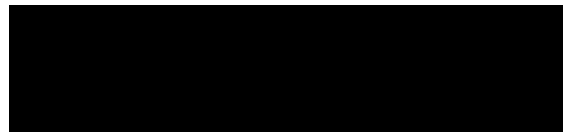


PE18-012

GM

3-27-2019

Q3





## 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:		Customer Phone:	
Year/Make:	2016 Chevrolet	Case Number:	
VIN:	3GCEK5SG2G6	Dealership contact (Service Manager/Director)	
Model:	Silverado	Dealership / (Service Manager/Director) Phone #	
Mileage:		Dealer City/ST	Fort Worth, TX
Dr. BAC & Name	Monitz Chevrolet BAC 139	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	TCM	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		✓


**VEHICLE MODIFICATIONS / ALTERATIONS:**

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

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

If yes, describe, and capture photos:

**Does the vehicle have?**

4-Wheel disc brakes?

<input checked="" type="checkbox"/>	Ye s	<input type="checkbox"/>	N o
<input type="checkbox"/>	Ye s	<input type="checkbox"/>	N o
<input checked="" type="checkbox"/>	Ye s	<input type="checkbox"/>	N o
<input type="checkbox"/>	Ye s	<input checked="" type="checkbox"/>	N o

Front disc, rear-drum brakes?

<input type="checkbox"/>	Ye s	<input checked="" type="checkbox"/>	N o
<input type="checkbox"/>	Ye s	<input type="checkbox"/>	N o
<input checked="" type="checkbox"/>	Ye s	<input type="checkbox"/>	N o
<input type="checkbox"/>	Ye s	<input checked="" type="checkbox"/>	N o

Anti-lock brakes?

Vacuum assisted power brakes?

Hydraulically assisted (hydro boost) brakes?

Regenerative braking?

**Turn on the ignition key and note the following:**

Does the red brake warning light remain on after the self test (park brake released)?

<input type="checkbox"/>	Ye s	<input checked="" type="checkbox"/>	N o
<input type="checkbox"/>	Ye s	<input type="checkbox"/>	N o
<input checked="" type="checkbox"/>	Ye s	<input type="checkbox"/>	N o
<input type="checkbox"/>	Ye s	<input checked="" type="checkbox"/>	N o

Does the red brake warning light come on with the parking brake applied?

Does the red brake warning light go off when the parking brake is released?

Does the ABS (if equipped) warning light remain on after self test?

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

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

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

NO LEAKS 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:

<input checked="" type="checkbox"/> Dropped	<input type="checkbox"/> Moved Up	<input type="checkbox"/> No Change
---	-----------------------------------	------------------------------------

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

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

**Remove the wheels and inspect the front / rear brake:**

Any calliper/wheel cylinder corrosion?	<input checked="" type="checkbox"/> Ye s	<input type="checkbox"/> N o
Any rotor/drum corrosion?	<input checked="" type="checkbox"/> Ye s	<input type="checkbox"/> N o

Describe: *Only minor surface rust/corrosion*

Describe: *Normal rust at rotor/hub mating surfaces*

Any rotor/drum grooving?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Describe:
Any rotor/drum irregularities?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Describe:
Any lining corrosion evident?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Describe: Normal minor rust at pad to pad clip contact points
Any signs of overheating?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Describe:

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

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
	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	Wangler duratrac m/s	265/65R18	35	7/32
RF	Goodyear	Wangler duratrac m/s	265/65R18	35	8/32
LR	Goodyear	Wangler duratrac m/s	265/65R18	35	7/32
RR	Goodyear	Wangler 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.

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.

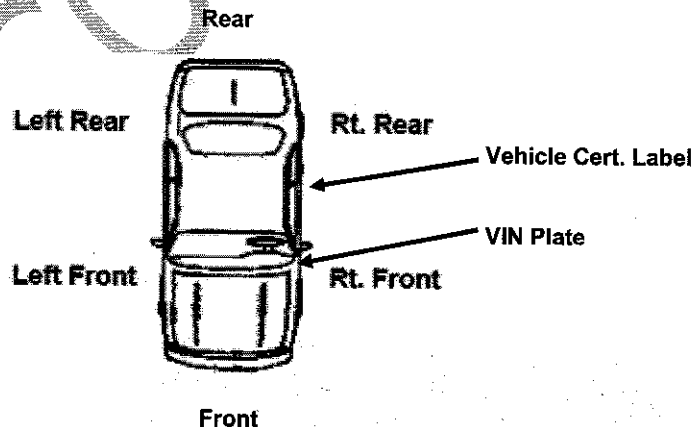
Performed complete vehicle DTC check. No current codes or dash lights or messages after vehicle self test. No aftermarket components, brake fluid leaks, brake components or tire concerns found. Brake fluid condition and level normal. No excessive brake component corrosion. ABS working as designed.

**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.**



## 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:	[REDACTED]
VIN:	3GCUKSEC2GG [REDACTED]	Dealership contact (Service Manager/Director)	
Model:	Silverado	Dealership / (Service Manager/Director) Phone #	
Mileage:		Dealer City/ST	Fort Worth , TX
Dr. 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


**VEHICLE MODIFICATIONS / ALTERATIONS:**

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

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

If yes, describe, and capture photos:

**Does the vehicle have?**

4-Wheel disc brakes?  
 Anti-lock brakes?  
 Hydraulically assisted (hydro boost) brakes?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No

Front disc, rear-drum brakes?  
 Vacuum assisted power brakes?  
 Regenerative braking?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No

**Turn on the ignition key and note the following:**

Does the red brake warning light remain on after the self test (park brake released)?  
 Does the red brake warning light come on with the parking brake applied?  
 Does the red brake warning light go off when the parking brake is released?  
 Does the ABS (if equipped) warning light remain on after self test?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> Yes	<input type="checkbox"/> No

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

<input type="checkbox"/> Full	<input type="checkbox"/> Clear	<input type="checkbox"/> Normal Smell	<input type="checkbox"/> Other: <span style="border: 1px solid black; display: inline-block; width: 100px; height: 15px;"></span>
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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?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Describe:
Any rotor/drum corrosion?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Describe:
Any rotor/drum grooving?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Describe:
Any rotor/drum irregularities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Describe:
Any lining corrosion evident?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Describe:
Any signs of overheating?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Describe:

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

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

**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:**

**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.

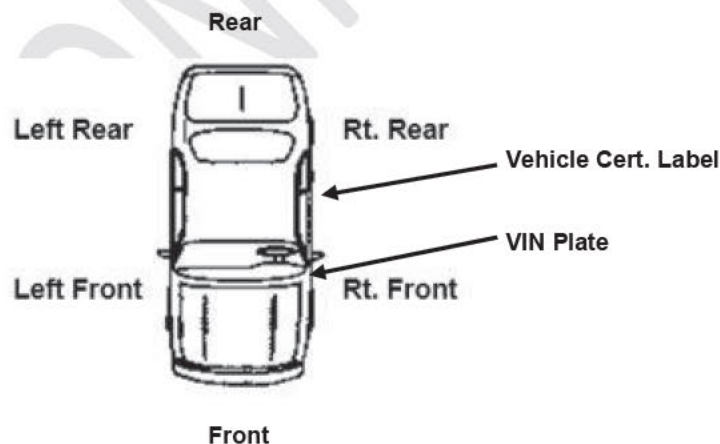
Following the inspection, summarize all relevant facts and observations. Provide related photographs.

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

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

**MINIMUM REQUIRED PHOTOS MUST INCLUDE:**

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



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

BGCUKSEC2G8

### 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

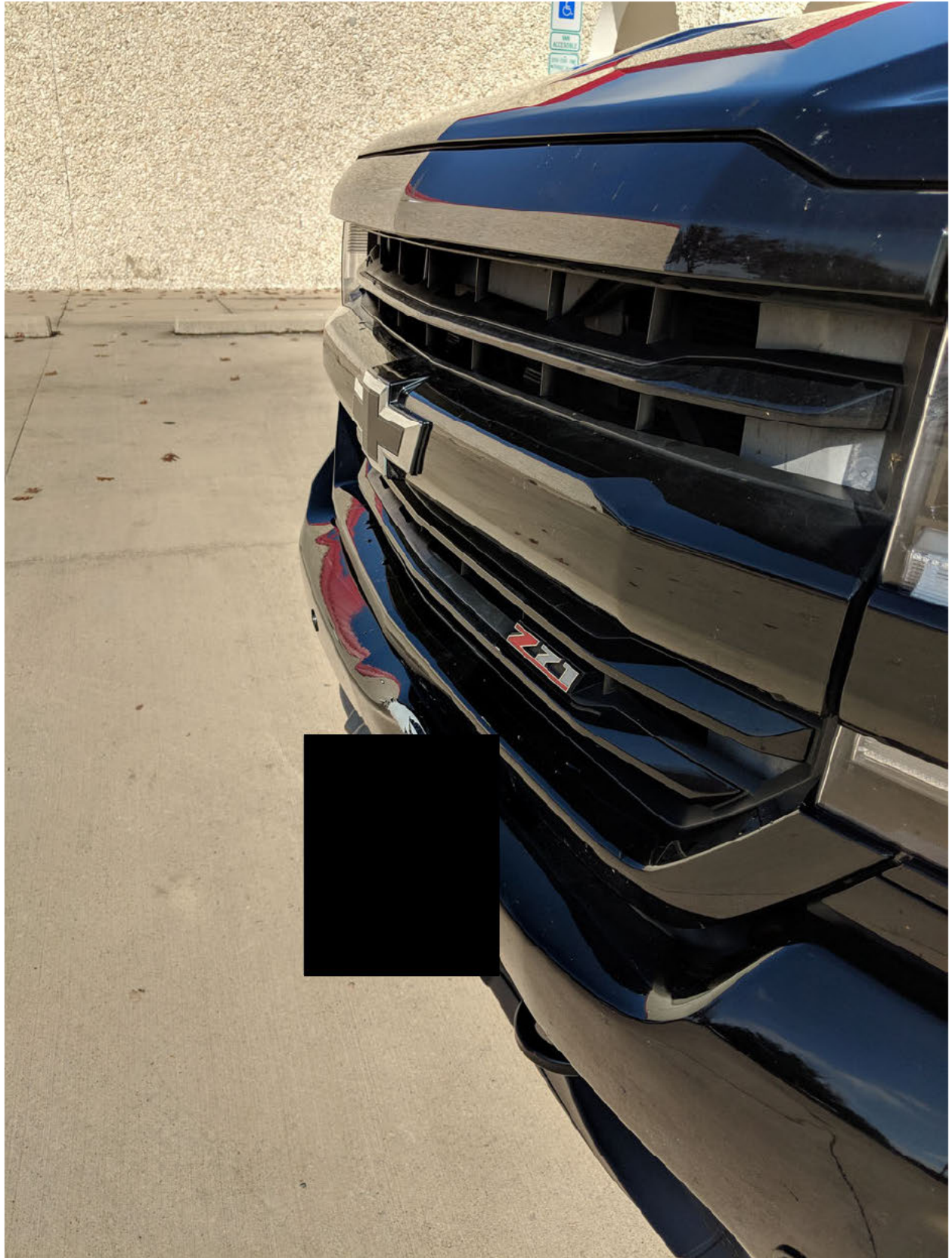
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION









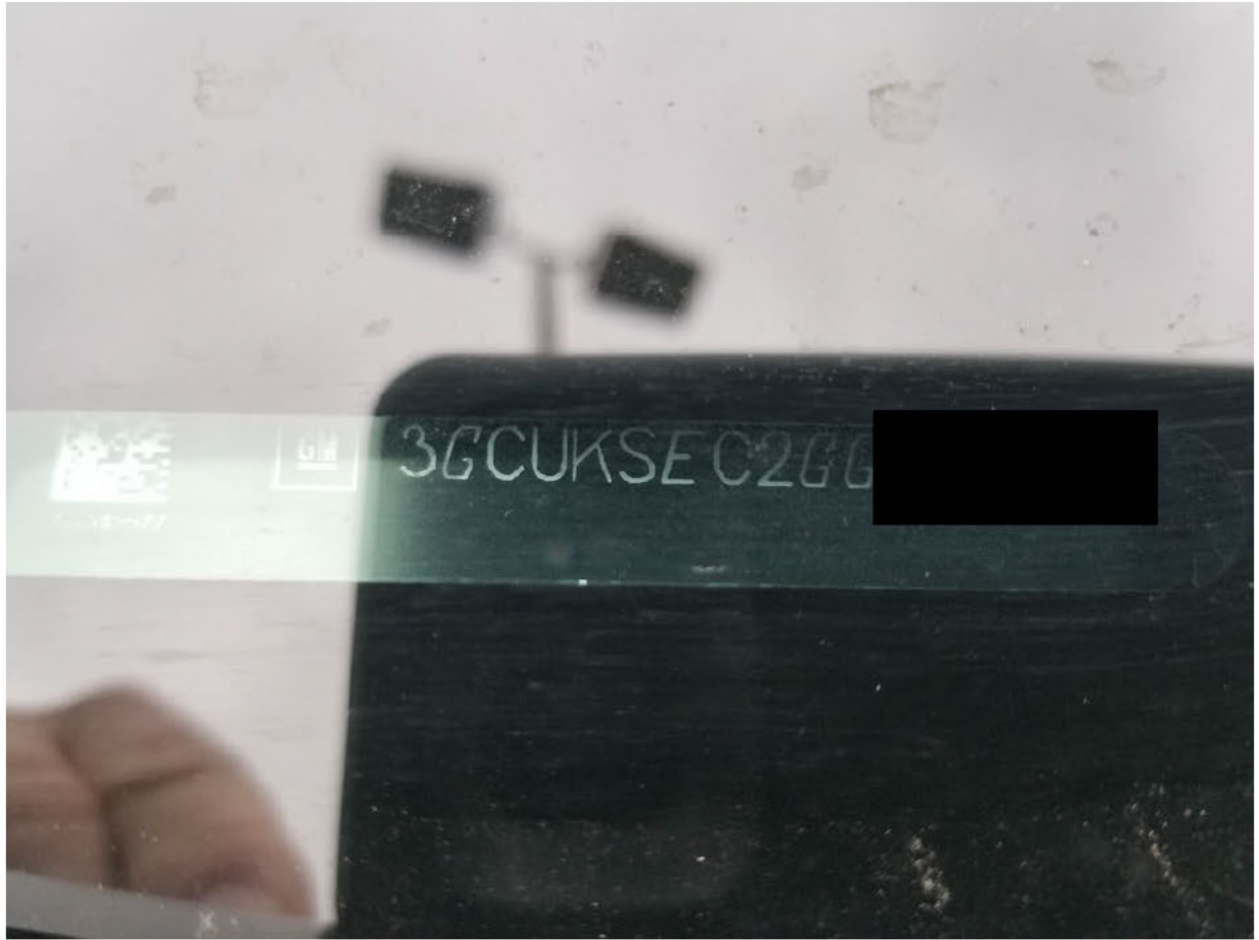












3GCUKSE C2GG





MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V. DE C.V. 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 [REDACTED]

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

## 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

## 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

## 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.

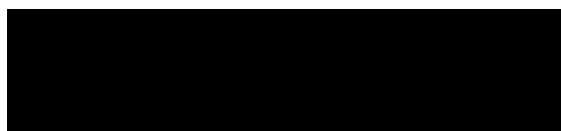
© 2018 Kelley Blue Book Co., Inc. All rights reserved. 12/14/2018-12/20/2018 Edition for Texas 76133. The specific information required to determine the value for this particular vehicle was supplied by the person generating this report. Vehicle valuations are opinions and may vary from vehicle to vehicle. Actual valuations will vary based upon market conditions, specifications, vehicle condition or other particular circumstances pertinent to this particular vehicle or the transaction or the parties to the transaction. This report is intended for the individual use of the person generating this report only and shall not be sold or transmitted to another party. Kelley Blue Book assumes no responsibility for errors or omissions. (v.18122)

PE18-012

GM

3-27-2019

Q3



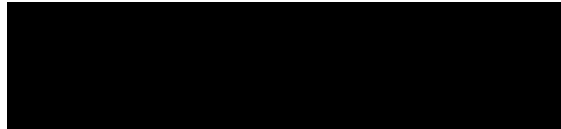


PE18-012

GM

3-27-2019

Q3





**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 | Job Card / Repair Order : Tier2  
 Repair Group Brake

**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 | Cust/Dir Participation Amount: \$528.00 / 60%  
 Agreed upon Customer/Dealer Participation Amount

**Please print this document and the supporting IVH document and attach to the 'Hard Copy'**

Please note, every customer's situation must be evaluated on a Case by Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

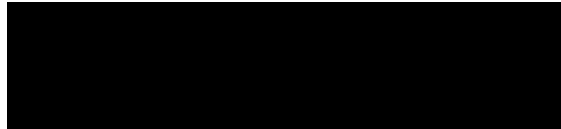
IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration

PE18-012

GM

3-27-2019

Q3



# 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		22153	3001669	3001198 3001198	I C	39CVZ30 15CVZ07	LIFETIME LOFC MULTI POINT INSPECT
01/03/17		18073	301554	3001198 3002073 3002073	C W W	15CVZ14 35CVZ 35CVZ01 15CVZ07	TIRE- YELLOW RECALL RECALL MULTI POINT INSPECT

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

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK (PRIOR APPROVAL) <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE I.D. NO. <b>3GCPCREC6EG</b>	YEAR/MAKE/MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/P	PRODUCTION DATE 	STOCK NO. 	LICENSE NO. 	R.O. NO. 
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No	CUSTOMER NO. 	SERVICE CONTRACT 	DELIVERY DATE 08/27/14	DELIVERY MILES 31	SELLING DEALER NO. 	R.O. DATE 11/12/18
CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	RESIDENCE PHONE 	BUSINESS PHONE 	COLOR BLUE GRANITE/JET	CONTRACT NO. 	EXPIRATION DATE 	EXPIRATION MILES 
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 11:55am	DATE/TIME PROMISED 11/12/18 05:30pm	PRIORITY 2	TURBO 	MMC CVZZ	AIR COND. P. S. 
CELL: <b> </b>	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.		MILEAGE 37,315	ADVISOR NO. 301602	ADVISOR JASON FORSYTH	HAZARDOUS WASTE 
X _____ CUSTOMER SIGNATURE			TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		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.	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.			DATE	TIME	PHONE #	AUTHORIZED BY 

ORIGINAL CUSTOMER ESTIMATE: TOTAL 130.00

X \_\_\_\_\_

1	C	04CVZ01	<b>BRAKE DIAGNOSIS</b>
CUSTOMER STATES WHILE DRIVING THERE IS NO BRAKES -- THE PEDAL WILL GET HARD -- HAS HAPPENED 5 TIMES -- CHECK AND ADVISE			
2	W	35CVZ02	<b>RECALL</b>
Product Safety Recall (17276): Loss of Steering Assist			
3	C	15CVZ07	<b>MULTI POINT INSPECT</b>
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 \$		
<input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE # _____			
REVISED	DATE	TIME	AUTH BY:
REASON	ADL. COSTS \$		
<input type="checkbox"/> IN PERSON <input type="checkbox"/> 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)



# 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		22153	3001669	3001198 3001198	I C	39CVZ30 15CVZ07	LIFETIME LOFC MULTI POINT INSPECT
01/03/17		18073	301554	3001198 3002073 3002073	C W W	15CVZ14 35CVZ 35CVZ01 15CVZ07	TIRE- YELLOW RECALL RECALL MULTI POINT INSPECT

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

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK (PRIOR APPROVAL) <input type="checkbox"/> OTHER <input type="checkbox"/>	VEHICLE I.D. NO. <b>3GCPREC6EG</b>	YEAR/MAKE/MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/P	PRODUCTION DATE 	STOCK NO. 	LICENSE NO. 	R.O. NO. 
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No	CUSTOMER NO. 	SERVICE CONTRACT 	DELIVERY DATE 08/27/14	DELIVERY MILES 31	SELLING DEALER NO. 	R.O. DATE 11/12/18
CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	RESIDENCE PHONE 	BUSINESS PHONE 	COLOR <b>BLUE GRANITE/JET</b>		CONTRACT NO. 1	EXPIRATION DATE 
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	TIME RECEIVED 11:55am	DATE/TIME PROMISED 11/12/18 05:30pm	PRIORITY 2	TURBO 	MMC CVZZ	AIR COND. P. S. TRANS 
CELL: <b> </b>	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.		MILEAGE 37,315	ADVISOR NO. 301602	ADVISOR JASON FORSYTH	HAZARDOUS WASTE 
X _____ CUSTOMER SIGNATURE			TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE	MILEAGE OUT 	ORIGINAL ESTIMATE \$	HAZARDOUS WASTE \$
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.			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 	

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

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 \$		
<input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE # _____			
REVISED	DATE	TIME	AUTH BY:
REASON	ADL. COSTS \$		
<input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE # _____			
<b>SERVICE DEPARTMENT HOURS:</b> MONDAY - FRIDAY 7:00 A.M. TO 6:00 P.M. SATURDAY 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."			
<b>NO CARS RELEASED AFTER SERVICE HOURS</b> IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE.			
<b>NO GUARANTEE ON RUST WORK.</b> 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.			
<b>POWER OF ATTORNEY</b> The undersigned, hereinafter called "Insured", for the consideration of repairs made to insured's automobile, does hereby grant to said.			
<b>MOSS BROS. CHEVROLET</b> 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)

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**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 3GCPREC6EG [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 | Job Card / Repair Order : CACEC  
 Repair Group Brake

**Reasons For Policy Adjustment**

Primary reason for policy adjustment: Other

**Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY**

GM Participation Amount: \$0.00 \* | Cust/Dir Participation Amount: \$400.00  
 Agreed upon Cu tomer/Dealer Participation Amount

**\* 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: [REDACTED]		
City: [REDACTED]	State: [REDACTED]	Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]	Cell phone: [REDACTED]
Fax: [REDACTED]	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]			
<b>Selling</b> dealer/city/state: MOSS BROS.CHEVROLET, MORENO VALLEY, CA			
<b>Primary Servicing</b> dealer/city/state: Moss Bros.Chevrolet,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased	Is the vehicle in your possession? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		
Date of sale or termination of lease: [REDACTED]			
Purchase/lease date: 09/01/14		Mileage at purchase/lease: [REDACTED]	
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: [REDACTED]	Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident: [REDACTED]
Description of damage: [REDACTED]			

**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.

<b>VEHICLE IDENTIFICATION NUMBER</b> 3GCPCREC6EG [REDACTED]
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____

**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?
<b>Example:</b>				
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 copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

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

# Moss Bros. CHEVROLET

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

**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 BLEED 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.  
PERFORMED MULTI POINT INSPECTION AND TIRE PRESSURE INSPECTION WITH TIRE PRESSURE GAUGE.

# Moss Bros. CHEVROLET

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

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

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  
PAGE 2 OF 3 CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 02:22pm

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

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

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----			
JOB # 1	CD	DEDUCTIBLE DUE-W	408618
			TOTAL - MISC
			WARRANTY 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	<b>TOTAL INVOICE \$ 516.25</b>
--	---	--------------------------------

CUSTOMER SIGNATURE



# 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 <b>OSCAR TALAMANTES 3001669</b>	TAG NO.	INVOICE DATE <b>07/11/17</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>22,153</b>	COLOR <b>BLUE GRANIT</b>
YEAR / MAKE / MODEL <b>14/CHEVROLET TRUCK/SILVERADO 1500/PK</b>	DELIVERY DATE <b>08/27/14</b>	DELIVERY MILES <b>31</b>	STOCK NO.
VEHICLE ID. NO. <b>3 G C P C R E C 6 E G</b>	SELLING DEALER NO.	PRODUCTION DATE	
P.T.E. NO.	P.O. NO.	P.O. DATE <b>07/11/17</b>	MILEAGE OUT
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 ACKNOWLEDGE 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
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

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

**LABOR & PARTS**  
~~15822~~ 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	WARRANTY
JOB # 1	1	84160781	BRACKET 16.714			
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

~~16007~~ 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	WARRANTY
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

~~15007~~ MULTIPLE POINT INSPECTION  
 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	WARRANTY
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....

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR ALEX RAMIREZ	TAG NO. 301554	INVOICE DATE 01/03/17	INVOICE NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 18,073	COLOR BLUE GRANIT
[REDACTED]	YEAR / MAKE / MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/PK	DELIVERY DATE 08/27/14	DELIVERY MILES 31	STOCK NO.
[REDACTED]	VEHICLE I.D. NO. 3 G C P C R E C 6 E G	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P. O. NO.	F. 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 ACKNOWLEDGE 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
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

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

**LABOR & PARTS**

**JOB # 1** 15CVZ091R PERFORM FACTORY RECOMMENDED LUBE, OIL AND FILTER SERVICE WITH TIRE ROTATION PER MANUFACTURER WARRANTY  
**JOB # 1** 15CVZ091R FACTORY SUGGESTED LUBE, OIL AND FILTER SERVICE WITH TIRE ROTATION TO BE PERFORMED UNDER FACTORY WARRANTY  
**JOB # 1** 15CVZ091R PERFORMED FACTORY RECOMMENDED LUBE, OIL AND FILTER SERVICE WITH TIRE ROTATION PER MANUFACTURER WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
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	

**JOB # 2** 15CVZ071R 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 RECEIVE 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	WARRANTY
				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

**JOB # 3** 15CVZ14 TIRE YELLOW  
 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	WARRANTY
				JOB # 3 TOTAL PARTS	0.00	
				JOB # 3 TOTAL LABOR & PARTS	0.00	

**JOB # 4** 15CVZ02 BATTERY TEST PASS  
 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	WARRANTY
				JOB # 4 TOTAL PARTS	0.00	

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

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

JOB # 4 TOTAL LABOR & PARTS 0.00

~~15CVZ00 BRAKE INSPECTION TECHS02196 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

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 ACKNOWLEDGE 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
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

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

LABOR & PARTS  
 # 15CV207 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)  
 15CV207 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 ACKNOWLEDGE 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
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE



**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	CARD NO. 400124	INVOICE DATE 06/22/15	ISSUE NO.
LABOR RATE	LICENSE NO.	WEAVER ID 7276	ORDER BLUE GRANIT	TRUCK NO.
YEAR / MAKE / MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/2W	DELIVERY DATE 08/27/14	DELIVERY MILES 31	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE ID NO. 3 G C P C R E C 6 E G	R. G. DATE 06/22/15	COMMENTS		

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	
JOB # 1	8	19259487	OIL 8.800	
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.				





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

A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS-----	QTY----	PP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00
<b>TOTALS-----</b>						
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 ACKNOWLEDGE 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



Zimbra

jsanchez@mosssavings.com

**ADR Alert – Action Required: Case # Chevrolet, [REDACTED] VIN 3GCPREC6EG [REDACTED] Mileage 37315**

**From :** GMCACUpdate@gm.com

Tue, Nov 20, 2018 01:28 PM

**Subject :** ADR Alert – Action Required: Case # Chevrolet, [REDACTED] VIN 3GCPREC6EG [REDACTED] Mileage 37315

**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*

Selected Incentives

Selection Criteria

Delivery Date: 08/26/2014  
 VIN # 3GCPREC6EG [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		14-40AP'S-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.

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

Contract Number, R.O.S. No., Dealer Name and Address, Buyer Name and Address, Vehicle Description, and Dealer's License Information.

Table with columns: Description, Amount, and Date. Includes sections for 'FINANCING INFORMATION' and 'VEHICLE INFORMATION'.

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DEALER COPY

STATEMENT OF INSURANCE, VEHICLE INFORMATION, and other insurance-related details.

OPTIONAL EQUIPMENT, FINANCING INFORMATION, and other optional details.

FINANCING INFORMATION, VEHICLE INFORMATION, and other financing details.

FINANCING INFORMATION, VEHICLE INFORMATION, and other financing details.

FINANCING INFORMATION, VEHICLE INFORMATION, and other financing details.

DEALER COPY



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

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_ R.O.S. Number \_\_\_\_\_ Stock Number \_\_\_\_\_

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

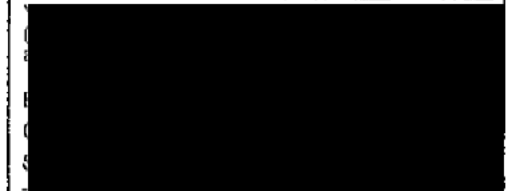
New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	CHEVROLET TRU SILVERADO 150	31	3GPCREC6E6	Personal, family or household unless otherwise indicated below. <input type="checkbox"/> business or commercial

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
0.00 %	\$ 0.00 (e)	\$ 41689.44	\$ 41689.44(e)	\$ 2000.02 is \$ 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		

**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	Bed. Comp., Fire & Theft	N/A	Mos.	\$ N/A
\$ N/A	Bed. Collision	N/A	Mos.	\$ N/A
\$ N/A	Bodily Injury	N/A	Mos.	\$ N/A
\$ N/A	Property Damage	N/A	Mos.	\$ N/A
\$ N/A	Medical	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.



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

**Application for Optional Credit Insurance**  
 Credit Life  Buyer  Co-Buyer  Both  
 Credit Disability (Buyer Only)

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

**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)





APPLICATION FOR REGISTRATION OF NEW VEHICLE  
FOR DEPARTMENT USE ONLY

CASHIER DATE/LINE STAMP

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

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

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

FOR CAMP TRAILERS, TRAILER COACHES LENGTH IN INCHES WIDTH IN INCHES GVWR (PICKUPS ONLY) COUNTY OF RESIDENCE 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

FIRST MIDDLE SUFFIX

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

PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL) ELECTRONIC LIENHOLDER ID # ELT# X21

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

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 CERTIFICATION DATE 08/27/2014

CERTIFICATE OF COST—THE COST OF THE VEHICLE ENTERED IN THE CERTIFICATE OF COST INCLUDES SALES TAXES, INSURANCE AND FINANCE CHARGES.

A — Cost of vehicle purchased as a:  Complete vehicle  Chassis only  Cab and chassis B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc)

DATE PURCHASED/ACQUIRED 08/27/2014 COST 39263.25 CUST# 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.

I/we certify that the information provided is true and correct. DEALER'S NUMBER 47321  
2525 AUTOMALL DR  
ORENO VALLEY CA 92555  
5536 LOS CABOS DRIVE  
ORENO VALLEY CA 92555



# 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](http://www.dmv.ca.gov).*

ACQUISITION NUMBER (DISMANTLER ONLY)

## SECTION 1 — VEHICLE/VESSEL DESCRIPTION

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GPCREC6E6 [REDACTED]	2014	SILVERADO CHEVROLET		

## SECTION 2 — BILL OF SALE

I/We MOSS BROS. CHEVROLET sell, transfer, and deliver the above vehicle/vessel to [REDACTED] on 08 27 2014 for the amount of \$ [REDACTED] (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)

**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 [REDACTED] (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.

DATE	DL/D OR DEALER/DISM #			
08/27/14	[REDACTED]			
DATE	DL/D OR DEALER/DISM #			
08/27/14	[REDACTED]			
PRINT BUYER'S NAME	CITY	STATE	ZIP CODE	DAYTIME TELEPHONE NO
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[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.

DATE	DL/D OR DEALER/DISM #			
08/27/14	[REDACTED]			
DATE	DL/D OR DEALER/DISM #			
[REDACTED]	[REDACTED]			
PRINT SELLER'S NAME	SIGNATURE	DATE	DL/D OR DEALER/DISM #	
[REDACTED]	X	[REDACTED]	[REDACTED]	
SELLER'S MAILING ADDRESS	CITY	STATE	ZIP CODE	DAYTIME TELEPHONE NO
12625 AUTOMALL DR	MORENO VALLEY	CA	92555	(951) 485-3500

## SECTION 5 — POWER OF ATTORNEY

I/We [REDACTED] appoint MOSS BROS. CHEVROLET as my attorney in fact to complete all necessary documents, as needed, to transfer ownership as required by law.

DATE
08/27/2014
DATE
08/27/2014

REFINANCING AGREEMENT

Selling (Dealer): MOSS BROS. CHEVROLET, INC. Original Contract No. [REDACTED] Dated 8/27/2014  
 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	3GCPREC8EG [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 in 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)	\$ 0.00
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, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.**  
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
 I, [REDACTED] UNDERSTAND AND AGREE TO THE TERMS 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.

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)

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, 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 AN ACCIDENT INVOLVING YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

I, [REDACTED] THE UNDERSTANDS THE TERMS AND CONDITIONS. [REDACTED] MARIA SANDOVAL [REDACTED]

You understand that except as changed by this agreement, all terms of your original contract 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 satisfied that you received a completely filled-in copy when you signed it.

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

Co-Signer Signature: [REDACTED] Date: 8/7/17 25536 LOS CABOS DR MORENO VALLEY, CA 92551-1911  
Address

Creditor Signature: [REDACTED] Date: P.O. Box 23020 Jacksonville FL 32241  
Address

2014 SILVERADO 1500 2WD LT CREW  
G56 BLUE GRANITE METALLIC /V8G  
H0U JET BLACK

GENERAL MOTORS LLC

ORDER NO. [REDACTED] /TRE STOCK NO.  
VIN 3GC PCRE C6 EG [REDACTED]

RENAISSANCE CENTER  
DETROIT MI 48243-1114  
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
* REMOTE VEHICLE START			GAWR.FT: 3650
* CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH			GAWR.RR: 3950
* REAR VISION CAMERA			EMPLOY: 37904.81
* REAR WINDOW DEFROSTER			SUPPLR: 39432.30
* POWER OUTLET, 110-VOLT AC			MRM: 42430.00
RD4 WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	1195.00	1051.60	NTR: 1/2
YF5 50-STATE EMISSIONS	N/C	N/C	EMPINC: 2346.12 SUPINC: 818.63

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 3GCPREC6EG [REDACTED] Mileage 37315**

**From :** GMCACUpdate@gm.com

Tue, Nov 20, 2018 01:28 PM

**Subject :** ADR Alert – Action Required: Case # Chevrolet, [REDACTED] VIN 3GCPREC6EG [REDACTED] Mileage 37315

**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*

Incentives

Selection Criteria

Delivery Date: 08/26/2014  
 VIN # 3GCPREC6EG [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		14-40A19-004	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.





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

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_ R.O.S. Number \_\_\_\_\_ Stock Number \_\_\_\_\_

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[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	3GPCREC6E6 [REDACTED]	Personal, family or household unless otherwise indicated below. <input type="checkbox"/> business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
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.	The total cost of your purchase on credit, including your down payment of
0.00 %	\$ 0.00 (e)	\$ 41689.44	\$ 41689.44(e)	\$ 2000.02 is \$ 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)	\$ N/A
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

**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 Bod. Comp., Fire & Theft	N/A Mos.	\$ N/A
\$ N/A Bod. 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.



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

**Application for Optional Credit Insurance**  
 Credit Life  Buyer  Co-Buyer  Both  
 Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	\$ N/A
Credit Disability	N/A Mos.	N/A	\$ N/A
Total Credit Insurance Premiums			\$ N/A
Insurance Company Name	N/A		
Home Office Address	N/A		

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

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	\$ N/A (T)
For N/A	\$ N/A (T)
<b>Total Cash Price (A through T)</b>	<b>\$ 43169.71 (1)</b>
<b>2. Amounts Paid to Public Officials</b>	
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)
<b>Total Official Fees (A through D)</b>	<b>\$ 519.75 (2)</b>
<b>3. Amount Paid to Insurance Companies</b>	
(Total premiums from Statement of Insurance column a + b)	\$ N/A (3)
4. <input type="checkbox"/> State Emissions Certification Fee or <input type="checkbox"/> State Emissions Exemption Fee	\$ N/A (4)
5. Subtotal (1 through 4)	\$ 43689.46 (5)
<b>6. Total Downpayment</b>	
A. Agreed Trade-In Value Yr 2003 Make MAZDA	\$ 2000.00 (A)
Model J1M3LW28A830 Odor 125158	
VIN	
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)
<b>Total Downpayment (C through G)</b>	<b>\$ 2000.02 (6)</b>
(If negative, enter zero on line B and enter the amount less than zero as a positive number on line 1G above)	
<b>7. Amount Financed (5 less 6)</b>	<b>\$ 41689.44 (7)</b>

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

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

\_\_\_\_\_ of the Seller's \_\_\_\_\_ the right to cancel if Seller is unable to



APPLICATION FOR REGISTRATION OF NEW VEHICLE FOR DEPARTMENT USE ONLY

CASHIER DATE LINE STAMP

STOCK #

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

MAKE CHEVROLET YEAR MODEL 2014 BODY TYPE SILVERADO 150 2W MOTIVE POWER GAS NUMBER OF AXLES 2 UNLADEN WEIGHT 5197

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

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

FIRST MIDDLE SUFFIX

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

PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL) ELECTRONIC LIENHOLDER ID # ELT# X21

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

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

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 CERTIFICATION DATE 08/27/2014

CERTIFICATE OF COST - THE cost of the vehicle entered in the Certificate of Cost includes sales tax, insurance and finance charges.

A - Cost of vehicle purchased as a: Complete vehicle Chassis only Cab and chassis B - Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc)

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.

I/we certify that the information provided is true and correct. DEALER'S NUMBER 47321 55255 AUTOMALL DR ORENO VALLEY CA 92555 5526 LOS CABOS DRIVE ORENO VALLEY CA 92555



# 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](http://www.dmv.ca.gov).*

ACQUISITION NUMBER (DISMANTLER ONLY)

## SECTION 1 — VEHICLE/VESSEL DESCRIPTION

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GCPREC6EG [REDACTED]	2014	SILVERADO CHEVROLET		

## SECTION 2 — BILL OF SALE

I/We MOSS BROS. CHEVROLET sell, transfer, and deliver the above vehicle/vessel to [REDACTED] on 08 27 2014 for the amount of \$ [REDACTED] (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)

**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 [REDACTED] (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.**

PRINT BUYER'S NAME	DATE	DL/D OR DEALER/DISM #
[REDACTED]	08/27/14	[REDACTED]
BUYER'S MAILING ADDRESS	CITY	STATE ZIP CODE DAYTIME TELEPHONE NO
[REDACTED]	[REDACTED]	[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.**

PRINT SELLER'S NAME	DATE	DL/D OR DEALER/DISM #
MOSS BROS. CHEVROLET	08/27/14	[REDACTED]
PRINT SELLER'S NAME	DATE	DL/D OR DEALER/DISM #
[REDACTED]	[REDACTED]	[REDACTED]
PRINT SELLER'S NAME	SIGNATURE	DATE
[REDACTED]	[REDACTED]	[REDACTED]
SELLER'S MAILING ADDRESS	CITY	STATE ZIP CODE DAYTIME TELEPHONE NO
12625 AUTOMALL DR	MORENO VALLEY	CA 92555 (951) 485-3500

## SECTION 5 — POWER OF ATTORNEY

I/We [REDACTED] appoint MOSS BROS. CHEVROLET as my attorney in fact to complete all necessary documents, as needed, to transfer ownership as required by law.

DATE 08/27/2014

DATE 08/27/2014

REFINANCING AGREEMENT

Selling (Dealer): MOSS BROS. CHEVROLET, INC. Original Contract No. [REDACTED] Dated 8/27/2014  
 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	3GCPFCREC8E [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 in 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, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.**  
 FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.  
 I HAVE READ AND UNDERSTAND THE TERMS 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.

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)

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, 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 AN ACCIDENT INVOLVING YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

I, [REDACTED] HEREBY UNDERSTANDS THE TERMS AND CONDITIONS. [REDACTED] MARIA SANDOVAL

You understand that except as changed by this agreement, all terms of your original contract 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, Relevering 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 understand that you received a completely filled-in copy when you signed it.

we [REDACTED]

Buyer: [REDACTED] Date 8/7/17 25538 LOS CABOS DR MORENO VALLEY, CA 92551-1911

Signed: [REDACTED] Address

Co-Signer: [REDACTED] Date 8/7/17 25536 LOS CABOS DR MORENO VALLEY, CA 92551-1911

Signed: [REDACTED] Address

Created By: [REDACTED] Date P.O. Box 23020 Jacksonville FL 32241

Address

# Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504  
12825 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 OSCAR TALAMANTES 3001669	TAG NO.	INVOICE DATE 07/11/17
[REDACTED]	LABOR RATE	LICENSE NO.	RELEASE 22,153
[REDACTED]	YEAR / MAKE / MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/PK	COLOR BLUE GRANIT	STOCK NO.
[REDACTED]	VEHICLE I.D. NO. 3 G C P C R E C 6 E G	DELIVERY DATE 08/27/14	DELIVERY MILES 31
[REDACTED]	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.
[REDACTED]	[REDACTED]	R.O. DATE 07/11/17	PRODUCTION DATE
COMMENTS			MO: 22154

LABOR & PARTS

07-11-18 07307 MULTI-POINT INSPEC TECHS) 3001198 0.00

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

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
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

07-20-18 07207 MULTI-POINT INSPEC TECHS) 3001198 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.

PERFORMED 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 MEASURED AT:  
8MM  
REAR BRAKES MEASURED AT:  
8MM  
TECH REINSPECTED THE REPAIRS & VERIFIED REPAIRED CORRECTLY  
PERFORMED TEST DRIVE

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

07-23-18 07214 FRONT TIRE YELLOW TECHS) 3001198 0.00

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

# Moss Bros. CHEVROLET

Mail: 8146 Auto Drive • Riverside, CA 92504  
 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 <b>OSCAR TALAMANTES 3001669</b>	TAC NO.	INVOICE DATE <b>07/11/17</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>22,153</b>	COLOR <b>BLUE GRANIT</b>
YEAR / MAKE / MODEL <b>14/CHEVROLET TRUCK/SILVERADO 1500/PK</b>	DELIVERY DATE <b>08/27/14</b>	DELIVERY MILES <b>31</b>	STOCK NO.
VEHICLE ID. NO. <b>3 G C P C R E C 6 E G</b>	SELLING DEALER NO.	PRODUCTION DATE	
P.T.E. NO.	P.G. NO.	R.O. DATE <b>07/11/17</b>	MILEAGE OUT
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 ACKNOWLEDGE 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
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

# Moss Bros. CHEVROLET

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

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

**LABOR & PARTS**

~~155VZ01~~ 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	WARRANTY
JOB # 1	1	84160781	BRACKET	16.714		0.00
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

~~155VZ02~~ 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	WARRANTY
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

~~155VZ07~~ MULTIPoint INSPECTION 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	WARRANTY
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....

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	ALEX RAMIREZ	TAG NO.	301554	INVOICE DATE	01/03/17	INVOICE NO.	[REDACTED]
	[REDACTED]	LABOR RATE		LICENSE NO.		MILEAGE	18,073	COLOR	BLUE GRANIT
	[REDACTED]	YEAR / MAKE / MODEL	14/CHEVROLET TRUCK/SILVERADO 1500/PK			DELIVERY DATE	08/27/14	DELIVERY MILES	31
	[REDACTED]	VEHICLE I.D. NO.	3 G C P C R E C 6 E G			SELLING DEALER NO.	[REDACTED]	PRODUCTION DATE	
	[REDACTED]	F.T.E. NO.		R.E. NO.		R.O. DATE	01/03/17	MILEAGE OUT	
	[REDACTED]	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 ACKNOWLEDGE 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
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR <b>JESSE GARCIA</b>	301213	TAG NO.	INVOICE DATE <b>08/06/16</b>	INT.
	LABOR RATE	LICENSE NO.	MILEAGE <b>15,224</b>	COLOR <b>BLUE GRANIT</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>14/CHEVROLET TRUCK/SILVERADO 1500/PK</b>			DELIVERY DATE <b>08/27/14</b>	DELIVERY MILES <b>31</b>
	VEHICLE ID. NO. <b>3 G C P C R E C 6 E G</b>			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.		P.O. NO.	R.O. DATE <b>08/06/16</b>	RELEASE QTY
COMMENTS					MO: 15224

**LABOR & PARTS**

~~Job # 1 206V09TR PERFORM FACTORY RECOMMENDED LUBE, OIL AND FILTER SERVICE WITH TIRE ROTATION PER MANUFACTURER WARRANTY~~ ~~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 FILTER 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

~~Job # 2 15CV70Z MULTIPoint INSPECTION~~ ~~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 RECEIVE 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

~~Job # 3 15CV714 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

~~Job # 4 15CV70Z 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

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

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

JOB # 4 TOTAL LABOR & PARTS 0.00

~~15CVZ00 BRAKE GREEN TECH 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

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 ACKNOWLEDGE 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

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR <b>JUSTIN AMEZQUITA</b>	2134	TAG NO.	INVOICE DATE <b>09/09/15</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>8,298</b>	COLOR <b>BLUE GRANIT</b>
	YEAR / MAKE / MODEL <b>14/CHEVROLET TRUCK/SILVERADO 1500/2W</b>			DELIVERY DATE <b>08/27/14</b>
	VEHICLE ID NO. <b>3GCPCREC6EG</b>			DELIVERY MILES <b>31</b>
	F.T.E. NO.	P.O. NO.	R.O. DATE <b>09/09/15</b>	PRODUCTION DATE
COMMENTS				MO: 8298

**LABOR & PARTS**

~~15CVZ07~~ REPLACE BATTERY TECH'S 2169 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 ACKNOWLEDGE 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
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE



**CHEVROLET**

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 (951) 485-3500 • Fax (951) 485-3518  
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CUSTOMER NO.	ADVISOR JASON FORSYTH	CARD NO. 400124	INVOICE DATE 06/22/15	INVOICE NO.
LABOR RATE	LICENSE NO.	VEHICLE ID 7276	COLOR BLUE GRANIT	STOCK NO.
YEAR / MAKE / MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/2W	DELIVERY DATE 08/27/14	DELIVERY MILE 31	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE ID NO. 3 G C P C R E C 6 B G	R. G. DATE 06/22/15	COMMENTS	MO: 7276	

LABOR & PARTS-----  
 J# 1 20CVZ09TR MFG TRUCK LQF/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 FILTER SERVICE  
 WITH TIRE ROTATION PER MANUFACTURER WARRANTY

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	
JOB # 1 1 19330000 FILTER 1.836	
JOB # 1 8 19259487 OIL 8.800	
	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 RECEIVE 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 (4JP @ 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 (4JP @ 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 (4JP @ 06/22/2015 11:46)  
 TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED.  
 PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE TIRES INSPECTED  
 REGULARLY.



**CHEVROLET** 

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CUSTOMER NO	ADVISOR JASON FORSYTH	CARD NO. 400124	INVOICE DATE 06/22/15	INVOICE NO
	LABOR RATE	LICENSE NO	7276	BOOKING
	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 & DATE 06/22/15			
	COMMENTS			MO: 7276

A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS-----	QTY---	PP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	
			JOB # 5 TOTAL PARTS			0.00
			JOB # 5 TOTAL LABOR & PARTS			0.00
<b>TOTALS-----</b>						
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 ACKNOWLEDGE 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

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### 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	3GCPREC6EG	YEAR/MAKE/MODEL 4/CHEVROLET TRUCK/SILVERADO 1500/2	PRODUCTION DATE	STOCK NO.	LICENSE NO.
CHECK CARD	Moss Bros. Chevrolet Inc. 12625 Auto Mall Dr Moreno Valley, CA 92555	CUSTOMER NO.	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
CHECK CASH/DEPOSIT		COLOR BLUE GRANITE/JET	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
SAVE SERVICE RECORD FOR CUSTOMER		TURBO	CVZZ	AIR COND	TRANS
CALL WHEN READY	10:46am 06/25/18	05 00pm	PRIORITY 3	MILEAGE OUT	ORIGINAL ESTIMATE
APPOINTMENT				9	8
				ADVISOR NO. 109	ADVISOR DIANNE DAUTH

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

PRE-DELIVERY INSPECT

*2/36*

REVISED	DATE	TIME	AUTH BY
REASON	ADL COSTS \$		
<input type="checkbox"/> IN PERSON	<input type="checkbox"/> BY PHONE #	DATE	TIME
REASON	ADL COSTS \$		
<input type="checkbox"/> IN PERSON	<input type="checkbox"/> BY PHONE #		

SERVICE DEPARTMENT HOURS  
MONDAY - FRIDAY 7:00 am - 5:00 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 repair, we cannot provide a corrosion date. Arrangements for payment in full must be made prior to delivery of vehicle. INSURANCE DEDUCTIBLES OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.

POWER OF ATTORNEY  
The undersigned herewith does hereby grant to Moss Bros. Chevrolet the power of attorney to act for and on behalf of the undersigned in connection with the purchase of a new or used vehicle.

Moss Bros. Chevrolet  
The undersigned hereby grants to Moss Bros. Chevrolet the power of attorney to act for and on behalf of the undersigned in connection with the purchase of a new or used vehicle.



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. EPA - CAL00035-248

TO ORDER CALL PRINTING SOLUTIONS AT (951) 485-2622

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

**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 BLEED 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.  
PERFORMED MULTI POINT INSPECTION AND TIRE PRESSURE INSPECTION WITH TIRE PRESSURE GAUGE.

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CELL: [REDACTED]

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

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  
PAGE 2 OF 3 CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 02:22pm

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CELL: [REDACTED]

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

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 [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	<b>TOTAL INVOICE \$ 516.25</b>
--	---	--------------------------------

CUSTOMER SIGNATURE \_\_\_\_\_

# Moss Bros. CHEVROLET

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

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

LABOR & PARTS  
 CHANGE ENGINE OIL AND FILTER  
 CHANGE ENGINE OIL AND FILTER  
 CHANGE ENGINE OIL AND FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
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

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 RECEIVE 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.  
 PERFORMED 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 MEASURED AT:  
 8MM  
 REAR BRAKES MEASURED AT:  
 8MM  
 TECH REINSPECTED THE REPAIRS & VERIFIED REPAIRED CORRECTLY  
 PERFORMED TEST DRIVE

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

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

# Moss Bros. CHEVROLET

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR <b>OSCAR TALAMANTES 3001669</b>	TAG NO.	INVOICE DATE <b>07/11/17</b>
LABOR RATE	LICENSE NO.	MILEAGE <b>22,153</b>	COLOR <b>BLUE GRANIT</b>
YEAR / MAKE / MODEL <b>14/CHEVROLET TRUCK/SILVERADO 1500/PK</b>	DELIVERY DATE <b>08/27/14</b>	DELIVERY MILES <b>31</b>	
VEHICLE ID. NO. <b>3 G C P C R E C 6 E G</b>	SELLING DEALER NO.	PRODUCTION DATE	
P.T.E. NO.	P.O. NO.	P.O. DATE <b>07/11/17</b>	MILEAGE OUT
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 ACKNOWLEDGE 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
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

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

**LABOR & PARTS**  
 #1 15822 RECALL 15822 FRONT SEAT BELT LAP ANCHOR 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	WARRANTY
JOB # 1	1	84160781	BRACKET 16.714			
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

#2 16007 RECALL 16007 FRONTAL AIR BAG 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	WARRANTY
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

#3 150707 MULTIPoint INSPECTION 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	WARRANTY
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....

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	ALEX RAMIREZ	TAG NO.	301554	INVOICE DATE	01/03/17	INVOICE NO.	[REDACTED]
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	LICENSE NO.	[REDACTED]	MILEAGE	18,073	COLOR	BLUE GRANIT
[REDACTED]	[REDACTED]	YEAR / MAKE / MODEL	14/CHEVROLET TRUCK/SILVERADO 1500/PK			DELIVERY DATE	08/27/14	DELIVERY MILES	31
[REDACTED]	[REDACTED]	VEHICLE I.D. NO.	3 G C P C R E C 6 E G			SELLING DEALER NO.	[REDACTED]	PRODUCTION DATE	[REDACTED]
[REDACTED]	[REDACTED]	F.T.E. NO.	[REDACTED]	P. C. NO.	[REDACTED]	F. O. DATE	01/03/17	MILEAGE OUT	[REDACTED]
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 ACKNOWLEDGE 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
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

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

**LABOR & PARTS**

**JOB # 1** 15CVZ091R PERFORM FACTORY RECOMMENDED LUBE, OIL AND FILTER SERVICE WITH TIRE ROTATION PER MANUFACTURER WARRANTY  
**JOB # 1** 15CVZ091R FACTORY SUGGESTED LUBE, OIL AND FILTER SERVICE WITH TIRE ROTATION TO BE PERFORMED UNDER FACTORY WARRANTY  
**JOB # 1** 15CVZ091R PERFORMED FACTORY RECOMMENDED LUBE, OIL AND FILTER SERVICE WITH TIRE ROTATION PER MANUFACTURER WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
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	

**JOB # 2** 15CVZ071R 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 RECEIVE 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.

				JOB # 2 TOTAL PARTS	0.00	
				JOB # 2 TOTAL LABOR & PARTS	0.00	

**JOB # 3** 15CVZ14 TIRE YELLOW  
 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.

				JOB # 3 TOTAL PARTS	0.00	
				JOB # 3 TOTAL LABOR & PARTS	0.00	

**JOB # 4** 15CVZ02 BATTERY TEST PASS  
 Added Operation (3JG @ 08/06/2016 11:32)  
 CHECK BATTERY PERFORMANCE  
 BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.  
 BATTERY TEST PASSED

				JOB # 4 TOTAL PARTS	0.00	
--	--	--	--	---------------------	------	--

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

JOB # 4 TOTAL LABOR & PARTS 0.00

~~15CVZ00 BRAKE INSPECTION TECHS02196 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

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 ACKNOWLEDGE 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
	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE

# Moss Bros. CHEVROLET

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

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NOTICE TO CUSTOMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CELL: [REDACTED]

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

**LABOR & PARTS**  
~~# 15CV207~~ ~~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)-----  
 15CV207 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 ACKNOWLEDGE 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
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

CUSTOMER SIGNATURE \_\_\_\_\_



**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 JASON FORSYTH	CARD NO. 400124	INVOICE DATE 06/22/15	INVOICE NO.
LABOR RATE	LICENSE NO.	VEHICLE ID 7276	ORDER BLUE GRANIT	TRUCK NO.
YEAR / MAKE / MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/2W	DELIVERY DATE 08/27/14	DELIVERY MILES 31	SELLING DEALER NO.	PRODUCTION DATE
VEHICLE ID NO. 3 G C P C R E C 6 E G	R. G. 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

JOB #	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
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	WARRANTY
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	WARRANTY
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	WARRANTY
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.



**CHEVROLET** 

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 (951) 485-3500 • Fax (951) 485-3518  
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CUSTOMER NO.	ADVISOR JASON FORSYTH	CARD NO. 400124	INVOICE DATE 06/22/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR BLUE GRANIT	BOOKING NO.
	YEAR / MAKE / MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/2W	VEHICLE IN 7276	DELIVERY DATE 08/27/14	DELIVERY MILES 31
	VEHICLE ID NO. 3 G C P C R B C 6 E G	SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	R & DATE 06/22/15		
	COMMENTS			MO: 7276

A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS-----	QTY----	PP-NUMBER-----	DESCRIPTION-----	LIST PRICE-	UNIT PRICE-	
				JOB # 5 TOTAL PARTS		0.00
				JOB # 5 TOTAL LABOR & PARTS		0.00
<b>TOTALS-----</b>						
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 ACKNOWLEDGE 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

# Moss Bros. CHEVROLET

Mail 8148 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

SALESPERSON NO

P D I

STATE REG# AK043821

TERMS CASH	3GCPREC6EG	YEAR/MAKE/MODEL 14/CHEVROLET TRUCK/SILVERADO 1500/2	PRODUCTION DATE	STOCK NO.	LICENSE NO.
CHECK DATE	MOSS BROS. CHEVROLET INC.	CUSTOMER	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO
DRIVER	12625 AUTO MALL DR MORENO VALLEY, CA 92555	SALES	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
SALE PRICE		MODEL BLUE GRANITE/JET	ADVISOR NO.	ADVISOR	
FINANCE		TURBO	CVZZ	AIR COND	TRANS
CALL YR/MT		PRECEDENCE	05 00pm	5	
APPROVAL		TEARDOWN ESTIMATE	1	ORIGINAL ESTIMATE	HAZARDOUS WASTE

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

PRE-DELIVERY INSPECT

*2/13/6*

REVISED	DATE	TIME	AUTH BY
REASON	ADL COSTS \$		
IN PERSON	DATE	TIME	AUTH BY
REASON	ADL COSTS \$		

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

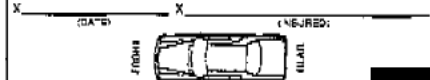
Please look over our new and previously-owned cars while you are waiting  
\*By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary\*

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 our 3100 Road & 3400 models, a completion date arrangement for payment in full may be made prior to delivery of vehicle. INSURANCE DEDUCTIBLES OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.

POWER OF ATTORNEY  
The undersigned heretofore states, warrant for the consideration of repairs made to insured automobile does hereby grant to each

MOSS BROS. CHEVROLET  
I hereby power of attorney to a set of standard and checks and/or drafts made payable to insured and any releases thereof as settlement for as well as claim for damages to the above described automobile.



TO RETURN CALL PRINTING SOLUTIONS AT (951) 485-3522

Zimbra

jsanchez@mosssavings.com

**ADR Alert – Action Required: Case # Chevrolet, [REDACTED] VIN 3GCPREC6EG [REDACTED] Mileage 37315**

**From :** GMCACUpdate@gm.com

Tue Nov 20 2018 01:28 PM

**Subject :** ADR Alert – Action Required: Case # Chevrolet, [REDACTED] VIN 3GCPREC6EG [REDACTED] Mileage 37315

**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*

Selected Incentives

Selection Criteria

Delivery Date: 08/26/2014  
 VIN # 3GCPREC6E6  
 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		14-40AP'S-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.

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

Contract Number, Dealer Name and Address, Buyer Name and Address, Vehicle Information, and Dealer License information.

Table with columns: PERCENTAGE, CHARGE, FINANCING, and DISCOUNTS. Includes rows for Total Cash Price, Finance Charge, and Total Amount Financed.

Table with columns: Description, Amount of Payment, and Date. Lists monthly payments and due dates.

Table with columns: Description, Amount, and Date. Lists various fees and charges such as Title, License, and Dealer Fees.

STATEMENT OF INSURANCE, VEHICLE INFORMATION, and other insurance-related details.

Table with columns: Description, Amount, and Date. Lists additional fees and charges including Sales Tax and Dealer Fees.

APPROVAL BY FINANCIAL INSTITUTION, FINANCIAL INSTITUTION INFORMATION, and other financial details.

ARBITRATION PROVISION, AGREEMENT TO BUY, and other legal disclaimers and terms.

Buyer Signature, Dealer Signature, Date, and other signature lines.



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

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_ R.O.S. Number \_\_\_\_\_ Stock Number \_\_\_\_\_

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

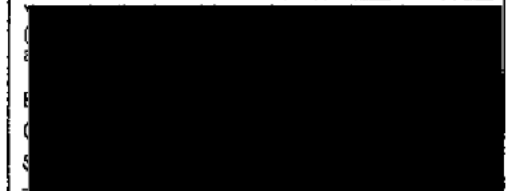
New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	CHEVROLET TRU SILVERADO 150	31	3GPCREC6E6	Personal, family or household unless otherwise indicated below. <input type="checkbox"/> business or commercial

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
0.00 %	\$ 0.00 (e)	\$ 41689.44	\$ 41689.44(e)	\$ 2000.02 is \$ 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		

**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	Bed. Comp., Fire & Theft	N/A	Mos.	\$ N/A
\$ N/A	Bed. Collision	N/A	Mos.	\$ N/A
\$ N/A	Bodily Injury	N/A	Mos.	\$ N/A
\$ N/A	Property Damage	N/A	Mos.	\$ N/A
\$ N/A	Medical	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.



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

**Application for Optional Credit Insurance**  
 Credit Life  Buyer  Co-Buyer  Both  
 Credit Disability (Buyer Only)

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

**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)	\$ N/A
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) ... N/A	\$ N/A

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	\$ N/A	(Q)
(see downpayment and trade-in calculation)		
R (Optional) Gap Contract (to whom paid) EXPRESS AUTO GAP	\$ 650.00	(R)
S (Optional) Used Vehicle Contract Cancellation Option Agreement	\$ N/A	(S)
T Other (to whom paid) N/A	\$ N/A	(T)
For	\$	
<b>Total Cash Price (A through T)</b>	<b>\$ 43169.71</b>	<b>(1)</b>
<b>2. Amounts Paid to Public Officials</b>		
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)
<b>Total Official Fees (A through D)</b>	<b>\$ 519.75</b>	<b>(2)</b>
<b>3. Amount Paid to Insurance Companies</b>		
(Total premiums from Statement of Insurance column a + b)	\$ N/A	(3)
4. <input type="checkbox"/> State Emissions Certification Fee or <input type="checkbox"/> State Emissions Exemption Fee	\$ N/A	(4)
5. Subtotal (1 through 4)	\$ 43689.46	(5)
<b>6. Total Downpayment</b>		
A. Agreed Trade-In Value Yr 2003 Make MAZDA	\$ 2000.00	(A)
Model MPV Odom 125158		
VIN JM3LW28A830		
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)
<b>Total Downpayment (C through G)</b>	<b>\$ 2000.02</b>	<b>(6)</b>
(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 AUTO GAP

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

**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

\_\_\_\_\_ is of the Seller's \_\_\_\_\_ right to cancel if Seller is unable to



APPLICATION FOR REGISTRATION OF NEW VEHICLE FOR DEPARTMENT USE ONLY

CASHIER DATE/LINE STAMP

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

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

VEHICLE IDENTIFICATION NUMBER 3GCPCREC6EG M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER ORV/MOTORCYCLE DEALERS ONLY

FOR CAMP TRAILERS AND TRAILER COACHES LENGTH IN INCHES WIDTH IN INCHES GVWR (PICKUPS ONLY) COUNTY OF RESIDENCE 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 BUSINESS FIRST MIDDLE SUFFIX ID NO

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

PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL) ELECTRONIC LIENHOLDER ID #

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

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?

APPLICANT'S CERTIFICATION DATE 08/27/2014

CERTIFICATE OF COST—THE COST OF THE VEHICLE ENTERED IN THE CERTIFICATE OF COST INCLUDES SALES TAXES, INSURANCE AND FINANCE CHARGES.

A — Cost of vehicle purchased as a: Complete vehicle Chassis only Cab and chassis

B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc)

DATE PURCHASED/ACQUIRED 08/27/2014 COST 39263.25

CUSTOMER NUMBER CUST# 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.

I/we certify that the information provided is true and correct. DEALER'S NUMBER 47321. 2525 AUTOMALL DR ORENO VALLEY CA 92555 5536 LOS CABOS DRIVE ORENO VALLEY CA 92551



# 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](http://www.dmv.ca.gov).*

ACQUISITION NUMBER (DISMANTLER ONLY)

## SECTION 1 — VEHICLE/VESSEL DESCRIPTION

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GCPREC6E6 [REDACTED]	2014	SILVERADO CHEVROLET		

## SECTION 2 — BILL OF SALE

I/We MOSS BROS. CHEVROLET sell, transfer, and deliver the above vehicle/vessel to [REDACTED] on 08 27 2014 for the amount of \$ [REDACTED] (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)

**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 [REDACTED] (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.

<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>08/27/14</u>	<u>[REDACTED]</u>
PRINT BUYER'S NAME	CITY	DATE	DL/D OR DEALER/DISM #
<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>08/27/14</u>	<u>[REDACTED]</u>
BUYER'S MAILING ADDRESS	CITY	DATE	DL/D OR DEALER/DISM #
<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>[REDACTED]</u>
	STATE	ZIP CODE	DAYTIME TELEPHONE NO.
<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>[REDACTED]</u>

**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.

<u>MOSS BROS. CHEVROLET</u>	<u>[REDACTED]</u>	<u>08/27/14</u>	<u>[REDACTED]</u>
PRINT SELLER'S NAME	CITY	DATE	DL/D OR DEALER/DISM #
<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>[REDACTED]</u>
PRINT SELLER'S NAME	CITY	DATE	DL/D OR DEALER/DISM #
<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>[REDACTED]</u>
SELLER'S MAILING ADDRESS	CITY	STATE	ZIP CODE
<u>12625 AUTOMALL DR</u>	<u>MORENO VALLEY</u>	<u>CA</u>	<u>92555</u>
			DAYTIME TELEPHONE NO.
			<u>(951) 485-3500</u>

## SECTION 5 — POWER OF ATTORNEY

I/We [REDACTED] appoint MOSS BROS. CHEVROLET as my attorney in fact to complete all necessary documents, as needed, to transfer ownership as required by law.

<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>08/27/2014</u>
DATE	DATE	DATE
<u>[REDACTED]</u>	<u>[REDACTED]</u>	<u>08/27/2014</u>
DATE	DATE	DATE

REFINANCING AGREEMENT

Selling (Dealer): MOSS BROS. CHEVROLET, INC. Original Contract No. [REDACTED] Dated 8/27/2014  
 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	3GCPREC8EG [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 in 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, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

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

I HAVE READ AND UNDERSTAND THE TERMS 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.

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)

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, 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 AN ACCIDENT INVOLVING YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

I, [REDACTED] THE UNDERSTANDS THE TERMS AND CONDITIONS. [REDACTED] A SANDOVAL [REDACTED]

You understand that except as changed by this agreement, all terms of your original contract 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 aware that you received a completely filled-in copy when you signed it.

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

Co-Signer Signature: [REDACTED] Date 8/7/17 25536 LOS CABOS DR MORENO VALLEY, CA 92551-1911 Address

Created By: [REDACTED] Date P.O. Box 23020 Jacksonville FL 32241 Address

2014 SILVERADO 1500 2WD LT CREW  
G56 BLUE GRANITE METALLIC /V8G  
H0U JET BLACK

GENERAL MOTORS LLC

ORDER NO. [REDACTED] /TRE [REDACTED] STOCK NO.  
VIN 3GC PCRE C6 EG [REDACTED]

RENAISSANCE CENTER  
DETROIT MI 48243-1114  
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
* REMOTE VEHICLE START			GAWR.FT: 3650
* CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH			GAWR.RR: 3950
* REAR VISION CAMERA			EMPLOY: 37904.81
* REAR WINDOW DEFROSTER			SUPPLR: 39432.30
* POWER OUTLET, 110-VOLT AC			MRM: 42430.00
RD4 WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	1195.00	1051.60	NTR: 1/2 EMPINC: 2346.12 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



Re: [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

VIN: 3GCPREC6EG

Customer:

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 bumper 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:

Arbitrator: Robert L. Astorino

Customer:

Date: 02/06/19



### General Motors - Policy Evaluation Tool

Date: 01/07/2019

**Customer Information**  
 First Name: [REDACTED]  
 Last Name: [REDACTED]  
 Phone: [REDACTED]

**Agent Information**  
 Agent Name: Siebel Service  
 Agent Role:

**Vehicle/Coverage Information**  
 VIN: 3GCPCREC6E[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 : [REDACTED]

**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 \*      Cust/Dlr Participation Amount: \$800.00  
 Agreed upon Customer/Dealer Participation Amount:

**\* 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.





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: [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 [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.

January 7, 2019

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Ms. [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



RE: Case   
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.

