Mos. EXPRESS AUTOGAP [redacted]

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

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

HOW THIS CONTRACT CAN BE CHANGED. This [redacted]

A Public Service Agency

APPLICATION FOR REGISTRATION OF NEW VEHICLE

FOR DEPARTMENT USE ONLY _____ CASHIER DATE/LINE STAMP [redacted]

STOCK # [redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)	NRM/IND
08/27/2014	08/27/2014	

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2014	SILVERADO 150 2W	GAS	2	5187

VEHICLE IDENTIFICATION NUMBER	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER	ORV/MOTORCYCLE DEALERS ONLY
3GCPCREC6EG[redacted]		☐ On-Highway ☐ Off-Highway

FOR CAMP TRAILERS AND TRAILER COACHES	LENGTH IN INCHES	WIDTH IN INCHES	GVWR (PICKUPS ONLY)	COUNTY OF RESIDENCE
	N/A	N/A	N/A	RIVERSIDE

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW

EQUIPMENT NUMBER	DRIVER LICENSE/ID CARD NO
	[redacted]

☐ AND
XX OR

[redacted] FIRST MIDDLE SUFFIX CARD NO

BUSINESS OR RESIDENCE ADDRESS [redacted] APT /STE NO CITY STATE ZIP CODE

MAILING ADDRESS—IF DIFFERENT FROM ABOVE (OR LOCATION IF TRAILER COACH) APT /STE NO CITY STATE ZIP CODE

[redacted] NER—PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL) ELECTRONIC LIENHOLDER ID #

ELT# X21

[redacted] DDRESS APT /STE NO [redacted]

LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE APT /STE NO CITY STATE ZIP CODE

XX

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?

☐ Yes ☐ No

APPLICANT'S CERTIFICA [redacted] **d correct.**

08/27/2014

CERTIFICATE OF COST—T[redacted]ne cost of the vehicle entered in the Cer[redacted] allowances (exclude sales/use taxes, insurance and finance charges).

SILVERADO 1500

XX

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a: ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis	08/27/2014	39263.25
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.)	CUST# [redacted]	511.00

ODOMETER DISCLOSURE STATEMENT

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

The odometer reading is ☐☐☐,☐☐☐ (no tenths) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING — ☐ Is NOT the actual mileage. ☐ Mileage EXCEEDS the odometer mechanical limits.

DEALER'S NUMBER [redacted]

I/we certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

08/27/2014 [redacted]

08/27/2014 [redacted]

REG 397 (REV 11/2011)

– DMV copy –

A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

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

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

ACQUISITION NUMBER (DISMANTLER ONLY)

VEHICLE/VESSEL ID

SECTION 1 — VEHICLE/VESSEL DESCRIPTION

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GCPCREC6EG[redacted]	2014	SILVERAD CHEVROLE		

BILL OF SALE

SECTION 2 — BILL OF SALE

I/We MOSS BROS. CHEVROLET (SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to [redacted] (PRINT BUYER'S NAME(S)) on 08 (MO) 27 (DAY) 2014 (YEAR) for the amount of $ (SELLING PRICE)

If this was a gift, indicate relationship: N/A (e.g., parents, spouse, friend, etc.) $ N/A (GIFT VALUE)

ODOMETER

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

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

The odometer now reads [ ][ ][ ], [ ][3][1] (10ths) (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

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

Explain odometer discrepancy:

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

BUYER'S SECTION

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

BUYER

PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
[redacted]	X	08/27/14	[redacted]
[redacted]	X	08/27/14	
	X	DATE	

BUYER'S MAILING ADDRESS | CITY | STATE | ZIP CODE | DAYTIME TELEPHONE NO.

[redacted]

SELLER'S SECTION

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

SELLER

PRINT SELLER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
MOSS BROS. CHEVROLE [redacted]		08/27/14	[redacted]
PRINT SELLER'S NAME	X	DATE	
PRINT SELLER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #

SELLER'S MAILING ADDRESS | CITY | STATE | ZIP CODE | DAYTIME TELEPHONE NO.

[redacted]

POWER OF ATTORNEY

SECTION 5 — POWER OF ATTORNEY

I/W[redacted] (PRINT NAME(S)) appoint MOSS BROS CHEVROLET (PRINT NAME(S))

as my attorney in fact to complete [redacted]ocuments, as needed, to transfer ownership as required by law.

[redacted]

	DATE
	08/27/2014
	DATE 08/27/2014

REFINANCING AGREEMENT

Original Contract No. [redacted] Dated 8 /27/2014

Selling (Dealer): MOSS BROS. CHEVROLET, INC. Refinancing Agreement No. [redacted] Date 8 /15/2017

City: MORENO VALLEY State: CA

New or Used	Year	Description of Property	Identification Number
N	2014	CHEVSILVERADO	3GCPCREC6EG[redacted]

In this agreement the words you and your refer to the buyer and co-buyer, if any, signing this agreement. The words we and us refers to Ally Bank, the creditor i this agreement. This agreement covers the refinancing of your purchase of the property described above. You agree to pay us as shown in the payment schedule below.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.
0.00 %	$ 0.00	$ 24,318.84	$ 24,318.84

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows:
65	$368.46	Monthly beginning 9/15/2017	N/A

And 1 Payment(s) of $368.94 Due 02/15/2023

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See your original contract for more information, including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED

1	Existing obligation:			
	A Unpaid part of amount financed	$	24318.84	
	B Earned and unpaid finance charges	$	0.00	
	C Insurance charges not included in line 1A	$	0.00	
	D Other unpaid charges due (identify) NA	$	0.00	
	Total Existing Obligation			$ 24318.84 (1)
2	Amount of previously paid instalments restored to you			$ 0.00 (2)
3	Other Charges			
	A Amounts Paid to Public Officials (Identify) NA	$	0.00	
	Total Amounts Paid to Public Officials	$	0.00	
	B To: NA For: NA	$	0.00	
	Total Other Charges			$ 0.00 (3)
4	Amount financed (1+2+3)			$ 24318.84 (4)

Statement of Insurance.

This agreement requires physical damage insurance. You may buy this insurance from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

NOTICE: No person is required, as a condition of financing the purchase of an automobile, to negotiate or purchase any insurance through a particular insurance company, agent, or broker.

Optional Credit Insurance.

If you bought credit insurance in your original contract, the insurance will NOT be extended.

Credit life insurance you bought in your original contract ends N/A.

Credit disability insurance you bought in your original contract ends N/A.

☐ If this box is checked, credit life insurance that you bought in your original contract has ended. This agreement provides no credit life insurance.

☐ If this box is checked, credit disability insurance that you bought in your original contract has ended. This agreement provides no credit disability insurance.

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

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

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

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT Y[redacted]

T[redacted]E/SHE UNDERSTANDS [redacted]S AND CONDITIONS.

Additional Information: See your original contract for more information, including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

☐ If this box is checked, credit life insurance that you bought in your original contract has ended. This agreement provides no credit life insurance.

☐ If this box is checked, credit disability insurance that you bought in your original contract has ended. This agreement provides no credit disability insurance.

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

ITEMIZATION OF THE AMOUNT FINANCED

1	Existing obligation:			
	A Unpaid part of amount financed	$	24318.84	
	B Earned and unpaid finance charges	$	0.00	
	C Insurance charges not included in line 1A	$	0.00	
	D Other unpaid charges due (identify)			
	NA	$	0.00	
	Total Existing Obligation		$	24318.84 (1)
2	Amount of previously paid instalments restored to you		$	0.00 (2)
3	Other Charges			
	A Amounts Paid to Public Officials (Identify)			
	NA	$	0.00	
	Total Amounts Paid to Public Officials	$	0.00	
	B To: NA For: NA	$	0.00	
	Total Other Charges		$	0.00 (3)
4	Amount financed (1+2+3)		$	24318.84 (4)

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

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

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

[redacted] **HE/SHE UNDERSTANDS** [redacted] **MS AND CONDITIONS.**

GINA SANDOVAL [redacted]

[redacted]ment, all terms of your original contract (identified above) remain in effect.

See below for names and addresses of the persons to whom any notice is to be sent as required under California Civil Code Section 2983.2, Rees-Levering Motor Vehicle Sales and Finance Act, and permitted under Sections 2983.5 and 2984 of that Act.

Notice to Buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled-in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement. You agree to the terms of this agreement. You confirm that before you signed this agreement, we gave it to you, and you were [redacted] at you received a completely filled-in copy when you signed it.

Buyer Signs [redacted] Date 8/7/17 25536 LOS CABOS DR MORENO VALLEY, CA 92551-1911 Address

Co-B Sign [redacted] Date 8/7/17 25536 LOS CABOS DR MORENO VALLEY, CA 92551-1911 Address

Credito By [redacted] Date P.O. Box 23020 Jacksonville FL 32241 Address

Z196 FR CA 7/2010 (For use in the State of California)

2014 SILVERADO 1500 2WD LT CREW GENERAL MOTORS LLC
G56 BLUE GRANITE METALLIC /V8G
H0U JET BLACK RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. DETROIT MI 48243-1114
VIN 3GC PCRE C6 EG[redacted] VEHICLE INVOICE [redacted]
**********[redacted]**********5651******13*13721S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CC15543 SILVERADO 1500 2WD LT CRE	36250.00	33712.50	INVOICE 06/09/14
CGN SPRAY-ON BED LINER	475.00	418.00	SHIPPED 06/09/14
C5W GVW RATING - 7,000 LBS	N/C	N/C	EXP I/T 06/23/14
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	INT COM 06/23/14
IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION	795.00	699.60	PRC EFF 06/07/14 KEYS V0358 V0358 WFP-S QTR OPT-1
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	963.60	BANK: COMERICA BA
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	CHG-TO 13-721
PCM LT CONVENIENCE PACKAGE	1525.00	1342.00	
* PWR SEAT ADJUSTER, DRIVER			SHIP WT: 5187
* FRONT FOG LAMPS			HP: 45.7
* AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL			GVWR: 7000
			GAWR.FT: 3650
* REMOTE VEHICLE START			GAWR.RR: 3950
* CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH			EMPLOY: 37904.81
			SUPPLR: 39432.30
* REAR VISION CAMERA			MRM: 42430.00
* REAR WINDOW DEFROSTER			NTR: 1/2
* POWER OUTLET, 110-VOLT AC			EMPINC: 2346.12
RD4 WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	1195.00	1051.60	SUPINC: 818.63
YF5 50-STATE EMISSIONS	N/C	N/C	

TOTAL MODEL & OPTIONS	41335.00	38187.30	ACT 237 38042.25
DESTINATION CHARGE	1095.00	1095.00	H/B 261 1240.05
DEALER IMR CONTRIBUTION		413.35	ADV 261 413.35
LMA GROUP CONTRIBUTION		413.35	EXP 65A 413.35
TOTAL	42430.00	40109.00	PAY 310 40109.00
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		38325.20	

****
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.
****

MOSS BROS. CHEVROLET

BBB AUTO LINE

February 7, 2019

[redacted]

Re: CHV1910370[redacted] vs Chevrolet Motor Division 3GCPCREC6EG[redacted]

Dear[redacted]

Your written appeal was forwarded to a BBB AUTO LINE arbitrator with a copy of the *Out of Jurisdiction Notice* and any response from the manufacturer. The arbitrator's determination can be found on the enclosed *Jurisdiction Determination* form.

If the arbitrator's review determined that you may proceed to arbitration, your claim will be heard by a different arbitrator in accordance with the BBB AUTO LINE *Rules of Arbitration*.

If the arbitrator determined your claim to be out of jurisdiction, your case will be closed.

Please note that the arbitrator ruling on your appeal has only decided whether or not your claim may be heard in arbitration. Even if the arbitrator decided your claim may proceed to arbitration, the arbitrator who presides over your hearing will examine the facts in your case and will make an independent decision as to your eligibility and the remedies that may be awarded through the BBB AUTO LINE arbitration process.

If you have any questions, please contact me at 800.955.5100.

Sincerely,

William Clopton at Extension 502

Jurisdiction Determination

Submitted Date:: 02/06/19

[redacted]

VIN: 3GCPCREC6EG[redacted]

Customer: [redacted]

Arbitrator: Robert L. Astorino

Question 1

I have received the customer's written appeal contesting BBB AUTO LINE'S out of jurisdiction determination, and have made the following determination (please check one - indicate with an "x"):

a **The claim is within jurisdiction and may proceed to arbitration.**

b **The claim is out of jurisdiction and will be closed.**

XXXX

Question 2

This determination is based on the following:

Vehicle which is subject of dispute was beyond the 3 year/36000 bumper to bumpier warranty coverage period at time of first repair attempt. Although subject vehicle is still covered by a 5 year/ 100000 mile power train warranty, the brake issue which is the repair subject of the complaint is NOT a power train component. As a consequence of these facts, the vehicle is not eligible for program related remedies.

CASE: [redacted] **Customer:** [redacted]

Arbitrator: Robert L. Astorino **Date: 02/06/19**

General Motors - Policy Evaluation Tool

Date: 01/07/2019

Customer Information

First Name: [redacted]
Last Name:
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 3GCPCREC6EG[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 08/27/2017
Job Card Date: 11/12/2018
Days out of Warranty: 442

Mileage

Component's Warranty End Mileage (Miles): 36,031
Current Mileage: 37,315
Miles out of Warranty: 1,284

Repair

Total Repair Cost At Warranty Rates: $800.00
Repair Group: Brakes
Job Card / Repair Order : 408618

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: $0.00 *
Agreed upon Customer/Dealer Participation Amount:
Cust/Dlr Participation Amount: $800.00

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**

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.

[redacted]

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

January 7, 2019

BBB Autoline
4200 Wilson Blvd. Suite 800
Arlington, VA 22203-1838

RE: Ms. [redacted]
Service Request: [redacted]
BBB Case Number: [redacted]
2014 Chevrolet Silverado
Vehicle Identification Number: 3GCPCREC6EG[redacted]

Manufacturer's Response to Appeal of Jurisdiction

General Motors is certainly sorry to hear that [redacted] is dissatisfied in the ownership of this 2014 Chevrolet Silverado. General Motors, agrees with the original finding that this claim is not within the jurisdiction period for the BBB Auto Line. We will now outline our reasons that we agree this vehicle is not eligible to file under the California Lemon Law. We have attached copies of the sales documents from 08/27/2014, when Ms. [redacted] first purchased this vehicle. This vehicle came with a 36-month, 36,000-mile New Vehicle Limited Warranty as well as a 5-year, 100,000-mile Powertrain warranty. These warranties began at the time of purchase on 08/27/2014. The New Vehicle Limited Warranty would have expired on either 08/27/2017 or when the vehicle reached 36,031 miles. The Powertrain Warranty would expire at either 08/27/2019 or at 100,031 miles, whichever were to occur first.

According to the documents provided by [redacted], her concern is with her brakes. Brakes are not covered under the Powertrain warranty. The powertrain warranty covers the engine, transmission, transfer case and axle assemblies on light duty vehicles. The braking system is not included in these items. The braking system of the vehicle was covered under the New Vehicle Limited Warranty which has expired as of 08/27/2017, over a year and four months ago. Since there were no concerns regarding any powertrain issues this case would not be eligible for the time frame of California lemon law. There were no repairs during the first 18 months, or 18,000 miles and the first repair was outside of General Motors Warranty period which we feel does not fall within Song Beverly or the Tanner Consumer Act.

[redacted] has asked for a refund of the amount she was responsible for on her visit to the dealership, however we must point out that not only was the vehicle not within General Motors Warranty, the amount she paid seems to be a deductible for a warranty, which would be a third-party contract to our knowledge since no General Motors Warranty would cover this item. General Motors ask that the out of jurisdiction decision be upheld and that this case remained closed.

Sincerely,

Penny Crisp
Arbitration Specialist
General Motors Corporation
Business Resource Center

[redacted]

RE: Case [redacted]
2014 Chevy Silverado

January 8, 2019

Thank you so much for your quick response.
I'm not quite sure, if GM has understood my position to this matter. We purchased the vehicle for over 40,000 with the understanding we were purchasing a New Vehicle that would take possible years before mayor repairs need to be done. They are under the impression that it was brakes that went bad, and that is incorrect. It was the Whole Entire braking system that failed causing our vehicle an inability to Brake, thankfully, it happened in a shopping center, as we were going very slow, but that wouldn't be the case, if we were to be driving on the highway, where people could have been killed.
GM needs to understand the severity of selling defective vehicles. As I explained in my previous appeal letter, I am only requesting the amount that I paid, reimbursed. I was in no condition to pay this unexpected repair, I had to borrow the money to pay this. GM also needs to know, that through speaking to several repair shops, these kind of issues, or full brake failure, is not a common repair a newer vehicles, until possible over 100k miles plus.
My position still stands, I am requesting my full refund of what I paid for this repair.

Should you have any questions, please contact me.

[redacted]

PE18-012

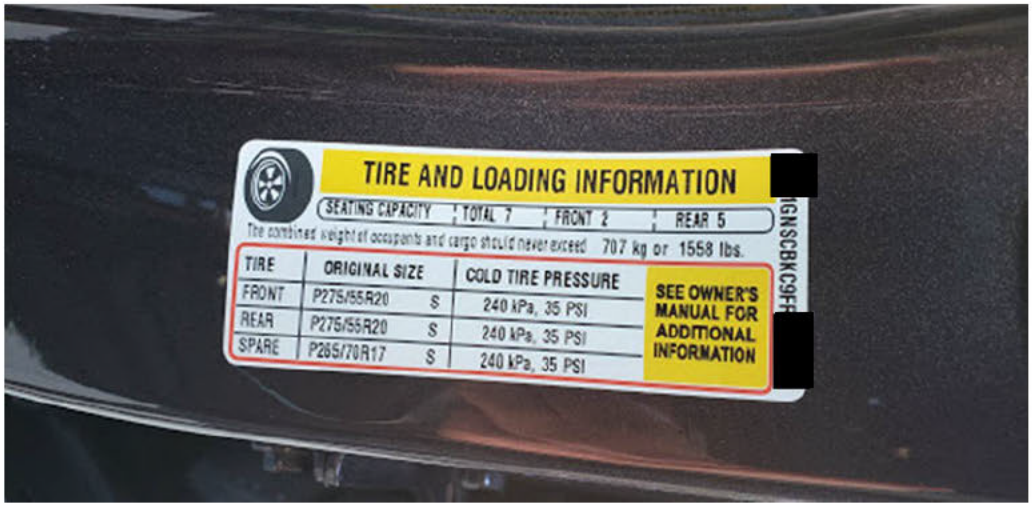
GM

3-27-2019

Q3

[redacted]

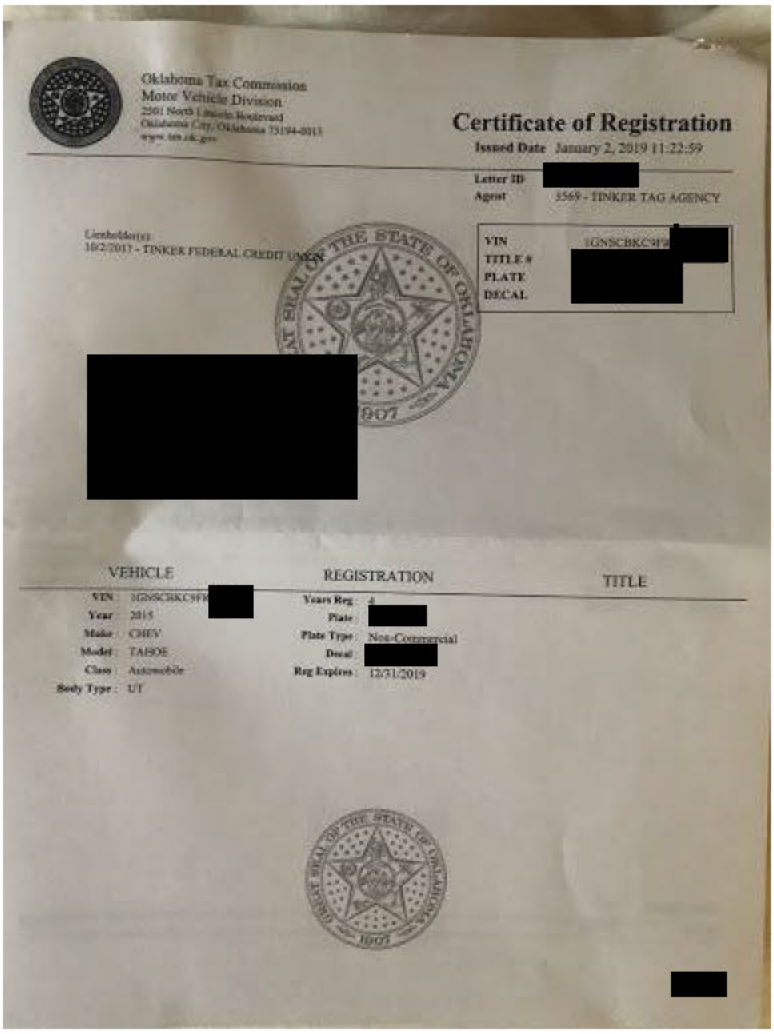
[redacted] CUSTOMER PHOTO LOG



TAHOE

TAHOE

[redacted] LICENSE, REGISTRATION, AND TITLE



Oklahoma Tax Commission
Motor Vehicle Division
2501 North Lincoln Boulevard
Oklahoma City, Oklahoma 73194-0013
www.tax.ok.gov

Certificate of Registration

Issued Date January 2, 2019 11:22:59

Letter ID [redacted]
Agent 5569 - TINKER TAG AGENCY

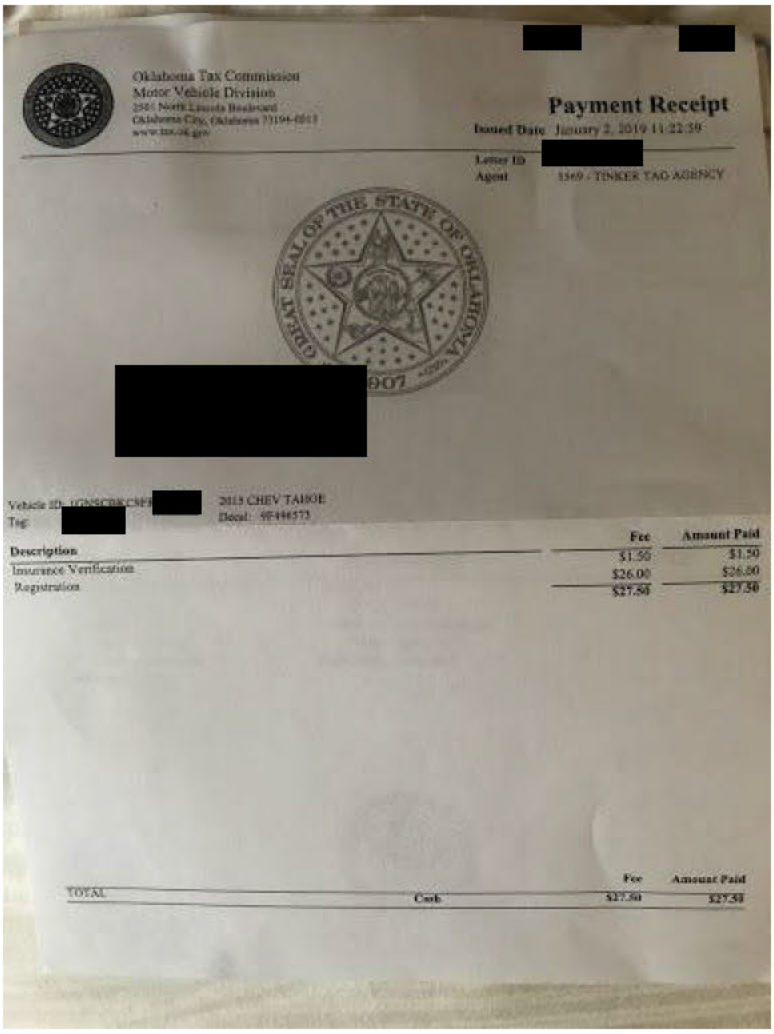
Lienholder(s)
10/2/2017 - TINKER FEDERAL CREDIT UNION

VIN	1GNSCBKC9F[redacted]
TITLE #	[redacted]
PLATE	
DECAL	

[redacted]

VEHICLE		REGISTRATION		TITLE
VIN	1GNSCBKC9F[redacted]	**Years Reg**	4	
Year	2015	**Plate**	[redacted]	
Make	CHEV	**Plate Type**	Non-Commercial	
Model	TAHOE	**Decal**	[redacted]	
Class	Automobile	**Reg Expires**	12/31/2019	
Body Type	UT			

[redacted]



Oklahoma Tax Commission
Motor Vehicle Division
2501 North Lincoln Boulevard
Oklahoma City, Oklahoma 73194-0013
www.tax.ok.gov

Payment Receipt

[redacted] [redacted]

Issued Date January 2, 2019 11:22:39

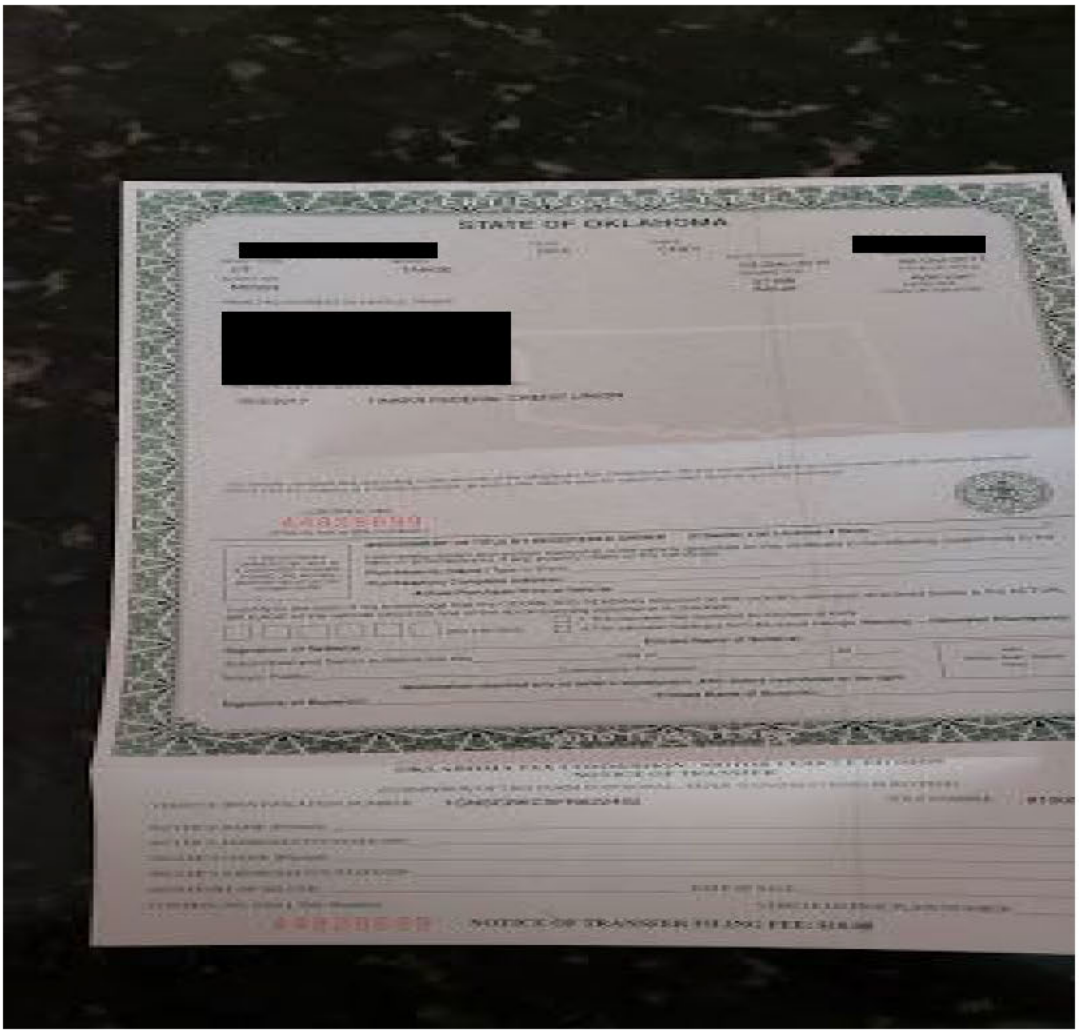
Letter ID [redacted]
Agent 3369 - TINKER TAG AGENCY

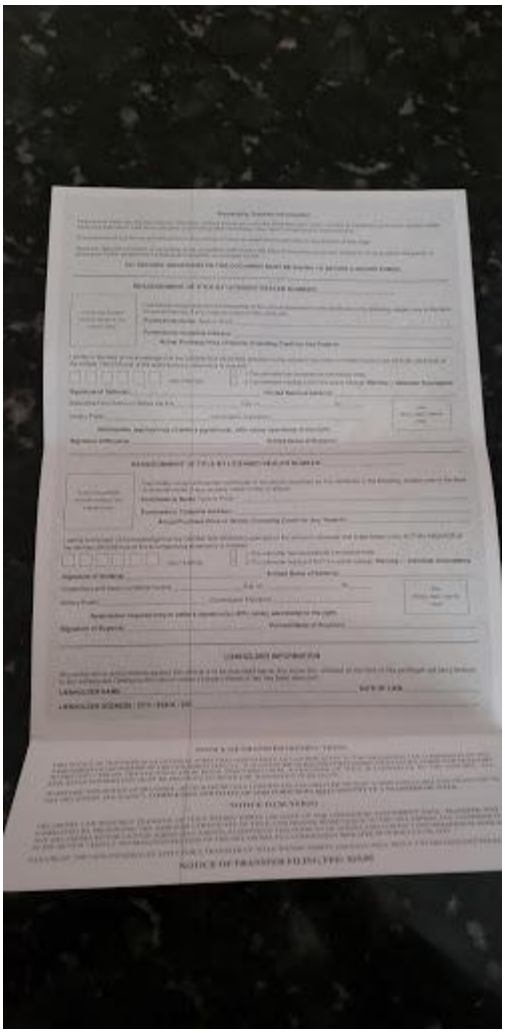
[redacted]

Vehicle ID: [redacted] 2019 CHEV TAHOE
Tag: [redacted] Decal: 00446573

Description	Fee	Amount Paid
Insurance Verification	$1.50	$1.50
Registration	$26.00	$26.00
	$27.50	$27.50

		Fee	Amount Paid
TOTAL	Cash	$27.50	$27.50


STATE OF OKLAHOMA



Advertisement

2015 Chevrolet Tahoe Pricing Report

Style: LTZ Sport Utility 4D
Mileage: 32,500

Sell To Private Party

Private Party Range
$40,123 - $43,832
Private Party Value
$41,978

Valid for ZIP Code 73160 through 01/11/2019

Vehicle Highlights

Fuel Economy: City 16/Hwy 22/Comb 18 MPG	Max Seating: 8
Doors: 4	Engine: V8, EcoTec3, FF, 5.3L
Drivetrain: 4WD	Transmission: Auto, 6-Spd Overdrive
EPA Class: Standard Sport Utility Vehicles	Body Style: Sport Utility
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, FF, 5.3L

Transmission
Auto, 6-Spd Overdrive

Drivetrain
4WD

Accessory Packages
Blind-Spot Alert
Power Liftgate Release

Braking and Traction
Hill Start Assist
Traction Control
StabiliTrak
ABS (4-Wheel)

Comfort and Convenience
Anti-Theft System
Keyless Entry
Keyless Start
Air Conditioning
Air Conditioning, Rear
Power Windows
Power Door Locks
Cruise Control

Steering
Power Steering
Tilt Wheel

Entertainment and Instrumentation
AM/FM Stereo
CD/MP3 (Single Disc)
Bose Surround Sound
Sirius XM Satellite
Navigation System
Bluetooth Wireless
OnStar

Safety and Security
Parking Sensors
F&R Parking Sensors
Backup Camera
Dual Air Bags
Side Air Bags
F&R Head Curtain Air Bags

Seats
Heated Seats
Cooled Seats
Dual Power Seats
Leather
Power Third Row

Lighting
HID Headlamps
Daytime Running Lights

Exterior
Fog Lights
Running Boards

Cargo and Towing	Wheels and Tires	Exterior Color
Roof Rack Towing Pkg	Oversized Premium Wheels 20"+	✓ Gray

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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LANDERS
CHEVROLET OF NORMAN

1221 Ed Noble Parkway
Norman, OK 73072
405-321-7021

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR DEVAN S 228	TAG NO. [redacted]	INVOICE DATE 01/04/19	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 32,000	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1 G N S C B K C 9 F R [redacted]		SELLING DEALER NO.		PRODUCTION DATE
	F.T. E. NO.	P. O. NO.	R. O. DATE 01/04/19		
	COMMENTS				MO: 32000

LABOR & PARTS----------

J# 1 50CVZZM3 PERFORM RECALL TECH(S):139 WARRANTY

C/S: open recall 18289
9103855
0090-9090
3115914122
PERFORM OPEN RECALL AS PER FACTORY

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 05CVZZM1 MISC BRAKES-MINOR TECH(S):139 95.00

cs at low speeds, such as parking lot, cs will push brakes all the way to the floor, has hit muliple objects now found during parking lot braking, after one stop, brake pedal hard to push. check vacuum to brake booster, found only 14 in of vacuum. vehicle needs vacuum pump to correct concern. no further repairs made.

JOB # 2 TOTAL LABOR & PARTS 95.00

J# 3 00CVZZMI MULTI-POINT INSP TECH(S):139 0.00

PERFORM MULTI-POINT VEHICLE INSPECTION.
A COPY OF THE COMPLETED MULTI-POINT INSPECTION HAS BEEN PROVIDED TO THE CUSTOMER.

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $95.00 (+TAX)

COMMENTS----------
WAIT CCC Appointment created 2019-01-02 10:05:00am taken by Shawnta ya Downs

TOTALS----------

TOTAL LABOR....	95.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**95.00**

[ ] CASH [ ] CHARGE [ ] CHECK NO
[ ] VISA [ ] AM EXP [ ] MASTERCARD
[ ] EMPL [ ] GMPP [ ] DISCOVER
[ ] OTHER

_____
CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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

ENVIRONMENTAL COMPLIANCE CHARGE

Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X _____
CUSTOMER SIGNATURE

IMPORTANT
You will receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "10" (Completely Satisfied) please contact our Service Manager immediately. Thank You
Landers Chevrolet of Norman
(405) 321-7021

Landers Chevrolet of Norman, including its employees, are not responsible for loss or damage of the vehicle or articles left in the vehicle in case of theft, fire or any other cause beyond Landers Chevrolet of Norman.

The Reynolds and Reynolds Company ERAINTRVE CC734854 Q (01/17)

Print

General Motors - Policy Evaluation Tool

Date: 01/14/2019

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GNSCBKC9FR[redacted]
Make: Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 03/23/2018
Job Card Date: 01/14/2019
Days out of Warranty: 297

Mileage

Component's Warranty End Mileage (Miles): 36,019
Current Mileage: 32,500
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $519.11
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)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $285.51 - $389.33
Cust/Dlr Participation Amount: $129.78 - $233.60
Agreed upon Customer/Dealer Participation Amount: $129.78

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.