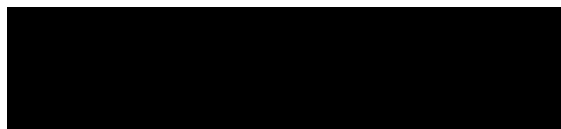


PE18-012

GM

3-27-2019

Q3





Close Window

# Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit\*:

Transaction Type\*:

Pre-Repair Type: Repair Authorization

## Pre-Repair Authorization

Pre-Repair Auth ID

Original Author: Maureen Nancarrow

New Author: Maureen Nancarrow

\*Required Fields  
Disclaimer: All amounts are before taxes

BAC\*: 130635

Service Agent: ALL STAR CHEVROLET

Contact Name:

Phone Number:

Fax Number:

Contact Email Address:

Job Card\*:

Job Card Date:

Reference Number:

VIN:  [Investigate Vehicle History](#)

Odometer:

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

Customer Complaint Category\*:

Complaint Code\*:

Description: \*

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

Description: \* Other-Field Action/Tech Bulletin

Correction Description: \* Repair Vehicle

Labour Operation\*: [Redacted]

Labour Time: 0.9 Supp Time: 0 OLH Time: 0

Labour Rate: 116.80 Common GM Division - Mechanical

Labour Total: 105.12

Parts Total: 425.6

Part Numbers: [Empty field]

Net Item Type Amount

<Make Selection> [Dropdown] [Input] [Buttons]

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 530.72

Auth Code: [Empty field]

Accept Reject

Comment\*: [Empty text area]

Created By Maureen Nancarrow Create Date/Time Mon Jan 07 11:57:47 EST 2019 Comment Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name
<			>

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
3GCPCTEJ5FG [REDACTED]	[REDACTED]	2019-01-07
<	>	



Close Window

# Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit\*:

Transaction Type\*:

Pre-Repair Type: Repair Authorization

## Pre-Repair Authorization

Pre-Repair Auth ID:

Original Author: Maureen Nancarrow

New Author: Maureen Nancarrow

\*Required Fields  
Disclaimer: All amounts are before taxes

BAC\*: 130635

Service Agent: ALL STAR CHEVROLET

Contact Name:

Phone Number:

Fax Number:

Contact Email Address:

Job Card\*:

Job Card Date:

Reference Number:

VIN:  [Investigate Vehicle History](#)

Odometer:

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

Customer Complaint Category\*:

Complaint Code\*:

Description: \*

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

Description: \* Other-Field Action/Tech Bulletin

Correction Description: \* PAC Rental

Labour Operation\*: [Redacted]

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

Labour Rate: Select labour rate

Labour Total: 0

Parts Total: 0

Part Numbers: [Empty field]

Net Item Type Amount

Car Rental / Hire	630	+	-
<Make Selection>		+	-

Net Item Total: 630.00

Tax: 0

Deductible: 0

Total Before Taxes: 630.00

Auth Code: [Empty field]

Accept  Reject

Comment\*: [Empty text area]

Created By	Create Date/Time	Comment
Maureen Nancarrow	Mon Jan 07 12:05:53 EST 2019	Please include your Pre Auth ID when you submit your claim.

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

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name
<			>

Browse...

ADD

DELETE

**Pre Repair Authorization History:**

VIN	Pre-Repair Authorization ID	Create Date
3GCPCTEJ5FG [REDACTED]	[REDACTED]	2019-01-07
3GCPCTEJ5FG [REDACTED]	[REDACTED]	2019-01-07
<	>	

CANCEL

SAVE

































MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V. 04/15

GVWR	GAWR FRT	GAWR RR
3175 KG	1746 KG	1792 KG
7000 LB	3850 LB	3950 LB

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

**3GCPCTEJ5F0** TYPE: TRUCK

MODEL: C15543

CN35	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	P275/55R20	S	20X9J	220KPA(32PSI)
RR	P275/55R20	S	20X9J	220KPA(32PSI)
SPA	P265/70R17	S	17X7.5J	240KPA(35PSI)

SEE OWNER'S MANUAL FOR MORE INFORMATION.



Customer Number: [REDACTED]

Invoice No: [REDACTED]

WARRANTY

ALL STAR CHEVROLET, INC.

P.O. BOX 77330  
BATON ROUGE, LA 70879-7330  
TELEPHONE: (225) 298-8070  
www.allstarautomotive.com

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]  
Email: [REDACTED]

SERVICE ADVISOR: 11012 JESSICA CUTRER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		77086 / 77087	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 26DEC18			CASH	28DEC18
R.O. OPENED		READY	OPTIONS: SOLD-STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
16:55 13DEC18		09:29 28DEC18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A Customer States - INSPECT FOR GM PAC CASE# [REDACTED] - BRAKES FAILED REFERENCE PREVIOUS 2 REPAIR ORDERS							
CAUSE: .							
	0600016	PAC	INSPECTION				
	11163	WC40	0.50			56.98	56.98
				0	0	TPARTS	
				1500	5698	TLABOR	

TECH: 11163 ACTUAL HRS.: 3.30 SOLD HRS.: 0.50

SALE-LBR:	56.98	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	56.98
COST-LBR:	15.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	15.00

77086  
PERFORMED INSPECTION TOOK PICTURES AND EMAILED ESTIMATE PER GM PAC  
LABOR OP: 0600016  
\*\*\*\*\*

B Chevrolet Loaner Vehicle  
CAUSE: .

	LOAN Chevrolet Loaner Vehicle						
	11163	WC40	0.00			0.00	0.00
	LOAN GM Loaner/Rental Program					630.00	630.00
				0	0	TPARTS	
				0	0	TLABOR	

TECH: 11163 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR:	0.00	PTS:	0.00	MSC:	630.00	LUB:	0.00	SUB:	0.00	TOTAL	630.00
COST-LBR:	0.00	PTS:	0.00	MSC:	630.00	LUB:	0.00	SUB:	0.00	TOTAL	630.00

77086 LABOR OP: 0600146  
\*\*\*\*\*

D\*\* REPLACE RIGHT SIDE OUTSIDE REAR VIEW MIRROR PER GM PAC (Service added 12-26-2018 at 15:49:46 by JESSICA CUTRER)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.  (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	<b>DISCLAIMER AND WAIVER OF ALL WARRANTIES</b>		DESCRIPTION	TOTALS
	Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			<b>PLEASE PAY THIS AMOUNT</b>	

Customer Number: [REDACTED]

Invoice No: [REDACTED]

WARRANTY

Page 2 of 3

ALL STAR CHEVROLET, INC.

P.O. BOX 77330  
BATON ROUGE, LA 70879-7330  
TELEPHONE: (225) 298-8070  
www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 11012 JESSICA CUTRER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		77086 / 77087	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 26DEC18			CASH	28DEC18
R.O. OPENED		READY	OPTIONS: SOLD-STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
16:55 13DEC18		09:29 28DEC18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

CAUSE: .  
0600006 PAC OP  
11163 WC40 0.40 45.58 45.58  
1 84565230 MIRROR 359.03 359.03 359.03  
1 22889520 HOUSING 66.57 66.57 66.57  
FC: PART#: .. COUNT: 30400 42560 TPARTS  
CLAIM TYPE:  
AUTH CODE:  
1200 4558 TLABOR

TECH: 11163 ACTUAL HRS.: 1.47 SOLD HRS.: 0.40

SALE-LBR: 45.58 PTS: 425.60 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 471.18  
COST-LBR: 12.00 PTS: 304.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 316.00

77086 MIRROR PHYSICALLY DAMAGED  
REPLACED RIGHT SIDE REAR VIEW MIRROR PER PAC CASE.  
PAC LABOR OP: 0600006

\*\*\*\*\*

We appreciate your business

TECH: 11163 ACTUAL HRS.: 4.77 SOLD HRS.: 0.9

SALE-LBR: 102.56 PTS: 425.60 MSC: 630.00 LUB: 0.00 SUB: 0.00 TOTAL 1158.16  
COST-LBR: 27.00 PTS: 304.00 MSC: 630.00 LUB: 0.00 SUB: 0.00 TOTAL 961.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-26-18	10:42	14:00	3.30	W	11163	A	
	14:00	14:00	0.00	W	11163	B	
	14:00	14:01	0.02	W	11163	C	
	16:04	16:04	0.00	W	11163	D B A C	
	16:05	17:33	1.47	W	11163	D	

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	<b>DISCLAIMER AND WAIVER OF ALL WARRANTIES</b>		DESCRIPTION	TOTALS
	Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
		SALES TAX		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		<b>PLEASE PAY THIS AMOUNT</b>	

Warranty Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

WARRANTY

Page 3 of 3

ALL STAR CHEVROLET, INC.

P.O. BOX 77330  
BATON ROUGE, LA 70879-7330  
TELEPHONE: (225) 298-8070  
www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 11012 JESSICA CUTRER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		77086 / 77087	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 26DEC18			CASH	28DEC18
R.O. OPENED		READY	OPTIONS: SOLD-STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
16:55 13DEC18		09:29 28DEC18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/57200	10256	2700		5/77930	63000	63000	
5/54600	42560	30400		5/11400	115816	*****	

COST, SALE, & COMP TOTALS 96100 115816 0

<p>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	<b>DISCLAIMER AND WAIVER OF ALL WARRANTIES</b>		DESCRIPTION	TOTALS
	Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		LABOR AMOUNT	\$ 102.56
			PARTS AMOUNT	\$ 425.60
			GAS, OIL, LUBE	\$ 0.00
			SUBLET AMOUNT	\$ 0.00
			MISC. CHARGES	\$ 630.00
			TOTAL CHARGES	\$ 1158.16
			LESS INSURANCE	\$ 0.00
			SALES TAX	\$ 0.00
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>	<b>\$ 1158.16</b>

Warranty Copy

Advertisement

# 2015 Chevrolet Silverado 1500 Crew Cab Pricing Report



**Style:** High Country Pickup 4D 6 1/2 ft  
**Mileage:** 77,087

## Vehicle Highlights

**Fuel Economy:**  
City 16/Hwy 22/Comb 18 MPG

**Max Seating:** 5

**Doors:** 4

**Engine:** V8, EcoTec3, 5.3 Liter

**Drivetrain:** 4WD

**Transmission:** Auto, 6-Spd HD 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  
**\$24,834 - \$28,997**  
Private Party Value  
**\$26,916**



Valid for ZIP Code 70769 through 12/19/2018

## 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, 6-Spd HD Overdrive

### Drivetrain

4WD

### Braking and Traction

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 Wheel

### Entertainment and Instrumentation

AM/FM Stereo

CD/MP3 (Single Disc)

SiriusXM Satellite

MyLink

Navigation System

Bluetooth Wireless

OnStar

### Safety and Security

Park Assist

Ultrasonic Park Assist

Backup Camera

Dual Air Bags

F&R Side Air Bags

Head Curtain Air Bags

**Seats**

Heated Seats  
Cooled Seats  
Dual Power Seats  
Leather

**Roof and Glass**

Privacy Glass

**Lighting**

Daytime Running Lights

**Exterior**

Fog Lights  
Running Boards

**Cargo and Towing**

Bed Liner  
Towing Pkg

**Wheels and Tires**

Oversized Premium Wheels 20"+

**Exterior Color**

✓ Black

## Glossary of Terms

**Kelley Blue Book® Trade-in Value** - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options indicated.

**Trade-In Range** - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

**Kelley Blue Book® Private Party Value** - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

**Private Party Range** - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

**Excellent Condition** - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

**Very Good Condition** - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

**Good Condition** - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

**Fair Condition** - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

**Tip:**

It's crucial to know your car's true condition when you sell it, so that you can price it appropriately. Consider having your mechanic give you an objective report.

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Customer Number: [REDACTED]

Invoice No: [REDACTED]

ACCOUNTING

Page 1 of 2

ALL STAR CHEVROLET, INC.

P.O. BOX 77330

BATON ROUGE, LA 70879-7330

TELEPHONE: (225) 298-8070

www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 10776 MARK WALTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 / 73459	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	11OCT18
R.O. OPENED		READY	OPTIONS: STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
07:06 10OCT18		11:05 11OCT18					

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

A Customer States--LOSS OF STEERING ASSIST 18289  
 CAUSE: F  
 9103855 : Safety Recall - Loss of Steering Assist  
 9743 WC40 1.18 0.30 495 3419 34.19 34.19  
 FC: PART#: COUNT: 0 0 TPARTS  
 CLAIM TYPE: ZFAT  
 AUTH CODE:

495 3419 TLABOR  
 73459 Safety Recall - Loss of Steering Assist 9103855  
 9743 - Power Steering Control Module Reprogramming with SPS  
 warranty code:31e61

B GM Tire Rotation and Oil Change Maintenance Service  
 LOFT GM Tire Rotation and Oil Change Maintenance  
 Service  
 9743 CPC 0.00 0.60 990 2495 24.95 24.95  
 1 19330001 (S)FILTER 317 600 0 6.34 6.00 6.00  
 8 88865701 OIL 0/W20 2240 2800 0 5.00 3.50 28.00

73459 LUBE OIL FILTER WITH TIRE ROTATION  
 C Customer States--Driver side rear tire has a nail in it wants it  
 plugged or patched which ever is the cheapest.  
 TMA Customer States--Driver side rear tire has a  
 nail in it wants it plugged or patched which  
 ever is the cheapest.  
 9743 ISP 0.00 0.00 0 0 0.00 0.00

73459 NAIL DID NOT PENETRATE FULLY. 9743.  
 D Customer States-- CHECK BRAKES, DONT SEEM TO BE CATCHING  
 TMA Customer States-- CHECK BRAKES, DONT SEEM TO  
 BE CATCHING  
 997 ISP 0.00 0.00 0 0 0.00 0.00

E TECHNICIAN Multi-point Inspection  
 MPITECH TECHNICIAN Multi-point Inspection  
 9743 ISP 0.00 0.00 0 0 0.00 0.00

F\*\* Pads (AC-Delco), Front - Replace and Machine Rotors (Service added  
 10-10-2018 at 08:46:37 by MARK WALTER)

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.  (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	<b>DISCLAIMER AND WAIVER OF ALL WARRANTIES</b>		DESCRIPTION	TOTALS
	Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			<b>PLEASE PAY THIS AMOUNT</b>	

Accounting Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

ACCOUNTING

Page 2 of 2

ALL STAR CHEVROLET, INC.

P.O. BOX 77330

BATON ROUGE, LA 70879-7330

TELEPHONE: (225) 298-8070

www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 10776 MARK WALTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 / 73459	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	11OCT18
R.O. OPENED		READY	OPTIONS: STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
07:06 10OCT18		11:05 11OCT18					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
BM12 Pads (AC-Delco), Front - Replace and Machine Rotors											
	9743	CPC		0.00	2.00	3300	15000			150.00	150.00
1	19339852	(S)PAD				5358	10717	0	107.17	107.17	107.17
73459 front pads replaced and rotors machined by 9743.											
G** Pads (AC-Delco), Rear - Replace and Machine Rotors (Service added 10-10-2018 at 08:46:37 by MARK WALTER)											
BM16 Pads (AC-Delco), Rear - Replace and Machine Rotors											
	9743	CPC		0.00	2.00	3300	15000			150.00	150.00
1	19325443	(S)PAD KIT				3600	7200	0	72.00	72.00	72.00
73459 rear pads replaced and rotors machined by 9743.											
10PERCENT10 PERCENT DISCOUNT											
	LABOR	CPT				0	-3250			-32.50	-32.50
	PARTS	CPT				0	-2131			-21.31	-21.31
SHOP SUPPLIES 0 2421 24.21											
MILITARY DISCOUNT We appreciate your business											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-10-18	07:07	08:18	1.18	W	9743	A	
	14:24	14:24	0.00	W	997	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/57200	3419	495		5/57000	32495	7590	
5/54300	21317	11515		5/57300	0	0	
5/57001	-3250	0		5/54301	-2131	0	
5/77820	2421	0		5/21500	2263	0	
5/21510	2542	0		5/11400	3419	*****	
5/77300	0	*****		5/10105	55657	*****	

COST, SALE, & COMP TOTALS 19600 54271 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	<b>DISCLAIMER AND WAIVER OF ALL WARRANTIES</b>		DESCRIPTION	TOTALS
	Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		LABOR AMOUNT	\$ 324.95
			PARTS AMOUNT	\$ 213.17
			GAS, OIL, LUBE	\$ 0.00
			SUBLET AMOUNT	\$ 0.00
			MISC. CHARGES	\$ 24.21
			TOTAL CHARGES	\$ 562.33
			LESS INSURANCE	\$ 53.81
			SALES TAX	\$ 48.05
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>	<b>\$ 556.57</b>

Accounting Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE

Page 1 of 3

ALL STAR CHEVROLET, INC.

P.O. BOX 77330  
BATON ROUGE, LA 70879-7330  
TELEPHONE: (225) 298-8070  
www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 10776 MARK WALTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 / 73459	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	11OCT18
R.O. OPENED		READY	OPTIONS: STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
07:06 10OCT18		11:05 11OCT18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A Customer States--LOSS OF STEERING ASSIST 18289							
CAUSE: F							
9103855 : Safety Recall - Loss of Steering Assist							
9743 WC40 (N/C)							
FC: PART#: COUNT:							
CLAIM TYPE: ZFAT							
AUTH CODE:							

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
73459 Safety Recall - Loss of Steering Assist 9103855							
9743 - Power Steering Control Module Reprogramming with SPS							
warranty code:31e61							

B GM Tire Rotation and Oil Change Maintenance Service							
LOFT GM Tire Rotation and Oil Change Maintenance Service							
9743 CPC							
1	19330001	(S)FILTER			6.34	6.00	6.00
8	88865701	OIL 0/W20			5.00	3.50	28.00
PARTS:	34.00	LABOR:	24.95	OTHER:	0.00	TOTAL LINE B:	58.95
73459 LUBE OIL FILTER WITH TIRE ROTATION							

C Customer States--Driver side rear tire has a nail in it wants it plugged or patched which ever is the cheapest.							
TMA Customer States--Driver side rear tire has a nail in it wants it plugged or patched which ever is the cheapest.							
9743 ISP (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
73459 NAIL DID NOT PENETRATE FULLY. 9743.							

D Customer States-- CHECK BRAKES, DONT SEEM TO BE CATCHING							
TMA Customer States-- CHECK BRAKES, DONT SEEM TO BE CATCHING							

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	<b>DISCLAIMER AND WAIVER OF ALL WARRANTIES</b>		DESCRIPTION	TOTALS
	Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			<b>PLEASE PAY THIS AMOUNT</b>	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE			

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE

Page 2 of 3

ALL STAR CHEVROLET, INC.

P.O. BOX 77330

BATON ROUGE, LA 70879-7330

TELEPHONE: (225) 298-8070

www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 10776 MARK WALTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 / 73459	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	11OCT18
R.O. OPENED		READY	OPTIONS: STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
07:06 10OCT18		11:05 11OCT18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		997	ISP				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
*****							
E TECHNICIAN Multi-point Inspection							
MPITECH TECHNICIAN Multi-point Inspection							
		9743	ISP				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
*****							
F** Pads (AC-Delco), Front - Replace and Machine Rotors							
BM12 Pads (AC-Delco), Front - Replace and Machine Rotors							
		9743	CPC			150.00	150.00
	1	19339852	(S) PAD		107.17	107.17	107.17
PARTS:	107.17	LABOR:	150.00	OTHER:	0.00	TOTAL LINE F:	257.17
73459 front pads replaced and rotors machined by 9743.							
*****							
G** Pads (AC-Delco), Rear - Replace and Machine Rotors							
BM16 Pads (AC-Delco), Rear - Replace and Machine Rotors							
		9743	CPC			150.00	150.00
	1	19325443	(S) PAD KIT		72.00	72.00	72.00
PARTS:	72.00	LABOR:	150.00	OTHER:	0.00	TOTAL LINE G:	222.00
73459 rear pads replaced and rotors machined by 9743.							
*****							
10PERCENT10 PERCENT DISCOUNT							
CPT							
						-53.81	-53.81
SHOP SUPPLIES							
							24.21

\*\*\*\*\*THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED\*\*\*\*\*

,, DESCRIPTION: MD50 Wiper Blades (AC-Delco) - Replace

,, REASON DENIED: DEC

,, PERSON CONTACTED: [REDACTED]

,, COMMENTS: None

,, RECOMMENDED BY: 10776 WALTER

DENIAL ADDED BY: 10776 WALTER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	DISCLAIMER AND WAIVER OF ALL WARRANTIES Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

Customer Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE

Page 3 of 3

ALL STAR CHEVROLET, INC.

P.O. BOX 77330

BATON ROUGE, LA 70879-7330

TELEPHONE: (225) 298-8070

www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 10776 MARK WALTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 / 73459	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	11OCT18
R.O. OPENED		READY	OPTIONS: STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
07:06 10OCT18		11:05 11OCT18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
, ,	LINE ASSOCIATED:				ESTIMATE:	62.39	
, ,	DESCRIPTION: BGBFS BG BRAKE FLUID FLUSH						
, ,	REASON DENIED: DEC						
, ,	PERSON CONTACTED: [REDACTED]						
, ,	COMMENTS: None						
, ,	RECOMMENDED BY: 10776 WALTER			DENIAL ADDED BY: 10776 WALTER			
, ,	LINE ASSOCIATED:				ESTIMATE:	99.95	

MILITARY DISCOUNT

We appreciate your business

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	Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		LABOR AMOUNT	\$ 324.95		
			PARTS AMOUNT	\$ 213.17		
			GAS, OIL, LUBE	\$ 0.00		
			SUBLET AMOUNT	\$ 0.00		
			MISC. CHARGES	\$ 24.21		
			TOTAL CHARGES	\$ 562.33		
			LESS INSURANCE	\$ 53.81		
			SALES TAX	\$ 48.05		
			(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT \$ 556.57</b>

Customer Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

WORKORDER

Page 1 of 2

ALL STAR CHEVROLET, INC.

P.O. BOX 77330  
BATON ROUGE, LA 70879-7330  
TELEPHONE: (225) 298-8070  
www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 10776 WALTER, MARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 /	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	
R.O. OPENED		READY	OPTIONS:STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
10OCT2018 07:06							

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE	OP CODE	TECH...	TYPE	DESCRIPTION
[REDACTED]	10776	65608	06JUN18				
			LOF	10494	CPC		Oil and Filter Change
			MPI	10494	ISP		QUICK LANE Multi-point Inspection
			9997		CPC		5 PERCENT OFF SPECIAL
[REDACTED]	11012	58728	03APR18				
			CMA	11026	IGAI		CUSTOMER STATES THE A/C IS NOT COOLING
			TMA	11026	ISP		Customer States
			MPITECH	11026	ISP		TECHNICIAN Multi-point Inspection
[REDACTED]	10776	57525	23MAR18				
			LOFT	9743	CPC		GM Tire Rotation and Oil Change Mainte
			MPI	9743	ISP		QUICK LANE Multi-point Inspection
			TU15	9743	CPC		Air Filter Element - Replace
			MA83	9743	CPC		Cabin Air Filter - Replace
			9997		CPC		10 PERCENT DISCOUNT
[REDACTED]	10943	50682	26JAN18				
			LOFT	9930	CPC		GM Tire Rotation and Oil Change Mainte
			MPI	9930	ISP		QUICK LANE Multi-point Inspection
			TMA	9930	ISP		Customer States
			MA46	9930	CPC		Tire - Repair
			9997		CPC		10 PERCENT DISCOUNT
[REDACTED]	6979	43086	13NOV17				
			LOFT	10694	CPC		GM Tire Rotation and Oil Change Mainte
			MPI	10694	ISP		QUICK LANE Multi-point Inspection
[REDACTED]	9170	35893	05SEP17				
			LOFT	10694	CPC		GM Tire Rotation and Oil Change Mainte
			MPI	10694	ISP		QUICK LANE Multi-point Inspection
[REDACTED]	9170	28377	30JUN17				
			LOFT	9930	CPC		GM Tire Rotation and Oil Change Mainte
			MPI	9930	ISP		QUICK LANE Multi-point Inspection

EXCLUSION OF WARRANTIES

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

By signing below I acknowledge and understand that ALL STAR CHEVROLET, Inc. is Not Responsible for Loss or Damage to Car or Articles left in cars in case of fire, theft or any other cause beyond our control. I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle described on the streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto.

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	T ME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X

CUSTOMER SIGNATURE

AUTHORIZATION COPY

Signed X \_\_\_\_\_

Customer Number: [REDACTED]

Invoice No: [REDACTED]

WORKORDER

ALL STAR CHEVROLET, INC.

P.O. BOX 77330  
BATON ROUGE, LA 70879-7330  
TELEPHONE: (225) 298-8070  
www.allstarautomotive.com

Prarieville, LA [REDACTED]

Home: [REDACTED] Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 10776 WALTER, MARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 /	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	
R.O. OPENED		READY	OPTIONS:STK [REDACTED]	DLR:24408 ENG:6.2_Liter_SIDI			
10OCT2018 07:06							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TMA		WC40	Customer States--LOSS OF STEERING ASSIST 18289
# B	LOFT		CPC	GM Tire Rotation and Oil Change Maintenance Service
# C	TMA		CPC	Customer States--Driver side rear tire has a nail in it wants it plugged or patched which ever is the cheapest.
# D	TMA		CPC	Customer States-- CHECK BRAKES, DONT SEEM TO BE CATCHING
# E	MPITECH		ISP	TECHNICIAN Multi-point Inspection

\*\*\*\*\*

Preliminary Estimate : \$0.00

\*\*\*\*\*

EXCLUSION OF WARRANTIES

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By signing below I acknowledge and understand that ALL STAR CHEVROLET, Inc. is Not Responsible for Loss or Damage to Car or Articles left in cars in case of fire, theft or any other cause beyond our control. I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle described on the streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto.

Signed X \_\_\_\_\_

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	T ME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X \_\_\_\_\_

CUSTOMER SIGNATURE

AUTHORIZATION COPY

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE

ALL STAR CHEVROLET, INC.

P.O. BOX 77330  
BATON ROUGE, LA 70879-7330  
TELEPHONE: (225) 298-8070  
www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 10776 MARK WALTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 / 73459	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	11OCT18
R.O. OPENED		READY	OPTIONS: STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
07:06 10OCT18		11:05 11OCT18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A Customer States--LOSS OF STEERING ASSIST 18289							
CAUSE: F							
9103855 : Safety Recall - Loss of Steering Assist							
9743 WC40 (N/C)							
FC: PART#: COUNT:							
CLAIM TYPE: ZFAT							
AUTH CODE:							

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
73459 Safety Recall - Loss of Steering Assist 9103855							
9743 - Power Steering Control Module Reprogramming with SPS							
warranty code:31e61							

B GM Tire Rotation and Oil Change Maintenance Service							
LOFT GM Tire Rotation and Oil Change Maintenance Service							
9743 CPC							
1	19330001	(S)FILTER			6.34	6.00	6.00
8	88865701	OIL 0/W20			5.00	3.50	28.00
PARTS:	34.00	LABOR:	24.95	OTHER:	0.00	TOTAL LINE B:	58.95
73459 LUBE OIL FILTER WITH TIRE ROTATION							

C Customer States--Driver side rear tire has a nail in it wants it plugged or patched which ever is the cheapest.							
TMA Customer States--Driver side rear tire has a nail in it wants it plugged or patched which ever is the cheapest.							
9743 ISP (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
73459 NAIL DID NOT PENETRATE FULLY. 9743.							

D Customer States-- CHECK BRAKES, DONT SEEM TO BE CATCHING  
TMA Customer States-- CHECK BRAKES, DONT SEEM TO BE CATCHING

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	Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			<b>PLEASE PAY THIS AMOUNT</b>	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE			

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE

Page 2 of 3

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P.O. BOX 77330

BATON ROUGE, LA 70879-7330

TELEPHONE: (225) 298-8070

www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 10776 MARK WALTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 / 73459	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	11OCT18
R.O. OPENED		READY	OPTIONS: STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
07:06 10OCT18		11:05 11OCT18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		997	ISP				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
*****							
E TECHNICIAN Multi-point Inspection							
MPITECH TECHNICIAN Multi-point Inspection							
		9743	ISP				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
*****							
F** Pads (AC-Delco), Front - Replace and Machine Rotors							
BM12 Pads (AC-Delco), Front - Replace and Machine Rotors							
		9743	CPC			150.00	150.00
	1	19339852	(S) PAD		107.17	107.17	107.17
PARTS:	107.17	LABOR:	150.00	OTHER:	0.00	TOTAL LINE F:	257.17
73459 front pads replaced and rotors machined by 9743.							
*****							
G** Pads (AC-Delco), Rear - Replace and Machine Rotors							
BM16 Pads (AC-Delco), Rear - Replace and Machine Rotors							
		9743	CPC			150.00	150.00
	1	19325443	(S) PAD KIT		72.00	72.00	72.00
PARTS:	72.00	LABOR:	150.00	OTHER:	0.00	TOTAL LINE G:	222.00
73459 rear pads replaced and rotors machined by 9743.							
*****							
10PERCENT10 PERCENT DISCOUNT							
CPT							
						-53.81	-53.81
SHOP SUPPLIES							
							24.21

\*\*\*\*\*THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED\*\*\*\*\*

DESCRIPTION: MD50 Wiper Blades (AC-Delco) - Replace  
 REASON DENIED: DEC  
 PERSON CONTACTED: [REDACTED]  
 COMMENTS: None  
 RECOMMENDED BY: 10776 WALTER

DENIAL ADDED BY: 10776 WALTER

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.  (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	<b>DISCLAIMER AND WAIVER OF ALL WARRANTIES</b>		DESCRIPTION	TOTALS
	Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			<b>PLEASE PAY THIS AMOUNT</b>	

Commercial Billing Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

INVOICE

Page 3 of 3

ALL STAR CHEVROLET, INC.

P.O. BOX 77330

BATON ROUGE, LA 70879-7330

TELEPHONE: (225) 298-8070

www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 10776 MARK WALTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 / 73459	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	11OCT18
R.O. OPENED		READY	OPTIONS: STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
07:06 10OCT18		11:05 11OCT18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
, ,	LINE ASSOCIATED:				ESTIMATE:	62.39		
, ,	DESCRIPTION:	BGBFS BG BRAKE FLUID FLUSH						
, ,	REASON DENIED:	DEC						
, ,	PERSON CONTACTED:	[REDACTED]						
, ,	COMMENTS:	None						
, ,	RECOMMENDED BY:	10776	WALTER		DENIAL ADDED BY:	10776	WALTER	
, ,	LINE ASSOCIATED:				ESTIMATE:	99.95		

MILITARY DISCOUNT

We appreciate your business

<p>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	<b>DISCLAIMER AND WAIVER OF ALL WARRANTIES</b>		DESCRIPTION	TOTALS	
	<p>Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.</p>		LABOR AMOUNT	\$ 324.95	
			PARTS AMOUNT	\$ 213.17	
			GAS, OIL, LUBE	\$ 0.00	
			SUBLET AMOUNT	\$ 0.00	
			MISC. CHARGES	\$ 24.21	
			TOTAL CHARGES	\$ 562.33	
			LESS INSURANCE	\$ 53.81	
			SALES TAX	\$ 48.05	
			(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>

Commercial Billing Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

WORKORDER

Page 1 of 2

Cell: [REDACTED]

ALL STAR CHEVROLET, INC.

P.O. BOX 77330  
BATON ROUGE, LA 70879-7330  
TELEPHONE: (225) 298-8070  
www.allstarautomotive.com

SERVICE ADVISOR: 10776 WALTER, MARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 /	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	
R.O. OPENED		READY	OPTIONS:STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
10OCT2018 07:06							

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE	OP CODE	TECH...	TYPE	DESCRIPTION
[REDACTED]	10776	65608	06JUN18				
			LOF	10494	CPC		Oil and Filter Change
			MPI	10494	ISP		QUICK LANE Multi-point Inspection
			9997		CPC		5 PERCENT OFF SPECIAL
[REDACTED]	11012	58728	03APR18				
			CMA	11026	IGAI		CUSTOMER STATES THE A/C IS NOT COOLING
			TMA	11026	ISP		Customer States
			MPITECH	11026	ISP		TECHNICIAN Multi-point Inspection
[REDACTED]	10776	57525	23MAR18				
			LOFT	9743	CPC		GM Tire Rotation and Oil Change Mainte
			MPI	9743	ISP		QUICK LANE Multi-point Inspection
			TU15	9743	CPC		Air Filter Element - Replace
			MA83	9743	CPC		Cabin Air Filter - Replace
			9997		CPC		10 PERCENT DISCOUNT
[REDACTED]	10943	50682	26JAN18				
			LOFT	9930	CPC		GM Tire Rotation and Oil Change Mainte
			MPI	9930	ISP		QUICK LANE Multi-point Inspection
			TMA	9930	ISP		Customer States
			MA46	9930	CPC		Tire - Repair
			9997		CPC		10 PERCENT DISCOUNT
[REDACTED]	6979	43086	13NOV17				
			LOFT	10694	CPC		GM Tire Rotation and Oil Change Mainte
			MPI	10694	ISP		QUICK LANE Multi-point Inspection
[REDACTED]	9170	35893	05SEP17				
			LOFT	10694	CPC		GM Tire Rotation and Oil Change Mainte
			MPI	10694	ISP		QUICK LANE Multi-point Inspection
[REDACTED]	9170	28377	30JUN17				
			LOFT	9930	CPC		GM Tire Rotation and Oil Change Mainte
			MPI	9930	ISP		QUICK LANE Multi-point Inspection

EXCLUSION OF WARRANTIES

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

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

By signing below I acknowledge and understand that ALL STAR CHEVROLET, Inc. is Not Responsible for Loss or Damage to Car or Articles left in cars in case of fire, theft or any other cause beyond our control. I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle described on the streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto.

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	T ME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X

CUSTOMER SIGNATURE

AUTHORIZATION COPY

Signed X \_\_\_\_\_

Customer Number: [REDACTED]

Invoice No: [REDACTED]

WORKORDER

Page 2 of 2

ALL STAR CHEVROLET, INC.

P.O. BOX 77330

BATON ROUGE, LA 70879-7330

TELEPHONE: (225) 298-8070

www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 10776 WALTER, MARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 /	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	
R.O. OPENED		READY	OPTIONS:STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
10OCT2018 07:06							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TMA		WC40	Customer States--LOSS OF STEERING ASSIST 18289
# B	LOFT		CPC	GM Tire Rotation and Oil Change Maintenance Service
# C	TMA		CPC	Customer States--Driver side rear tire has a nail in it wants it plugged or patched which ever is the cheapest.
# D	TMA		CPC	Customer States-- CHECK BRAKES, DONT SEEM TO BE CATCHING
# E	MPITECH		ISP	TECHNICIAN Multi-point Inspection

\*\*\*\*\*

Preliminary Estimate : \$0.00

\*\*\*\*\*

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

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

By signing below I acknowledge and understand that ALL STAR CHEVROLET, Inc. is Not Responsible for Loss or Damage to Car or Articles left in cars in case of fire, theft or any other cause beyond our control. I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle described on the streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto.

Signed X \_\_\_\_\_

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	T ME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X \_\_\_\_\_

CUSTOMER SIGNATURE

**AUTHORIZATION COPY**

Customer Number: [REDACTED]

Invoice No: [REDACTED]

WARRANTY

Page 1 of 1

ALL STAR CHEVROLET, INC.

P.O. BOX 77330  
BATON ROUGE, LA 70879-7330  
TELEPHONE: (225) 298-8070  
www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 10776 MARK WALTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		73459 / 73459	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 10OCT18			CASH	11OCT18
R.O. OPENED		READY	OPTIONS: STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
07:06 10OCT18		11:05 11OCT18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A Customer States--LOSS OF STEERING ASSIST 18289  
 CAUSE: F  
 9103855 : Safety Recall - Loss of Steering Assist  
 9743 WC40 0.30 34.19 34.19  
 FC: PART#: COUNT: 0 0 TPARTS  
 CLAIM TYPE: ZFAT  
 AUTH CODE:

495 3419 TLABOR  
 TECH: 9743 ACTUAL HRS.: 1.18 SOLD HRS.: 0.30

SALE-LBR: 34.19 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 34.19  
 COST-LBR: 4.95 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 4.95

73459 Safety Recall - Loss of Steering Assist 9103855  
 9743 - Power Steering Control Module Reprogramming with SPS  
 warranty code:31e61

MILITARY DISCOUNT We appreciate your business

TECH: 9743 ACTUAL HRS.: 1.18 SOLD HRS.: 0.3

SALE-LBR: 34.19 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 34.19  
 COST-LBR: 4.95 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 4.95

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-10-18	07:07	08:18	1.18	W	9743	A	
	14:24	14:24	0.00	W	997	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/57200	3419	495		5/11400	3419	*****	

COST, SALE, & COMP TOTALS 495 3419 0

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	Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		LABOR AMOUNT	\$ 34.19
			PARTS AMOUNT	\$ 0.00
			GAS, OIL, LUBE	\$ 0.00
			SUBLET AMOUNT	\$ 0.00
			MISC. CHARGES	\$ 0.00
			TOTAL CHARGES	\$ 34.19
			LESS INSURANCE	\$ 0.00
			SALES TAX	\$ 0.00
			<b>PLEASE PAY THIS AMOUNT</b>	<b>\$ 34.19</b>

Warranty Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

\*ACCOUNTING\*

Page 1 of 1

ALL STAR CHEVROLET, INC.

P.O. BOX 77330

BATON ROUGE, LA 70879-7330

TELEPHONE: (225) 298-8070

www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 11012 JESSICA CUTRER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		76032 / 76034	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 29NOV18			CASH	29NOV18
R.O. OPENED		READY	OPTIONS: SOLD-STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
16:26 28NOV18		15:07 29NOV18					

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

A Customer States- HAVING PROBLEMS WITH THE BRAKES WHEN HE GOES SLOW AND THEN PUMPS THEM IT DOES NOT WANT TO STOP  
 TMA Customer States- HAVING PROBLEMS WITH THE BRAKES WHEN HE GOES SLOW AND THEN PUMPS THEM IT DOES NOT WANT TO STOP  
 10993 IGAI 1.45 2.20 5500 25069 250.69 250.69  
 1 12669488 (S)PUMP 12197 17076 0 243.95 170.76 170.76  
 76032 INSPECTED AND FOUND VACUUM PUMP NOT RELEASING ENOUGH VACUUM.  
 VACUUM PUMP WILL NEED TO BE REPLACED  
 REPLACED VACUUM PUMP  
 TEST DROVE  
 ALL OK

B TECHNICIAN Multi-point Inspection  
 MPITECH TECHNICIAN Multi-point Inspection  
 10993 ISP 0.00 0.00 0 0 0.00 0.00  
 TECHAP TECHNICIAN APPOINTMENT 0 0 0.00 0.00

C Pre-approved Diagnosis  
 TMA Customer States  
 10993 ISP 0.00 0.00 0 0 0.00 0.00  
 We appreciate your business

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-29-18	08:00	08:27	0.45	W	10993	A	
	14:01	15:01	1.00	W	10993	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/57001	25069	5500		5/54300	17076	12197	
5/57300	0	0		5/21560	0	0	
5/21500	1876	0		5/21510	2107	0	
5/11265	46128	*****		5/77300	0	*****	

COST, SALE, & COMP TOTALS 17697 42145 0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	<b>DISCLAIMER AND WAIVER OF ALL WARRANTIES</b>		DESCRIPTION	TOTALS
	Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.		LABOR AMOUNT	\$ 0.00
			PARTS AMOUNT	\$ 0.00
			GAS, OIL, LUBE	\$ 0.00
			SUBLET AMOUNT	\$ 0.00
			MISC. CHARGES	\$ 0.00
			TOTAL CHARGES	\$ 0.00
			LESS INSURANCE	\$ 0.00
			SALES TAX	\$ 0.00
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>	<b>\$ 0.00</b>

Accounting Cashier Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]



INVOICE

Page 1 of 2

Cell: [REDACTED]

P.O. BOX 77330  
BATON ROUGE, LA 70879-7330  
TELEPHONE: (225) 298-8070  
www.allstarautomotive.com

SERVICE ADVISOR: 11012 JESSICA CUTRER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		76032 / 76034	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 29NOV18			CASH	30NOV18
R.O. OPENED		READY	OPTIONS: SOLD-STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
16:26 28NOV18		17:04 30NOV18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A Customer States- HAVING PROBLEMS WITH THE BRAKES WHEN HE GOES SLOW AND THEN PUMPS THEM IT DOES NOT WANT TO STOP  
 TMA Customer States- HAVING PROBLEMS WITH THE BRAKES WHEN HE GOES SLOW AND THEN PUMPS THEM IT DOES NOT WANT TO STOP  
 10993 IGAI (N/C)  
 1 12669488 (S)PUMP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 76032 INSPECTED AND FOUND VACUUM PUMP NOT RELEASING ENOUGH VACUUM.  
 VACUUM PUMP WILL NEED TO BE REPLACED  
 REPLACED VACUUM PUMP  
 TEST DROVE  
 ALL OK

B TECHNICIAN Multi-point Inspection  
 MPITECH TECHNICIAN Multi-point Inspection  
 10993 ISP (N/C)  
 TECHAP TECHNICIAN APPOINTMENT (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C Pre-approved Diagnosis  
 TMA Customer States  
 10993 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

\*\*\*\*\*THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED\*\*\*\*\*  
 ,, DESCRIPTION: ED10 Battery (AC-Delco) - Replace  
 ,, REASON DENIED: LAT Customer will have work performed later  
 ,, PERSON CONTACTED: [REDACTED]  
 ,, COMMENTS: None  
 ,, RECOMMENDED BY: 11012 CUTRER DENIAL ADDED BY: 11012 CUTRER  
 ,, LINE ASSOCIATED: ESTIMATE: 206.63

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	<b>DISCLAIMER AND WAIVER OF ALL WARRANTIES</b> Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	
		<b>PLEASE PAY THIS AMOUNT</b>	

Customer Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]



INVOICE

Page 2 of 2

Cell: [REDACTED]

P.O. BOX 77330  
BATON ROUGE, LA 70879-7330  
TELEPHONE: (225) 298-8070  
www.allstarautomotive.com

SERVICE ADVISOR: 11012 JESSICA CUTRER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		76032 / 76034	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 29NOV18			CASH	30NOV18
R.O. OPENED		READY	OPTIONS: SOLD-STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
16:26 28NOV18		17:04 30NOV18					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

We appreciate your business



GENUINE CHEVROLET

<p>ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.</p>	<b>DISCLAIMER AND WAIVER OF ALL WARRANTIES</b>		DESCRIPTION	TOTALS	
	<p>Any warranties, express or implied, on the products sold hereby are those made by the manufacturer. Seller, ALL STAR CHEVROLET, INC., expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ALL STAR CHEVROLET, NC, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product.</p>		LABOR AMOUNT	\$ 0.00	
			PARTS AMOUNT	\$ 0.00	
			GAS, OIL, LUBE	\$ 0.00	
			SUBLET AMOUNT	\$ 0.00	
			MISC. CHARGES	\$ 0.00	
			TOTAL CHARGES	\$ 0.00	
			LESS INSURANCE	\$ 0.00	
			SALES TAX	\$ 0.00	
			(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>

Customer Copy

Customer Number: [REDACTED]

Invoice No: [REDACTED]

WORKORDER

Page 1 of 2

ALL STAR CHEVROLET, INC.

P.O. BOX 77330

BATON ROUGE, LA 70879-7330

TELEPHONE: (225) 298-8070

www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 11012 CUTRER, JESSICA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
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DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 29NOV18			CASH	
R.O. OPENED		READY	OPTIONS: SOLD-STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
28NOV2018 16:26							

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE	OP CODE	TECH...	TYPE	DESCRIPTION
[REDACTED]	10776	73459	11OCT18				
			9103855	9743	WC40		Safety Recall - Loss of Steering Ass
			LOFT	9743	CPC		GM Tire Rotation and Oil Change Maint
			TMA	9743	ISP		Customer States--Driver side rear tir
			TMA	997	ISP		Customer States-- CHECK BRAKES, DONT
			MPITECH	9743	ISP		TECHNICIAN Multi-point Inspection
			BM12	9743	CPC		Pads (AC-Delco), Front - Replace and
			BM16	9743	CPC		Pads (AC-Delco), Rear - Replace and M
			9997		CPT		10 PERCENT DISCOUNT
[REDACTED]	10776	65608	06JUN18				
			LOF	10494	CPC		Oil and Filter Change
			MPI	10494	ISP		QUICK LANE Multi-point Inspection
			9997		CPC		5 PERCENT OFF SPECIAL
[REDACTED]	11012	58728	03APR18				
			CMA	11026	IGAI		CUSTOMER STATES THE A/C IS NOT COOLING
			TMA	11026	ISP		Customer States
			MPITECH	11026	ISP		TECHNICIAN Multi-point Inspection
[REDACTED]	10776	57525	23MAR18				
			LOFT	9743	CPC		GM Tire Rotation and Oil Change Mainte
			MPI	9743	ISP		QUICK LANE Multi-point Inspection
			TU15	9743	CPC		Air Filter Element - Replace
			MA83	9743	CPC		Cabin Air Filter - Replace
			9997		CPC		10 PERCENT DISCOUNT
[REDACTED]	10943	50682	26JAN18				
			LOFT	9930	CPC		GM Tire Rotation and Oil Change Mainte
			MPI	9930	ISP		QUICK LANE Multi-point Inspection
			TMA	9930	ISP		Customer States
			MA46	9930	CPC		Tire - Repair
			9997		CPC		10 PERCENT DISCOUNT

EXCLUSION OF WARRANTIES

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PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	T ME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X

CUSTOMER SIGNATURE

AUTHORIZATION COPY

Signed X \_\_\_\_\_

Customer Number: [REDACTED]

Invoice No: [REDACTED]

WORKORDER

Page 2 of 2

ALL STAR CHEVROLET, INC.

P.O. BOX 77330

BATON ROUGE, LA 70879-7330

TELEPHONE: (225) 298-8070

www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 11012 CUTRER, JESSICA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		76032 /	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 29NOV18			CASH	
R.O. OPENED		READY	OPTIONS: SOLD-STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
28NOV2018 16:26							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TMA		IGAI	Customer States- HAVING PROBLEMS WITH THE BRAKES WHEN HE GOES SLOW AND THEN PUMPS THEM IT DOES NOT WANT TO STOP

# B	MPITECH		ISP	TECHNICIAN Multi-point Inspection
-----	---------	--	-----	-----------------------------------

# C	DIAG		CPC	Pre-approved Diagnosis
-----	------	--	-----	------------------------

\*\*\*\*\*

Preliminary Estimate : \$99.95

\*\*\*\*\*

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REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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**AUTHORIZATION COPY**

Customer Number: [REDACTED]

Invoice No: [REDACTED]

WORKORDER

Page 1 of 2

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			BM12	9743		CPC	Pads (AC-Delco), Front - Replace and
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[REDACTED]	10943	50682	26JAN18				
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			MPI	9930		ISP	QUICK LANE Multi-point Inspection
			TMA	9930		ISP	Customer States
			MA46	9930		CPC	Tire - Repair
			9997			CPC	10 PERCENT DISCOUNT

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PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	T ME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X

CUSTOMER SIGNATURE

AUTHORIZATION COPY

Signed X \_\_\_\_\_

Customer Number: [REDACTED]

Invoice No: [REDACTED]

WORKORDER

Page 2 of 2

ALL STAR CHEVROLET, INC.

P.O. BOX 77330  
BATON ROUGE, LA 70879-7330  
TELEPHONE: (225) 298-8070  
www.allstarautomotive.com

Cell: [REDACTED]

SERVICE ADVISOR: 11012 CUTRER, JESSICA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	CHEVROLET SILVERADO	3GCPCTEJ5FG [REDACTED]		76032 / [REDACTED]	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03JAN17			16:00 29NOV18			CASH	
R.O. OPENED		READY	OPTIONS: SOLD-STK:W [REDACTED] DLR:24408 ENG:6.2_Liter_SIDI				
28NOV2018 16:26							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TMA		IGAI	Customer States- HAVING PROBLEMS WITH THE BRAKES WHEN HE GOES SLOW AND THEN PUMPS THEM IT DOES NOT WANT TO STOP

# B	MPITECH		ISP	TECHNICIAN Multi-point Inspection
-----	---------	--	-----	-----------------------------------

# C	DIAG		CPC	Pre-approved Diagnosis
-----	------	--	-----	------------------------

\*\*\*\*\*

Preliminary Estimate : \$99.95

\*\*\*\*\*

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AUTHORIZED BY X

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REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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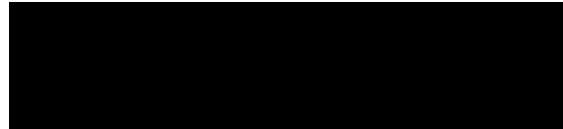


PE18-012

GM

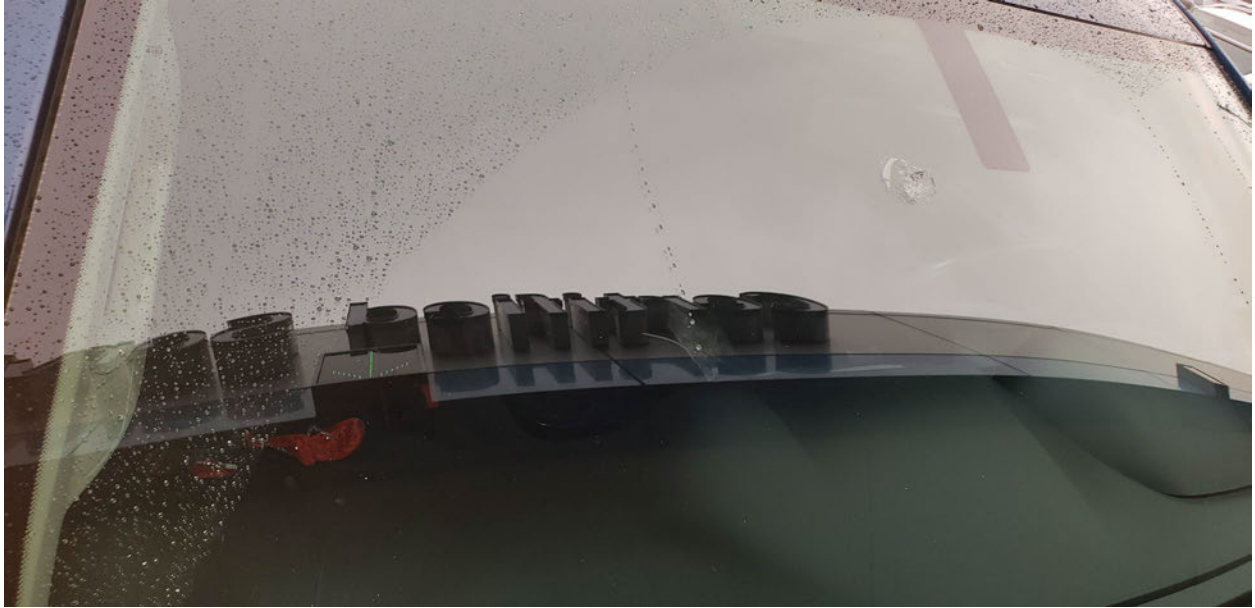
3-27-2019

Q3



SPRINNER DEALER PHOTO LOG







MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V. 26166

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

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

3GCUKREC8GG [REDACTED] TYPE: TRUCK

MODEL: K15643

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

SEE OWNER'S MANUAL FOR MORE INFORMATION.

















## 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:	GCUKREC8GC	Dealership contact (Service Manager/Director)	Josh Petty
Model:	Silverado 1500	Dealership / (Service Manager/Director) Phone #	(909) 79-2681
Mileage:	45,076	Dealer City/ST	Redlands , CA
Dlr. BAC & Name	Tom Bell Chevrolet (114)	Warranty Rate:	\$125.28

### Section 2 INSPECTION SUMMARY

**Customer Statement of Incident:**

Customer states brake failure caused his wife to hit a boulder at a campsite. Dealer nor customer could duplicate the issue. Customer states about a month ago, the issue started up again. He has to press hard on the brake pedal in order to stop.

**Customer Allegation of Defect:**

Customer states brake failure caused vehicle to hit a boulder

### Section 3 VEHICLE / SYSTEM INSPECTION

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

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

DTC	Symptom	Module	Description	Current	History
C025E	SA	EBCM	Brake Booster Vacuum sensor circuit		X
B1325	03	RADIO CONT	control module power circuit		X
B1325	03	HVAC CONT	control module power circuit		X
B1325	03	RADIO	control module power circuit		X
U0164	00	RADIO	lost comm w/HVAC control module		X
B027E	00	AMZ	Front Video Display output signal		X
B027B	0B	HMI	RearView camera input signal circuit		X


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

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

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

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

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

Full    Clear    Normal Smell    Other: \_\_\_\_\_

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

**If the engine will run:**

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

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

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

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

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

Describe:	
Describe:	
Describe:	
Describe:	
Describe:	
Describe:	

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

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
	10mm	10mm	9mm	10mm	9mm	9mm	8mm	9mm

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

*performed proper on dry road*

**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	265/60 SR18	M&S	265/65 R18	35	5/32
RF				35	5/32
LR				35	6/32
RR	WRADglen SR18			35	5/32

**Specific test requests:**

Perform brake inspection and perform diagnosis for a brake vacuum pump/system intermittent fault condition. Provide specific vacuum readings and confirm a concern was or was not found.

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.

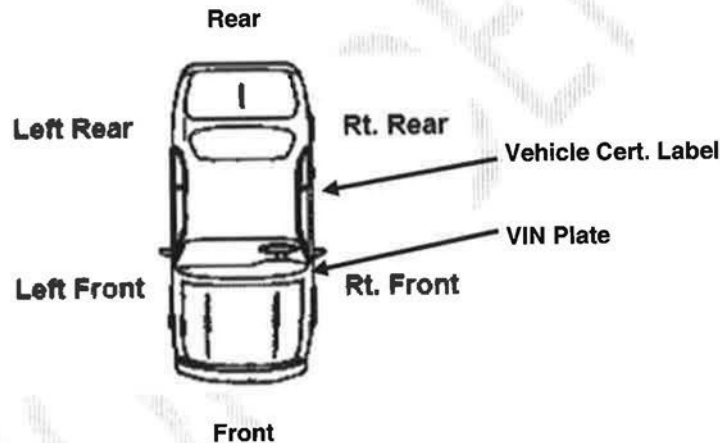
Monitor Brake Booster Pressure Sensor Found When Braking Felt Loose of Brake Assist. Brake Booster Vacuum sensor -0.9 PSI

**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.

SPINNER DEALER INSPECTION PHOTOS

















MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V. 06/16

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

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

3GCUKREC8GG [REDACTED] TYPE: TRUCK

MODEL: K15543

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

SEE OWNER'S MANUAL FOR MORE INFORMATION.



**TOM BELL COLLISION REPAIR**

1105 W. REDLANDS BLVD, REDLANDS, CA 92373  
Phone: (909) 557-2130  
FAX: (909) 557-2137

Workfile ID: 41df303c  
Federal ID: [REDACTED]  
State EPA: [REDACTED]  
BAR: ARD00254473

**Preliminary Estimate**

**Customer:** [REDACTED]

Written By: Chad Michael

Insured: [REDACTED]

Policy #:

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact:

**Owner:**  
[REDACTED]

**Inspection Location:**  
TOM BELL COLLISION REPAIR  
1105 W. REDLANDS BLVD  
REDLANDS, CA 92373  
Repair Facility  
(909) 557-2130 Other

**Insurance Company:**

**VEHICLE**

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

VIN: 3GCUKREC8GG [REDACTED]

Interior Color:

Mileage In:

Vehicle Out:

License:

Exterior Color:

Mileage Out:

State:

Production Date:

Condition:

Job #:

**TRANSMISSION**

Automatic Transmission  
Overdrive  
4 Wheel Drive

**POWER**

Power Steering  
Power Brakes  
Power Windows  
Power Locks  
Power Mirrors  
Heated Mirrors

**DECOR**

Dual Mirrors  
Privacy Glass

**CONVENIENCE**

Air Conditioning  
Tilt Wheel  
Cruise Control  
Keyless Entry  
Message Center  
Steering Wheel Touch Controls

**RADIO**

AM Radio  
FM Radio  
Stereo  
Search/Seek  
CD Player  
Auxiliary Audio Connection

Satellite Radio

**SAFETY**

Drivers Side Air Bag  
Passenger Air Bag  
Anti-Lock Brakes (4)  
4 Wheel Disc Brakes  
Traction Control  
Stability Control  
Front Side Impact Air Bags  
Head/Curtain Air Bags  
Communications System  
Hands Free Device  
Xenon Headlamps  
Positraction

**SEATS**

Redining/Lounge Seats

**WHEELS**

Aluminum/Alloy Wheels

**PAINT**

Clear Coat Paint

**OTHER**

Fog Lamps

**TRUCK**

Rear Step Bumper  
Trailer Hitch  
Trailer Package  
Power Trunk/Gate Release

Get live updates at [REDACTED]

**Preliminary Estimate**

**Customer:** [REDACTED]

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

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		<b>CAB</b>					
2	*	Rpr RT Uniside assy				s 4.0	2.5
3		Add for Clear Coat					1.0
4		<b>FRONT DOOR</b>					
5	*	Rpr RT Outer panel double & crew cab				6.5	2.4
6		Overlap Major Non-Adj. Panel					-0.2
7		Add for Clear Coat					0.4
8		R&I RT Belt molding double & crew cab black				0.3	
9		Repl RT Nameplate "SILVERADO"	15129652	1	64.95	0.3	
10		Repl RT Body side mldg double & crew cab body color	22775441	1	124.38	0.3	0.6
11		Overlap Minor Panel					-0.2
12		Add for Clear Coat					0.1
13		R&I RT R&I mirror				0.3	
14		R&I RT Handle, outside black				0.3	
15		R&I RT R&I trim panel				0.4	
16		<b>REAR DOOR</b>					
17	#	Repl COVER CAR		1	7.00 T	0.3	
18	*	Rpr RT Outer panel				3.5	2.4
19		Overlap Major Non-Adj. Panel					-0.2
20		Add for Clear Coat					0.4
21		R&I RT Belt molding black				0.3	
22		Repl RT Body side mldg body color	22775448	1	103.95	0.3	0.6
23		Overlap Minor Panel					-0.2
24		Add for Clear Coat					0.1
25		R&I RT Handle, outside black				0.3	
26		R&I RT R&I trim panel				0.4	
27	#	Repl COLORSAND & BUFF		1		1.0	
28	#	Repl TINT COLOR		1		1.0	
29	#	Repl GRAVEL GAURD		1	10.00 T	0.5	
<b>SUBTOTALS</b>					<b>310.28</b>	<b>20.0</b>	<b>9.7</b>



## Preliminary Estimate

Customer: [REDACTED]

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

### ESTIMATE TOTALS

Category	Basis			Rate	Cost \$
Parts					293.28
Body Labor	20.0 hrs	@	\$ 54.00 /hr		1,080.00
Paint Labor	9.7 hrs	@	\$ 54.00 /hr		523.80
Paint Supplies	9.7 hrs	@	\$ 38.00 /hr		368.60
Miscellaneous					17.00
Subtotal					2,282.68
Sales Tax	\$ 678.88	@	7.7500 %		52.61
<b>Grand Total</b>					<b>2,335.29</b>
Deductible					0.00
<b>CUSTOMER PAY</b>					<b>0.00</b>
<b>INSURANCE PAY</b>					<b>2,335.29</b>

#### MyPriceLink Estimate ID / Quote ID:

502989023824887808 / 40545818

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

FOR YOUR PROTECTION CALIFORNIA LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM: ANY PERSON WHO KNOWINGLY PRESENTS FALSE OR FRAUDULENT CLAIM FOR THE PAYMENT OF A LOSS IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED:

MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART, A=APPROXIMATE PRICE. LABOR TYPES: B=BODY LABOR, D=DIAGNOSTIC, E=ELECTRICAL, F=FRAME, G=GLASS, M=MECHANICAL, P=PAINT LABOR, S=STRUCTURAL, T=TAXED MISCELLANEOUS, X=NON TAXED MISCELLANEOUS. CCC ONE: ADJ=ADJACENT, ALGN=ALIGN, A/M=AFTERMARKET, BLND=BLEND, CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION, D&R=DISCONNECT AND RECONNECT, EST=ESTIMATE, EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY, INCL=INCLUDED, MISC=MISCELLANEOUS, NAGS=NATIONAL AUTO GLASS SPECIFICATIONS, NON-ADJ=NON ADJACENT, O/H=OVERHAUL, OP=OPERATION, NO=LINE NUMBER, QTY=QUANTITY, RECOND=RECONDITION, REFN=REFINISH, REPL=REPLACE, R&I=REMOVE AND INSTALL, R&R=REMOVE AND REPLACE, RPR=REPAIR, RT=RIGHT, SECT=SECTION, SUBL=SUBLET, LT=LEFT, W/O=WITHOUT, W/\_=WITH/\_ SYMBOLS: #=MANUAL LINE ENTRY, \*=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED], \*\*=DATABASE LINE WITH AFTERMARKET, N=NOTES ATTACHED TO LINE. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT.

"CURE TIME" MEANS THE LENGTH OF TIME THAT, PER THE ADHESIVE MANUFACTURER, THE WINDSHIELD ADHESIVE NEEDS TO CURE UNTIL THE WINDSHIELD CAN PROPERLY FUNCTION AS A SAFETY DEVICE PURSUANT TO THE FEDERAL MOTOR VEHICLE SAFETY STANDARDS AND THE VEHICLE MANUFACTURER'S SPECIFICATIONS.

## Preliminary Estimate

**Customer:** [REDACTED]

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

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR1GH14, CCC Data Date 12/10/2018, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (\*) or Double Asterisk (\*\*\*) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2019 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

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

**SYMBOLS FOLLOWING PART PRICE:**

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

**SYMBOLS FOLLOWING LABOR:**

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

**OTHER SYMBOLS AND ABBREVIATIONS:**

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

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

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

2016 SILVERADO 1500 4WD LT CREW		GENERAL MOTORS LLC
G1K DEEP OCEAN BLUE METALLIC	/V8G	
H0U JET BLACK		RENAISSANCE CENTER
ORDER NO. [REDACTED]/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 3GC UKRE C8 GG [REDACTED]		VEHICLE INVOICE [REDACTED]
*****9700*****13*20265S		
MODEL & FACTORY OPTIONS	MSRP	INV AMT RETAIL - STOCK
CK15543 SILVERADO 1500 4WD LT CRE	41965.00	39027.46 INVOICE 06/27/16
CGN SPRAY-ON BED LINER	495.00	450.45 SHIPPED 06/26/16
C5Z 7,200 LB GVW RATING	N/C	N/C EXP I/T 07/08/16
GU6 REAR AXLE 3.42 RATIO	N/C	N/C INT COM 07/08/16
G1K DEEP OCEAN BLUE METALLIC	395.00	359.45 PRC EFF 06/26/16
I06 CHEVROLET MYLINK AUDIO SYSTEM	495.00	450.45 KEYS V1725 V1725
W/ 8" DIAGONAL COLOR TOUCH		WFP-S QTR OPT-1
AND NAVIGATION		BANK: ALLY - 061
KA1 DRIVER & FRONT PASSENGER HEATED SEATS	250.00	227.50 CHG-TO 20-265
L83 ENGINE, 5.3L V8 ECOTEC3	1195.00	1087.45 SHIP WT: 5433
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C HP: 45.7
PDU ALL STAR EDITION	2380.00	2165.80 GVWR: 7200
* TRAILERING EQUIPMENT PKG INCL		GAWR.FT: 3950
AUTO LOCKING REAR		GAWR.RR: 3950
DIFFERENTIAL		EMPLOY: 44399.99
* PWR SEAT ADJUSTER, DRIVER		SUPPLR: 46191.86
* LED FRONT FOG LAMPS		NTR: 1/2
* AIR CONDITIONING,		EMPINC: 2734.14
DUAL ZONE CLIMATE CONTROL		SUPINC: 942.27
* STEERING COLUMN,		
TILT & TELESCOPING		
* REMOTE VEHICLE START		
* REAR VISION CAMERA		
* REAR WINDOW DEFROSTER		
* POWER OUTLET, 110-VOLT AC		
PZX WHEELS, 18" BRIGHT-MACHINED ALUMINUM	345.00	313.95
RBX 18" TIRES, ALL TERRAIN	200.00	182.00
SFZ BLACK BOWTIE EMBLEMS PACKAGE (DEALER INSTALLED)	185.00	168.35
UF2 LED LIGHTING, CARGO BOX	125.00	113.75
UQA BOSE AUDIO SYSTEM	500.00	455.00
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	160.00	145.60
VBJ UNDERSEAT STORAGE (DEALER INSTALLED)	230.00	209.30
VQZ POLISHED EXHAUST TIP (DEALER INSTALLED)	135.00	122.85
YF5 50-STATE EMISSIONS	N/C	N/C
1SZ ALL STAR EDITION PACKAGE DISCOUNT	750.00-	682.50-

\*\* CONTINUED ON PAGE 2 \*\*

TOM BELL CHEVROLET		GENERAL MOTORS LLC
2016 SILVERADO 1500 4WD LT CREW		
G1K DEEP OCEAN BLUE METALLIC	/V8G	
H0U JET BLACK		RENAISSANCE CENTER
ORDER NO. TMBD7F/TRE	STOCK NO.	DETROIT MI 48243-1114

VIN 3GC UKRE C8 GG

VEHICLE INVOICE

\*\*\*\*\*9700\*\*\*\*\*13\*20265S

MODEL & FACTORY OPTIONS

MSRP INV AMT RETAIL - STOCK

\*\* CONTINUED FROM PAGE 1 \*\*

TOTAL MODEL & OPTIONS	48305.00	44796.86	ACT 237	44542.71
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1449.15
DEALER IMR CONTRIBUTION		483.05	ADV 261	483.05
LMA GROUP CONTRIBUTION		483.05	EXP 65A	483.05

TOTAL	49500.00	46957.96	PAY 310	46957.96
-------	----------	----------	---------	----------

MEMO: TOTAL LESS HOLDBACK AND  
 APPROX WHOLESALE FINANCE CREDIT 44879.33

\*\*\*\*\*  
 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
 \*\*\*\*\*

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

TOM BELL CHEVROLET

REMIT TO ALLY NO. 061  
 VIN 3GCUKREC8GG  
 \$ 46957.96 INV  
 DUE 07/08/16 DEALER 20-265

# DTC Report

VIN: 3GCUKREC8GG [REDACTED]

Date: 11/27/2018 4:49:32 PM

## DTCs Read

Code	Description	Failure Code	Status
B318A	Left Rear Window Switch	02 - short to ground	History
B1325	Control Module Power Circuit	03 - voltage below threshold	History
U0164	Lost Communication with HVAC Control Module	00 - no additional information	History
B127E	Front Video Display Output Signal	00 - no additional information	History

Spinner Repair Estimate

Repair for vacuum pump

Labor Operation [REDACTED]

Labor Time 2.2 hours

Warranty Labor Rate \$125.28

Part #12669488

Parts Cost \$170.76

Total Labor Charge \$275.61

Total Parts Charge \$170.76

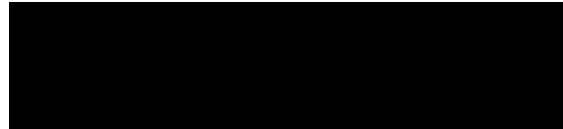
Total Repair Charge \$446.37

PE18-012

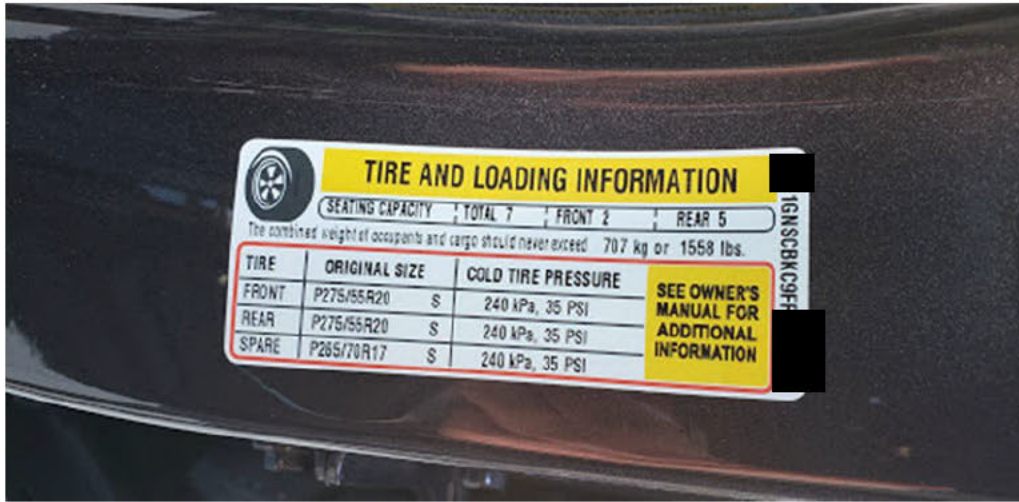
GM

3-27-2019

Q3

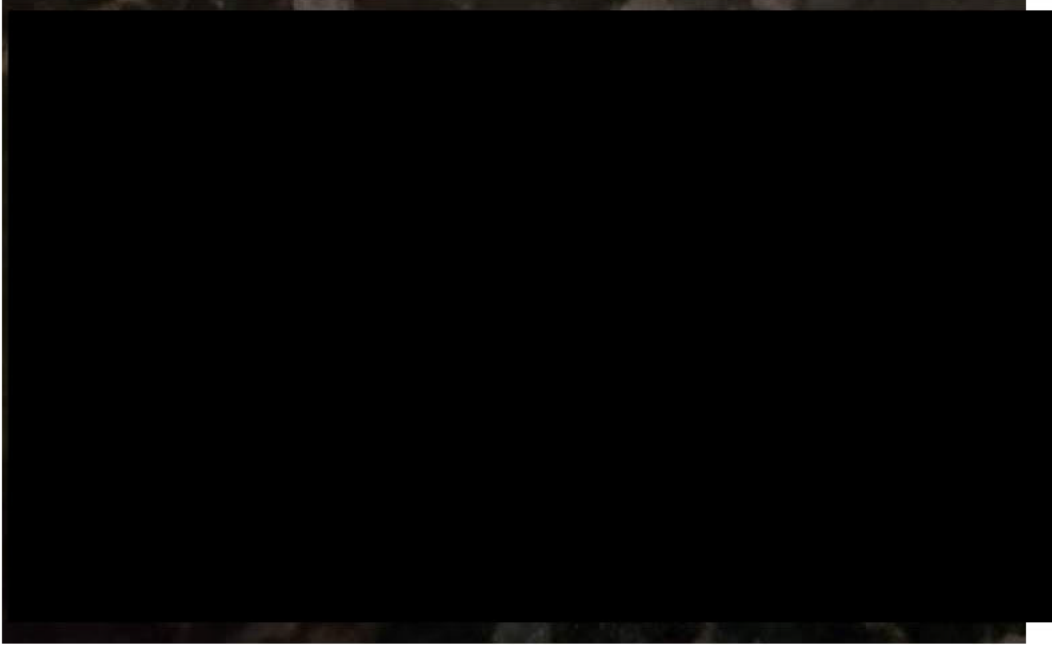


CUSTOMER PHOTO LOG





LICENSE, REGISTRATION, AND TITLE





Oklahoma Tax Commission  
 Motor Vehicle Division  
 2501 North Lincoln Boulevard  
 Oklahoma City, Oklahoma 73194-0111  
 www.tdc.ok.gov

### Certificate of Registration

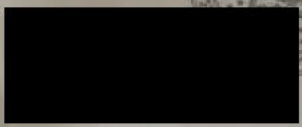
Issued Date January 2, 2019 11:22:59

Letter ID 10824608392  
 Agent 3569 - TINKER TAG AGENCY

Lienholder(s):  
 162/2017 - TINKER FEDERAL CREDIT UNION



VIN	1GNSCBK39F8
TITLE #	
PLATE	
DECAL	



VEHICLE	REGISTRATION	TITLE
VIN: 1GNSCBK39F8	Years Reg: 2	
Year: 2015	Plate:	
Make: CHEV	Plate Type: Non-Commercial	
Model: TAHOE	Deal:	
Class: Automobile	Reg Expires: 12/31/2019	
Body Type: UT		





Oklahoma Tax Commission  
 Motor Vehicle Division  
 255 North Lincoln Boulevard  
 Oklahoma City, Oklahoma 73104-0517  
 www.tso.ok.gov

### Payment Receipt

Issued Date January 2, 2019 11:22:39

Letter ID L1897780414  
 Agent 1569 - TINKER TAG AGENCY



Vehicle ID: 1GNSCKKCNFF [redacted] 2015 CHEVY TAHOE  
 Tag: [redacted] Doc# [redacted]

Description	Fee	Amount Paid
Insurance Verification	\$1.50	\$1.50
Registration	\$26.00	\$26.00
	\$27.50	\$27.50

TOTAL	Fee	Amount Paid
Cash	\$27.50	\$27.50

STATE OF OKLAHOMA

DATE: [REDACTED] TIME: [REDACTED] PLACE: [REDACTED]

TO: [REDACTED] FROM: [REDACTED]

AMOUNT: [REDACTED]

REMARKS: [REDACTED]

NOTICE OF TRANSFER FEES AND FEES



Advertisement

## 2015 Chevrolet Tahoe Pricing Report



**Style:** LTZ Sport Utility 4D  
**Mileage:** 32,500

### Vehicle Highlights

**Fuel Economy:**  
City 16/Hwy 22/Comb 18 MPG

**Max Seating:** 8

**Doors:** 4

**Engine:** V8, EcoTec3, FF, 5.3L

**Drivetrain:** 4WD

**Transmission:** Auto, 6-Spd Overdrive

**EPA Class:** Standard Sport Utility Vehicles

**Body Style:** Sport Utility

**Country of Origin:** United States

**Country of Assembly:** United States

### Sell To Private Party

Private Party Range  
**\$40,123 - \$43,832**  
Private Party Value  
**\$41,978**



Valid for ZIP Code 73160 through 01/11/2019

### Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

#### Engine

V8, EcoTec3, FF, 5.3L

#### Transmission

Auto, 6-Spd Overdrive

#### Drivetrain

4WD

#### Accessory Packages

Blind-Spot Alert

Power Liftgate Release

#### Braking and Traction

Hill Start Assist

Traction Control

StabiliTrak

ABS (4-Wheel)

#### Comfort and Convenience

Anti-Theft System

Keyless Entry

Keyless Start

Air Conditioning

Air Conditioning, Rear

Power Windows

Power Door Locks

Cruise Control

#### Steering

Power Steering

Tilt Wheel

#### Entertainment and Instrumentation

AM/FM Stereo

CD/MP3 (Single Disc)

Bose Surround Sound

Sirius XM Satellite

Navigation System

Bluetooth Wireless

OnStar

#### Safety and Security

Parking Sensors

F&R Parking Sensors

Backup Camera

Dual Air Bags

Side Air Bags

F&R Head Curtain Air Bags

#### Seats

Heated Seats

Cooled Seats

Dual Power Seats

Leather

Power Third Row

#### Lighting

HID Headlamps

Daytime Running Lights

#### Exterior

Fog Lights

Running Boards

**Cargo and Towing**

Roof Rack  
Towing Pkg

**Wheels and Tires**

Oversized Premium Wheels 20"+

**Exterior Color**

✓ Gray

## Glossary of Terms

**Kelley Blue Book® Trade-in Value** - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options indicated.

**Trade-In Range** - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

**Kelley Blue Book® Private Party Value** - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

**Private Party Range** - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

**Excellent Condition** - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

**Very Good Condition** - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

**Good Condition** - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

**Fair Condition** - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

**Tip:**

It's crucial to know your car's true condition when you sell it, so that you can price it appropriately. Consider having your mechanic give you an objective report.

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# LANDERS

CHEVROLET OF NORMAN

1221 Ed Noble Parkway  
Norman, OK 73072  
405-321-7021



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>DEVAN S</b>	TAG NO. <b>228</b>	INVOICE DATE <b>01/04/19</b>	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>32,000</b>	COLOR <b>/</b>
[REDACTED]	YEAR / MAKE / MODEL <b>15/CHEVROLET TRUCK/TAHOE/4DR 2WD</b>			STOCK NO.
[REDACTED]	VEHICLE I.D. NO. <b>1 G N S C B K C 9 F R [REDACTED]</b>			DELIVERY DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>01/04/19</b>	DELIVERY MILES
[REDACTED]	COMMENTS			PRODUCTION DATE

MO: 32000

LABOR & PARTS		TECH(S):	WARRANTY
J# 1 50CVZZM3	PERFORM RECALL C/S: open recall 18289 9103855 0090-9090 3115914122 PERFORM OPEN RECALL AS PER FACTORY	139	
JOB # 1 TOTAL LABOR & PARTS			0.00
J# 2 05CVZM1	MISC BRAKES-MINOR cs at low speeds, such as parking lot, cs will push brakes all the way to the floor, has hit multiple objects now found during parking lot braking, after one stop, brake pedal hard to push. check vacuum to brake booster, found only 14 in of vacuum. vehicle needs vacuum pump to correct concern. no further repairs made.	139	95.00
JOB # 2 TOTAL LABOR & PARTS			95.00
J# 3 00CVZZM1	MULTI-POINT INSP PERFORM MULTI-POINT VEHICLE INSPECTION. A COPY OF THE COMPLETED MULTI-POINT INSPECTION HAS BEEN PROVIDED TO THE CUSTOMER.	139	0.00
JOB # 3 TOTAL LABOR & PARTS			0.00

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER, OR AUTHORIZED PERSON (DATE)

**STATEMENT OF DISCLAIMER**  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

**ENVIRONMENTAL COMPLIANCE CHARGE**  
Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal, state and local environmental regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

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

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$95.00 (+TAX)

COMMENTS-----  
WAIT CCC Appointment created 2019-01-02 10:05:00am taken by Shawnta ya Downs

TOTALS-----

*****	TOTAL LABOR....	95.00
* [ ] CASH [ ] CHARGE [ ] CHECK NO *	TOTAL PARTS....	0.00
* [ ] VISA [ ] AM EXP [ ] MASTERCARD *	TOTAL SUBLET...	0.00
* [ ] EMPL [ ] GMPP [ ] DISCOVER *	TOTAL G.O.G....	0.00
* [ ] OTHER *	TOTAL MISC CHG.	0.00
*****	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	<b>TOTAL INVOICE \$</b>	<b>95.00</b>

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

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



The Reynolds and Reynolds Company EPRINTNIVE CC734854 Q (01/17)



# General Motors - Policy Evaluation Tool

Date: 01/14/2019

### Customer Information

First Name: [REDACTED]  
Last Name: [REDACTED]  
Phone:

### Agent Information

Agent Name: Siebel Service  
Agent Role:

### Vehicle/Coverage Information

VIN: 1GN5CBKC9FR [REDACTED] Make: Chevrolet  
Component Warranty Coverage: Bumper to Bumper Coverage  
Ownership Status Message:

### Time

Component's Warranty End Date: 03/23/2018  
Job Card Date: 01/14/2019  
Days out of Warranty: 297

### Mileage

Component's Warranty End Mileage (Miles): 36,019  
Current Mileage: 32,500  
Miles out of Warranty: 0

### Repair

Total Repair Cost At Warranty Rates: \$519.11  
Repair Group: Brakes

Job Card / Repair Order : [REDACTED]

### Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

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

GM Participation Amount: \$285.51 - \$389.33 | Cust/Dir Participation Amount: \$129.78 - \$233.60  
Agreed upon Customer/Dealer Participation Amount: \$129.78

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

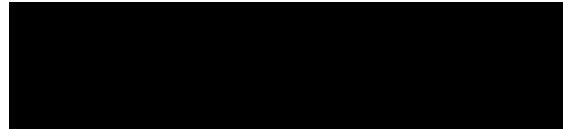
IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3



**BBB AUTO LINE  
Customer Claim Form**

Case number: [REDACTED]  
Contact Date: 01/08/19  
Start Date:

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

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

Make: Chevrolet	Model: Suburban	Year: 2015	Current mileage: 62000
Name(s) that appears on the vehicle title: [REDACTED]			
<b>Selling</b> dealer/city/state: Elco Chevrolet, St. Louis, MO			
<b>Primary Servicing</b> dealer/city/state: Elco 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 checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 10/09/14		Mileage at purchase/lease:	
First repair attempt date: 01/06/19		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

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

This is a known documented manufacturer's defect that is not being addressed by GM in any way including a recall. There appears to be several class action lawsuits against GM for total brake failure issues. We are requesting that a recall be issued and all repairs and associated costs are covered.

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

<b>VEHICLE IDENTIFICATION NUMBER</b> _____
--

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Case Number: [REDACTED]

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>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
Total brake failure low speed. Vacuum pump failure		1		yes
Air conditioning failure related to No. 1		1		yes
Check engine light related to No. 1		1		yes

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

Printed Name of Titled Owner(s) \_\_\_\_\_

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

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

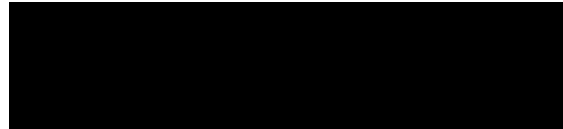
**BBB AUTO LINE**  
**3033 Wilson Blvd., Suite 600**  
**Arlington VA, 22201**  
**Fax: 703-247-9700**

PE18-012

GM

3-27-2019

Q3



Fields with an "\*" are required

### Customer Information

Owned By Business:  Yes  No

\* First Name

\* Last Name

Phone Number

### Time

\* Component's Warranty End Date

\* Job Card Date

Days Out of Warranty 391

### Vehicle / Coverage

Dealer BAC

\* Full VIN

Make Chevrolet

\* Component Warranty Coverage

\* Repair Group

### Mileage

\* Component's Warranty End Mileage

\* Current Mileage

Miles Out of Warranty 30,338

### Reasons For Policy Adjustment

\* Primary reason for policy adjustment

### Repair Information

\* Total Repair Cost (Warranty Rates)

\* Job Card / Repair Order #

### Results

GM Participation Amount	\$113.40	Customer / Dealer Participation Amount	\$1,020.57 / 90%
Agreed Upon Customer / Dealer Participation Amount		<input type="text"/>	

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