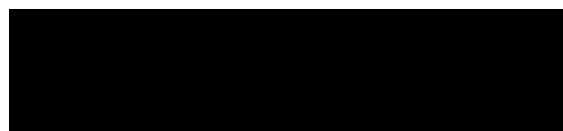


PE18-012

GM

3-27-2019

Q3





December 28, 2018

Payam Soliemanzadeh, Esq.
Solieman Law Group
16255 Ventura Blvd Ste 1008
Encino, CA 91436

RE: [REDACTED]
Service Request: [REDACTED]
2015 GMC Sierra 1500
Vehicle Identification Number: 3GTU2UEC8FG [REDACTED]
Customer Relationship Specialist: Carla

Dear Mr. Soliemanzadeh:

On December 19, 2018 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your client(s) concerns. With that in mind, we are hopeful that we can resolve this matter within the next ten (10) calendar days. We look forward to hearing from you within this time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

Carla Cruz (C)

From: Carla Cruz (C)
Sent: Friday, January 04, 2019 10:14 AM
To: 'payam@solimanlawgroup.com'
Subject: RE: Initial offer [REDACTED]
Attachments: initial offer 12.19.18.pdf; 10 Day letter.pdf

Customer Name [REDACTED]
SR#: [REDACTED]
VIN#: 3GTU2UEC8FG [REDACTED]
Y,M,M: 2015 GMC Sierra 1500

Good morning,

Following up on last email, please advise

Carla– BRC Advisor
Alorica on behalf of General Motors LLC
Business Resource Center
Phone : [1-800-231-1841](tel:1-800-231-1841) Ext. 5911994
Fax: (586) 920-0487

“If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 AM and 5:00 PM Central Standard Time. Please reference the service request number.”

From: Carla Cruz (C)
Sent: Friday, December 28, 2018 7:35 AM
To: 'payam@solimanlawgroup.com'
Subject: RE: Initial offer [REDACTED]

Customer Name: [REDACTED]
SR#: [REDACTED]
VIN#: 3GTU2UEC8FG [REDACTED]
Y,M,M: 2015 GMC Sierra 1500

Good morning,

Please see attachments.

Carla– BRC Advisor
Alorica on behalf of General Motors LLC
Business Resource Center
Phone : [1-800-231-1841](tel:1-800-231-1841) Ext. 5911994
Fax: (586) 920-0487

“If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 AM and 5:00 PM Central Standard Time. Please reference the service request number.”

From: Carla Cruz (C)
Sent: Monday, December 24, 2018 9:25 AM
To: 'payam@solimanlawgroup.com'
Subject: RE: Initial offer [REDACTED]

Customer Name [REDACTED]
SR# [REDACTED]
VIN#: 3GTU2UEC8FG [REDACTED]
Y,M,M: 2015 GMC Sierra 1500

Good morning,

This email is being sent to follow up and verify that you received the settlement offer that was emailed 12/19/18(see attached). If this offer is acceptable to your client(s) please have them sign the offer letter. Please return the completed documents to me by email or at the fax number below along with a copy of your firms 2018 W9 and the current vehicle registration.

Carla– BRC Advisor
Alorica on behalf of General Motors LLC
Business Resource Center
Phone : 1-800-231-1841 Ext. 5911994
Fax: (586) 920-0487

“If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 AM and 5:00 PM Central Standard Time. Please reference the service request number.”

From: Carla Cruz (C)
Sent: Wednesday, December 19, 2018 2:34 PM
To: 'payam@solimanlawgroup.com'
Subject: Initial offer [REDACTED]

Customer Name [REDACTED]
SR#: [REDACTED]
VIN#: 3GTU2UEC8FG [REDACTED]
Y,M,M: 2015 GMC Sierra 1500

Please see attached settlement offer. If this offer is acceptable to your client(s) please have them sign the offer letter. Please return the completed documents to me by email or at the fax number below along with a copy of your firms 2018 W9 and the current vehicle registration.

Carla– BRC Advisor
Alorica on behalf of General Motors LLC
Business Resource Center
Phone : 1-800-231-1841 Ext. 5911994
Fax: (586) 920-0487

“If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 AM and 5:00 PM Central Standard Time. Please reference the service request number.”



16255 Ventura Blvd., Suite 1008
Encino, CA 91436



GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

RECEIVED

U.S. POSTAGE PAID
ENCINO, CA
NOV 09 18
AMOUNT
\$7.83
R2304H109131-12





16255 Ventura Boulevard, Suite 1008
Encino, CA 91436
Telephone: 818.650.1000
Facsimile: 310.201.5999
payam@soliemanlawgroup.com
www.soliemanlawgroup.com

November 9, 2018

VIA Certified Mail Return Receipt Requested

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

Re: Our Client: [REDACTED]
VIN: 3GTU2UEC8FG [REDACTED]

To Whom It May Concern:

Please be advised that this office has been retained by [REDACTED] as a result of chronic repair issues with his 2015 GMC Sierra, VIN: 3GTU2UEC8FG [REDACTED]. Please refrain from contacting our client in any way and for any reason. Instead, please direct all future correspondences and contacts to this office.

Pursuant to 15 U.S.C. §2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our client's attorneys' fees, we will seek any and all available legal remedies. Furthermore, you are hereby notified of our lien in this matter.

According to our clients' account, and a detailed review of his vehicle's repair record by our office, this vehicle has been brought in for repair at least five times over the course of less than four years of ownership. The defects inherent in this vehicle have caused it to drive in an unstable manner, making it unsafe and unreliable—jeopardizing the safety of our client, his passengers, and other drivers and pedestrians on the road.

This vehicle more than meets the requirements necessary to fall under the protections afforded our client under *California Civil Code §1793 et. seq.* ("The Lemon Law"). The Lemon Law mandates that GMC replace or repurchase our client's 2015 GMC Sierra and pay for all incidental costs, including vehicle rentals during periods where the vehicle was being repaired. We therefore demand that GMC either repurchase or replace the vehicle within thirty (30) days of the date of this letter. Additionally, our client will also seek relief under the *Magnuson-Moss Warranty Act*, the *Uniform Commercial Code*, and the *Consumer Legal Remedies Act*. Please accept this letter as notice that our client is hereby revoking acceptance of this vehicle and exercising his rights under the aforementioned acts.

Additionally, please be advised that pursuant to *Uniform Commercial Code § 2-711(3)* our client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages.

Moreover, our client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion as well as for wrongful repossession under *Uniform Commercial Code* §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, we demand, pursuant to *Uniform Commercial Code* § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under *Uniform Commercial Code* § 9-404(1) in the amount of \$100.00, plus any loss caused to our client by your failure to do so.

In the event our client does not or cannot, for whatever reason, exercise his rights under the California Lemon Law, GMC is required under *California Civil Code* §1770 et seq. ("*The Consumer Legal Remedies Act*") to repair, replace, or offer some other acceptable remedy or time frame for such remedy within thirty (30) days of the date of this notice.

Our client has been apprised of his legal posture concerning this issue, and has authorized this office to exhaust any and all available legal remedies to resolve this matter. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need to resort to judicial intervention.

Please do not hesitate to contact this office with any inquiries regarding this matter. Thank you for your anticipated cooperation and professional courtesy.

Very truly yours,

Soliman Law Group


Payam Bonchmanzaden, Esq.

Enclosures

CUSTOMER #:

INVOICE



ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (661) 274-7007
Sales/Corporate: (661) 947-8000

PAGE 1

SERVICE ADVISOR: 1312 ERIC CORONA

VEHICLE	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	13	GMC SIERRA 1500	3GTU2UBC8FC		7236/7255	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
24FEB15 DC			WAIT 06OCT15		122.00	CASH
R.O. OPENED	BOOKED	OPTIONS: DLR:36215				

LINE	OPCODE	TECH	TY	HOURS	LIST	NET	TOTAL
A	0600743	GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE (LUBE, OIL AND OIL FILTER, TIRE ROTATION AND MVPI)					
CAUSE: GMC PRO GRADE PROTECTION PLAN							
	0600743	0600743 G PRO GRADE PROTECTION 2-YEAR MAINTENANCE (LUBE, OIL AND OIL FILTER, TIRE ROTATION AND MVPI)					
	1	19330000 (S) FILTER					(N/C)
	9	19259497 OIL					(N/C)
	1	12618850 (S) SEAL					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							
7255 0600743 2 YEAR MAINTENANCE 0.50 PERFORMED LCF AND ROTATE							
TIRES:							

B	15384	(91818955) END ALWAYS ENGAGED IN COLD AMBIENT TEMPERATURES/SERVICE MESSAGE DISPLAYED, DTC C0393 STORED					
CAUSE: 15304 RECALL							
	9181895	15304 - TRANSFER CASE SHIFT CONTROL MODULE REPROGRAMMING WITH SPS					
	642	WN4					(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: 1294T							
AUTH CODE:							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							
7256 RECALL 0640 TECH 642 WARRANTY, REPROGRAMMED TCMS AS PER 15304							
WARRANTY CODE FD0A0.							

C	COMPLIMENTARY MULTI-POINT INSPECTION, AND PROVIDE REPAIR RECOMMENDATION AT NO CHARGE.						
	27K COMPLIMENTARY MULTI-POINT INSPECTION, AND PROVIDE REPAIR RECOMMENDATION AT NO CHARGE.						
	1303 IN27						

Original Service Order #	Field Addressed Cost Advisor #	Approved By	Date & Time	Authorization Signature	HAZARDOUS WASTE DISPOSAL	DESCRIPTION	TOTALS
					NOTE: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
						PARTS AMOUNT	
						WASTE DISPOSAL COSTS	
						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						LESS INS. / ADJ.	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Dealer CAZ 09/11/2015 10:00 AM 1312 ERIC CORONA 39012 Carriage Way, Palmdale, CA 93551 39012 Carriage Way, Palmdale, CA 93551 39012 Carriage Way, Palmdale, CA 93551 39012 Carriage Way, Palmdale, CA 93551

CUSTOMER COPY

11/11/2016



AUTO GROUP, INC.

ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (661) 274-7007
Sales/Corporate: (861) 947-6000

PAGE 2

SERVICE ADVISOR: 1312 ERIC CORONA

COLOR	YEAR	MAKE/MODEL	SERVICE ADVISOR	1912 ERIC CORONA
			VIN	LICENSE
				MILEAGE IN/OUT
				TAG
15	GMC SIERRA 1500	3GTU2UEC87C		7256/7256
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.
				RATE
				PAYMENT
				INV. DATE
24PBB15 DE		WAIT 06OCT15		122.00
				CASH
				06OCT15
R.O. OPENED	BOOKED	OPTIONS:	DLR:35215	
06OCT15	06OCT15			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:				0.00	LABOR:		
				0.00	OTHER:		
				0.00	TOTAL LINE C:		
7256	27	MPI.	PERFORMED	37	MPI.		

D CHECK AND SET TIRE PRESSURE TO FACTORY OR AFTERMARKET SPECIFICATION
CTPR CHECK AND SET TIRE PRESSURE TO FACTORY OR AFTERMARKET SPECIFICATION

1308 IN27 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
7256 SET TIRES PRESSURES TO FACTORY SPECS 35PSI

E CUSTOMER DECLINED FREE ALIGNMENT CHECK / 1 - 1 - 1
FACD CUSTOMER DECLINED FREE ALIGNMENT CHECK

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE \$:	0.00
--------	------	--------	------	--------	------	----------------	------

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION:	TOTALS
				☐ Approved ☐ Not Approved ☐ Not Approved ☐ Not Approved		LABOR AMOUNT	0.00
				☐ Approved ☐ Not Approved ☐ Not Approved ☐ Not Approved		PARTS AMOUNT	0.00
Services Estimate				☐ Approved ☐ Not Approved ☐ Not Approved ☐ Not Approved		WASTE DISPOSAL COSTS	0.00
☐ Tire pressure check/Inflation service was performed. RR _____ and LP _____ ☐ Customer declined tire pressure check/Inflation service. Initials _____						SUBLET AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Customer to perform the above services, and that you are not responsible for any					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
						LESS INS. + ADJ.	0.00
						SALES TAX	0.00
					OWNERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

INFORMATION ON BACK

[illegible]

2.4.3. REG.# ARCCODES: 13

5243-2AD991492738

CUSTOMER COPY

* INVOICE *



AUTO GROUP, INC.

ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (661) 274-7007
Sales/Corporate: (661) 947-6000

PAGE 1

SERVICE ADVISOR: 284 DAVID MCCRAE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	15	GMC SIERRA 1500	3GTU2UEC8FG		14428/14430	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24FEB15 DC			17:00 27JUL16		135.00	CASH
R.O. OPENED	BOOKED	OPTIONS: DLR:36215				
27JUL16	28JUL16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	0600743	GMC	PRO GRADE PROTECTION	2-YEAR MAINTENANCE (LUBE, OIL AND OIL FILTER, TIRE ROTATION AND MVPI)			
CAUSE: GMC PRO GRADE PROTECTION PLAN							
	0600743	0600743	GMC	PRO GRADE PROTECTION 2-YEAR MAINTENANCE (LUBE, OIL AND OIL FILTER, TIRE ROTATION AND MVPI)			
			1371	WN4			(N/C)
	1	19330000	(S)	FILTER			(N/C)
	1	12616850	(S)	SEAL			(N/C)
	9	19259487		OIL			(N/C)
PC: PART#: 19330000 COUNT: 1							
CLAIM TYPE: ZREG							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
14428 0.60 TECH 1371 DRAINED OIL, REPLACED OIL FILTER AND DRAIN
PLUG GASKET, FILLED WITH 0-20 DEXOS. COMPLETED TIRE ROTATION

B. COMPLIMENTARY MULTI-POINT INSPECTION, AND PROVIDE REPAIR RECOMMENDATION AT NO CHARGE.

27K COMPLIMENTARY MULTI-POINT INSPECTION, AND
PROVIDE REPAIR RECOMMENDATION AT NO CHARGE.

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	(N/C)
14428	0.10	TECH 1371 COMPLETED MPI, FRONT TIRES AT 11/32 AND REAR TIRES AT 13/32, ALL BRAKES PADS AT 9MM					0.00

C CHECK AND SET TIRE PRESSURE TO FACTORY OR AFTERMARKET SPECIFICATION
CTPR CHECK AND SET TIRE PRESSURE TO FACTORY OR
AFTERMARKET SPECIFICATION

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	(N/C)
14428	0.00	TECH 1371 SET TIRE PRESSURE TO SPEC, 35 PSI					0.00

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
1	1			☐ Telephone ☐ Over (See Attached) ☐ In-st (See Attached) ☐ Other		LABOR AMOUNT	
Revised Estimate s	1			☐ Telephone ☐ Over (See Attached) ☐ In-st (See Attached) ☐ Other		PARTS AMOUNT	
☐ Tire pressure check/inflation service was performed. psi LF _____ psi RR _____ psi LR _____ psi _____ ☐ Customer declined tire pressure check/inflation service. Initials _____						WASTE DISPOSAL COSTS*	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						LESS INS. / ADJ.	
						SALES TAX	
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER COPY

CUSTOMER #:

INVOICE



AUTO GROUP, INC.

ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (866) 274-7007
Sales/Corporate: (866) 947-6000

PAGE 2

SERVICE ADVISOR: 284 DAVID MCCRAE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	GMC SIERRA 1500	3GTU2UEC8FG		14428/14430		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
24FEB15 DE			17:00 27JUL16		135.00	CASH	28JUL16
R.O. OPENED		BOOKED		OPTIONS: DLR:36215			
27JUL16		28JUL16					

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

D 15822 (9102394) SEATBELT LAP ANCHOR TENSIONER CABLE - DRIVER SIDE

CAUSE: 15822 RECALL

9102394 15822 - INSTALL DRIVER SIDE FRONT SEAT

BELT ANCHOR PLATE TENSIONER BRACKET,

INCLUDES SEAT TRIM MODIFICATION

642 WN4

1 84160781 BRACKET

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: ZFAT

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
14428 RECALL 0.60 TECH 642 WARRANTY. PERFORMED SEAT BELT ANCHOR
RECALL 15822.

E RENTAL - P.O. #

CAUSE: RENTAL

RENTAL RENTAL - P.O.

#

111 WN4

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

14428 1 DAY RENTAL FOR CUSTOMER SATISFACTION

F CUSTOMER STATES FEELS LIKE SOMEBODY HIT VEHICLE FROM REAR WHEN
COMING TO A STOP, CLUNK IN DRIVE LINE

CAUSE: LACK OF LUBRICATION

3020340 REAR PROPELLER SHAFT R&R

1366 WN4

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: ZREG

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

14430 REAR Propeller Shaft Rear Slip SPLINES DRY

Original Estimate Parts & Labor	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
				☐ Telephone ☐ Fax (See Attached) ☐ In-person (See Attached) ☐ Other (See Attached)		LABOR AMOUNT	
						PARTS AMOUNT	
						WASTE DISPOSAL COSTS*	
						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						LESS INS. / ADJ.	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the
Dealership to perform the services/repairs itemized in this invoice and that you received
for had the opportunity to inspect any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Dealer CAP © 2014 CDK Global, LLC SERVICE INVOICE TYPE 1 - 9/20 "LIMITED WARRANTY" CALIFORNIA 958032

B.A.R. REG.# ARD00003118

EPA# CAD983592338

CUSTOMER COPY

CUSTOMER #:

INVOICE



ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (866) 274-7007
Sales/Corporate: (866) 947-6000

PAGE 3

SERVICE ADVISOR: 284 DAVID MCCRAE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	15	GMC SIERRA 1500	3GTU2UEC8FG		14428/14430		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB15 DD			17:00 27JUL15		135.00	CASH	28JUL16
R.O. OPENED		BOOKED		OPTIONS: DLR:36215			
27JUL16		28JUL16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1							
TEST DROVE VEHICLE AS STATED ON RO FOUND STOP BUMP AT STOPS DID REMOVE REAR Propeller Shaft Rear Slip YOKE SPINES DRY CLEAN SLIP YOKE REPACK SLIP YOKE REINSTALL Propeller Shaft Rear TEST DROVE NORMAL SYSTEM OPERATIONS FOUND NOTE ALSO SEE Subject: Normal Characteristic Bump Feel Or Clunk Noise After A Stop PIT5161D:Document ID: 4500320							

EST: 0.00

27JUL16 08:29 SA: 284

Original Estimate Churn & Labor	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			☐ Telephone ☐ Fax (See Address) ☐ Email (See Address)		LABOR AMOUNT	0.00
Revised Estimate				☐ Telephone ☐ Fax (See Address) ☐ Email (See Address)		PARTS AMOUNT	0.00
\$						WASTE DISPOSAL COSTS*	0.00
☐ Tire pressure check/inflation service was performed. RF psi LF psi RR psi LR psi ☐ Customer declined tire pressure check/inflation service. Initials						SUBLET AMOUNT	0.00
By signing below, you were notified of and authorized the work performed in this invoice and that you received the parts as described by you.						MISC. CHARGES	0.00
DATE DEALERSHIP REPRESENTATIVE SIGNATURE						TOTAL CHARGES	0.00
NOTES INFORMATION ON BACK.						LESS INS. / ADJ.	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

INVOICE



AUTO GROUP, INC.

ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (661) 274-7007
Sales/Corporate: (661) 947-6000

PAGE 1

SERVICE ADVISOR: 1355 LARRY JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	15	GMC SIERRA 1500	3GTU2UEC8FG		21769/21769		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB15 DL			12:00 18MAR17		139.00	CASH	18MAR17
R.O. OPENED		BOOKED		OPTIONS: DLR:36215			
18MAR17		18MAR17					

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

A 16007 (9102276/9102561) FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY

CAUSE: 16007 RECALL

16007 16007 (9102276/9102561) FRONTAL AIRBAG AND
PRETENSIONER NON DEPLOY

112 WN4

(N/C)

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

21769 RECALL 0.30 TECH # 112 9102276 0.3 PERFORMED RECALL 16007

REPROGRAM SDM CODE S3022

B CHECK AND SET TIRE PRESSURE TO FACTORY OR AFTERMARKET SPECIFICATION

CTPR CHECK AND SET TIRE PRESSURE TO FACTORY OR
AFTERMARKET SPECIFICATION

1311 IN27

(N/C)

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

SET TO 35PSI.

C COMPLIMENTARY ALIGNMENT CHECK

CAUSE: DESCRIBE FINDINGS:

FAC COMPLIMENTARY ALIGNMENT CHECK

1311 IN27

(N/C)

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

D 0600743 GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE (LUBE, OIL AND
OIL FILTER, TIRE ROTATION AND MVPI)

CAUSE: GMC PRO GRADE PROTECTION PLAN

0600743 0600743 GMC PRO GRADE PROTECTION 2-YEAR
MAINTENANCE (LUBE, OIL AND OIL FILTER, TIRE
ROTATION AND MVPI)

1311 WN4

(N/C)

1 19330000 (S) FILTER

(N/C)

1 12616850 (S) SEAL

(N/C)

8 19259487 OIL

(N/C)

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

TECH 1311 COMPLETED OIL CHANGE AND COMPLETED TIRE ROTATION

Original Estimate (Parts & Labor)	Extra Additional Costs Authorized	Approved By:	Date & Time	Authorization Obtained By:
1	1			☐ Technician ☐ Tech 1300 Approved ☐ Tech 1300 Approved
Revised Estimate				☐ Technician ☐ Tech 1300 Approved ☐ Tech 1300 Approved

☐ Tire pressure check/inflation service was performed.
 RF _____ psi LF _____ psi RR _____ psi LR _____ psi
☐ Customer declined the pressure check/inflation service. Initials _____

By signing below, you acknowledge that you were notified of and authorized the
Dealership to perform the services/repairs itemized in this invoice and that you received
for had the opportunity to inspect any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

HAZARDOUS WASTE DISPOSAL
COSTS: We have added this
 charge to cover costs associated
 with the handling, management
 and disposal of toxic wastes or
 hazardous substances under
 California and Federal Law.

ALL PARTS ARE NEW
 UNLESS OTHERWISE
 INDICATED.

☐ Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
WASTE DISPOSAL COSTS*	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS. / ADJ.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAP Q2014 GM Deal, LLC. SERVICE INVOICE TYPE 2 - 920 "LIMITED WARRANTY" CHASSIS, ENGINE

B.A.R. REG.# ARD00003118

EPA# CAD983592338

CUSTOMER COPY

114

11/11/2016



39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (661) 274-7007
Sales/Corporate: (661) 947-6000

SERVICE ADVISOR: 1355 LARRY JONES

COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT	TAG
GRAY	15	GMC SIERRA 1500	3GTU2UEC8FG			21769/21769	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB15 DC			12:00 18MAR17		139.00	CASH	18MAR17
R.O. OPENED		BOOKED		OPTIONS: DLR:36215			
18MAR17		18MAR17					

E COMPLIMENTARY MULTI-POINT INSPECTION, AND PROVIDE REPAIR
RECOMMENDATION AT NO CHARGE.

27K COMPLIMENTARY MULTI-POINT INSPECTION, AND
PROVIDE REPAIR RECOMMENDATION AT NO CHARGE.

1311 IN27

(N/C)

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

0.00

TECH 1311 COMPLETED MPI FRONT PADS ARE AT 6MM REAR PADS ARE AT 6MM
FRONT TIRE TREADS ARE AT 7/32 REAR TIRE TREADS ARE AT 7/32.

F** CUSTOMER STATES BUMP IN DRIVETRAIN WHEN TAKING OFF FROM STOP..WILL
RESCHEDULE

FDO FOR DOCUMENTATION ONLY

111 IN27

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:
--------	------	--------	------	--------	------	---------------

0.00

Original Estimate (Parts & Labor)		Total Additional Over Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
1	1				☐ Electric ☐ Pin Core Assembly ☐ Not used (Type described)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	LABOR AMOUNT	0.00
				☐ Pin Core Assembly ☐ Not used (Type described)	PARTS AMOUNT		0.00	
Revised Estimate 1	1			☐ Pin Core Assembly ☐ Not used (Type described)	WASTE DISPOSAL COSTS*		0.00	
					SUBLET AMOUNT		0.00	
☐ Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi ☐ Customer declined tire pressure check/inflation service. Initials _____							MISC. CHANGES	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.							TOTAL CHARGES	0.00
DA _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE							LESS INS. / ADJ.	0.00
							SALES TAX	0.00
							PLEASE PAY THIS AMOUNT	0.00

NOT [REDACTED] IMPORTANT INFORMATION ON BACK.

DealerCAP (2014) CO, INC., LLC SERVICE AND CREDIT TERM > 52% * LIMITED WARRANTY * **CALL 800-333-0371**

B.A.R. REG.# AR00003118

EPA# CAD983592338

CUSTOMER COPY

CUSTOMER #:

INVOICE



ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (661) 274-7007
Sales/Corporate: (661) 947-0000

PAGE 1

SERVICE ADVISOR: 413 ROBIN SEVERINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	15	GMC SIERRA 1500	3GTU2UEC8FG		28913/28915		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB15 DE			17:00 23AUG17		139.00	CASH	23AUG17
R.O. OPENED		BOOKED		OPTIONS: DLR:36215			
23AUG17		23AUG17					

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

A CUST STATES WHEN SLOWING DOWN THEN ACCELERATING, CLUNK CAN BE HEARD
AND FELT FROM UNDER VEHICLE. DRIVESHAFT LUBED FOR THIS CONCERN.

CAUSE: LUBE

525 HEAVY LINE DISPATCH CODE

408 WN4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

28915 DRIVE SHAFT

ROAD TEST VEHICLE. STOP-CLUNK.

REMOVE AND LUBE DRIVE SHAFT SPLINES.

B CHECK AND SET TIRE PRESSURE TO FACTORY OR AFTERMARKET SPECIFICATION
CTPR CHECK AND SET TIRE PRESSURE TO FACTORY OR
AFTERMARKET SPECIFICATION

408 IN27

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

28915 CHECK AND ADJUST TIRE PRESSURES TO 35 PSI

C COMPLIMENTARY MULTI-POINT INSPECTION, AND PROVIDE REPAIR
RECOMMENDATION AT NO CHARGE.

27K COMPLIMENTARY MULTI-POINT INSPECTION, AND
PROVIDE REPAIR RECOMMENDATION AT NO CHARGE.

408 CP4

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

28915 PERFORM MULTI POINT INSPECTION

D** SPRING CAR CARE. CHANGE OIL, FILTER, ROTATE TIRES AND MULTI POINT
VEHICLE INSPECTION.

3995 SPRING CAR CARE. CHANGE OIL, FILTER, ROTATE
TIRES AND MULTI POINT VEHICLE INSPECTION.

408 CP4

CPH HAZARDOUS WASTE FEE

1 19330000 (S) FILTER

5 19352900 OIL

3 19352900 OIL

16.65 16.65

2.83 2.83

8.60 4.73 4.73

6.00 3.76 18.80

6.00 3.76 11.28

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorizations Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
1	1			☐ Tire pressure check/inflation service was performed. ☐ RF _____ psi LF _____ psi RR _____ psi LR _____ psi ☐ Customer declined tire pressure check/inflation service.	☐ All parts are new unless otherwise indicated. ☐ Some parts not returnable.	LABOR AMOUNT	
Revised Estimate 2	2					PARTS AMOUNT	
						WASTE DISPOSAL COSTS*	
						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						LESS INS. / ADJ.	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2014 CAR DEAL, LLC SERVICE ADVISOR TYPE 2 - SDC - LIMITED WARRANTY

B.A.R. REG.# ARD00003118

EPA# CAD983592338

CUSTOMER COPY

CUSTOMER #:

INVOICE



AUTO GROUP, INC.

ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (861) 274-7007
Sales/Corporate: (661) 947-6000

PAGE 2

SERVICE ADVISOR: 413 ROBIN SEVERINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	15	GMC SIERRA 1500	3GTU2UEC8FC		28913/28915	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24FEB15 DE			17:00 23AUG17		139.00	CASH
R.O. OPENED	BOOKED	OPTIONS: DLR:36215				
23AUG17	23AUG17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:				34.81			
LABOR:				16.65			
OTHER:				2.83			
TOTAL LINE D:							54.29

28915 SPRING CAR CARE SERVICE

PERFORM SERVICE.

CHANGE ENGINE OIL AND FILTER.

TOP-OFF FLUID LEVELS.

CHECK AND ADJUST TIRE PRESSURES.

PERFORM TIRE ROTATION

EST: 60.00

23AUG17 08:29 SA: 413

pd Visha
8/23/17
RSW

Original Estimate #00000000000000000000	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
						LABOR AMOUNT	16.65
						PARTS AMOUNT	34.81
						WASTE DISPOSAL COSTS*	2.83
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.00
						TOTAL CHARGES	54.29
						LESS INS. / ADJ.	0.00
						SALES TAX	3.22
						PLEASE PAY THIS AMOUNT	57.51

INFORMATION ON BACK.

DealerCA @ 10111 CCA Group, LLC SERVICE ADVISOR TYPE 2 6000 "LIMITED WARRANTY" CALIFORNIA 00000000000000000000

B.A.R. REG. # AR000003118

EPA# CAD983592338

CUSTOMER COPY

CUSTOMER #:

CASA
AUTOMOTIVE GROUP

GMC

INVOICE

CASA DE CADILLAC

BUICK GMC SHERMAN OAKS

DUPLICATE 3 14401 VENTURA BLVD. SHERMAN OAKS, CALIF. 91420-4912

PAGE 1

(818) 981-2000

www.casacars.com

BAR #: ARD0002462 EPA#: CAD 981378031

SERVICE ADVISOR: 458 ALEX CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREEN	15	GMC SIERRA 1500	3GTU2UEC89C		45632/45636		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
24APR15 DD			17:00 10OCT19			CASH	11OCT13
R/O OPENED		BOOKED		OPTIONS			ENG:5.3_Liter_SIDI
02OCT13		11OCT19					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES BRAKE PEDAL IS VERY STIFF (VEHICLE WAS HARD TO STOP CAUSE: Brake Pedal Excessive Effort Worn Vacuum Pump. 4023850 VACUUM PUMP ASSEMBLY REPLACEMENT							
				773 W94			(N/C)
				1 12659488 (S) PUMP			(N/C)
CUSTOMER PAY DEDUCTIBLE FOR LINE A							225.00

45632 Brake Pedal Excessive Effort Worn Vacuum Pump. 4023850 2.20
Install Scan Tool And Check For Codes, Inspect the brake assist
system for Vacuum leaks, Lack of lubrication, binding or excessively
worn pushrod or pedal pivots or pivot bushings Bent or damaged pedal
pushrod, pedal, or pedal bracket
?Damaged or improperly operating brake booster assembly Inspect the
hydraulic brake system for binding caliper pistons
?Internally damaged flexible brake hoses; hindering fluid flow
?External brake fluid leaks
?Kinked or damaged flexible brake hoses and/or pipes
?Internal brake fluid leaks; improperly operating master cylinder
?Poor brake fluid quality; low boiling point Inspect the disc brake
system for Excessively worn linings
?Glazed linings
?Cracked, distorted or damaged linings
?Contaminated linings
?Binding, damaged or excessively worn caliper hardware and/or
lining hardware
?Lack of lubrication or excessive corrosion on metal to metal
contact surfaces
?Excessively worn or corroded rotor friction surfaces
?Glazed rotor friction surfaces
?Hard spots, heat checks, blueing discoloration of rotor friction
surfaces. Vacuum pump is worn and fail. replace pump. Document ID:
3416418 *****ONE TIME GOODWILL ASSISTANCE PER GM*****

B PERFORM RECALL 18239

CAUSE: #18239: Safety Recall - Loss of Steering Assist - (Sep 9, 2013)

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE	TO OUR CUSTOMERS	DESCRIPTION	TOTALS
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR REPAIRATION. ANY EXPRESS MECHANIC'S WARRANTY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE. IN THE EVENT THE BILL FOR LABOR AND MATERIALS HEREBY IS NOT IMMEDIATELY PAID AND SAME IS REFERRED TO AN ATTORNEY FOR COLLECTION OR SUIT, I AGREE TO PAY REASONABLE ATTORNEY'S FEES AND COST INCURRED BY YOU.	CASA AUTOMOTIVE CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUKE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS ADJUSTMENTS	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

TERMS: STRICTLY CASH OR CREDIT CARD

APPROVED

BY

CUSTOMER

CUSTOMER #:

CASA
AUTOMOTIVE GROUP

GMC

INVOICE

CASA DE CADILLAC
BUICK GMC SHERMAN OAKSDUPLICATE 3
PAGE 214401 VENTURA BLVD., SHERMAN OAKS, CALIF 91423-4012
(818) 961-2000
WWW.CASACARS.COM

BAR #: ARD002462 EPA #: CAD 981376031

SERVICE ADVISOR: 458 ALEX CERVANTES

EX. COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREEN	15	GMC SIERRA 1500	3GTU2UEC8FC		45632/45636		
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR15 DC			17:00 10OCT18			CASH	11OCT18
R.O. OPENED		BOOKED		OPTIONS:			ENG:5.3 Liter SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
9103835	RECALL			19289			
				773 W94			(N/C)
45632 #19289: Safety Recall - Loss of Steering Assist - (Sep 9, 2013) 9103835* 0.30 Power Steering Control Module Reprogramming with 695							

C INSPECT AND ADJUST TIRE PRESSURE TO MANUFACTURER'S SPECIFICATIONS

LF RF LR RR

TFC TIRE PRESSURE CHECK COMPLETED

773 I

(N/C)

45632 35

D** INSPECT AND ADJUST TIRE PRESSURE TO MANUFACTURER'S SPECIFICATIONS

LF RF LR RR

TFC TIRE PRESSURE CHECK COMPLETED

773 I

(N/C)

45636 35

EST: 379.37 10OCT18 09:26 SA: 458

CONTACT: RS

WORK

DECLINED TO REPLACE FRONT
BRAKE PADS*** 490.00+ TX****"COMPLETELY SATISFIED" IS OUR ONLY PASSING
ANSWER !!! IF YOU CANNOT ANSWER YOUR SURVEY
"COMPLETELY SATISFIED", PLEASE CONTACT YOUR
SERVICE ADVISOR OR SERVICE MANAGERNEW ONLINE SERVICE APPOINTMENTS NOW AVAILABLE
AT WWW.CASACARS.COM !!!

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		TO OUR CUSTOMERS	DESCRIPTION	TOTALS
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIST IS HEREBY ACKNOWLEDGED ON VEHICLES TO SECURE THE AMOUNT OF REPAIRS THEREON. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER DAMAGE. IN THE EVENT THE BILL FOR LABOR AND MATERIALS HEREBY IS NOT PROMPTLY PAID AND SAME IS REFERRED TO AN ATTORNEY FOR COLLECTION OR SUIT, VEHICLE TO PAY REASONABLE ATTORNEY'S FEES AND COSTS INCURRED BY YOU.		CASA AUTOMOTIVE CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANICS' TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, these charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			FLUENT AMOUNT	0.00
			MISC. CHARGES	226.00
			TOTAL CHARGES	226.00
			LESS ADJUSTMENTS	0.00
			SALES TAX	0.00
TERMS: STRICTLY CASH OR CREDIT CARD			PLEASE PAY THIS AMOUNT	226.00

CUSTOMER

ASSIGNMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number 2150 Contract Number _____

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address)
[REDACTED]	[REDACTED]	DENNIS DILLON AUTO PARK 2777 SOUTH ORCHARD BOISE, ID 83705

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

Now Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2013	GMC 1/2 CREW 434	3G7U2UEC85G [REDACTED]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
1.94 %	\$ 2418.40	\$ 39702.32	\$ 42120.72	\$ 4850.00 is \$ 46970.72

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	585.03	Monthly beginning 06/08/2013

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 15.00 or \$ % of the part of the payment that is late, whichever is greater.

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price (including \$ 3176.92 sales tax)	\$ 44225.32 (1)
2. Total Downpayment =	
Trade-in	N/A
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ N/A
Less Pay Off Made By Seller	\$ N/A
Equals Net Trade In	\$ 0.00
+ Cash	\$ 2100.00
+ Other	\$ 2750.00
(If total downpayment is negative, enter "0" and see 4) below)	\$ 4850.00 (2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ 39375.32 (3)
4. Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A. Cost of Optional Credit Insurance Paid to Insurance Company or Companies.	
Life	\$ N/A
Disability	\$ N/A
B. Vendor's Single Interest Insurance Paid to Insurance Company	\$ N/A
C. Other Optional Insurance Paid to Insurance Company or Companies	\$ N/A
D. Optional Gap Contract	\$ N/A
E. Official Fees Paid to Government Agencies	\$ N/A
F. Government Taxes Not Included in Cash Price	\$ N/A
G. Government License and/or Registration Fees	\$ 23.00
H. Government Certificate of Title Fees	\$ N/A
I. Optional Service Contract** Paid to	\$ N/A
J. Other Charges (Seller must identify who is paid and describe purpose)	
to N/A for Prior Credit or Lease Balance	\$ N/A
to DENNIS DILLON AUTO PARK for DOCUMENT FEE	\$ 299.00
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
Total Other Charges and Amounts Paid to Others on Your Behalf	\$ 327.00 (4)
5. Amount Financed (3 + 4)	\$ 39702.32 (5)

**Purchase of an optional Service Contract is not required either to purchase or to obtain financing for the Vehicle.

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required to be checked below.

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

Check the insurance you want and sign below.

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life \$ None

Credit Disability \$ None

Insurance Company Name

N/A

Home Office Address

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ N/A N/A
Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

☐ N/A N/A
Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

N/A

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A, Year . SELLER'S INITIALS

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs ☒

ance); if the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N/A and is also shown in item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

Returned Check Charge: You agree to pay a charge of \$ 20.00 if any check you give us is dishonored.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs Co-Buyer Signs ☒ If any part of this contract is not valid, all other parts stay valid. We may extend the time for making payments without losing them. For example, we may extend the time for making some payments without extending the time for making others. See back for other important agreements.

NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You acknowledge that you have read both sides of this contract, including the arbitration clause on the reverse signing below. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs ☒ Date 4/24/15 Co-Buyer Signs ☒ Date N/A

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

Other owner signs here ☒ N/A Address N/A
Seller signs DERNIS DILLON AUTO PARK Date 4/24/15 By ☒ Title

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

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

Seller By Title

LAW FORM NO. 553-ID-ARB REV 5/10 U.S. PATENT NO. D440,782
©2013 The Reynolds and Reynolds Company, LTD. 0401A www.reynolds.com 1-800-244-0999 fax 1-800-521-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR
FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER/TRUTH IN LENDING COPY

2015 SIERRA 1500 4WD CREW CAB SLE		GENERAL MOTORS LLC	
GWX BRONZE ALLOY METALLIC /V8G			
H0U JET BLACK		RENAISSANCE CENTER	
ORDER NO. [REDACTED]	TRE [REDACTED]	STOCK NO.	DETROIT MI 48243-1114
VIN 3GT U2UE C8 FG [REDACTED]		VEHICLE INVOICE [REDACTED]	
*****3652*****48*18001S			
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK15743 SIERRA 1500 4WD CREW CAB	42275.00	39315.76	INVOICE 11/13/14
C5Z GVW RATING - 7,200 LBS	N/C	N/C	SHIPPED 11/13/14
GU6 REAR AXLE, 3.42 RATIO	N/C	N/C	EXP I/T 12/02/14
JL1 TRAILER BRAKE CONTROLLER	230.00	202.40	INT COM 12/02/14
KA1 DRIVER & FRONT PASSENGER	250.00	220.00	PRC EFF 11/13/14
HEATED SEATS			KEYS V1139 V1139
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	963.60	WFP-S QTR OPT-1
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	BANK: US BANK CLS
NE1 50-STATE EMISSIONS	N/C	N/C	CHG-TO 18-001
PDU SLE VALUE PACKAGE	1825.00	1606.00	
* TRAILERING EQUIPMENT PACKAGE			SHIP WT: 5436
* PWR SEAT ADJUSTER, DRIVER			HP: 45.7
* REMOTE VEHICLE START			GVWR: 7200
* FRONT FOG LAMPS			GAWR.FT: 3950
* STEERING COLUMN TILT & TELESCOPING			GAWR.RR: 3950
* REAR WINDOW DEFROSTER			EMPLOY: 42200.53
* POWER OUTLET, 110-VOLT AC			SUPPLR: 43900.76
* UNIVERSAL HOME REMOTE			NTR: 1/2
* AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL			DAN: 7LE71
			EMPINC: 2581.44
			SUPINC: 881.21
REX TIRES, ALL TERRAIN	200.00	176.00	
VV4 ONSTAR(R) 4G LTE WI-FI(R)	0.00	0.00	
HOTSPOT W/ 3GB/3MO DATA TRIAL			
Z71 OFF ROAD SUSPENSION PACKAGE	775.00	682.00	
* WHEELS, 18" BRIGHT MACHINED ALUMINUM			
* AIR CLEANER, HIGH CAPACITY			
* HILL DESCENT CONTROL			
* UNDERBODY SHIELD			
* Z71 BADGE			
* MONOTUBE RANCHO SHOCKS			
1SZ SLE VALUE PACKAGE DISCOUNT	750.00-	660.00-	
TOTAL MODEL & OPTIONS	45900.00	42505.76	ACT 237 42323.76
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1377.00
TOTAL	47095.00	43700.76	PAY 310 43700.76
MEMO: TOTAL LESS HOLDBACK AND			
APPROX WHOLESALE FINANCE CREDIT		41689.63	

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.			

DENNIS DILLON AUTO PARK AND TRUCK CE			

3F0424

Select Incentives

Selection Criteria

Delivery Date: 04/24/2015

VIN #: 3GTU2UEC8FG

2015 GMC Sierra 1500

Inventory Status: New

Customer Location: KERN (93535)

Delivery Type: INDIVIDUAL, RETAIL LEASE - INDIVIDUAL,
BUSINESS / ORGANIZATION

Order Type: RETAIL - STOCK

Dealer:

Selected Incentives

Cash Total: \$2,750

Term:

Rate:

Residual:

Cash	Stackable Cash	Program Number	Program Name	Rate	Residual	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
\$1,500	\$1,250	15-40ACA-008	GENERAL MOTORS CONSUMER CASH PROGRAM					2015-04-01	2015-04-30	NCC		

Additional Stackable Incentives

Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon
\$750	15-40AD-005	GM INCREMENTAL CONSUMER CASH PROGRAM				2015-04-01	2015-04-30	LJR		
\$500	15-40A-009	GENERAL MOTORS BONUS CASH PROGRAM				2015-04-16	2015-04-30	DRH		

The information presented on this screen is as of 04/24/2015 09:34 AM

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

Accessory Claim

Claim Information

Claim Number: [REDACTED]
Date Submitted: 5/1/15 3:36 PM
Claim Status: In Process
Claim Type: Accessory Program Year: 2015

Vehicle Information

VIN: 3GTU2UEC8FG [REDACTED]
Series Name: Sierra 1500 Crew Cab Standard Box 4WD
Model Number: TK15743
Delivery Date: 04/24/2015
Model Year: 2015

Dealership Information

Dealership Name: DENNIS DILLON AUTO PARK AND TRUCK
BAC: 117762
Dealer Code: [REDACTED]
Salesperson Name: RYAN JEPPESEN
Phone: (208) 336-6000
Fax:
Email Address:

Customer Information

Company Name:
Owner's Name:

Address:

City, State, & ZIP:

Company Phone:

Company Email:

Business Documentation: Prior Year Schedule C (Form 1040) OR Schedule F (Form

Documentation Description:

Business Type: Service

Business Type Documentation:

Proof of Eligibility: Yes

Sierra 1500 Crew Cab Standard Box 4WD

ACCESSORY CLAIM

Qty	Part Number	Part Description	
1	19302683	Molded Hood Protector - Aeroskin, Smoke Black by Lund®	\$400 GM Accessories Cash
1	22799283	Retractable Bed Step, For All 6'6" Regular Box and Light Duty (1500 Series) 8' Long Box Models, Not For Use With 4" Assist Steps (VXJ, RVS)	

PO/RO Number: XXXXXXXXXX

Customer Signature

Date Signed

Dealer Representative Signature

Date Signed

IMPORTANT! CUSTOMER INITIALS REQUIRED

By submitting this claim DENNIS DILLON AUTO PARK AND TRUCK CENTER, INC. has agreed to the Business Maintenance Plan complete rules, terms, and conditions. Once this incentive is paid and completed, PHQ will activate this VIN in Global Warranty to be eligible for maintenance redemption. For a full description of the Business Maintenance Plan, please click on the Program Info tab to download.

I understand and accept the above.

Salcapraon Signature

NOTE: 2014-15MY vehicles will receive the all-new 2-Year/24,000-Mile Brand Maintenance Program that covers scheduled oil changes with filter, tire rotations, and 27-point inspections, according to new vehicle recommended maintenance schedule. (Customer Initials Not Required)

2012-13MY Maintenance Plan Only

Customer will receive:

- 4 maintenance visits for diesel engines, 6 maintenance visits for gas dexasol™ engine for 24 months or 30,000 miles, whichever comes first.
- Maintenance visits covered under the Business Maintenance Plan are
 - Lube, oil, and filter
 - Single rear wheel tire rotation
 - 27 multi-point inspection

I have reviewed the Business Maintenance Plan with DENNIS DILLON AUTO PARK AND TRUCK CENTER, INC. and understand what is eligible for my vehicle.

Customer Initials

Date

This form must be initialed by the customer and included in the dealer jacket for audit purposes.

Copyright 2014 General Motors, LLC

GMC BUSINESS CHOICE

Business Name [REDACTED] - Handyman - Service Tech

Mailing Address [REDACTED]

City/State/Zip [REDACTED]

Owner Name (required) [REDACTED]

Business Phone [REDACTED]

[REDACTED] provided

Date Signed

4/24/13

Date Signed

IMPORTANT! CUSTOMER INITIALS REQUIRED

By submitting this claim DENNIS DILLON AUTO PARK AND TRUCK CENTER, INC. has agreed to the Business Maintenance Plan complete rules, terms, and conditions. Once this incentive is paid and completed, PHQ will activate this VIN in Global Warranty to be eligible for maintenance redemption. For a full description of the Business Maintenance Plan, please click on the Program Info tab to download.

I to

Customer will receive:

- 4 maintenance visits for diesel engines, 6 maintenance visits for gas dexos1™ engine for 24 months or 30,000 miles, whichever comes first.
- Maintenance visits covered under the Business Maintenance Plan are
 - Lube, oil, and filter
 - Single rear wheel tire rotation
 - 27 multi-point inspection

I have reviewed the Business Maintenance Plan with DENNIS DILLON AUTO PARK AND TRUCK CENTER, INC. and understand what is eligible for my vehicle.

Customer Initials

Date

This form must be initialed by the customer and included in the dealer jacket for audit purposes.

Please Note: CUSTOMER INITIALS REQUIRED ON 2012-2013 MY ONLY.

SCHEDULE C
(Form 1040)**Profit or Loss From Business**
(Sole Proprietorship)

OMB No. 1545-0074

2014Attachment
Sequence No. **09**Department of the Treasury
Internal Revenue Service (99)Information about Schedule C and its separate instructions is at www.irs.gov/schedulec.
Attach to Form 1040, 1040NR, or 1041; partnerships generally must file Form 1065.

Name of proprietor

Social security number (SSN)

Including product or service (see instructions)

SERVICE TECH - HANDYMAN

B Enter code from instructions

D Employer ID number (EIN), (see instrs)

E Business address (including suite or room no.)

City, town or post office, state, and ZIP code

F Accounting method: (1) ☒ Cash (2) ☐ Accrual (3) ☐ Other (specify)G Did you 'materially participate' in the operation of this business during 2014? If 'No,' see instructions for limit on losses. ☒ Yes ☐ NoH If you started or acquired this business during 2014, check here ☐ Yes ☐ NoI Did you make any payments in 2014 that would require you to file Form(s) 1099? (see instructions). ☒ Yes ☐ NoJ If 'Yes,' did you or will you file required Forms 1099? ☒ Yes ☐ No**Part I Income**

1	Gross receipts or sales. See instructions for line 1 and check the box if this income was reported to you on Form W-2 and the 'Statutory employee' box on that form was checked.	1	
2	Returns and allowances.	2	
3	Subtract line 2 from line 1.	3	
4	Cost of goods sold (from line 42).	4	
5	Gross profit. Subtract line 4 from line 3.	5	
6	Other income, including federal and state gasoline or fuel tax credit or refund (see instructions).	6	
7	Gross income. Add lines 5 and 6.	7	

Part II Expenses. Enter expenses for business use of your home only on line 30.

8	Advertising	8		18	Office expense (see instructions)	18	
9	Car and truck expenses (see instructions)	9	1,456.	19	Pension and profit-sharing plans	19	
10	Commissions and fees	10		20	Rent or lease (see instructions):		
11	Contract labor (see instructions)	11	11,035.	20 a	Vehicles, machinery, and equipment	20 a	
12	Depletion	12		20 b	Other business property	20 b	
13	Depreciation and section 179 expense deduction (not included in Part III) (see instructions)	13		21	Repairs and maintenance	21	
14	Employee benefit programs (other than on line 19)	14	1,800.	22	Supplies (not included in Part III)	22	
15	Insurance (other than health)	15	1,463.	23	Taxes and licenses	23	
16	Interest:			24	Travel, meals, and entertainment:		
16 a	Mortgage (paid to bank, etc)	16 a		24 a	Travel	24 a	
16 b	Other	16 b		24 b	Deductible meals and entertainment (see instructions)	24 b	
17	Legal & professional services	17		25	Utilities	25	
28	Total expenses before expenses for business use of home. Add lines 8 through 27a	28		26	Wages (less employment credits)	26	
29	Tentative profit or (loss). Subtract line 28 from line 7.	29		27 a	Other expenses (from line 48)	27 a	
30	Expenses for business use of your home. Do not report these expenses elsewhere. Attach Form 8829 unless using the simplified method (see instructions). Simplified method filers only: enter the total square footage of: (a) your home: _____ Use the Simplified Method Worksheet in the instructions to figure the amount to enter on line 30.	30		27 b	Reserved for future use	27 b	
31	Net profit or (loss). Subtract line 30 from line 29. • If a profit, enter on both Form 1040, line 12 (or Form 1040NR, line 13) and on Schedule SE, line 2. (If you checked the box on line 1, see instructions). Estates and trusts, enter on Form 1041, line 3. • If a loss, you must go to line 32.	31					

32 If you have a loss, check the box that describes your investment in this activity (see instructions).

• If you checked 32a, enter the loss on both Form 1040, line 12, (or Form 1040NR, line 13) and on Schedule SE, line 2. (If you checked the box on line 1, see the line 31 instructions). Estates and trusts, enter on Form 1041, line 3.

• If you checked 32b, you must attach Form 6198. Your loss may be limited.

32a ☐ All investment is at risk.32b ☐ Some investment is not at risk.

BAA For Paperwork Reduction Act Notice, see the separate instructions.

FD102112L 10/30/14

Schedule C (Form 1040) 2014



GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT



GMC HUMMER



CUSTOMER NAME: _____

VIN: 3GTU2UEC8FG _____

Deal # _____ Stock # _____

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
15-40ACA-008	\$ 1500.00	NCC
15-40AD-005	\$ 750.00	LJR
15-40A-009	\$ 500.00	DRH
	\$ _____	
	\$ _____	
Total Incentive Amount Received	\$ 2750.00	

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

I elect to receive the following in lieu of REBATES ONLY

AND / OR

I elect to receive REBATES ONLY

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 04/22/15. I acknowledge receipt of incentive(s) as described in item _____ and release GM from any future claim or obligation for _____

Purchaser/Lessee Signature: _____ Date: 04/22/2015

Authorized Dealer Signature: _____ Date: 04/22/2015

Dealership Name: DENNIS DILLON AUTO PARK Dealer Code: _____

Onstar Acknowledgement

Is vehicle equipped with OnStar? XX Yes _____ No

OnStar Terms and Conditions Acknowledgment

I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided. Copies are available in the vehicle glove box, from the dealer, at www.onstar.com, or by contacting OnStar as described below.

OnStar Stolen Vehicle Slowdown Capability (Model Year 2009 or Newer)

My OnStar-equipped vehicle may have Stolen Vehicle Slowdown capability that enables OnStar to slow down my stolen vehicle to assist authorities in its recovery.

I understand I must press the _____ OnStar advisor to disable this capability if I don't want the Stolen Vehicle Slowdown capability. This capability can only be re-enabled at a GM dealership at my expense.

Purchaser/Lessee Signature: _____ Date: 04/22/15

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the incentive(s) described in item #1; the _____ conditions; OnStar Stolen Vehicle Slowdown Capability and cancellation of All OnStar Services have been explained to and understood by the purchaser/lessee who has taken delivery of the referenced unit through this dealership and that the delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ Date: 04/22/2015

Dealership Name: DENNIS DILLON AUTO PARK Dealer Code: _____

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for new retail customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

 Dealer Number 2150

Contract Number _____

 Buyer Name and Address
(Including County and Zip Code)

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

Creditor-Seller (Name and Address)

 DENNIS DILLON AUTO PARK
2777 SOUTH ORCHARD
BOISE, ID 83705

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract. Deal # _____, Stock # _____ 14400019

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	GMC 1/2 CREW 4X4	3GTU2UEC8FG _____	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ 4850.00 is
1.94 %	\$ 2418.40	\$ 39702.32	\$ 42120.72	\$ 46970.72

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	\$ 585.01	Monthly beginning 06/08/2015

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 15.00 or 5 % of the part of the payment that is late, whichever is greater.

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

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

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

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.

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

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life \$ None

Credit Disability \$ None

Insurance Company Name _____

N/A

Home Office Address _____

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ 3676.32 sales tax) \$ 44225.32 (1)

2 Total Downpayment =

Trade-in N/A
(Year) (Make) (Model)

Gross Trade-In Allowance \$ N/A

Less Pay Off Made By Seller \$ N/A

Equals Net Trade In \$ 0.00

+ Cash \$ 2100.00

+ Other REBATE \$ 2750.00

(If total downpayment is negative, enter "0" and see 4J below) \$ 4850.00 (2)

3 Unpaid Balance of Cash Price (1 minus 2) \$ 39375.32 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf

(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance

Company or Companies.

Life \$ N/A

Disability \$ N/A

\$ N/A

B Vendor's Single Interest Insurance

Paid to Insurance Company \$ N/A

C Other Optional Insurance Paid to Insurance Company or Companies \$ N/A

D Optional Gap Contract \$ N/A

E Official Fees Paid to Government Agencies \$ N/A

Other Optional Insurance

☐ N/A N/A
Type of Insurance Term

Premium \$ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

☐ N/A N/A
Type of Insurance Term

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ 3676.32 sales tax) \$ 44225.32 (1)

2 Total Downpayment =

Trade-in N/A

(Year) (Make) (Model)

Gross Trade-In Allowance \$ N/A

Less Pay Off Made By Seller \$ N/A

Equals Net Trade In \$ 0.00

+ Cash \$ 2100.00

+ Other REBATE \$ 2750.00

(If total downpayment is negative, enter "0" and see 4J below)

3 Unpaid Balance of Cash Price (1 minus 2) \$ 4850.00 (2)

4 Other Charges Including Amounts Paid to Others on Your Behalf \$ 39375.32 (3)

(Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies

Life \$ N/A

Disability \$ N/A

B Vendor's Single Interest Insurance \$ N/A

Paid to Insurance Company

C Other Optional Insurance Paid to Insurance Company or Companies \$ N/A

D Optional Gap Contract \$ N/A

E Official Fees Paid to Government Agencies \$ N/A

F Government Taxes Not Included in Cash Price \$ N/A

G Government License and/or Registration Fees \$ N/A

LICENSE FEE

H Government Certificate of Title Fees \$ 28.00

I Optional Service Contract** Paid to N/A \$ N/A

J Other Charges (Seller must identify who is paid and describe purpose)

to N/A for Prior Credit or Lease Balance \$ N/A

to DENNIS DILLON AUTO PARK for **DOCUMENT FEE** \$ 299.00

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

to N/A for N/A \$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 327.00 (4)

5 Amount Financed (3 + 4) \$ 39702.32 (5)

**Purchase of an optional Service Contract is not required either to purchase or to obtain financing for the Vehicle.

Required to obtain credit, your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ N/A Type of Insurance N/A Term

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

☐ N/A Type of Insurance N/A Term

Premium \$ N/A

Insurance Company Name N/A

Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

☒ Buyer Signature _____ Date _____

☒ Co-Buyer Signature _____ Date _____

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A, Year . SELLER'S INITIALS _____

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract _____

I want to buy a gap contract.

Buyer Signs ☒

Returned Check Charge: You agree to pay a charge of \$ 20.00 if any check you give us is dishonored.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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

to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A
to N/A	for N/A	\$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf \$ 327.00 (4)

5 Amount Financed (3 + 4) \$ 39702.32 (5)

**Purchase of an optional Service Contract is not required either to purchase or to obtain financing for the Vehicle.

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A Year. SELLER'S INITIALS _____

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract _____

I want to buy a gap contract.

Buyer Signs ☒ _____

Buyer Signature _____
 X
 Co-Buyer Signature _____ Date _____
THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. You may choose the insurance company through which the VSI insurance is obtained. If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

Returned Check Charge: You agree to pay a charge of \$ 20.00 if any check you give us is dishonored.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains _____ this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs _____ Buyer Signs ☒ _____
 If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from doing any _____ under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
 See back for other important agreements.

NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take _____ that you have read both sides of this contract, including the arbitration clause on the reverse. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs _____ Date 04/24/15 Co-Buyer Signs ☒ _____ Date N/A
 Co-Buyers and _____ responsible for paying the entire debt. An other owner is a person who _____ the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given _____

Other owner signs here ☒ N/A _____ Address _____
 Seller signs DENNIS DILLON AUTO PARK Date 04/24/15 By _____ Title _____

Seller assigns its interest in this contract to _____ agreement(s) with Assignee.
☐ Assigned with recourse ☐ Assigned with limited recourse

Seller _____ Title _____



AT DENNIS DILLON "EVERYBODY RIDES"

☒ Dennis Dillon Auto Park & Truck Center, Inc.
2777 S. Orchard at Interstate 84 - P.O. Box 7944 - Boise, ID 83707 1-800-396-0323 (208) 338-6000
OLDSMOBILE - MAZDA - NISSAN - GMC TRUCK - SUZUKI - USED CARS & TRUCKS

☐ Dennis Dillon Truck & Auto Center
925 Airbase Road - Mountain Home, ID 83647 (208) 587-7414
SUZUKI - USED CARS & TRUCKS

☐ Dennis Dillon Ford, Lincoln, Mercury
400 West 6th Street - Mountain Home, ID 83647 1-800-743-3326 (208) 587-3326
FORD - LINCOLN - MERCURY - USED CARS & TRUCKS

☐ Dennis Dillon Dodge Chrysler Jeep
4025 East Cleveland Blvd., Caldwell, Idaho 83606

☐ Dennis Dillon RV Center
8560 West Targhee Street, Boise, Idaho 83705

☐ Northwest Leasing
P.O. Box 7247 - Boise, ID 83707 1-800-798-2733 (208) 338-8222
☐ Northwest Leasing of Boise, ID
☐ Northwest Leasing of Mountain Home, ID
☐ Northwest Leasing of Ontario, OR

RETAIL ORDER FOR MOTOR VEHICLES

SALESMAN:

BROWN S.

YEAR 2015 MAKE GMC MODEL 1/2 CREW 4 MILEAGE 54

SERIAL NUMBER 3GTU2UEC8FG COLOR BRONZE ALL TRIM

INSURANCE INFORMATION

COMPANY SCAC

AGENT N/A

PHONE NUMBER N/A

ADDRESS

PRICE OF VEHICLE & ACCESSORIES 40549.00

PRO MARK

OTHER PROTECTIONS

DEAL #

TOTAL PRICE 40549.00

STOCK NUMBER	ORDER DATE	DELIVERY DATE 04/24/2015
PURCHASER'S NAME TO APPEAR SAME AS TITLE		
BUSINESS PHONE		

DESCRIPTION OF TRADE-IN

YEAR	MAKE	MODEL	COLOR
MILEAGE ACTUAL		SERIAL NUMBER	
TRADE-IN PAYOFF TO:			
ADDRESS			
AMOUNT \$ N/A		GOOD UNTIL	

CASH PRICE

40549.00

DISCOUNT AND/OR TRADE ALLOWANCE N/A

CASH DIFFERENCE 40549.00

DOCUMENTATION FEE 299.00

STATE SALES TAX 3676.32

IDAHO STATE TIRE TAX N/A

STATE TITLE FEE 28.00

OTHER CHARGES N/A

PLUS TRADE-IN PAYOFF N/A

TOTAL DUE ON DELIVERY

44552.32

SETTLEMENT

DEPOSIT	GOOD FOR 48 HOURS	DATE	RECEIPT #
ADDITIONAL DEPOSIT			2100.00
ACCESSORY DEPOSIT			N/A
REBATE			2750.00
TOTAL SETTLEMENT			39702.32

LIMITED WARRANTY

"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 expressed or implied, including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement, and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER AND ON THE EVENT OF A TIME SALE, DEALER SHALL NOT BE OBLIGATED TO SELL UNTIL APPROVAL OF THE TERMS HEREOF IS GIVEN BY A BANK OR FINANCE COMPANY WILLING TO PURCHASE A RETAIL INSTALLMENT CONTRACT WITHIN 5 DAYS OF THE DATE ACCEPTED BY THE DEALER BETWEEN THE PARTIES HERETO BASED ON SUCH TERMS. Purchaser by his execution of this Order that he is of legal age and acknowledges that he has read its terms and conditions and has received a true copy of this Order.

DENNIS DILLON RETAINS ALL FACTORY INCENTIVES,

DATE
04/24/2015

DATE
04/24/2015

DATE

SALES TAX EXEMPTION CERTIFICATE - VEHICLE/VESSEL

The buyer must complete this form and give it to the seller when claiming a tax exemption.

HAWAIIAN

Buyer's Name [REDACTED]		Seller's Name DENNIS DILLON AUTO PARK	
State [REDACTED]	Address 2777 SOUTH ORCHARD, BOISE, ID	City BOISE, ID	State ID
Zip Code 83705	Phone (208) 336-6000		
Model 1/2 CREW 4x4	Hull or Vehicle Identification Number 3GTU2UEC8F0 [REDACTED]		

OUT-OF-STATE EXEMPTION FOR NONRESIDENTS

The purchase or lease of this vehicle or vessel is exempt from sales tax because:

1. This vehicle is:

- | | |
|---|---|
| ☐ an automobile | ☐ a snowmobile |
| ☐ an on-highway motorcycle | ☐ a vessel with motor regardless of length |
| ☐ a truck | ☐ a vessel without a motor, 11 feet or more in length* |
| ☐ a trailer* | ☐ an ATV |
| | ☐ an off-highway motorcycle, and |

2. I am not an Idaho resident and during any 12-month period, I will limit the storage or use of this vehicle/vessel in Idaho to 60 days or less, and

CALIFORNIA

3. I will take this vehicle to the state or country of [REDACTED] and will immediately license and title it there, if required, and

CA

4. My driver's license number is [REDACTED], issued by (state or country) [REDACTED]

*This exemption doesn't apply to SOHVs, UTVs, canoes, kayaks, truck campers, or inflatable boats (of any length) sold without a motor.

ORIGINAL - Idaho State Tax Commission, Tax Discovery Bureau, Box 36, Boise, Idaho 83722
COPY - Seller

INTERSTATE CARRIER EXEMPTION

The purchase or lease of this motor vehicle or trailer is exempt from sales tax because:

☐ Truck or Bus

- This motor vehicle will be immediately registered with a maximum gross weight of more than 26,000 pounds under the International Registration Program (IRP), and
- This vehicle will be part of a registered fleet of vehicles which will operate _____% of its miles outside of Idaho, and
- I understand that if the out-of-Idaho fleet mileage* drops below 10% for any registration year, I must pay use tax to the Tax Commission on the fair market value of this motor vehicle as of the last day of the registration period.

☐ Trailer

- This on-highway trailer will immediately become part of a fleet of vehicles registered under the International Registration Program (IRP), and
- This fleet of vehicles will operate _____% of its miles outside of Idaho, and
- I understand that if the out-of-Idaho fleet mileage* drops below 10% for any registration year, I must pay use tax to the Tax Commission on the fair market value of this trailer as of the last day of the registration period.

*An operator may have more than one IRP fleet. Each fleet is evaluated separately for compliance with the out-of-state mileage requirement.

ORIGINAL - County Assessor/Idaho Transportation Department
COPY - Seller

I certify that all statements made on this form are true and correct to the best of my knowledge. I understand that falsifying this certificate to evade paying tax is a crime. Other penalties may also apply.

SIGN HERE >>> [REDACTED]

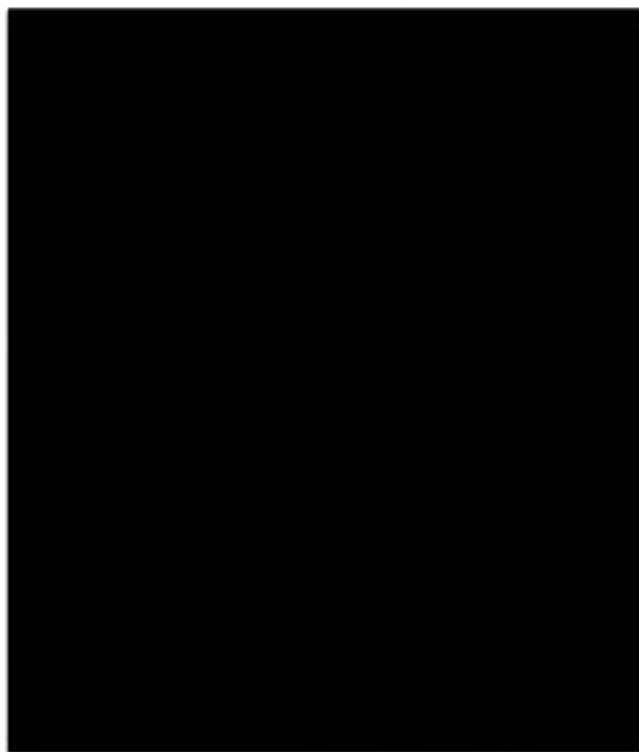
Date

04/24/2015

IdD00048

Rule 128 states that if you don't receive an exemption certificate from the buyer at the time of sale, the sale is presumed to be taxable. If you receive an exemption certificate after the sale, but don't get it within a reasonable length of time, the Tax Commission will review the certificate with all other available evidence to determine whether you have clearly proven that the sale was exempt from tax.

• This form is valid only if all the information is complete. • The seller must keep this form. • This form may be reproduced.



att: Scott...

PROOF OF INSURANCE

PROOF OF INSURANCE		VEHICLES ON POLICY	
Interinsurance Exchange of the Automobile Club NAIC #: 15598		YEAR MAKE	VEH I.D. #
Named Insured: [REDACTED]	Policy Number: [REDACTED]	2008 TYTA YARIS BASE/S	JTDBT92388
		2013 KIA SORENTO LX	5XYKT3A100
		2013 KIA OPTIMA LX	5XXGMA77
		2001 HOND PRELUDE	JHMB852481
		1992 SUZU 600 SE	JS1GM51A98
		2014 CHEV SLVRD 1500 CR NEW	1GCUKREC7
Effective Date: 03/24/2015 Expiration Date: 03/24/2016		DRIVERS ON POLICY	
This policy provides at least the minimum amounts of liability insurance required by the CA VEH CODE SECTION 16056 for the specified vehicles and named insureds and may provide coverage for other persons and other vehicles as provided by the insurance policy.		[REDACTED]	
IF YOU HAVE AN ACCIDENT CALL OUR 24/7 AAA ACCIDENT ASSIST HOTLINE 1-800-67-CLAIM (1-800-672-5246) After an accident, follow these 5 easy steps: Step 1: Get the names and addresses of all persons involved in the accident, e.g., pedestrians, witnesses, other passengers, etc. Step 2: Get the driver's license number and insurance information of the driver(s) of the other vehicle(s). Step 3: Write down the vehicle(s) license plate, including state of registration. Step 4: Call our AAA Accident Assist Hotline at 1-800-67-CLAIM (1-800-672-5246) to report the accident and, if necessary, have your vehicle towed to the repair shop or location of your preference. Step 5: Safely wait for the tow truck. Our independent service providers' tow trucks always display the AAA emblem. <i>Do not admit responsibility for or discuss the circumstances of the accident with anyone other than the police or an authorized Auto Club claims representative. Do not disclose your policy limits to anyone. Coverage subject to policy terms and limits.</i> For questions or changes to your policy, call 1-877-422-2100, Monday through Friday from 7 a.m. to 9 p.m. or Saturday from 8 a.m. to 5 p.m.			

Place the Proof of Insurance in each vehicle insured under your policy. In addition, we suggest that each listed driver carry a card. Under California law, drivers and owners of a motor vehicle must be able to establish financial responsibility at all times. These cards become invalid on the expiration or termination date of the policy.

PROOF OF INSURANCE		VEHICLES ON POLICY	
Interinsurance Exchange of the Automobile Club NAIC #: 15598		YEAR MAKE	VEH I.D. #
Named Insured: [REDACTED]	Policy Number: [REDACTED]	2000 DODG B150/B1500 CD	2B7HB11Y9YK
		2003 MINZ E CLASS 4D 2WD 320	WDBUF05J13
Effective Date: 03/24/2015 Expiration Date: 03/24/2016		DRIVERS ON POLICY	
This policy provides at least the minimum amounts of liability insurance required by the CA VEH CODE SECTION 16056 for the specified vehicles and named insureds and may provide coverage for other persons and other vehicles as provided by the insurance policy.		[REDACTED]	
IF YOU HAVE AN ACCIDENT CALL OUR 24/7 AAA ACCIDENT ASSIST HOTLINE 1-800-67-CLAIM (1-800-672-5246) After an accident, follow these 5 easy steps: Step 1: Get the names and addresses of all persons involved in the accident, e.g., pedestrians, witnesses, other passengers, etc. Step 2: Get the driver's license number and insurance information of the driver(s) of the other vehicle(s). Step 3: Write down the vehicle(s) license plate, including state of registration. Step 4: Call our AAA Accident Assist Hotline at 1-800-67-CLAIM (1-800-672-5246) to report the accident and, if necessary, have your vehicle towed to the repair shop or location of your preference. Step 5: Safely wait for the tow truck. Our independent service providers' tow trucks always display the AAA emblem. <i>Do not admit responsibility for or discuss the circumstances of the accident with anyone other than the police or an authorized Auto Club claims representative. Do not disclose your policy limits to anyone. Coverage subject to policy terms and limits.</i> For questions or changes to your policy, call 1-877-422-2100, Monday through Friday from 7 a.m. to 9 p.m. or Saturday from 8 a.m. to 5 p.m.			



PROOF OF INSURANCE

Interinsurance Exchange of the Automobile Club
NAIC #: 15598

Named Insured

Policy Number

FOLD HERE

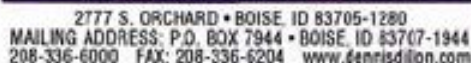
Effective Date: 03-24-14 Expiration Date: 03-24-15

This policy provides at least the minimum amounts of liability insurance required by the CA VEH CODE SECTION 16056 for the specified vehicles and named insureds and may provide coverage for other persons and other vehicles as provided by the insurance policy.

VEHICLES ON POLICY

YEAR	MAKE	VEH I.D. #
2008	TYTA	JTDBT923881
2013	KIA	5XYKT3A10DG
2013	KIA	5XXGM4A77DG
2001	HOND	JHM8B62481C
1992	SUZU	JS1GMS1A9N
2014	CHEV	1GCUKREC7E
2000	DODG	2B7HB11Y9YK

DRIVERS ON POLICY



NAME		STOCK #		NEW	XX	USED
ADDRESS		YEAR	2015	MAKE	GMC	
CITY, STATE, ZIP				MODEL	1/2 CREW 4X4	
PHONE		VIN	3GTU2UEC8FG			
SALESMAN	SCOTT BROWN	DELIVERY DATE	04/22/2015			

LATONCH 5408

I hereby accept this WE-OWE with the understanding that it is valid for only (30) THIRTY DAYS FROM DATE _____ just make an
ADVANCE APPROVAL _____ above work can be performed.

(FOR APPROVAL) _____ DATE _____

CUSTOMER _____ APPROVED _____
MANAGER



Deal # Salesperson: SCOTT BROWN Source: DENNISDILLON.CO Date: 04/24/2015

Name: _____ Home #: _____ Work #: _____
Street: _____ City: _____ State: _____ Zip: _____

Stock # Year 2015 Make GMC Model 1/2 CREW 4X4
Miles 54 VIN # 3GTU2UEC8FG Color BRONZE ALLOY ME

Selling Price: \$ 40549.00

Trade Value: \$ None

Trade Payoff: \$ None

Cash Investment: \$ 2100.00

Rebate: \$ 2750.00

Payment: \$ 585.93

Term: _____ 78

Manager's Signature _____

Dennis Dillon Auto Group
P.O. Box 7244 • BOISE, IDAHO 83707
1-800-398-0323

Our Privacy Policy

Preserving trust is a core value. We recognize that you expect us to protect the information you provide us and use it responsibly. We collect nonpublic personal information about you for the following sources:

- Information we receive from you on applications or other forms you complete, such as your employment information, assets, and other such information;
- Information about your transactions with us, our affiliates, or others, such as your payment history or your account balances;
- Information we receive from a consumer reporting agency, such as the number of open credit accounts you have or information on delinquent credit accounts;
- Information we receive from other parties, such as a work history obtained from an employer; and
- Individually identifiable health information, such as your medical history.

We do not disclose nonpublic personal information about you to nonaffiliated third parties as permitted by law. In general, our disclosures are to parties that provide services for us so that we may more efficiently process the transactions and services you request. We may also disclose any information collected (other than medical information) to parties with which we have an agreement to jointly offer or sponsor products or services. Our agreements with those parties require them to use your information responsibly and limit their ability to share this information with other parties.

We do not share, internally or externally, personally identifiable medical information for any purpose except to process transactions or to provide services you have requested.

We have security practices and procedures in place to prevent unauthorized access to your information. Our practices of safeguarding your information help protect against the criminal use of your information.

We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic and procedural safeguards that comply with federal standards to guard your nonpublic personal information.

CUSTOMER ACKNOWLEDGEMENT: I (we) acknowledge that I (we) received a copy of this notice on the

	<u>04/24/2015</u>	_____	_____
	Date	Co-Customer's Signature	Date
	<u>04/24/2015</u>	_____	_____
Customer's Signature (printed)	Date	Co-Customer's Signature (printed)	Date

CONTRACT SUBJECT TO ACCEPTANCE OF FINANCING

(Addendum to Retail Installment Contract)

This document is incorporated as an addendum to the retail installment contract dated April 24, 2015, between dealership indicated above as seller, [REDACTED], as buyer, and [REDACTED] as co-buyer, relating to the motor vehicle being purchased by buyer and/or co-buyer from Seller (the "Motor Vehicle"). The term "you" and "your" means the buyer and/or co-buyer. The term "Dealer" means the dealership indicated above as seller.

1. Subject to Financing: You and Dealer intend that the retail installment contract will be assigned to a lending institution for financing of the purchase of the Motor Vehicle. You and Dealer agree that such assignment and acceptance by a lending institution is subject to such institution's acceptance of amount financed, the value of collateral offered, the terms of payment, the credit record and/or standing of you, as well as adequate proof of your livelihood, income, residence, and debts, among other criteria. In the event Dealer is unable to assign the contract and obtain financing within 10 business days of the above date, or such other time period as you may agree to extend to Dealer in writing, the motor vehicle purchase contract shall be null and void. In the event the contract becomes null and void for failure to obtain financing, you shall immediately return the Motor Vehicle to Dealer upon Dealer's notice to you, whether written or oral, requesting return of the Motor Vehicle.

2. Return of Motor Vehicle: If you return the Motor Vehicle within one business day of Dealer's notice of failure to obtain financing, Dealer shall refund all deposits made by you on the purchase. You agree to pay to Dealer the cost of repair for any damages occurring to the purchased Motor Vehicle while in your possession, the cost of clean-up of the Motor Vehicle upon its return (not to exceed \$85.00) and a mileage charge of \$0.30 per mile for the mileage added to the Motor Vehicle since the time of its delivery to you. Upon timely return of the Motor Vehicle, Dealer shall return your trade-in vehicle, if any, together with its title (if previously provided to Dealer), and you agree to pay to dealer a reasonable charge for storage and repairs (if any) relating to the trade-in vehicle.

3. Failure to Return Motor Vehicle: If you fail or refuse to return the Motor Vehicle to Dealer within one business day of Dealer's notice of failure to obtain financing, then the Motor Vehicle shall be deemed as goods accepted by you without being subject to any financing, and you must thereafter pay to Dealer the full purchase price of the Motor Vehicle set forth in your purchase order with Dealer, plus any options thereon, the dealer documentation/handling fee, taxes, license and title fees, and other charges thereon, and minus (if applicable) the trade-in purchase price, deposits and rebate. Upon your failure to pay such purchase price to Dealer upon demand, or at anytime thereafter, Dealer shall be entitled to pursue legal action against you for its damages, together with costs of suit, including a reasonable attorney's fee. Nothing in this contract is intended to otherwise limit the terms and conditions of your purchase order with Dealer, and you agree that such terms and conditions shall remain binding and effective.

4. No Rescission: Nothing in this contract allows you to rescind the purchase of the Motor Vehicle in the event one or more lending institutions do not grant approval of financing or assume the contract during the time period specified above for obtaining such financing and assignment. You agree that Dealer retains the right to seek assignment of a retail installment contract with other lending institutions on the same terms and within the time period specified above, or such other time period as you may agree to extend to Dealer in writing.

5. Cooperation: You agree to cooperate with Dealer in obtaining assignment of a retail installment contract within the time period specified above, or such other time period as you may agree to extend to Dealer in writing. Such efforts may include, but are not limited to, furnishing documents and financial information to dealer and/or the lending institution, executing similar retail installment contracts on the same terms for provision to other lending institutions for their approval, or any other matter reasonably required by Dealer to effect an assignment of such contract for financing.

6. Further Agreement to Purchase: Nothing in this contract is intended to prevent you and Dealer from entering into a new and subsequent contract for purchase of a Motor Vehicle on different terms and conditions, in the event that financing of the first contract cannot be arranged, and provided both parties mutually agree to negotiate the new terms and conditions.

YOU AND THE DEALER HAVE AGREED THAT THE MOTOR VEHICLE WILL BE DELIVERED TO YOU PRIOR TO THE PURCHASE PRICE BEING PAID IN FULL. IF FINANCING CANNOT BE ARRANGED ON THE TERMS AND WITHIN THE TIME PERIOD AGREED UPON IN THE MOTOR VEHICLE PURCHASE CONTRACT, THE CONTRACT IS NULL AND VOID. IN THE EVENT THAT THE CONTRACT BECOMES NULL AND VOID YOU SHALL BE SUBJECT TO THE TERMS, CONDITIONS AND RESPONSIBILITIES SPECIFIED ABOVE.

B [REDACTED] stand it, that you agree to the terms and conditions above, and that you

h

(

(Co-Buyer's signature, if applicable)

Dealer:

Date

Date

By:

**DENNIS DILLON AUTO PARK
DENNIS DILLON RV CENTER
DENNIS DILLON FIAT
DENNIS DILLON CHRYSLER JEEP DODGE**

*2777 S ORCHARD ST. BOISE ID 83705
PHONE: 208-336-6000 FAX: 208-336-6215*

5-12-2015

ATTN: TITLE AND REGISTRATION

2015 GMC SIERRA
VIN#3GTU2UEC8FC 

PLEASE FIND PAPERWORK TO TITLE THE ABOVE MENTIONED
VEHICLE. IF YOU HAVE ANY QUESTIONS FEEL FREE TO CONTACT
ME.

PLEASE CONTACT THE CUSTOMER TO COMPLETE THE TRANSFER OF
THE TITLE.



**LIENHOLDER
BANKOF AMERICA
P.O. BOX 2759
JACKSONVILLE, FL 32203**

THANK YOU,

PAULA CHADWELL
TITLE CLERK

ODOMETER DISCLOSURE STATEMENT

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

DENNIS DILLON AUTO PARK

I, _____, state that the odometer
(Transferor's Name — PRINT)
(of the vehicle described below) now reads _____ (no tenths) miles
and to the best of my knowledge that it reflects the actual mileage of the vehicle described below,
unless one of the following statements is checked.

- ☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount
of mileage in excess of its mechanical limits.
- ☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING — ODOMETER DISCREPANCY

VEHICLE DESCRIPTION

MAKE	MODEL	BODY TYPE	YEAR
GMC	1/2 CREW 4X4		2015

GTU2UEC8F0

(VIN)

04/24/2015

DATE OF STATEMENT

DENNIS DILLON AUTO PARK

TRANSFEROR'S PRINTED NAME

TRANSFEROR'S / SELLER'S ADDRESS CITY STATE ZIP CODE

TRANSFeree / BUYER

TRANSFeree'S / BUYER'S SIGNATURE

TRANSFeree'S PRINTED NAME

TRANSFeree'S / BUYER'S ADDRESS CITY STATE ZIP CODE

DISTRIBUTION ☐ ORIGINAL TO STATE
1dd00014-Deel

☐ COPY TO DEALER OR TRANSFEROR

ID-10 (3/97)

The Reynolds and Reynolds Company TO ORDER: www.REYNOLDS.COM, 1-800-244-0995, fax 1-800-531-9055

THIS PRINTED STATEMENT IS NOT A WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CERTIFICATE OF ORIGIN FOR A VEHICLE



RBLPD019

INVOICE NO.

DATE

11/13/14

VEHICLE IDENTIFICATION NO.

3GTU2UEC8FG

YEAR

2015

MAKE

GMC TRUCK

BODY TYPE

SIERRA 4WD CREW CAB PICKUP

SHIPPING WEIGHT

5436

H.P. (S.A.E.)

45.7

G.V.W.R.

7200

NO. CYLS.

08

SERIES OR MODEL

TK15743

N.T.R.

1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

DENNIS DILLON AUTO PARK AND TRUCK CE
2777 S ORCHARD
BOISE ID 83705-3761

18001 SCNPKP

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

* THIS VEHICLE *
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *

GENERAL MOTORS LLC

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

MI 48243-1114

CITY - STATE

GM 521 REV. 10-05

ITD 3520 (Rev. 8-09) Supply # 01-885964-5

This document contains an artificial watermark on the reverse side.

30-Day Temporary Registration



Idaho Transportation Department
Division of Motor Vehicles
PO Box 34
Boise ID 83731-0034



**I
D
A
H
O**

Vehicle Identification Number (VIN) 3GTUZUEC8F0	Year 2015	Make GMC	Body Type	Model 1/2 CREW	Color 4X4 BRONZE ALLO
--	--------------	-------------	-----------	-------------------	--------------------------

Issuer – Print expiration date with a black, wide-tip, felt tipped pen. Use leading zeros (e.g. 08-04-09) – place in rear window of vehicle – Keep yellow copy in Dealer's book.

Dealer Number 127	Date Issued 04/24/15	Fee Paid \$9.00
----------------------	-------------------------	--------------------

Dealership/Department Name
DENNIS DILLON AUTO PARK

Dealership/Department Address City State Zip
2777 SOUTH ORCHARD, BOISE, ID 83705

Issuer's Printed Name

Issuer's Signature

Fold
Here

Fold
Here

Purchaser's Name(s)

Address City State Zip

Driver's License Number State Licensed

Not Transferable or Renewable

I/w of law that this vehicle is and will be
co prescribed by Section 49-1230, Idaho Code.

Expires on 04/24/15

APPLICATION FOR TITLE OR REGISTRATION

FOR ACCURACY, PLEASE PRINT LEGIBLY. COMPLETE BOTH SIDES.

SECTION 1 — VEHICLE INFORMATION

VEHICLE IDENTIFICATION NUMBER		VEHICLE MAKE	YEAR MODEL	FUEL TYPE
3 G T U 2 U E C 8 F G [REDACTED]		GMC	2015	
CALIFORNIA LICENSE NUMBER	MODEL OR SERIES	BODY TYPE MODEL	MOTORCYCLE ENGINE NUMBER	
	1500	PU		
TYPE OF VEHICLE (CHECK ONE BOX) ☐ Auto ☒ Commercial ☐ Motorcycle ☐ Off Highway ☐ Trailer Coach (includes truck or pickup)			FOR TRAILER COACHES ONLY LENGTH _____ IN. WIDTH _____ IN.	
Will this vehicle be used for the transportation of persons for hire, compensation, or profit (e.g. limousine, taxi, bus, etc.)? ☐ Yes ☒ No Is this a commercial vehicle that operates at 10,001 lbs. or more (or is a pickup exceeding 8,001 lbs. unladen and/or 11,499 lbs. Gross Vehicle Weight Rating (GVWR)? ☐ Yes ☐ No				
IMPORTANT: If yes, a Declaration of Gross Vehicle Weight/Combined Gross Vehicle Weight (REG 4008) form must be completed. If yes, a Motor Carrier Permit may be required. Refer to www.dmv.ca.gov for more information.				
FOR COMMERCIAL VEHICLES ONLY				
Number of axles: _____		Unladen weight: _____ ☐ Actual ☐ Estimated (Vehicles over 10,001 lbs. only)		

SECTION 2 — OWNER INFORMATION Each owner must sign on reverse side.

Once registered, upon transfer of ownership, co-owners joined by "AND" require the signature of each owner; co-owners joined by "OR" require the signature of only one owner.

TRUE FULL NAME OF OWNER (LAST, FIRST MIDDLE, SUFFIX), BUSINESS NAME, OR LESSOR		DRIVER LICENSE/ID CARD NUMBER		STATE
[REDACTED]		[REDACTED]		[REDACTED]
TRUE FULL NAME OF CO-OWNER OR LESSEE (LAST, FIRST MIDDLE, SUFFIX)		DRIVER LICENSE/ID CARD NUMBER		STATE
☐ AND ☐ OR				
TRUE FULL NAME OF CO-OWNER OR LESSEE (LAST, FIRST MIDDLE, SUFFIX)		DRIVER LICENSE/ID CARD NUMBER		STATE
☐ AND ☐ OR				
PHYSICAL RESIDENCE OR BUSINESS ADDRESS (INCLUDE ST, AVE, CT, ETC.) APT./SPACE/STE. NO. CITY STATE ZIP CODE				
[REDACTED]				
MAILING ADDRESS (IF DIFFERENT FROM PHYSICAL ADDRESS ABOVE) APT./SPACE/STE. NO. CITY STATE ZIP CODE				
[REDACTED]				
LESSEE ADDRESS (IF DIFFERENT FROM ABOVE) APT./SPACE/STE. NO. CITY STATE ZIP CODE				
[REDACTED]				
TRAILER COACH ONLY - ADDRESS WHERE LOCATED (IF DIFFERENT FROM PHYSICAL ABOVE) CITY STATE ZIP CODE				
[REDACTED]				

SECTION 3 — LEGAL OWNER (LIEN HOLDER/TITLE HOLDER) If None, must write "None"

Attention ELT Legal Owners: The ELT name and address and ELT number MUST be entered exactly as shown on the ELT listing.

TRUE FULL NAME OF BANK/FINANCE COMPANY OR INDIVIDUAL (DO NOT RE-ENTER NAME OF NEW REGISTERED OWNER(S) ABOVE)		ELECTRONIC LIENHOLDER ID NO.	
BANK OF AMERICA		ELT	
PHYSICAL RESIDENCE OR BUSINESS ADDRESS (INCLUDE ST, AVE, CT, ETC.) APT./SPACE/STE. NO. CITY		STATE	ZIP CODE
P.O. BOX 2759 JACKSONVILLE		FL	32203
MAILING ADDRESS (IF DIFFERENT FROM PHYSICAL ADDRESS ABOVE) APT./SPACE/STE. NO. CITY		STATE	ZIP CODE

SECTION 4 — ODOMETER INFORMATION

The odometer reading: ☐ upon date of purchase in California was ☐ as of this date is (if no change in ownership) ☐ 0 ☐ 0 ☐ 0 ☐ 5 ☐ 4 ☒ 10 (no tenths) miles, If kilometers check this box: ☐

and to the best of my knowledge reflects the ACTUAL mileage unless one of the following statements is checked.

WARNING — ODOMETER DISCREPANCY

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

Explain odometer discrepancy: _____

MUST COMPLETE VEHICLE INFORMATION BELOW:

VEHICLE IDENTIFICATION NUMBER

3 G T U 2 U E C 8 F G

VEHICLE MAKE

GMC

YEAR MODEL

2015

SECTION 5 — DATE INFORMATION

DATE VEHICLE ENTERED OR WILL ENTER CALIFORNIA (CA):

Month _____ Day _____ Year _____

If vehicle was previously registered in CA, then registered or located out-of-state and has now returned to CA, enter most recent date vehicle entered CA. If you did not own vehicle at time of entry, check this box: ☐

DATE VEHICLE FIRST OPERATED IN CALIFORNIA:

Month _____ Day _____ Year _____

Or enter date vehicle will be operated, if it has not been operated yet.

DATE YOU WENT TO WORK IN CALIFORNIA, OBTAINED A CA DRIVER LICENSE, OR BECAME A RESIDENT:

Month _____ Day _____ Year _____

Enter the date whichever occurred first. If you have been a resident since birth, enter date of birth. If you are not a CA resident, check this box: ☐

DATE VEHICLE WAS PURCHASED OR ACQUIRED:

Month 4 Day 24 Year 2015

AND WAS (CHECK BOX):

☒ New ☐ Used

AND WAS PURCHASED (CHECK BOX):

☐ Inside CA ☒ Outside CA**SECTION 6 — COST INFORMATION****NOTE:** The total cost or value of the vehicle must include the cost of the basic vehicle, value of any trade-in, and all accessories and leased equipment permanently attached. Cost does not include sales tax, insurance, finance charges, or warranty.

MUST CHECK ONE BOX ONLY, AND ENTER REQUIRED INFORMATION FOR THAT ONE BOX:

☐ PURCHASE — I purchased the vehicle for the price of \$ 31009.00☐ GIFT — I acquired the vehicle as a gift. Its current market value is \$ _____

A Statement of Facts (REG 256) form must be completed.

☐ TRADE — I acquired the vehicle as a trade. Its value when I acquired it was \$ _____

VEHICLE WAS PURCHASED OR ACQUIRED FROM:

☒ Dealer ☐ Private Party ☐ Dismantler☐ Immediate Family Member — State Relationship: _____

FOR ALL VEHICLES:

Since purchasing or acquiring this vehicle, were any body type modifications, additions and/or alterations (e.g., changing from pickup to utility, etc.) made to this vehicle? If yes, a Statement of Construction (REG 5036) form must be completed. _____ ☐ Yes ☐ No

FOR REVIVED JUNK OR REVIVED SALVAGE VEHICLES:

The cost of the vehicle must include the labor cost, whether or not the labor was provided or done by you. The total cost of the vehicle including labor is \$ _____

SECTION 7 — FOR OUT-OF-STATE OR OUT-OF-COUNTRY VEHICLESFor vehicles which enter the state within 1 year of purchase, was Sales Tax paid to another state? _____ ☐ N/A ☐ Yes ☐ NoIf yes, enter amount of tax paid \$ _____ (this amount will be credited toward any Use Tax in CA). If your vehicle was last registered in another state, you may be eligible for a Use Tax exemption. For more information, contact the Board of Equalization (www.boe.ca.gov).For commercial vehicles (including pickups), this vehicle was last registered as a: ☐ Commercial Vehicle ☐ Non-commercial Automobile in the last state of registration.

DISPOSITION OF OUT-OF-STATE PLATES:

The plates will not be affixed to any vehicle at any time, unless the vehicle is "Dual Registered" in both states. The plates are:

☐ Expired, or will be or were:☐ Surrendered to CA DMV ☐ Destroyed ☐ Retained ☐ Returned to the motor vehicle department of the state of issuance.**SECTION 8 — MILITARY SERVICE INFORMATION**Are you or your spouse on active duty as a member of the U.S. Uniformed Services? _____ ☐ Yes ☐ No

If yes, you may qualify for an exemption. Refer to Nonresident Military Exemption (REG 5045) form.

When this vehicle was last licensed, were you or your spouse on active duty as a member of the U.S. Uniformed Services? ... ☐ Yes ☐ No

If yes, in what state or country were you or your spouse stationed? _____

SECTION 9 — CERTIFICATIONS Signatures required.

The signature for a company or business MUST include the printed name of the company/business and an authorized representative's countersignature on the signature line (e.g., ABC CO. by JOHN SMITH or JOHN SMITH for ABC CO.).

The registered owner mailing address is valid, existing, and an accurate mailing address. I consent to receive service of process at this mailing address pursuant to CVC §1808.21.

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

PRINTED NAME

DATE

4/24/15

PRINTED NAME

DATE

DAYTIME TELEPHONE NUMBER

PRINTED NAME

CO-OWNER'S SIGNATURE

DATE

DAYTIME TELEPHONE NUMBER

X

()

CHECK
CONTROL NO. [REDACTED]

ISSUED BY: PAULA_CHADWELL

DENNIS DILLON AUTO PARK
AND TRUCK CENTER
BOISE, IDAHO 83707

PAGE 1C

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT/ ACCOUNT NO.	NET AMOUNT
	051215	TITLE FEE FOR [REDACTED] TAXES FOR 2015 GMC SIERRA 1500 FG [REDACTED]				19.00 3,676.32
				235121 1100916	1*120200 1*133105 1*190503 1*132400	-3,695.32 28.00 -9.00 3,676.32
				TOTAL	120200	3,695.32

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE



2777 SOUTH ORCHARD AT INTERSTATE 84
P.O. BOX 7944 - BOISE, IDAHO 83707
(208) 338-6000



[REDACTED] 92-372
1231

DATE
12MAY15

PAY THIS AMOUNT			
*****3,695	DOLLARS	32	CENTS

AMOUNT OF CHECK
*****3,695.32

TO
THE
ORDER
OF

CALIFORNIA DMV

*** NOT NEGOTIABLE ***

ACCOUNTING COPY

From: (208) 336-8000
-PAULA - AP
DENNIS DILLON AUTO PARK
2777 S ORCHARD

Origin ID: B01A



Journal of Management Education

Ship Date: 12MAY15
ActWgt: 0.5 LB
CAD: 3536351/NET3610

Delivery Address Bar Code

SHIP TO: (800) 777-0133
LANCASTER DMV

BILL SENDER

1110 W AVENUE I

LANCASTER, CA 93534

Ref #
Invoice
PO #
Dept #

WED - 13 MAY 10:30A
PRIORITY OVERNIGHT

TRK#
4201

WZ WJFA

ASR
93534
CA-US
BUR

After printing this label:

1. Use the 'Print' button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

Warning: Use only the printed original label for shipping. Using a photocopy of this label for shipping purposes is fraudulent and could result in additional billing charges, along with the cancellation of your FedEx account number.

Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide, available on fedex.com. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or misinformation, unless you declare a higher value, pay additional charge, document your actual loss and file a timely claim. Limitations found in the current FedEx Service Guide apply. Your right to recover from FedEx for any loss, including intrinsic value of the package, loss of sales, income interest, profit, attorney's fees, costs, and other forms of damage whether direct, incidental, consequential, or special is limited to the greater of \$100 or the authorized declared value. Recovery cannot exceed actual documented loss. Maximum for items of extraordinary value is \$1,000. e.g. jewelry, precious metals, negotiable instruments and other items listed in our Service Guide. Written claims must be filed within strict time limits, see current FedEx Service Guide.

2015 SIERRA 1500 4WD CREW CAB SLE

GENERAL MOTORS LLC

GWX BRONZE ALLOY METALLIC

/V8G

H0U JET BLACK

RENAISSANCE CENTER

ORDER NO. [REDACTED] /TRE STOCK NO.

DETROIT MI 48243-1114

VIN 3GT U2UE C8 FG [REDACTED]

VEHICLE INVOICE

*****3652*****48*18001S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK15743 SIERRA 1500 4WD CREW CAB	42275.00	39315.76	INVOICE 11/13/14
C5Z GVW RATING - 7,200 LBS	N/C	N/C	SHIPPED 11/13/14
GU6 REAR AXLE, 3.42 RATIO	N/C	N/C	EXP I/T 12/02/14
JL1 TRAILER BRAKE CONTROLLER	230.00	202.40	INT COM 12/02/14
KA1 DRIVER & FRONT PASSENGER	250.00	220.00	PRC EFF 11/13/14
HEATED SEATS			
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	963.60	WFP-S QTR OPT-1
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	BANK: US BANK CLS
NE1 50-STATE EMISSIONS	N/C	N/C	CHG-TO 18-001
PDU SLE VALUE PACKAGE	1825.00	1606.00	
* TRAILERING EQUIPMENT PACKAGE			SHIP WT: 5436
* PWR SEAT ADJUSTER, DRIVER			HP: 45.7
* REMOTE VEHICLE START			GVWR: 7200
* FRONT FOG LAMPS			GAWR.FT: 3950
* STEERING COLUMN TILT & TELESCOPING			GAWR.RR: 3950
* REAR WINDOW DEFROSTER			EMPLOY: 42200.53
* POWER OUTLET, 110-VOLT AC			SUPPLR: 43900.76
* UNIVERSAL HOME REMOTE			NTR: 1/2
* AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL			DAN: 7LE71
			EMPINC: 2581.44
			SUPINC: 881.21
RBX TIRES, ALL TERRAIN	200.00	176.00	
VV4 ONSTAR(R) 4G LTE WI-FI(R)	0.00	0.00	
HOTSPOT W/ 3GB/3MO DATA TRIAL			
Z71 OFF ROAD SUSPENSION PACKAGE	775.00	682.00	
* WHEELS, 18" BRIGHT MACHINED ALUMINUM			
* AIR CLEANER, HIGH CAPACITY			
* HILL DESCENT CONTROL			
* UNDERBODY SHIELD			
* Z71 BADGE			
* MONOTUBE RANCHO SHOCKS			
1SZ SLE VALUE PACKAGE DISCOUNT	750.00-	660.00-	

TOTAL MODEL & OPTIONS	45900.00	42505.76	ACT 237	42323.76
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1377.00

TOTAL	47095.00	43700.76	PAY 310	43700.76
-------	----------	----------	---------	----------

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT	41689.63
---	----------

 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.

DENNIS DILLON AUTO PARK AND TRUCK CE

Customer Name: [REDACTED]
SR#: [REDACTED]
VIN#: 3GTU2UEC8FG [REDACTED]
Y,M,M: 2015 GMC Sierra 1500
Lawsuit: NISM

Law Firm Info: Solieman Law Group
PC: Payam Soliemanzadeh, Esq
P#: 818-650-1000
F#: 310-201-5999
E: payam@solimanlawgroup.com
A: 16255 Ventura Boulevard, Suite 1008 Encino, CA 91436
Date on Demand/Complaint Letter: November 9, 2018
In-Service Date: 04/24/15

CAM: Robert Kropp
P: 805-279-3659
E: robert.m.kropp@gm.com

BRM: Steve Franklin
P: 805-208-9245
E: steve.franklin@gm.com

Legal Assistant
Rocky Farias
512-389-7057
rocky.farias@gm.com
CC: nora.valverde@gm.com

VIN Scan
Comments: Previous SR's Found: Yes/No

[REDACTED] / CA CEC

Opened- 10/09/18-10/10/18

Concern - Brake system went out **

Resolution - Cust called in seeking cost assistance on the brake booster that needs to be replaced. Dlr confirmed they followed the PET and offer 50% cost assistance which the customer accepted.

Open Recalls- Y/N

Branded Title/ Warranty Block - No

Previous Goodwill-No

Selling Dealer Name: DENNIS DILLON AUTO PARK AND TRUCK CENTER, INC.

BAC: 117 [REDACTED]

A: 2573 S ORCHARD BOISE ID 83705

P: 208-336-6000

Service Manager: Lonnie Ramos

E: lramos@dennisdillon.com

DMA: Jamaal Marshall

P: 925-768-1569

E: jamaal.marshall@gm.com

Servicing Dealer Name: CASA DE CADILLAC

BAC: 119 [REDACTED]

A: 14401 VENTURA BLVD SHERMAN OAKS CA 91423

P: 818-981-2000

Service Manager: Bob Nelson

E: bobnelson@casacars.com

DMA: Justin Feist

P: 810-347-2573

E: justin.feist@gm.com

Servicing Dealer Name: RALLY BUICK GMC CADILLAC

BAC: 114 [REDACTED]

A: 39012 CARRIAGE WAY PALMDALE CA 93551

P: 661-947-6000

Service Manager: Johnny Lopez

E: jlopez@4rally.com

DMA: Julia VanDerBeek

P: 313-570-0769

E: julia.vanderbeek@gm.com

LC: Erskine Law Group

PC: Mary Arens

E: mary.aren@erskinelaw.com

A: 3995 E. La Palma Ave

P: 949-777-6032

F: 248-601-4497

FOR BRC USE ONLY

Carla/BRCLegal/ATX/5911994/L1

Edmunds: 17,293

MSRP: 47,095.00

Color: Bronze Alloy Mettalic

Bought New 4/24/15

Mileage @ Purchase: 54

Current Mileage: 46,951

Recommendation of cash offer \$4 to 7K inclusive supported 12.17.18

offer out 4,000.00 12.19.18

counter offer

offer out

counter offer

offer out



16255 Ventura Blvd., Suite 1008
Encino, CA 91436



GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

RECEIVED

U.S. POSTAGE PAID
ENCINO, CA
NOV 09 18
AMOUNT
\$7.83
R2304H109131-12





16255 Ventura Boulevard, Suite 1008
Encino, CA 91436
Telephone: 818.650.1000
Facsimile: 310.201.5999
payam@soliemanlawgroup.com
www.soliemanlawgroup.com

November 9, 2018

VIA Certified Mail Return Receipt Requested

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

Re: Our Client: [REDACTED]
VIN: 3GTU2UEC8FG [REDACTED]

To Whom It May Concern:

Please be advised that this office has been retained by [REDACTED] as a result of chronic repair issues with his 2015 GMC Sierra, VIN: 3GTU2UEC8FG [REDACTED]. Please refrain from contacting our client in any way and for any reason. Instead, please direct all future correspondences and contacts to this office.

Pursuant to 15 U.S.C. §2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our client's attorneys' fees, we will seek any and all available legal remedies. Furthermore, you are hereby notified of our lien in this matter.

According to our clients' account, and a detailed review of his vehicle's repair record by our office, this vehicle has been brought in for repair at least five times over the course of less than four years of ownership. The defects inherent in this vehicle have caused it to drive in an unstable manner, making it unsafe and unreliable—jeopardizing the safety of our client, his passengers, and other drivers and pedestrians on the road.

This vehicle more than meets the requirements necessary to fall under the protections afforded our client under *California Civil Code §1793 et. seq.* ("The Lemon Law"). The Lemon Law mandates that GMC replace or repurchase our client's 2015 GMC Sierra and pay for all incidental costs, including vehicle rentals during periods where the vehicle was being repaired. We therefore demand that GMC either repurchase or replace the vehicle within thirty (30) days of the date of this letter. Additionally, our client will also seek relief under the *Magnuson-Moss Warranty Act*, the *Uniform Commercial Code*, and the *Consumer Legal Remedies Act*. Please accept this letter as notice that our client is hereby revoking acceptance of this vehicle and exercising his rights under the aforementioned acts.

Additionally, please be advised that pursuant to *Uniform Commercial Code § 2-711(3)* our client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, our client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages.

Moreover, our client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion as well as for wrongful repossession under *Uniform Commercial Code* §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, we demand, pursuant to *Uniform Commercial Code* § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since our client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under *Uniform Commercial Code* § 9-404(1) in the amount of \$100.00, plus any loss caused to our client by your failure to do so.

In the event our client does not or cannot, for whatever reason, exercise his rights under the California Lemon Law, GMC is required under *California Civil Code* §1770 *et seq.* ("*The Consumer Legal Remedies Act*") to repair, replace, or offer some other acceptable remedy or time frame for such remedy within thirty (30) days of the date of this notice.

Our client has been apprised of his legal posture concerning this issue, and has authorized this office to exhaust any and all available legal remedies to resolve this matter. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need to resort to judicial intervention.

Please do not hesitate to contact this office with any inquiries regarding this matter. Thank you for your anticipated cooperation and professional courtesy.

Very truly yours,

Soliman Law Group

Payam Bonchmanzaden, Esq.

Enclosures

CUSTOMER #:

INVOICE



ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (661) 274-7007
Sales/Corporate: (661) 947-8000

PAGE 1

SERVICE ADVISOR: 1312 ERIC CORONA

DATE	13	GM SIERRA 1500	3GTU2UEC8FC	VIN	7236/7255	MILEAGE IN / OUT	TAG
DEL DATE	PROG DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
24FEB15 DC			WAIT 06OCT15		122.00	CASH	06OCT15
R.O. OPENED	BOOKED	OPTIONS: DLR:36215					

LINE	OPCODE	TECH	TY	HOURS	LIST	NET	TOTAL
A	0600743	GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE (LUBE, OIL AND OIL FILTER, TIRE ROTATION AND MVPI)					
CAUSE: GMC PRO GRADE PROTECTION PLAN							
0600743 0600743 G PRO GRADE PROTECTION 2-YEAR MAINTENANCE (LUBE, OIL AND OIL FILTER, TIRE ROTATION AND MVPI)							
1 19330000 (S) FILTER (N/C)							
9 19259497 OIL (N/C)							
1 12618850 (S) SEAL (N/C)							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							
7255 0600743 2 YEAR MAINTENANCE 0.50 PERFORMED LCF AND ROTATE							
TIRES:							

B	15304	(9181895) END ALWAYS ENGAGED IN COLD AMBIENT TEMPERATURES/SERVICE MESSAGE DISPLAYED, DTC C0393 STORED					
EXPIRES WITH BASE WARRANTY							
CAUSE: 15304 RECALL							
91U1695 15304 - TRANSFER CASE SHIFT CONTROL MODULE REPROGRAMMING WITH SPS							
642 WN4 (N/C)							
FC: PART#: COUNT:							
CLAIM TYPE: 129AT							
AUTH CODE:							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							
7256 RECALL 0640 TECH 642 WARRANTY, REPROGRAMMED TCMS AS PER 15304							
WARRANTY CODE FD0A0.							

C	COMPLIMENTARY MULTI-POINT INSPECTION, AND PROVIDE REPAIR RECOMMENDATION AT NO CHARGE.						
27K COMPLIMENTARY MULTI-POINT INSPECTION, AND PROVIDE REPAIR RECOMMENDATION AT NO CHARGE.							
1303 IN27 (N/C)							

Original Service Order #	Part Address	Approved By	Date & Time	Authorization Signature	HAZARDOUS WASTE DISPOSAL	DESCRIPTION	TOTALS
					NOTE: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
						PARTS AMOUNT	
						WASTE DISPOSAL COSTS	
						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						LESS INS. / ADJ.	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Dealer CAZ 09/11/2015 11:11 AM SERVICE ADVISOR: 1312 ERIC CORONA 39012 CARRIAGE WAY PALMDALE CA 93551 EPA# CAD993591233

CUSTOMER COPY

114

114



AUTO GROUP, INC.

ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (661) 274-7007
Sales/Corporate: (861) 947-6000

PAGE 2

SERVICE ADVISOR: 1312 ERIC CORONA

GROSS		TAXES		MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG	
		15		GMC SIERRA 1500		3GTU2UEC87G				7256/7256			
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED		PO. NO.		RATE		PAYMENT	
24FEB15 DE						WAIT 06OCT15				122.00		CASH	
R.O. OPENED		BOOKED		OPTIONS:		DLR:35215							
06OCT15		06OCT15											

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	
PARTS:		0.00	LABOR:	0.30	OTHER:	0.00	TOTAL LINE C:	0.30
7256 27 MPI. PERFORMED 37 MPI.								

D CHECK AND SET TIRE PRESSURE TO FACTORY OR AFTERMARKET SPECIFICATION
CTPR CHECK AND SET TIRE PRESSURE TO FACTORY OR AFTERMARKET SPECIFICATION

1308 IN27
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
7256 SET TIRES PRESSURES TO FACTORY SPECS 35PSI

E CUSTOMER DECLINED FREE ALIGNMENT CHECK / 1 - 1 - 1
FACD CUSTOMER DECLINED FREE ALIGNMENT CHECK

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE \$:	0.00
--------	------	--------	------	--------	------	----------------	------

Original Estimate (Stamp & Label)	Total Additional Cost Authorized	Approved by:	Order Date	Authorization Obtained by:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
1	1			☐ Tires ☒ Oil (See Remarks) ☐ Grease (See Remarks)		LABOR AMOUNT	0.00
1	1			☐ Tires ☒ Oil (See Remarks) ☐ Grease (See Remarks)		PARTS AMOUNT	0.00
1	1			☐ Tires ☒ Oil (See Remarks) ☐ Grease (See Remarks)		WASTE DISPOSAL COSTS	0.00
1	1			☐ Tires ☒ Oil (See Remarks) ☐ Grease (See Remarks)		SUBLET AMOUNT	0.00
1	1			☐ Tires ☒ Oil (See Remarks) ☐ Grease (See Remarks)		MISC. CHARGES	0.00
1	1			☐ Tires ☒ Oil (See Remarks) ☐ Grease (See Remarks)		TOTAL CHARGES	0.00
1	1			☐ Tires ☒ Oil (See Remarks) ☐ Grease (See Remarks)		LESS INS. + ADJ.	0.00
1	1			☐ Tires ☒ Oil (See Remarks) ☐ Grease (See Remarks)		SALES TAX	0.00
1	1			☐ Tires ☒ Oil (See Remarks) ☐ Grease (See Remarks)		PLEASE PAY THIS AMOUNT	0.00

INFORMATION ON BACK

[illegible]

2.4.3. REG.# ARCCODES: 13

5243-2AD991492738

CUSTOMER COPY

11

11/11/2019



ALL GM MAKES AND MODELS

39012 Carriage Way, Palmdale, CA 93551

GM Service Direct: (661) 274-7007

Sales/Corporate: (661) 947-6000

PAGE 1

SERVICE ADVISOR: 284 DAVID MCCRAE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	15	GMC SIERRA 1500	3GTU2UEC8FG		14428/14430	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24FEB15 DC			17:00 27JUL16		135.00	CASH
R.O. OPENED	BOOKED	OPTIONS: DLR:36215				
27JUL16	28JUL16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	0600743	GMC	PRO GRADE PROTECTION 2-YEAR MAINTENANCE (LUBE, OIL AND OIL FILTER, TIRE ROTATION AND MVPI)				
CAUSE: GMC PRO GRADE PROTECTION PLAN							
	0600743	0600743	GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE (LUBE, OIL AND OIL FILTER, TIRE ROTATION AND MVPI)				
		1371	WN4				(N/C)
	1	19330000	(S) FILTER				(N/C)
	1	12616850	(S) SEAL				(N/C)
	9	19259487	OIL				(N/C)
PC: PART#: 19330000 COUNT: 1							
CLAIM TYPE: ZREG							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
14428 0.60 TECH 1371 DRAINED OIL, REPLACED OIL FILTER AND DRAIN
PLUG GASKET, FILLED WITH 0-20 DEXOS. COMPLETED TIRE ROTATION

B. COMPLIMENTARY MULTI-POINT INSPECTION, AND PROVIDE REPAIR RECOMMENDATION AT NO CHARGE.

27K COMPLIMENTARY MULTI-POINT INSPECTION, AND
PROVIDE REPAIR RECOMMENDATION AT NO CHARGE.

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	(N/C)
14428 0.10 TECH	1371 COMPLETED MPI, FRONT TIRES AT 11/32 AND REAR TIRES AT 13/32, ALL BRAKES PADS AT 9MM						0.00

C CHECK AND SET TIRE PRESSURE TO FACTORY OR AFTERMARKET SPECIFICATION
CTPR CHECK AND SET TIRE PRESSURE TO FACTORY OR
AFTERMARKET SPECIFICATION

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	(N/C)
14428	0.00	TECH 1371 SET TIRE PRESSURE TO SPEC. 35 PSI					0.00

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS. We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
1	1			☐ Telephone ☐ Over (See Attached) ☐ In mail (See Attached)		LABOR AMOUNT	
Revised Estimate	1			☐ In-house ☐ Out (See Attached) ☐ In mail (See Attached)		PARTS AMOUNT	
☐ Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi ☐ Customer declined the tire pressure check/inflation service. Initials _____					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	WASTE DISPOSAL COSTS*	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						LESS INS. / ADJ.	
						SALES TAX	
DATE						PLEASE PAY THIS AMOUNT	
CUSTOMER SIGNATURE							
AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE							

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [REDACTED]

INVOICE



ALL GM MAKES AND MODELS

39012 Carriage Way, Palmdale, CA 93551

GM Service Direct: (866) 274-7007

Sales/Corporate: (866) 947-6000

PAGE 2

SERVICE ADVISOR: 284 DAVID MCCRAE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	15	GMC SIERRA 1500	3GTU2UEC8FG		14428/14430		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB15 DD			17:00 27JUL16		135.00	CASH	28JUL16
R.O. OPENED		BOOKED		OPTIONS: DLR:36215			
27JUL16		28JUL16					

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

D 15822 (9102394) SEATBELT LAP ANCHOR TENSIONER CABLE - DRIVER SIDE

CAUSE: 15822 RECALL

9102394 15822 - INSTALL DRIVER SIDE FRONT SEAT

BELT ANCHOR PLATE TENSIONER BRACKET,

INCLUDES SEAT TRIM MODIFICATION

642 WN4

1 84160781 BRACKET

(N/C)

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: ZFAT

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
14428 RECALL 0.60 TECH 642 WARRANTY. PERFORMED SEAT BELT ANCHOR
RECALL 15822.

E RENTAL - P.O. #

CAUSE: RENTAL

RENTAL RENTAL - P.O.

#

111 WN4

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

14428 1 DAY RENTAL FOR CUSTOMER SATISFACTION

F CUSTOMER STATES FEELS LIKE SOMEBODY HIT VEHICLE FROM REAR WHEN
COMING TO A STOP, CLUNK IN DRIVE LINE

CAUSE: LACK OF LUBRICATION

3020340 REAR PROPELLER SHAFT R&R

1366 WN4

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: ZREG

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

14430 REAR Propeller Shaft Rear Slip SPLINES DRY

Original Estimate Parts & Labor	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
				☐ Repair ☐ Oil (See Attached) ☐ Fluid (See Attached) ☐ Tire ☐ Tire (See Attached) ☐ Other (See Attached)		LABOR AMOUNT	
						PARTS AMOUNT	
						WASTE DISPOSAL COSTS*	
						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
						LESS INS. / ADJ.	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

☐ Tire pressure check/inflation service was performed.
RF _____ psi LF _____ psi RR _____ psi LR _____ psi
☐ Customer declined tire pressure check/inflation service. Initials _____

By signing below, you acknowledge that you were notified of and authorized the
Dealership to perform the services/repairs itemized in this invoice and that you received
for had the opportunity to inspect any replaced parts as requested by you.

DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Dealer CAP © 2014 CDK Global, LLC SERVICE INVOICE TYPE 1 - 9/20 "LIMITED WARRANTY" CALIFORNIA 958022

B.A.R. REG.# ARD00003118

EPA# CAD983592338

CUSTOMER COPY

CUSTOMER #:

INVOICE



ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (866) 274-7007
Sales/Corporate: (866) 947-6000

PAGE 3

SERVICE ADVISOR: 284 DAVID MCCRAE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	15	GMC SIERRA 1500	3GTU2UEC8FG		14428/14430	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT
24FEB15 DD			17:00 27JUL15		135.00	CASH
R.O. OPENED	BOOKED	OPTIONS: DLR:36215				
27JUL16	28JUL16					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
TEST DROVE VEHICLE AS STATED ON RO FOUND STOP BUMP AT STOPS DID REMOVE							
REAR Propeller Shaft Rear Slip YOKE SPINES DRY CLEAN SLIP YOKE							
REPACK SLIP							
YOKE REINSTALL Propeller Shaft Rear TEST DROVE NORMAL SYSTEM							
OPERATIONS FOUND							
NOTE ALSO SEE							
Subject: Normal Characteristic Bump Feel Or Clunk Noise After A							
Stop PIT5161D: Document ID: 4500320							

EST: 0.00

27JUL16 08:29 SA: 284

Original Estimate Churn & Labor	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			☐ Telephone ☐ Fax (See Address) ☐ Email (See Address)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ☐ Some Parts Not Returnable	LABOR AMOUNT	0.00
Revised Estimate				☐ Telephone ☐ Fax (See Address) ☐ Email (See Address)		PARTS AMOUNT	0.00
\$						WASTE DISPOSAL COSTS*	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.00
☐ Tire pressure check/inflation service was performed. RF psi LF psi RR psi LR psi ☐ Customer declined tire pressure check/inflation service. Initials					PLEASE PAY THIS AMOUNT	0.00	

By signing below,
Dealership to perform
for had the customer

you were notified of and authorized the
work in this invoice and that you received
test parts as requested by you.

SALES/REPRESENTATIVE SIGNATURE

NOT INFORMATION ON BACK.

CUSTOMER #:

INVOICE



AUTO GROUP, INC.

ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (661) 274-7007
Sales/Corporate: (661) 947-6000

PAGE 1

SERVICE ADVISOR: 1355 LARRY JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GRAY	15	GMC SIERRA 1500	3GTU2UEC8FG		21769/21769		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB15 DL			12:00 18MAR17		139.00	CASH	18MAR17
R.O. OPENED		BOOKED		OPTIONS: DLR:36215			
18MAR17		18MAR17					

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

A 16007 (9102276/9102561) FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY

CAUSE: 16007 RECALL

16007 16007 (9102276/9102561) FRONTAL AIRBAG AND
PRETENSIONER NON DEPLOY

112 WN4

(N/C)

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

21769 RECALL 0.30 TECH # 112 9102276 0.3 PERFORMED RECALL 16007

REPROGRAM SDM CODE S3022

B CHECK AND SET TIRE PRESSURE TO FACTORY OR AFTERMARKET SPECIFICATION

CTPR CHECK AND SET TIRE PRESSURE TO FACTORY OR
AFTERMARKET SPECIFICATION

1311 IN27

(N/C)

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

SET TO 35PSI.

C COMPLIMENTARY ALIGNMENT CHECK

CAUSE: DESCRIBE FINDINGS:

FAC COMPLIMENTARY ALIGNMENT CHECK

1311 IN27

(N/C)

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

D 0600743 GMC PRO GRADE PROTECTION 2-YEAR MAINTENANCE (LUBE, OIL AND
OIL FILTER, TIRE ROTATION AND MVPI)

CAUSE: GMC PRO GRADE PROTECTION PLAN

0600743 0600743 GMC PRO GRADE PROTECTION 2-YEAR
MAINTENANCE (LUBE, OIL AND OIL FILTER, TIRE
ROTATION AND MVPI)

1311 WN4

(N/C)

1 19330000 (S) FILTER

(N/C)

1 12616850 (S) SEAL

(N/C)

8 19259487 OIL

(N/C)

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

TECH 1311 COMPLETED OIL CHANGE AND COMPLETED TIRE ROTATION

Original Estimate (Parts & Labor)	Extra Additional Costs Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL	DESCRIPTION	TOTALS
1	1			☐ Tire pressure check/inflation service was performed. ☐ RF psi LF psi RR psi LR psi ☐ Customer declined the pressure check/inflation service. Initials:	☐ Telephone ☐ Fax (See Attached) ☐ In Person (See Attached) ☐ Other (See Attached)	COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT
							PARTS AMOUNT
							WASTE DISPOSAL COSTS*
							SUBLET AMOUNT
							MISC. CHARGES
							TOTAL CHARGES
							LESS INS. / ADJ.
							SALES TAX
							PLEASE PAY THIS AMOUNT

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAP Q2014 GM Deal, LLC SERVICE ADVISOR TYPE 2 - 920 "LIMITED WARRANTY" CHASSIS: 15555555

B.A.R. REG.# ARD00003118

EPA# CAD983592338

CUSTOMER COPY

CUSTOMER #:

INVOICE



ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (861) 274-7007
Sales/Corporate: (861) 947-6000

PAGE 2

SERVICE ADVISOR: 1355 LARRY JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	15	GM SIERRA 1500	3GTU2UEC8FG		21769/21769	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24FEB15 DE			12:00 18MAR17		139.00	CASH
R.O. OPENED	BOOKED	OPTIONS: DLR:36215				
18MAR17	18MAR17					

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

E COMPLIMENTARY MULTI-POINT INSPECTION, AND PROVIDE REPAIR
RECOMMENDATION AT NO CHARGE.

27K COMPLIMENTARY MULTI-POINT INSPECTION, AND
PROVIDE REPAIR RECOMMENDATION AT NO CHARGE.

1311 IN27

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
TECH 1311 COMPLETED MPI FRONT PADS ARE AT 6MM REAR PADS ARE AT 6MM
FRONT TIRE TREADS ARE AT 7/32 REAR TIRE TREADS ARE AT 7/32.

F** CUSTOMER STATES BUMP IN DRIVETRAIN WHEN TAKING OFF FROM STOP..WILL
RESCHEDULE

PDO FOR DOCUMENTATION ONLY

111 IN27

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

Original Estimate (Parts & Labor)	Total Additional Charges Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
1	1			☐ Tire Pressure ☐ Tire (See Attached) ☐ Tire (See Attached)		LABOR AMOUNT	0.00
Rev and Finance	1			☐ Tire Pressure ☐ Tire (See Attached) ☐ Tire (See Attached)		PARTS AMOUNT	0.00
						WASTE DISPOSAL COSTS*	0.00
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.00
						TOTAL CHARGES	0.00
						LESS INS. / ADJ.	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

By signing below, you acknowledge that you were notified of and authorized the
Dealership to perform the services/repairs itemized in this invoice and that you received
for had the opportunity to inspect any replaced parts as requested by you.

DATE: [REDACTED] AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

NOT IMPORTANT INFORMATION ON BACK.

Dealer: CAP (2014) CO. 2014, LLC. SERVICE ADVISOR: LARRY JONES. LIMITED WARRANTY: 3 YEAR/50,000 MILES

B.A.R. REG.# ARD00003118

EPA# CAD983592338

CUSTOMER COPY

CUSTOMER #:

INVOICE



ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (661) 274-7007
Sales/Corporate: (661) 947-0000

PAGE 1

SERVICE ADVISOR: 413 ROBIN SEVERINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GRAY	15	GMC SIERRA 1500	3GTU2UEC8FG		28913/28915		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24FEB15 DE			17:00 23AUG17		139.00	CASH	23AUG17
R.O. OPENED		BOOKED		OPTIONS: DLR:36215			
23AUG17		23AUG17					

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

A CUST STATES WHEN SLOWING DOWN THEN ACCELERATING, CLUNK CAN BE HEARD
AND FELT FROM UNDER VEHICLE. DRIVESHAFT LUBED FOR THIS CONCERN.

CAUSE: LUBE

525 HEAVY LINE DISPATCH CODE

408 WN4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

28915 DRIVE SHAFT

ROAD TEST VEHICLE. STOP-CLUNK.

REMOVE AND LUBE DRIVE SHAFT SPLINES.

B CHECK AND SET TIRE PRESSURE TO FACTORY OR AFTERMARKET SPECIFICATION
CTPR CHECK AND SET TIRE PRESSURE TO FACTORY OR
AFTERMARKET SPECIFICATION

408 IN27

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

28915 CHECK AND ADJUST TIRE PRESSURES TO 35 PSI

C COMPLIMENTARY MULTI-POINT INSPECTION, AND PROVIDE REPAIR
RECOMMENDATION AT NO CHARGE.

27K COMPLIMENTARY MULTI-POINT INSPECTION, AND
PROVIDE REPAIR RECOMMENDATION AT NO CHARGE.

408 CP4

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

28915 PERFORM MULTI POINT INSPECTION

D** SPRING CAR CARE. CHANGE OIL, FILTER, ROTATE TIRES AND MULTI POINT
VEHICLE INSPECTION.

3995 SPRING CAR CARE. CHANGE OIL, FILTER, ROTATE
TIRES AND MULTI POINT VEHICLE INSPECTION.

408 CP4

CPH HAZARDOUS WASTE FEE

1 19330000 (S) FILTER

5 19352900 OIL

3 19352900 OIL

16.65 16.65

2.83 2.83

8.60 4.73 4.73

6.00 3.76 18.80

6.00 3.76 11.28

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
1	1			By: _____ (Type the Name) (Print the Name)		LABOR AMOUNT	
Revised Estimate 2	2			By: _____ (Type the Name) (Print the Name)		PARTS AMOUNT	
☐ Tire pressure check/inflation service was performed. RF _____ psi LF _____ psi RR _____ psi LR _____ psi ☐ Customer declined tire pressure check/inflation service.						WASTE DISPOSAL COSTS*	
By signing below, you acknowledge that you were notified of and authorized the Dealer to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.						SUBLET AMOUNT	
DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____						MISC. CHARGES	
						TOTAL CHARGES	
						LESS INS. / ADJ.	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAR 2014 CAR DEAL, LLC SERVICE ADVISOR TYPE 2 - 000 - LIMITED WARRANTY

B.A.R. REG.# ARD00003118

EPA# CAD983592338

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



AUTO GROUP, INC.

ALL GM MAKES AND MODELS
39012 Carriage Way, Palmdale, CA 93551
GM Service Direct: (861) 274-7007
Sales/Corporate: (661) 947-6000

PAGE 2

SERVICE ADVISOR: 413 ROBIN SEVERINO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	15	GMC SIERRA 1500	3GTU2UEC8FC		28913/28915	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24FEB15 DE			17:00 23AUG17		139.00	CASH
R.O. OPENED	BOOKED	OPTIONS: DLR:36215				
23AUG17	23AUG17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	34.81	LABOR:	16.65	OTHER:	2.83	TOTAL LINE D:	54.29
28915 SPRING CAR CARE SERVICE PERFORM SERVICE. CHANGE ENGINE OIL AND FILTER. TOP-OFF FLUID LEVELS. CHECK AND ADJUST TIRE PRESSURES. PERFORM TIRE ROTATION							

EST: 60.00

23AUG17 08:29 SA: 413

pd Visha
8/23/17
RSW

Original Estimate #00000000000000000000	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
						LABOR AMOUNT	16.65
						PARTS AMOUNT	34.81
						WASTE DISPOSAL COSTS*	2.83
						SUBLET AMOUNT	0.00
						MISC. CHARGES	0.00
						TOTAL CHARGES	54.29
						LESS INS. / ADJ.	0.00
						SALES TAX	3.22
						PLEASE PAY THIS AMOUNT	57.51

INFORMATION ON BACK.

11/11/2016



GMC

* INVOICE *

DUPLICATE 3
PAGE 2

**CASA DE CADILLAC
BUICK GMC SHERMAN OAKS**
14401 VENTURA BLVD. SHERMAN OAKS, CALIF 91423-4012
(818) 961-2000
www.cdsacars.com

BAR#: ARD002462 EPA#: CAD 981378031

SERVICE ADVISOR: 458 ALEX CERVANTES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREEN	15	GMC SIERRA 1500	3GTU2UEC8FC		45632/45635	
DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
24APR15 DC			17:00 10OCT18			CASH
R.O. OPENED	BOOKED	OPTIONS:	ENG: 5.3 Liter SIDI			

09OCT18	11OCT18	
---------	---------	--

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
9103855	RECALL		18289				
	773	W94					(N/C)
45632	#18289:	Safety Recall - Loss of Steering Assist - (Sep 9,					
2013)	9103855*	0.30 Power Steering Control Module Reprogramming with					
885							

C INSPECT AND ADJUST TIRE PRESSURE TO MANUFACTURER'S SPECIFICATIONS

LF RF LR RR

TBC TIRE PRESSURE CHECK COMPLETED

773 I

45632 35

D** INSPECT AND ADJUST TIRE PRESSURE TO MANUFACTURER'S SPECIFICATIONS

LF RF LR SR

TPC TIRE PRESSURE CHECK COMPLETED

773 I

45336 33

EST: 379.37 10OCT18 09:25 SA: 459

CONTACT: RS
WORK

DECLINED TO REPLACE FRONT
BRAKE PADS*** 490.00+ TX*****

"COMPLETELY SATISFIED" IS OUR ONLY PASSING ANSWER !!! IF YOU CANNOT ANSWER YOUR SURVEY "COMPLETELY SATISFIED", PLEASE CONTACT YOUR SERVICE ADVISOR OR SERVICE MANAGER

NEW ONLINE SERVICE APPOINTMENTS NOW AVAILABLE
AT WWW.CASACARS.COM !!!

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		TO OUR CUSTOMERS																					
I HEREBY AUTHORIZE THE BELOW REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE VEHICLE ON STREETS, HIGHWAYS OR BUSYNESS FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIST IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO AN UNLAWFUL VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER DAMAGE. IN EVENT THE BILL FOR LABOR AND MATERIALS HEREBY IS NOT PROMPTLY PAID AND SAME IS REFERRED TO AN ATTORNEY FOR COLLECTION OR SUIT, AGREE TO PAY REASONABLE ATTORNEY'S FEES AND COST INCURRED BY SCL.		GASA AUTOMOTIVE CHARGES FOR REPAIR LABOR ARE NOT BASED ON ACTUAL MECHANIC'S TIME SPENT ON THE JOB. Your labor charges are predetermined by the type of work that you request. Thus, those charges may not reflect actual time expended in repairing or servicing your vehicle. Most vehicles are serviced by a team of technicians, which maximizes the speed and efficiency with which we may make repairs and return your vehicle back to you.																					
TERMS: STRICTLY CASH OR CREDIT CARD		<table><tr><th>DESCRIPTION</th><th>TOTALS</th></tr><tr><td>LABOR AMOUNT</td><td>0.00</td></tr><tr><td>PARTS AMOUNT</td><td>0.00</td></tr><tr><td>GAS, OIL, LUBE</td><td>0.00</td></tr><tr><td>SUBLET AMOUNT</td><td>0.00</td></tr><tr><td>MISC. CHARGES</td><td>225.00</td></tr><tr><td>TOTAL CHARGES</td><td>225.00</td></tr><tr><td>LESS ADJUSTMENTS</td><td>0.00</td></tr><tr><td>SALES TAX</td><td>0.00</td></tr><tr><td>PLEASE PAY THIS AMOUNT</td><td>225.00</td></tr></table>		DESCRIPTION	TOTALS	LABOR AMOUNT	0.00	PARTS AMOUNT	0.00	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	MISC. CHARGES	225.00	TOTAL CHARGES	225.00	LESS ADJUSTMENTS	0.00	SALES TAX	0.00	PLEASE PAY THIS AMOUNT	225.00
DESCRIPTION	TOTALS																						
LABOR AMOUNT	0.00																						
PARTS AMOUNT	0.00																						
GAS, OIL, LUBE	0.00																						
SUBLET AMOUNT	0.00																						
MISC. CHARGES	225.00																						
TOTAL CHARGES	225.00																						
LESS ADJUSTMENTS	0.00																						
SALES TAX	0.00																						
PLEASE PAY THIS AMOUNT	225.00																						
AUTHORIZED BY _____																							

[illegible]

Page 1007 of 1008

00511034



GMC
P.O. Box 909669
Milwaukee, WI 53209-9969

IMPORTANT SAFETY RECALL

19289 3GTU2UEC8FG 48 0019386



October 2018

This notice applies to your vehicle, VIN: 3GTU2UEC8FG

Dear

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2015 model year GMC Sierra vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

IMPORTANT

- Your vehicle is involved in GM safety recall 18289.
- Schedule an appointment with your GMC dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

These vehicles may experience a temporary loss of Electric Power Steering (EPS) assist followed by a sudden return of EPS assist, particularly during low-speed turning maneuvers, increasing the risk of a crash. The loss and sudden return of EPS assist typically happens within a 1 second period and is caused by an electrical/software issue.

What will we do?

Your GMC dealer will perform a reflash of the EPS module software. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 30 minutes.

What should you do?

You should contact your GMC dealer to arrange a service appointment as soon as possible.



Optional Service Contract Paid to
Other Charges (Seller must identify who is paid and
describe purpose)
for Prior Credit or Lease Balance

Dealer Number _____ Contract Number _____

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

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

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

FEDERAL TRUTH-IN-LENDING DISCLOSURES

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

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
		Monthly beginning

Or As Follows:

Late Charge: If payment is not received in full within 10 days after it is due, you will pay a late charge of \$ 15.00 or 5% of the part of the payment that is late, whichever is greater.

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

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

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

Insurance: You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.

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

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life \$ _____

Credit Disability \$ _____

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price (including \$ _____ sales tax) \$ _____ (1)

2. Total Downpayment =
Trade-In: Year _____ Make _____ Model _____
Gross Trade-In Allowance \$ _____
Less Pay Off Made By Seller \$ _____
Equals Net Trade-In \$ _____
+ Cash \$ _____
+ Other \$ _____
(If total downpayment is negative, enter "0" and see 4c below) \$ _____ (2)

3. Unpaid Balance of Cash Price (1 minus 2) \$ _____ (3)

4. Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):

A. Cost of Optional Credit Insurance Paid to Insurance Company or Companies:
Life \$ _____
Disability \$ _____

B. Vendor's Single Interest Insurance Paid to Insurance Company \$ _____

C. Other Optional Insurance Paid to Insurance Company or Companies \$ _____

D. Optional Gap Contract \$ _____

E. Official Fees Paid to Government Agencies \$ _____

F. Government Taxes Not Included in Cash Price \$ _____

G. Government License and/or Registration Fees \$ _____

Other Optional Insurance

Type of Insurance _____ Term _____

Premium \$ _____

Insurance Company Name _____

Home Office Address _____

Type of Insurance _____ Term _____

Premium \$ _____

Insurance Company Name _____

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

***** DO NOT DETACH - REGISTERED OWNER INFORMATION *****



REGISTRATION CARD VALID FROM: 04/30/2018 TO: 04/30/2019

MAKE	YR MOFL	YR LST SOLD	VEH CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
GMC	2015	2015	LF	32P	31	[REDACTED]
BODY TYPE MODEL	HP	MS	AK	NC	UNCLASSED/C/CDV	VEHICLE ID NUMBER
PK	G	ZR	2	E	05560	3GTU2UEC8PC [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CO-ALTO	DT FEE REQ'D	PAC	STICKER NUMBER	
COMMERCIAL	04/30/18	19	04/30/18	8	[REDACTED]	

PR EXP DATE: 04/30/2018

REGISTERED OWNER



AMOUNT PAID
\$ 551.00

AMOUNT DFT	AMOUNT REQ'D
\$ 551.00	CASH :
	CHCK : 551.00
	CRDT :

SA AMERICA
PO BX 3789

JACKSONVILLE
FL

31203

ENC 070 57 0066100 0061 CS ENC 043018 31 76197M1 714



Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

**INTERFACE WITH
CUSTOMER**

View Vehicle Summary



This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

Vehicle Information

VIN: 3GTU2UEC8FG [REDACTED] Model: TK15743-2015 SIERRA 1500 CREW CAB 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)**For this vehicle:**

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N182156820	18289	EPS Loss of Steering Assist	09/07/2018	Closed
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed
Product Safety Recall	N150822	15822	SEATBELT LAP ANCHOR TENSIONER CABLE	04/11/2016	Closed
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to [Help](#) page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA: 800-556-3600.

OnStar Equipped: Y OnStar Status: Active
XM Equipped: Y XM Radio ID: D8GXA3WR XM Status: Active
OnStar Vehicle Diagnostics: Y DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 18128	06/26/2018	04/24/2015	55 MI	04/24/2025	150,055 MI
	Corrosion Limited Warranty	06/26/2018	04/24/2015	55 MI	04/24/2021	100,055 MI
	Emission Select Component Ltd Wty	06/26/2018	04/24/2015	55 MI	04/24/2023	80,055 MI
	GMC 2 Year Scheduled Maintenance	06/26/2018	04/24/2015	55 MI	04/24/2017	24,055 MI
	Emission Limited Warranty	06/26/2018	04/24/2015	55 MI	04/24/2018	50,055 MI
	Emission Select State Component Ltd Wty	06/26/2018	04/24/2015	55 MI	04/24/2022	70,055 MI
	Bumper to Bumper Limited Warranty	06/26/2018	04/24/2015	55 MI	04/24/2018	36,055 MI
	Powertrain Limited Warranty	06/26/2018	04/24/2015	55 MI	04/24/2020	100,055 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/09/2018		ZFAT----Field Action Recall		9103855 - 18289 - Power Steering Control Module Reprogramming with SPS	45,632 MI
10/09/2018		ZREG----Regular Vehicle Transaction		4023850 - Vacuum Pump Assembly Replacement	45,632 MI
03/18/2017		ZREG----Regular Vehicle Transaction		0600743 - GMC Factory Maintenance	21,769 MI
03/18/2017		ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	21,769 MI
07/27/2016		ZREG----Regular Vehicle Transaction		3020340 - Rear Propeller Shaft Replacement	14,428 MI
07/27/2016		ZFAT----Field Action Recall		9102394 - N150822 - Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Mod	14,428 MI
07/27/2016		ZREG----Regular Vehicle Transaction		0600743 - GMC Factory Maintenance	14,428 MI
10/08/2015		ZREG----Regular Vehicle Transaction		2070870 - Air Inlet Grille Panel Replacement	7,275 MI
10/06/2015		ZFAT----Field Action Recall		9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	7,256 MI
10/06/2015		ZREG----Regular Vehicle Transaction		0600743 - GMC Factory Maintenance	7,256 MI
08/11/2015		ZREG----Regular Vehicle Transaction		1013950 - Body Side Molding Replacement	5,451 MI
12/16/2014		ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	5 MI
11/16/2014		ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

Jade Morrison (C)

From: Payam Soliemanzadeh <Payam@soliemanlawgroup.com>
Sent: Wednesday, January 30, 2019 2:00 PM
To: Jade Morrison (C)
Cc: Valentino R Farias (C)
Subject: [EXTERNAL] RE: Case Reassignment - [REDACTED], SR#: [REDACTED]

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Jade,

We believe this vehicle qualifies for a repurchase. Please advise if GM will be repurchasing the vehicle. Thanks.

Best regards,

Payam

Payam Soliemanzadeh, Esq.
SOLIEMAN LAW GROUP, PC

ENCINO OFFICE
16255 Ventura Blvd., Suite 1008
Encino, CA 91436
Phone: (818) 650-1000
Fax: (310) 201-5999

LOS ANGELES OFFICE
4929 Wilshire Blvd., Suite 410
Los Angeles, CA 90010
Phone: (310) 201-4994
Fax: (310) 201-5999

CONFIDENTIALITY NOTE:

This transmission and any attachment may contain information that is legally privileged, confidential or otherwise protected from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, publication, or copying of this message is strictly prohibited. If you have received this message in error, please notify the sender at Solieman Law Group, P.C. immediately and delete the original message without keeping a copy.

From: Jade Morrison (C) <jade.morrison@gm.com>
Sent: Friday, January 4, 2019 12:27 PM
To: Payam Soliemanzadeh <Payam@soliemanlawgroup.com>
Subject: Case Reassignment - [REDACTED], SR#: [REDACTED]

Customer Name [REDACTED]
SR#: [REDACTED]
VIN#: 3GTU2UEC8FG [REDACTED]
Y,M,M: 2015 GMC Sierra 1500

Please be informed that the case involving [REDACTED] has been reassigned to a new General Motors Business Resource Center Legal Advisor.

My name is Jade, and I am now the owning agent for this case.
Please forward all further documents and emails to me.

Sincerely,
Jade | – Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, Ext. 5913157
Fax: (866) 215-6750





February 6, 2019

Payam Soliemanzadeh, Esq.
Solieman Law Group
16255 Ventura Blvd Ste 1008
Encino, CA 91436

RE: [REDACTED]
Service Request: [REDACTED]
2015 GMC Sierra 1500
Vehicle Identification Number: 3GTU2UEC8FG [REDACTED]
Customer Relationship Specialist: Jade

Dear Mr. Soliemanzadeh:

We regret that your client(s) is dissatisfied with his 2015 GMC Sierra 1500 and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of \$ 8,000.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

Attach.

Odometer

Client's Signature

Date

Client's Signature

Date

Jade Morrison (C)

From: Jade Morrison (C)
Sent: Monday, February 11, 2019 3:26 PM
To: 'Payam Soliemanzadeh'
Subject: RE: Offer - [REDACTED] SR#: [REDACTED]

Hi, Payam,

A reminder to please respond with your client's response.

If this offer is acceptable to your client(s) please have them sign the offer letter.

Please return the completed documents to me by email or at the fax number below along with a copy of your firm's 2019 W9 and the current vehicle registration.

Sincerely,

Jade | – Advisor

Business Resource Center

Alorica on behalf of General Motors, LLC

PHONE: 1-800-231-1841, Ext. 5913157

Fax: (866) 215-6750



From: Jade Morrison (C)
Sent: Wednesday, February 06, 2019 7:23 AM
To: 'Payam Soliemanzadeh'
Cc: Valentino R Farias (C)
Subject: Offer - [REDACTED] SR#: [REDACTED]

Customer Name [REDACTED]

SR#: [REDACTED]

VIN#: 3GTU2UEC8FG [REDACTED]

Y,M,M: 2015 GMC Sierra 1500

Hi, Payam,

Please see attached settlement offer. If this offer is acceptable to your client(s) please have them sign the offer letter. Please return the completed documents to me by email or at the fax number below along with a copy of your firm's 2019 W9 and the current vehicle registration.

Sincerely,

Jade | – Advisor

Business Resource Center

Alorica on behalf of General Motors, LLC

PHONE: 1-800-231-1841, Ext. 5913157

Fax: (866) 215-6750



From: Payam Soliemanzadeh [<mailto:Payam@solimanlawgroup.com>]

Sent: Tuesday, February 05, 2019 1:44 PM

To: Jade Morrison (C)

Cc: Valentino R Farias (C)

Subject: [EXTERNAL] RE: Case Reassignment - [REDACTED] SR#: [REDACTED]

Hi Jade,

I still have not received a response to my email below. Please advise. Thanks.

Payam Soliemanzadeh, Esq.
SOLIEMAN LAW GROUP, PC

ENCINO OFFICE

16255 Ventura Blvd., Suite 1008

Encino, CA 91436

Phone: (818) 650-1000

Fax: (310) 201-5999

LOS ANGELES OFFICE

4929 Wilshire Blvd., Suite 410

Los Angeles, CA 90010

Phone: (310) 201-4994

Fax: (310) 201-5999

CONFIDENTIALITY NOTE:

This transmission and any attachment may contain information that is legally privileged, confidential or otherwise protected from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, publication, or copying of this message is strictly prohibited. If you have received this message in error, please notify the sender at Solieman Law Group, P.C. immediately and delete the original message without keeping a copy.

From: Payam Soliemanzadeh

Sent: Wednesday, January 30, 2019 12:00 PM

To: 'Jade Morrison (C)' <jade.morrison@gm.com>

Cc: Valentino R Farias (C) <rocky.farias@gm.com>

Subject: RE: Case Reassignment - [REDACTED] SR#: [REDACTED]

Hi Jade,

We believe this vehicle qualifies for a repurchase. Please advise if GM will be repurchasing the vehicle. Thanks.

Best regards,

Payam

Payam Soliemanzadeh, Esq.

SOLIEMAN LAW GROUP, PC

ENCINO OFFICE

16255 Ventura Blvd., Suite 1008
Encino, CA 91436
Phone: (818) 650-1000
Fax: (310) 201-5999

LOS ANGELES OFFICE

4929 Wilshire Blvd., Suite 410
Los Angeles, CA 90010
Phone: (310) 201-4994
Fax: (310) 201-5999

CONFIDENTIALITY NOTE:

This transmission and any attachment may contain information that is legally privileged, confidential or otherwise protected from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, publication, or copying of this message is strictly prohibited. If you have received this message in error, please notify the sender at Solieman Law Group, P.C. immediately and delete the original message without keeping a copy.

From: Jade Morrison (C) <jade.morrison@gm.com>
Sent: Friday, January 4, 2019 12:27 PM
To: Payam Soliemanzadeh <Payam@solimanlawgroup.com>
Subject: Case Reassignment - [REDACTED] SR#: [REDACTED]

Customer Name: [REDACTED]
SR# [REDACTED]
VIN#: 3GTU2UEC8FG [REDACTED]
Y,M,M: 2015 GMC Sierra 1500

Please be informed that the case involving [REDACTED] has been reassigned to a new General Motors Business Resource Center Legal Advisor.
My name is Jade, and I am now the owning agent for this case.
Please forward all further documents and emails to me.

Sincerely,
Jade | – Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-866-790-5700, Ext. 5913157
Fax: (866) 215-6750



Jade Morrison (C)

From: Jade Morrison (C)
Sent: Wednesday, February 06, 2019 7:23 AM
To: 'Payam Soliemanzadeh'
Cc: Valentino R Farias (C)
Subject: Offer - [REDACTED] SR#: [REDACTED]
Attachments: Offer Out 02-06-19 [REDACTED].pdf

Customer Name: [REDACTED]
SR#: [REDACTED]
VIN#: 3GTU2UEC8FG [REDACTED]
Y,M,M: 2015 GMC Sierra 1500

Hi, Payam,

Please see attached settlement offer. If this offer is acceptable to your client(s) please have them sign the offer letter. Please return the completed documents to me by email or at the fax number below along with a copy of your firm's 2019 W9 and the current vehicle registration.

Sincerely,
Jade | – Advisor
Business Resource Center
Alorica on behalf of General Motors, LLC
PHONE: 1-800-231-1841, Ext. 5913157
Fax: (866) 215-6750



From: Payam Soliemanzadeh [<mailto:Payam@soliemanlawgroup.com>]
Sent: Tuesday, February 05, 2019 1:44 PM
To: Jade Morrison (C)
Cc: Valentino R Farias (C)
Subject: [EXTERNAL] RE: Case Reassignment - [REDACTED] SR#: [REDACTED]

Hi Jade,

I still have not received a response to my email below. Please advise. Thanks.

Payam Soliemanzadeh, Esq.
SOLIEMAN LAW GROUP, PC

ENCINO OFFICE
16255 Ventura Blvd., Suite 1008
Encino, CA 91436
Phone: (818) 650-1000

Fax: (310) 201-5999

LOS ANGELES OFFICE
4929 Wilshire Blvd., Suite 410
Los Angeles, CA 90010
Phone: (310) 201-4994
Fax: (310) 201-5999

CONFIDENTIALITY NOTE:

This transmission and any attachment may contain information that is legally privileged, confidential or otherwise protected from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, publication, or copying of this message is strictly prohibited. If you have received this message in error, please notify the sender at Soliemman Law Group, P.C. immediately and delete the original message without keeping a copy.

From: Payam Soliemanzadeh
Sent: Wednesday, January 30, 2019 12:00 PM
To: 'Jade Morrison (C)' <jade.morrison@gm.com>
Cc: Valentino R Farias (C) <rocky.farias@gm.com>
Subject: RE: Case Reassignment - [REDACTED] SR# [REDACTED]

Hi Jade,

We believe this vehicle qualifies for a repurchase. Please advise if GM will be repurchasing the vehicle. Thanks.

Best regards,

Payam

Payam Soliemanzadeh, Esq.
SOLIEMAN LAW GROUP, PC

ENCINO OFFICE
16255 Ventura Blvd., Suite 1008
Encino, CA 91436
Phone: (818) 650-1000
Fax: (310) 201-5999

LOS ANGELES OFFICE
4929 Wilshire Blvd., Suite 410
Los Angeles, CA 90010
Phone: (310) 201-4994
Fax: (310) 201-5999

CONFIDENTIALITY NOTE:

This transmission and any attachment may contain information that is legally privileged, confidential or otherwise protected from disclosure. If you are not the intended recipient, you are hereby notified that any dissemination, distribution, publication, or copying of this message is strictly prohibited. If you have received this message in error, please notify the sender at Soliemman Law Group, P.C. immediately and delete the original message without keeping a copy.

From: Jade Morrison (C) <jade.morrison@gm.com>
Sent: Friday, January 4, 2019 12:27 PM
To: Payam Soliemanzadeh <Payam@soliemmanlawgroup.com>
Subject: Case Reassignment - [REDACTED] SR# [REDACTED]

Customer Name [REDACTED]
SR#: [REDACTED]
VIN#: 3GTU2UEC8FG [REDACTED]

Y,M,M: 2015 GMC Sierra 1500

Please be informed that the case involving [REDACTED] has been reassigned to a new General Motors Business Resource Center Legal Advisor.

My name is Jade, and I am now the owning agent for this case.

Please forward all further documents and emails to me.

Sincerely,

Jade | – Advisor

Business Resource Center

Alorica on behalf of General Motors, LLC

PHONE: 1-866-790-5700, Ext. 5913157

Fax: (866) 215-6750





November 16, 2018

Payam Soliemanzadeh, Esq.
Solieman Law Group
16255 Ventura Blvd Ste 1008
Encino, CA 91436

RE: [REDACTED]
Service Request [REDACTED]
2015 GMC Sierra 1500
Vehicle Identification Number: 3GTU2UEC8FG [REDACTED]
Customer Relationship Specialist: Carla

Dear Mr. Soliemanzadeh:

This is to advise that General Motors is in receipt of the above referenced case dated November 9, 2018. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (5) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☐ Copy of owner's current title and/or registration
☐ Other:

☒ Finance agreement
☒ Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

Signature

Signature

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

***** DO NOT DETACH - REGISTERED OWNER INFORMATION *****



REGISTRATION CARD VALID FROM: 04/30/2018 TO: 04/30/2019

MAKE	YR MODEL	YR LST SOLD	VEH CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
GMC	2015	2015	LF	32P	31	[REDACTED]
BODY TYPE MODEL	HP	NO	AK	NO	UNCLASSED/C/CDV	VEHICLE ID NUMBER
PK	G	ZR	2	E	05560	3GTU2UEC8FG [REDACTED]
TYPE VEHICLE USE	DATE ISSUED	CO-ALTO	DT FEE REC'D	PAC	STICKER NUMBER	
COMMERCIAL	04/30/18	19	04/30/18	8	[REDACTED]	

PR EXP DATE: 04/30/2018

REGISTERED OWNER



AMOUNT PAID
\$ 551.00

AMOUNT DFT	AMOUNT REC'D
\$ 551.00	CASH :
	CHCK : 551.00
	CRDT :

ADDRESS

5X AMERICA
PO BX 3759

JACKSONVILLE
FL

32203

ENC 070 57 0066100 0061 CS ENC 043018 31 76197M1 714

[Home](#) / [Used Cars](#) / [GMC](#) / [Sierra 1500](#) / [2015 Sierra 1500](#) / [Prices with Options](#) / [Prices with Options Results](#)
[Share This Page](#)

Advertisement

2015 GMC Sierra 1500 - What Your Car is Worth

Use Edmunds.com to accurately appraise your used car.

Zip Code & Style

Colors & Options

Condition & Mileage

True Market Value®



Current Pricing

	Rough	Average	Clean	Outstanding
TRADE-IN	\$15,292	\$17,293	\$20,617	\$21,769
PRIVATE PARTY	\$17,029	\$19,258	\$22,868	\$24,084

See saved pricing details on your dashboard

[View your dashboard](#)

edmunds | MyAppraise

Skip the Hassle, Sell Smarter

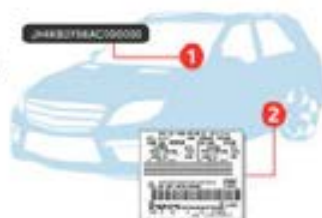
- Dealers compete for your vehicle by sending offers by e-mail or text
- Easier and safer than selling your car to private buyers
- Absolutely no obligation to sell or buy

Enter Your VIN

e.g. 2FMDK3KCXB

[Get Started](#)

Where can I find my VIN?



Advertisement

2015 GMC Sierra 1500

SLE 4dr Truck 6.6 ft. Bed

TMV® Pricing Details

	Trade-In	Private Party	Dealer Retail
National Base Price	\$20,082	\$22,243	\$24,159
Optional Equipment	\$530	\$627	\$724
Tilt and Telescopic Steering Wheel	\$54	\$64	\$74
Trailer Hitch	\$76	\$90	\$104
Remote Engine Start	\$68	\$80	\$93
Heated Driver's Seat	\$52	\$62	\$71
Heated Passenger Seat	\$52	\$62	\$71
Front Fog/Driving Lights	\$81	\$96	\$111
Universal Remote Transmitter	\$68	\$80	\$93
Rear Defogger	\$79	\$93	\$107
Color Adjustment - Bronze Alloy Metallic	\$-19	\$-21	\$-22
Regional Adjustment - for Zip Code 83705	\$0	\$0	\$0

Ad

Buying a Certified Used Vehicle

Certified Used Price

Dealer Retail

Vehicle not eligible for certification.

Buy this car on Edmunds

Shop deals, get appraisals, find resources

See All For Sale

Know Before You Go to the Dealership

Get Financing Online Before You Buy

Get financing before you buy, regardless of your credit history.



Compare Real Rates, Save Real Money

Don't waste your time, compare multiple real insurance quotes at once!



New Car Resources

- New Cars
- Calculators
- Car Finder
- Compare Cars
- Find a Dealer
- Get Monthly Payment
- Incentives & Rebates

Used Car Resources

- Used Cars
- Appraise Your Car
- Certified Cars
- Selling Tips

Car Articles & Advice

- Car Reviews
- Long-Term Road Tests
- Car Videos
- True Cost to Own®
- Research
- Buy a Car
- Car News
- Automobile Forums
- Car Leasing
- Car Financing

Follow Edmunds

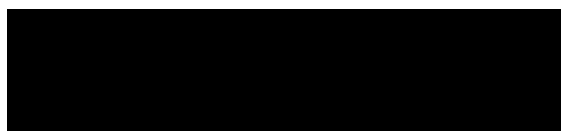


PE18-012

GM

3-27-2019

Q3



Michella,

These are the photos of the damage to the rear bumper and the repair estimate. You can see by the photos the customer takes good care of his truck and it is a well maintained vehicle.

Thanks,

--

Phillip Candler

Cole Chevrolet Cadillac, INC

Service Manager

304-327-8116









A

CUST #

SALES AGREEMENT
OR ORDER FOR MOTOR VEHICLE

74780

DATE

07/04/2016

COLE CHEVROLET
CADILLAC, INC.

1156 BIG LAUREL HWY • P.O. BOX 688 • BLUEFIELD, WEST VIRGINIA 24701

SALESPERSON

CHRIS A. THOMPSON

VEHICLE ORDERED

STOCK NO.

PLEASE ENTER MY ORDER FOR ☒ NEW ☐ PRE-OWNED

YEAR & MAKE 2016 SERIES OR MODEL SILVERADO 1500 BODY STYLE CREW PICKUP

BEARING MANUFACTURER'S NUMBER MILES

DELIVERY ON OR ABOUT 07/04/2016 20

TRADE-IN-RECORD

STOCK NO.

YEAR & MAKE 2015 CHEVROLET SERIES OR MODEL SILVERADO 1500 BODY STYLE 2015 EXT C

MANUFACTURER'S NUMBER MILES YEAR & MAKE

11GCVKPE04F 15385

"AMOUNT OWED" (SHOWN IN RIGHT COLUMN) PAYABLE TO:

LIEN HOLDER'S NAME

LIEN HOLDER'S ADDRESS

ACCOUNT NO.

(TITLE RECEIVED) ☐ YES ☐ NO EXPLAIN: LIEN

INSURANCE DATA

AGENT MERCER INSURANCE

NO. & STREET 917 HARRISON STREET

CITY, STATE, ZIP CODE PRINCETON OH 44768

TELEPHONE 604-431-5431

NAME ERIC

POLICY NO.

EFFECTIVE DATE FROM 03/03/16 TO 03/03/17

COVERAGE ☐ FIRE-THEFT ☐ COMP \$500.00 COLLISION \$100.00 DEDUCTIBLE

Purchaser agrees that this order includes all of the terms and conditions on both the face and reverse side hereof, that this order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.**

Purchaser by his execution of this order acknowledges that he has read its terms and conditions and has received a true copy of this order.

DATE

ACCEPTED BY

I HEREBY CERTIFY THAT THE VEHICLE DESCRIBED ON THIS ORDER WAS DELIVERED TO ME WITH THE PRICE LABEL INTACT AS REQUIRED BY P.L. 85-506.

BUYER

STREET

CITY/STATE

ZIP

PHONE

CASH PRICE - ORDERED VEHICLE

\$

ACCESSORIES

TOTAL CASH PRICE - ORDERED VEHICLE

\$

Gross Trade-In Allowance

25500.00

Amount "Owed" on Trade-In

38740.97

Net Trade-In Allowance

-3240.97

Rebate

9533.00

Cash with Order

140

TOTAL CREDITS

\$

BALANCE

DOCUMENTARY FEES (Includes Tax)

10.00

GAP (Includes Tax)

48.00

SERVICE CONTRACT (Includes Tax)

STATE SALES TAX

LICENSE FEE

TOTAL BALANCE DUE \$

INVOICE
NO.STOCK
NO.ACCOUNT
NO.

CAR DEAL NO.

I/WE GUARANTEE THAT MY/OUR TRADE-IN HAS NOT BEEN SALVAGED AND DOES NOT CARRY A RECONSTRUCTED TITLE.

PURCHASER'S SIGNATURE













Wash



Chevrolet Cadillac, Inc.
85-440 1st St
PO Box 1000
Sheffield, WV 26150
(800) 327-8111
www.chevrolet.com



50095 CAR

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	PO NO.
3GCUKREC7G0		34017		12/31/18 08:42		
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2016 CHEVROLET SILVERADO (SLATE GRAY)						
CONTROL NO.	LICENSE PLATE NO.	QST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
				07/04/16	07/04/16	100
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		PO COMMENT
				LORIN HANSHEW (497)		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE.
CASH ☐ CREDIT CARD ☐ CHECK ☐ OTHER ☐
All parts removed will be discarded unless we are instructed otherwise.
NOTE OF PRIOR BODY DAMAGE:
LF ☐ RF ☐ LR ☐ RR ☐
Customer labor charges are based upon hours published in a Per Flat Rate Hour Guide, which reflects an average time for performance of a specific repair and may therefore be more or less than the actual time expended for the repair.

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control or any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you and/or your employee's permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs (parts). IN THE EVENT OF MY DEFAULT IN PAYMENT OF MY BILL I SHALL BE RESPONSIBLE FOR COST OF COLLECTION INCLUDING REASONABLE ATTORNEY FEES PLUS INTEREST. NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN VEHICLE WHILE IN OUR POSSESSION INCLUDING CELL PHONES, C.B. RADIOS, TAPE PLAYERS, OR ANY OTHER NON FACTORY EQUIPMENT, ETC. THERE WILL A STORAGE FEE OF \$10 PER DAY FOR ANY VEHICLE LEFT WITH DEALER OVER 10 DAYS. Not responsible for damage from freezing due to lack of antifreeze. PARTS AND SERVICE WARRANTY IS 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

REVISED EST (1) \$ _____ DATE _____ TIME _____ BY _____
REVISED EST (2) \$ _____ DATE _____ TIME _____ BY _____
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE VERBAL APPROVAL OF THE ABOVE REVISED ESTIMATES: ☒ X
X _____

Line	Type	Op-Code	Tech
A	Warranty		
Concern	Customer states when backing up and then apply the brakes, the pedal gets hard and the truck will not stop. Check and advise. <i>checked vacuum pressure at Brake Booster. Low vacuum pressure. Replaced vacuum pump. 5146026. P 1.2 AIO</i>		
B	Warranty		
Concern	Customer states at times when applying gas the vehicle will hesitate and then just take off. Has done this about three times. Check and advise. <i>NO Light on the Dash. Unable to duplicate at this time</i>		
C	Customer	02	
Concern	FREE MPVI CERTIFIED SERVICE INSPECTION <i>completed</i>		

COLE CHEVROLET BUICK GMC CADILLAC
 1156 BIG LAUREL HIGHWAY * P.O. BOX 688
 BLUEFIELD, WV 24701
 304-327-8116 FAX: 304-327-7031 *
 WWW.COLECHEVY.COM

50595 CAR

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
3GCUKREC7G6		34017	34017	12/31/18 08:42	12/31/18	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2016 CHEVROLET SILVERADO (SLATE GRAY)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	GUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
				07/04/16	07/04/16	100
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT
				LORIN HANSHEW (497)		

None of the Price Police!!! Thank you for your business!!!

Need to rent a vehicle? Call Affordable Rental at Cole Chevrolet (304) 809-3150

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	Cost
A	4023850		A10	2.10	Warranty	\$181.73	
Concern Customer states when backing up and then apply the brakes, the pedal gets hard and the truck will not stop. Check and advise. Cause Checked vacuum pressure at brake booster low vacuum reading Correction Replaced vacuum pump							
Technician Clock Time							
A10 M 12/31/18 09:14 - 12/31/18 09:44 0.50 * A10 W 12/31/18 09:44 - 12/31/18 11:00 1.27							
A10 D 12/31/18 11:00 - 12/31/18 11:03 0.30							
Total Work Time 1.27 Total Diagnostic Time 0.88 Total Straight Time 0.00							
Part Number		Description		Qty.	Unit Price	Ext. Price	Cost
X 12669488		PUMP		1	\$170.76	\$170.76	\$121.97
Parts Total...						\$170.76	\$121.97
Total Hours: 2.10				Line Total...		\$352.49	\$121.97
B			A10	0.00	Warranty	\$0.00	
Concern Customer states at times when applying gas the vehicle will hesitate and then just take off. Has done this about three times. Check and advise. Cause Test drove vehicle - could not duplicate customers concern at this time. Correction Unable to duplicate at this time							
Technician Clock Time							
A10 W 12/31/18 11:23 - 12/31/18 11:23 0.00							
Total Work Time 0.00 Total Diagnostic Time 0.00 Total Straight Time 0.00							
Total Hours: 0.00				Line Total...		\$0.00	\$0.00
C	02		A10	0.00	Customer	\$0.00	
Concern FREE MPVI CERTIFIED SERVICE INSPECTION Correction PERFORMED MVPI INSPECTION X							
Total Hours: 0.00				Line Total...		\$0.00	\$0.00

		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		3GCUKREC7GG		34017	34017	12/31/18 08:42	12/31/18	
		VEHICLE DESCRIPTION		TAG NO.		STATUS		
		2016 CHEVROLET SILVERADO (SLATE GRAY)				COMPLETE		
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
				07/04/16	07/04/16	100	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RD COMMENT	
				LORIN HANSHEW (497)				

Non-Customer Totals					Customer Totals				
	Control	Acct.	Amount	Cost		Control	Acct.	Amount	Cost
W - Labor		462	\$181.75	\$48.50	Total Amount Due			\$0.00	
W - Parts		480	\$170.76	\$121.07					
TOTAL WARRANTY	50095	263	\$352.49		TOTAL CUSTOMER			No Charge	

☐ CASH
 ☐ CHECK
 CHECK NO. _____
 Payment Type
☐ VISA
☐ MASTERCARD
☐ DISCOVER
☒ CHARGE
☐ OTHER
☐ PICKED UP

Advertisement

2016 Chevrolet Silverado 1500 Crew Cab Pricing Report



Style: LT Pickup 4D 5 3/4 ft
Mileage: 35,285

Vehicle Highlights

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

Doors: 4

Drivetrain: 4WD

EPA Class: Standard Pickup Trucks

Country of Origin: United States

Max Seating: 6

Engine: V8, EcoTec3, 5.3 Liter

Transmission: Auto, 6-Spd HD Overdrive

Body Style: Pickup

Country of Assembly: United States

Sell To Private Party

Private Party Range
\$28,478 - \$31,981
Private Party Value
\$30,230



Valid for ZIP Code 25820 through 01/23/2019

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, 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 Windows

Power Door Locks

Cruise Control

Steering

Power Steering

Tilt Wheel

Entertainment and Instrumentation

AM/FM/HD Radio

CD/MP3 (Single Disc)

SiriusXM Satellite

MyLink

Navigation System

Bluetooth Wireless

OnStar

Safety and Security

Dual Air Bags

Side Air Bags

F&R Head Curtain Air Bags

Lighting

HID Headlamps

Daytime Running Lights

Wheels and Tires

Alloy Wheels

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.

Tip:

It's crucial to know your car's true condition when you sell it, so that you can price it appropriately. Consider

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.

having your mechanic give you an objective report.

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.

© 2019 Kelley Blue Book Co., Inc. All rights reserved. 1/18/2019-1/24/2019 Edition for West Virginia 25820. The specific information required to determine the value for this particular vehicle was supplied by the person generating this report. Vehicle valuations are opinions and may vary from vehicle to vehicle. Actual valuations will vary based upon market conditions, specifications, vehicle condition or other particular circumstances pertinent to this particular vehicle or the transaction or the parties to the transaction. This report is intended for the individual use of the person generating this report only and shall not be sold or transmitted to another party. Kelley Blue Book assumes no responsibility for errors or omissions. (v.19013)



COLE
CHEVROLET-CADILLAC-BUICK-GMC

WE TAKE THE DENTS OUT OF ACCIDENTS
1156 BIG LAUREL HWY., P.O. BOX 688,
BLUEFIELD, WV 24701
Phone: (304) 327-8116
FAX: (304) 327-6117

Workfile ID: 49775498
Federal ID: [REDACTED]
License Number: D-52

Preliminary Estimate

Customer: SERVICE

Written By: TROY ASBURY

Insured: SERVICE
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:
SERVICE

Inspection Location:
COLE CHEVROLET-CADILLAC-BUICK-GMC
1156 BIG LAUREL HWY.
P.O. BOX 688
BLUEFIELD, WV 24701
Repair Facility
(304) 327-8116 Business

Insurance Company:

VEHICLE

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

VIN: 3GCUKREC7GG [REDACTED]
License:
State:

Interior Color:
Exterior Color: BLUE
Production Date:

Mileage In:
Mileage Out:
Condition:

Vehicle Out:
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

Reclining/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: SERVICE

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

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1	REAR BUMPER						
2		O/H rear bumper				3.5	
3	Repl	Rear bumper chrome w/o park assist	23108142	1	708.05	Incl.	
SUBTOTALS					708.05	3.5	0.0

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			708.05
Body Labor	3.5 hrs @	\$ 48.00 /hr	168.00
Subtotal			876.05
Sales Tax	\$ 876.05 @	7.0000 %	61.32
Grand Total			937.37
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			937.37

MyPriceLink Estimate ID / Quote ID:

517417074797060096 / 42186614

Preliminary Estimate

Customer: SERVICE

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

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 1/17/2019, 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. Align.=Align. ALU=Aluminum. A/M=Aftermarket part. Blend=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:

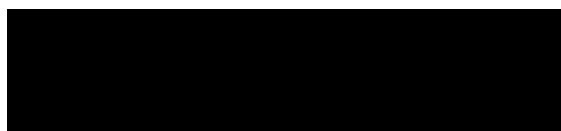
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

PE18-012

GM

3-27-2019

Q3



General Motors LLC
General Motors Holdings LLC
PO BOX 62530
Phoenix, AZ 85082-2530



CHECK NO. [REDACTED]

50-937
213

DATE

02/14/19

U.S. FUNDS

542 DOLLARS

41 CENTS

AMOUNT

\$ 542.41

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE
ORDER OF

JP Morgan Chase Bank N.A.
Syracuse, NEW YORK 13201

AUDIT

VENDOR
DUNS NO: BB00000000
VENDOR NAME [REDACTED]

General Motors LLC
General Motors Holdings LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [REDACTED]
PAYMENT DATE 02/14/19

REGISTER NO DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
5300671087 P/N: CARS	02/13/19 1GNSCKKC6FR	[REDACTED] QTY: 0 UOM: EA	0.000	542.41 U/P: 542.41	0.00 EXT:	542.41 542.41
TOTAL				542.41	0.00	542.41

For payment inquiries, please use GM Supplier Portal via GM Supply Power or contact the Service Desk at gmnar2phelp@gm.com or 1-888-376-6115



Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION



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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 308849

Service Agent: BONIFACE-HIERS CHEVROLET

Contact Name: Jeremy Bright

Phone Number: 3217233611

Fax Number: (321) 327-8914

Contact Email Address: jbright@bonifacehiers.com

Job Card*: 301118

Job Card Date: 02/04/2019

Reference Number:

VIN: 1GNSCKKC6FR [Investigate Vehicle History](#)

Odometer: 41879

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

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

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

Description: * No customer complaint-Other issues

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

Description*: Other-Field Action/Tech Bulletin ^

Correction Description*: Repair Vehicle ^

Labour Operation*:

Labour Time: 1.4 Supp Time: 0 OLH Time: 0

Labour Rate: 100.88 Common GM Division - Body/Paint ▼

Labour Total: 141.23

Parts Total: 276.85

Part Numbers: ^

Net Item Type	Amount
<Make Selection> ▼	+ -
Net Item Total:	0.00
Tax:	0
Deductible:	0
Total Before Taxes:	418.08
Auth Code:	
☒ Accept ☐ Reject	
Comment*:	^

Created By	Create Date/Time	Comment
Maureen Nancarrow	Tue Feb 12 15:43:58 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
1GNSCKKC6FR [REDACTED]	[REDACTED]	2019-02-12
<		>

CANCEL

SAVE



920 HARBOR CITY BLVD
MELBOURNE, FL 32901-1486

Rental Agreement #:

Bill Ref #:

Invoice Date:

Account #:

4JYVCL

01/30/2019

BILL TO

RENTAL INFORMATION

Date/Time Out
01/10/2019 02:51 PM

Date/Time In
01/30/2019 02:23 PM

Renter

RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms Out	In
BLACK		ARMA	7RCGJJ	7,568	7,906
VIN: JN8AY2ND3K9					

CLAIM INFORMATION

Claim# / PO# / RO#

Insured

Date of Loss

Type of Loss

Type of Vehicle

Repair Shop

GERBER-MELBOURNE-HARBOR CITY

BILLING DETAIL

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	16 DAY	11.80	188.80
TIME & DISTANCE	5 DAY	59.00	295.00

Subtotal 483.80

16 DAY 0.06

5 DAY 0.10

SC REC - FL SURCHG RECOV 16 DAY 0.40 6.40

SC REC - FL SURCHG RECOV 5 DAY 2.00 10.00

VEHICLE LICENSE FEE RECOVERY 16 DAY 0.16 2.56

VEHICLE LICENSE FEE RECOVERY 5 DAY 0.80 4.00

SALES TAX PCT 7.00 35.49

Total Charges (USD) 542.41

PAYMENTS

Payment American Express -542.41

Total Payments (USD) -542.41

Amount Due (USD) 0.00

Individual line item charges such as rental rates for Time and Distance, percentage-based charges (e.g. sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

For Billing Inquiries / Payment Terms :

Tel#: 4074477999

ORLARADMIN@EHI.COM

Payment Due within days of invoice date

Late payments are subject to a finance charge.

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Amount Due (USD)

0.00

Remit To :

ENTERPRISE RENT-A-CAR
5442 HOFFNER AVE
ORLANDO, FL 32812

Fed Tax Id:

Account #

Rental Agreement
4JYVCL

Amount
0.00

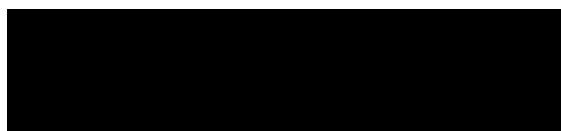
GPBR
0706

PE18-012

GM

3-27-2019

Q3



General Motors LLC
General Motors Holdings LLC
PO BOX 62530
Phoenix, AZ 85082-2530



CHECK NO. [REDACTED]

50-937
213

DATE

02/14/19

U.S. FUNDS

542 DOLLARS

41 CENTS

AMOUNT

\$ 542.41

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE
ORDER OF

JP Morgan Chase Bank N.A.
Syracuse, NEW YORK 13201

AUDIT

VENDOR
DUNS NO: BB00000000
VENDOR NAME [REDACTED]

General Motors LLC
General Motors Holdings LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO [REDACTED]
PAYMENT DATE 02/14/19

REGISTER NO DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC AMOUNT	NET AMOUNT
[REDACTED]	02/13/19	[REDACTED]	0.000	542.41	0.00	542.41
P/N: CARS	IGNSCKKC6FR	QTY: 0 UOM: EA		U/P: 542.41	EXT:	542.41
TOTAL				542.41	0.00	542.41

For payment inquiries, please use GM Supplier Portal via GM Supply Power or contact the Service Desk at gmnar2phelp@gm.com or 1-888-376-6115

– 2015 Chevrolet Suburban











- The Bodyshop has already repaired the body (via Insurance claim).
- Although State Farm Insurance has repaired the body, they refuse to pay for the mechanical repairs.

- Boniface-Hier service team has inspected the vehicle and found the vacuum pump and two belts need to be replaced:
- Drive belt and AC belt. (need to be replaced)

- 2015 Chevrolet Suburban

BONIFACE-HIERS CHEVROLET

800 S. HARBOR CITY BLVD. (U.S. HWY. 1)
MELBOURNE, FLORIDA 32901-1996
(321) 723-3611



SERVICE INVOICE

CUSTOMER NO.	REVISOR WESLEY LYONS	MI-MN 8603	MOCKE DATE 02/04/19	MOCKE NO.
	LABOR RATE	LICENSE NO.	RELEASE 41,879	COLOR
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILE
	VEHICLE ID NO. 1GN5CKKC6FR		ILLUSTRATION NO.	PRODUCTION DATE
	EXT. NO.	P.O. NO.	R.O. DATE 01/11/19	
COMMENTS				

NO: 41884

JOB# 1 CHARGES

LABOR
JOB# 1 91CVZZ18289 RECALL 18289 HOURS: 0.30 TECH(S):4899 30.26
SAFETY RECALL 18289 - LOSS OF STEERING ASSIST
REPROGRAM STEERING CONTROL MODULE WITH SP5
9103855 .3

JOB# 1 TOTALS

LABOR 30.26

JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL 30.26

JOB# 2 CHARGES

LABOR
JOB# 2 12CVZZ02 MAJOR CONCERN HOURS: 1.40 TECH(S):4899 141.23
CUSTOMER STATES THE VEHICLE HAS EXCESSIVE BRAKE PEDAL TRAVEL
WHEN TRAVELING AT SLOW SPEEDS (PARKING LOT SPEEDS) WHICH
RESULTED IN VEHICLE NOT STOPPING AND RUNNING INTO A
TREE CHECK AND ADVISE. STATE FARM INSURANCE CLAIM.
UPON INSPECTION FOUND VACUUM PUMP FOR BRAKE ASSIST NOT
PRODUCING ENOUGH VACUUM TO OPERATE THE BRAKE ASSIST. VACUUM
AT THE PUMP WAS MEASURED AT 20.5IN.HG, GM SPEC IS 27 IN.HG.
THIS CONDITION WILL CAUSE A LOSS OF BRAKE ASSIST POSSIBLE
IMPROPER BRAKE OPERATION.
REPLACED VACUUM PUMP AND RETESTED. VACUUM NOW SHOWS 30 IN.HG
OF VACUUM. TESTED DROVE, ALL OK AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
	1	12669488	PUMP 3.280	121.97	121.97	170.76
	1	12658179	BELT 1.066	37.93	37.93	53.10
	1	12658178	BELT KIT 1.066	37.85	37.85	52.99
COST TOTAL				197.75		
TOTAL - PARTS						276.85

JOB# 2 TOTALS

LABOR 141.23

PARTS 276.85

JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL 418.08

R/O TAX 0.00

R/O TOTALS 448.34

WARRANTY CLAIM DETAIL TOTALS

CLAIMS TOTAL 30.26

CLAIM TOTALS 30.26

APPROVED BY SIGNATURE

As the Service Director, I pledge that our technicians are well-trained and fully qualified to do the repairs correctly based on the information on this repair order. Thank you.

☒ **DISCLAIMER OF WARRANTIES**
The refer BONIFACE-HIERS CHEVROLET hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and BONIFACE-HIERS CHEVROLET neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or product (FPL 93-637).

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. The refer does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

SHOP SUPPLIES AND HAZARDOUS WASTE DISPOSAL CHARGES
This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.718).

ALL PARTS NEW UNLESS OTHERWISE INDICATED.

BONIFACE-HIERS CHEVROLET

800 S. HARBOR CITY BLVD (U.S. HWY. 1)
MELBOURNE, FLORIDA 32901-1996
(321) 723-3611

Car Wash
Math
B.S.

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ205	DIESEL OIL CHANGE	MI	79.95	01CVZ202	OIL & FILTER CHANGE	MI	29.95
01CVZ203	DEXOS OIL CHANGE	MI	39.95	01CVZ204	MOBILE OIL CHANGE	MI	49.95
01CVZ210	TIRE ROTATION	MI	17.95	02CVZ2021	5K SERVICES	MI	0.00
02CVZ2022	15K SERVICE	MI	0.00	02CVZ2023	30K SERVICE	MI	0.00
01CVZ201	MULTI-POINT INSPECT.	MI	0.00				

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/30/18		32835	2359	2650	C	02CVZ219	BATTERY REPLACEMENT
				2650		53CVZ299	MISC EXT ELECTRIC OP
				2650		51CVZ299	MISC EXT TRIM OP
				2294		59CVZ207	MINI DETAIL
				2650		01CVZ201	MULTI-POINT INSPECT.
				2650		09CVZ201	DECLINED MAINTENANCE

SALESPERSON NO.

SERVICE

STATE REG# MV-04878

VEHICLE ID NO. 1GNSCKKC6E8
YEAR MAKE MODEL 15/CHEVROLET TRUCK/SUBURBAN/4DR-2WD
LICENSER NO. [REDACTED]
DELIVERY DATE [REDACTED] DELIVERY MILES [REDACTED]
CONTRACT NO. [REDACTED] EXPIRATION DATE [REDACTED] EXPIRATION MILES [REDACTED]
TAXES [REDACTED]
TURBO [REDACTED] NAME [REDACTED] AIR COND [REDACTED] R.S. [REDACTED] TRANS [REDACTED] MILEAGE [REDACTED] ADVISOR NO. [REDACTED] ADVISOR [REDACTED]
ORIGINAL ESTIMATE \$ [REDACTED] ADDITIONAL AUTHORIZED AMOUNT \$ [REDACTED]
APPOINTMENT [REDACTED]
APPROVAL [REDACTED]

WASH
ORIGINAL CUSTOMER ESTIMATE: TOTAL ~~99.95~~ 169.95
2650
1 W 91CVZ RECALLS
CAMPAIGN # 18289 EPS Loss of Steering Assist
Chassis code: 3117046383
Chassis code: PD17046480
2 12CVZ202 MAJOR CONCERN
CUSTOMER STATES THE VEHICLE HAS EXCESSIVE BRAKE PEDAL TRAVEL WHEN TRAVELING AT SLOW SPEEDS (PARKING LOT SPEEDS) WHICH RESULTED IN VEHICLE NOT STOPPING AND RUNNING INTO A TREE CHECK AND ADVISE. STATE FARM INSURANCE CLAIM.
GM Goodwill
3 C 01CVZ207 6QT DEXOS LOF ROTATE
PERFORM DEXOS1 OIL CHANGE AND OIL FILTER REPLACEMENT
TIRE ROTATION
27 POINT MAINTENANCE AND SAFETY INSPECTION
4 I 01CVZ201 MULTI-POINT INSPECT.
GM VISUAL FREE MULTI POINT INSPECTION

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.
☐ I REQUEST A WRITTEN ESTIMATE.
☒ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ 169.95 + TAX. SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
SIGNATURE [REDACTED]
DATE [REDACTED]
DIAG BY [REDACTED]
2 PM

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. The seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

NOTE: You will be notified upon completion of any diagnostic work necessary to estimate the cost of repair, or if the actual charges will exceed the written estimate, including any additional charges, \$10 or 10%, whichever is greater, not to exceed \$50. If you are so notified, you may orally or in writing authorize the order for repair.

STORAGE CHARGES: No storage charges shall accrue on your vehicle for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After the 3rd day, the daily charge for storage of your vehicle will be \$10.00.

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with this estimate. Seller does not guarantee that the work performed on the description of the complaint.

CANCELLATION OF REPAIR: In the event the vehicle is not repaired within the time specified in this estimate, the repair shop may charge for the cost of storage and the cost to reassemble the vehicle.

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.	TIME	DEF.
		4879		FEB 1 PM 1:50
				OFF 1 PM 4:47
				FEB 1 PM 4:38
				OFF 1 PM 3:41

20.5 in Hg

#1 - Open recall 13289 Doc 5/43676

- Performed open recall 13289 for loss of steering assist.
- Reprogram Power steering control module.

#2 - C/S vehicle has excessive brake travel when traveling at slow speeds (parking lot) which resulted in vehicle not stopping + weaving into a tree.

- Upon inspection found vacuum pump for brake assist not producing enough vacuum to operate the brake assist. Vacuum at the pump was measured at 20.5 in. Hg. Opt spec. is 27 in. Hg. This condition will cause a loss of brake assist + possible improper brake operation.
- Replaced vacuum pump & retest. Vacuum now showing

Advertisement

2015 Chevrolet Suburban Pricing Report



Style: Commercial Sport Utility 4D
Mileage: 41,879

Vehicle Highlights

Fuel Economy:
City 15/Hwy 22/Comb 18 MPG

Doors: 4

Drivetrain: 4WD

EPA Class: Standard Sport Utility Vehicles

Country of Origin: United States

Max Seating: 9

Engine: V8, EcoTec3, FF, 5.3L

Transmission: Automatic, 6-Spd w/Overdrive

Body Style: Sport Utility

Country of Assembly: United States

Sell To Private Party

Private Party Range
\$26,775 - \$29,560
Private Party Value
\$28,168



Valid for ZIP Code 32903 through 01/30/2019

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

Automatic, 6-Spd w/Overdrive

Drivetrain

4WD

Braking and Traction

Traction Control

StabiliTrak

ABS (4-Wheel)

Comfort and Convenience

Anti-Theft System

Keyless Entry

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)

Bluetooth Wireless

OnStar

Safety and Security

Park Assist

Parking Sensors

Backup Camera

Dual Air Bags

Side Air Bags

F&R Head Curtain Air Bags

Seats

Dual Power Seats

Third Row Seat

Lighting

Daytime Running Lights

Exterior

Running Boards

Cargo and Towing

Roof Rack

Towing Pkg

Exterior Color

✓ Beige

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.

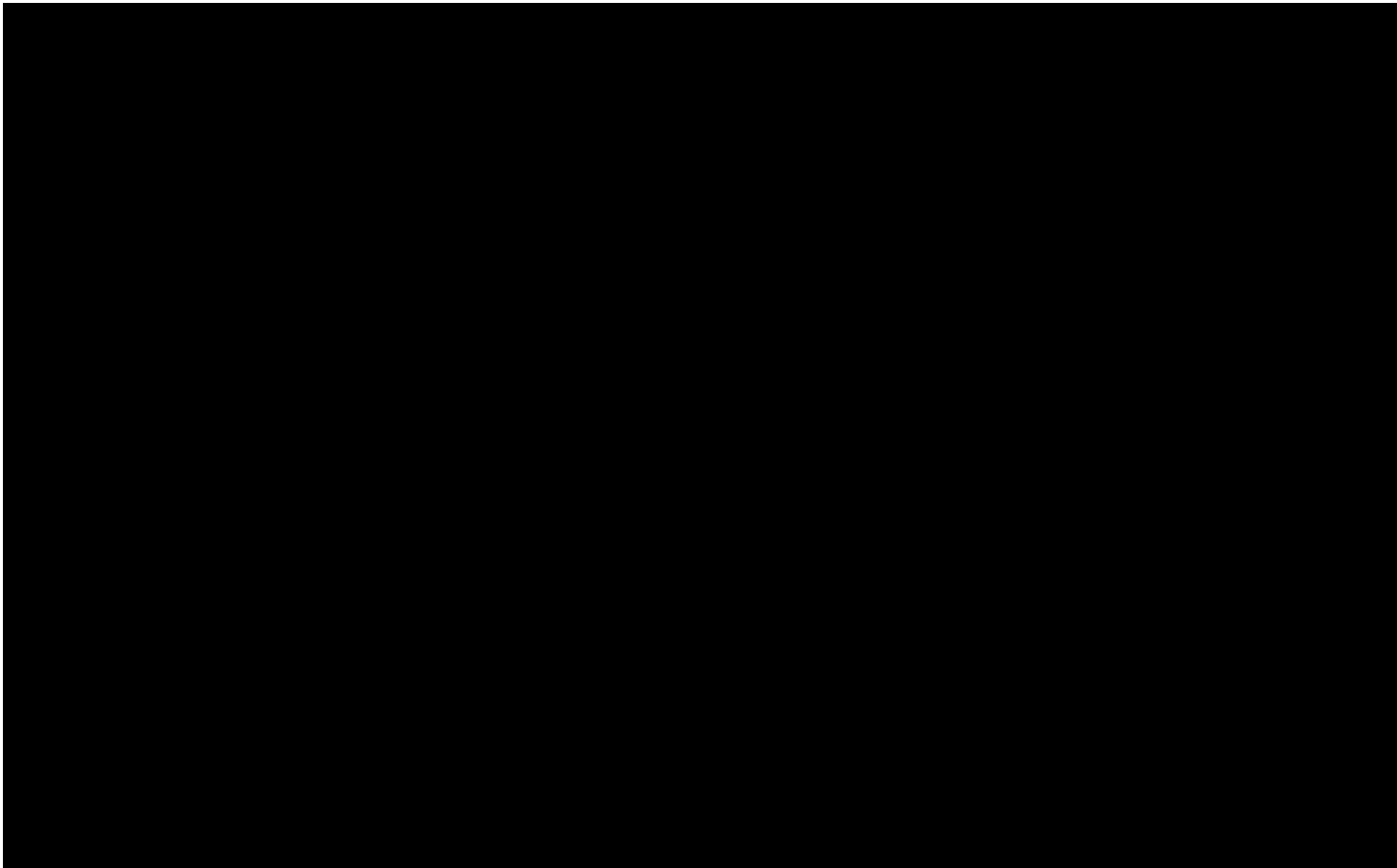
Tip:

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.

© 2019 Kelley Blue Book Co., Inc. All rights reserved. 1/25/2019-1/31/2019 Edition for Florida 32903. The specific information required to determine the value for this particular vehicle was supplied by the person generating this report. Vehicle valuations are opinions and may vary from vehicle to vehicle. Actual valuations will vary based upon market conditions, specifications, vehicle condition or other particular circumstances pertinent to this particular vehicle or the transaction or the parties to the transaction. This report is intended for the individual use of the person generating this report only and shall not be sold or transmitted to another party. Kelley Blue Book assumes no responsibility for errors or omissions. (v 19014)



2015 Chevrolet Suburban



2015 Chevrolet Suburban

FLORIDA VEHICLE REGISTRATION				CO/AGY 19 / 5		T# 1054393144			
				B# 799201					
PLATE		DECAL		Expires Midnight Wed 10/21/2020					
YR/MK	2015/CHEV	BODY	UT	COLOR	WHI	Reg. Tax	150.60	Class Code	1
VIN	1GNSCKKC6F			TITLE		Init. Reg.		Tax Months	24
Plate Type	ESR	NET WT	5584			County Fee	6.00	Back Tax Mos	
DL/FEID						Mail Fee		Credit Class	
Date Issued	10/31/2018	Plate Issued	10/31/2018			Sales Tax		Credit Months	
						Voluntary Fees			
						Grand Total	156.60		
IMPORTANT INFORMATION									
1. The Florida license plate must remain with the registrant upon sale of vehicle.									
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.									
3. Your registration must be updated to your new address within 30 days of moving.									
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.									
5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.									
ESR - ENDLESS SUMMER PLATE ISSUED X									



920 HARBOR CITY BLVD
MELBOURNE, FL 32901-1486

Rental Agreement #:

Bill Ref #:

Invoice Date:

Account #:

4JYVCL

01/30/2019

BILL TO

RENTAL INFORMATION

Date/Time Out
01/10/2019 02:51 PM

Date/Time In
01/30/2019 02:23 PM

Renter

RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms Out	In
BLACK		ARMA		7,568	7,906
VIN: JN8AY2ND3K					

CLAIM INFORMATION

Claim# / PO# / RO#

Insured

Date of Loss

Type of Loss

Type of Vehicle

Repair Shop

GERBER-MELBOURNE-HARBOR CITY

BILLING DETAIL

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	16 DAY	11.80	188.80
TIME & DISTANCE	5 DAY	59.00	295.00
Subtotal			483.80
	16 DAY		0.06
	5 DAY	0.02	0.10
SC REC - FL SURCHG RECOV	16 DAY	0.40	6.40
SC REC - FL SURCHG RECOV	5 DAY	2.00	10.00
VEHICLE LICENSE FEE RECOVERY	16 DAY	0.16	2.56
VEHICLE LICENSE FEE RECOVERY	5 DAY	0.80	4.00
SALES TAX	PCT	7.00	35.49
Total Charges (USD)			542.41

PAYMENTS

Payment	American Express	-542.41
Total Payments (USD)		-542.41

Amount Due (USD)

0.00

Individual line item charges such as rental rates for Time and Distance, percentage-based charges (e.g. sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

For Billing Inquiries / Payment Terms :

Tel#: 4074477999

ORLARADMIN@EHI.COM

Payment Due within days of invoice date

Late payments are subject to a finance charge.

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Amount Due (USD)

0.00

Remit To :

ENTERPRISE RENT-A-CAR
5442 HOFFNER AVE
ORLANDO, FL 32812

Paid By:

Fed Tax Id:

Account #

Rental Agreement
4JYVCL

Amount
0.00

GPBR
0706



Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION



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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 308

Service Agent: BONIFACE-HIERS CHEVROLET

Contact Name: Jeremy Bright

Phone Number: 3217233611

Fax Number: (321) 327-8914

Contact Email Address: jbright@bonifacehiers.com

Job Card*:

Job Card Date: 02/04/2019

Reference Number:

VIN: 1GNSCKKC6FR [Investigate Vehicle History](#)

Odometer: 41879

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

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

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

Description: * No customer complaint-Other issues

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

Description*: Other-Field Action/Tech Bulletin ^

Correction Description*: Repair Vehicle ^

Labour Operation*:

Labour Time: 1.4 Supp Time: 0 OLH Time: 0

Labour Rate: 100.88 Common GM Division - Body/Paint ▼

Labour Total: 141.23

Parts Total: 276.85

Part Numbers: ^

Net Item Type	Amount
<Make Selection> ▼	+ -
Net Item Total:	0.00
Tax:	0
Deductible:	0
Total Before Taxes:	418.08
Auth Code:	
☒ Accept ☐ Reject	
Comment*:	^

Created By	Create Date/Time	Comment
Maureen Nancarrow	Tue Feb 12 15:43:58 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
1GNSCKKC6FR [REDACTED]	[REDACTED]	2019-02-12
<		>

CANCEL

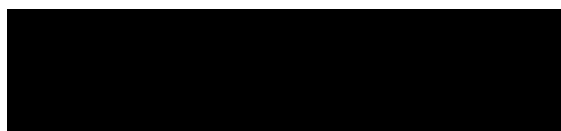
SAVE

PE18-012

GM

3-27-2019

Q3



☐ Yes ☒ No

03/27/2018

01/24/2019

303

Other

\$1,700.00

Vehicle / Coverage

Dealer BAC

* Full VIN

Make

* Component Warranty Coverage

* Repair Group

Mileage

* Component's Warranty End Mileage

* Current Mileage

Miles Out of Warranty

* Job Card / Repair Order #

\$340.00 - \$680.00

Customer / Dealer Participation Amount

\$1,020.00 - \$1,360.00

Agreed Upon Customer / Dealer Participation Amount

Print

Reset

Edit

Home

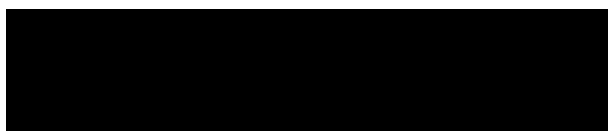
Click Print button to generate printable form or save as PDF for attaching to Warranty Claim or Pre-approval request.

PE18-012

GM

3-27-2019

Q3



PRTS Dynamics - Complete Report

Issue Number: [REDACTED]	Issue Age: 0	Issue (Aftersales) Field Type: Performance Report Current Step: Field Performance Report	Issue Status: Closed Current Step Status: Complete	Current Step Target:
Project: US-United States Program: Escalade ESV / GMNA Truck Subject: Brake Booster , Underhood - Hard Brake Pedal, Reduced Braking Ability Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck				
Associated Issues: 1		Tasks:	Attachments: 2	Memos:

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	21-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564
Originator	21-OCT-2014	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
21-OCT-2014		21-OCT-2014		21-OCT-2014

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	21-OCT-2014	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Closed	21-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Originated	21-OCT-2014	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Escalade ESV / GMNA Truck
 Product Line: CKtruck-Global Full Size Truck Pickup / Utility
 Project Number: Current K2CKtruck
 Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Brake Booster
Part Location: Underhood
Complaint: Hard Brake Pedal, Reduced Braking Ability

Affected Vehicles

Model Year(s): 2015
Make: Cadillac
Vehicle Line: Escalade ESV
Engine(s):
Axles:
Transmission(s):
Transfer Case:
Hardware Stage:

Origination Point

Origination Point: Dealer
Dealer Number: [REDACTED]
Field Rep Number:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GYS4JKJ7FR[REDACTED]	31-MAY-2014		4,124	Miles	

Problem Description

Symptoms/Complaints:

Condition: Hard brake pedal; reduced braking ability

Cause: Unknown; brake booster full of engine oil. TAC suspects mechanical vacuum pump pushing engine oil into booster

Probable Cause:

Corrective Action:

Correction: Per tac recommendation replace booster, pump, and vacuum hose

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Part Name	Part Number
Suspect Parts Available?	

Location of Parts:

PRTS Dynamics - Complete Report

Job Card #:
TAC Case #



PRTS Dynamics - Complete Report

Issue Number: [REDACTED]	Issue Age: 63	Issue (Aftersales) Type: Product Report	Issue Status: Closed	
		Current Step: Solution Feedback	Current Step Status: Complete	Current Step 23-Target: DEC-2014
Project: US-United States Program: Escalade ESV / GMNA Truck Subject: Vacuum Pump/Brake Booster , Underhood - Hard Brake Pedal, Reduced Braking Ability Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck				
Associated Issues: 7	Tasks:	Attachments: 2	Memos: 2	

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	21-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
21-OCT-2014		21-OCT-2014		21-OCT-2014

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	21-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Originated	21-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Submitted	21-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	

Issue Definition

Vehicle Line/Engineering Source: Escalade ESV / GMNA Truck
 Product Line: CKtruck-Global Full Size Truck Pickup / Utility
 Project Number: Current K2CKtruck
 Country: US-United States

Issue Title

Part Name: Vacuum Pump/Brake Booster
 Part Location: Underhood
 Complaint: Hard Brake Pedal, Reduced Braking Ability

PRTS Dynamics - Complete Report

Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue: No

Affected Vehicles

Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relavent Options:	Transfer Case:
	Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
-------------	------------------------	---------------

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GYS4JKJ7FR	31-MAY-2014		4,124	Mi es	
	1GYS4HKJ9FR	29-MAY-2014		15,146	Mi es	
	1GKS2CKJ8FR					

Problem Description

Symptoms/Complaints:

Condition: Hard brake pedal; reduced braking ability

Cause: Brake booster full of engine oil. Mechanical vacuum pump pushing engine oil into booster

Probable Cause:

Corrective Action:

Correction: Per tac recommendation replace booster, pump, and vacuum hose
4023850 Vacuum Pump Assemb y Rep acement

Driving Conditions:	Environmental Condtions:
Road Surface:	Action Requested:
Success of Corrective Action:	
Trouble Codes Affected:	

Remarks:

Affected Parts

VPPS

- 1st Level (VPPS): 20-Chassis
- 2nd Level (VPPS): 20.04-Brakes
- 3rd Level (VPPS): 20.04.04-Brake Apply
- 4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria /Casting Number
--------------	-----------	-------------	---------------	-----------	-----------	----------------	-----------	-----------------------

Suspect Parts Available?

Shipping Details:

PRTS Dynamics - Complete Report

Location of Parts:

Job Card #:

TAC Case #:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4023850

Dealer and Field Contact Information

Dealer

Dealer Number:

Dealer Name:

Dealer Phone:

Dealer Contact:

Dealer Email Address:

Field Representative

Field Rep Contact Name:

Field Rep Number:

Field Rep Phone:

Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
CKtruck	Current K2CKtruck	N		

External Systems

System References

External System Name	External System Issue ID
----------------------	--------------------------

Issue Status

Issue Status

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	21-OCT-2014	Charles Roubeau	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 26-OCT-2014

Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	21-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
21-OCT-2014	26-OCT-2014	21-OCT-2014		21-OCT-2014

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	21-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	

Supporting Processes

Trigger Question:	Trigger Answer:
Step when issue is flagged:	Date when issue was flagged:
Flagged by:	

Issue Status

Issue Status:

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	21-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 04-NOV-2014	Next Step Target Approve/Close Date:
---	--------------------------------------

PRTS Dynamics - Complete Report

ADD. INFO NEEDED

Main					
User Role Assignments					
Role	Assignment Date	Name	Department	Phone	
Champion	21-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Step Dates					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
21-OCT-2014	04-NOV-2014	27-OCT-2014		27-OCT-2014	
Step Actions					
Action	Date	Name	Department	Phone	Comment
Approved	27-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	

24 Hour Information	
24 Hour: Source of Information: FPR	
24 Hour CDP Group Information	
Natural owner of problem: SQ-SQ	
Name of Natural owner of problem: Arlington	

Affected Vehicles	
Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relevant Options:	Transfer Case:
	Local Component PR:

VIN Information						
Cases						
No of Cases	Recorded by/Originator	Recorded Date				
VIN Information						
Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Units	Transmission No	Engine No
	1GYS4JKJ7FR	31-MAY-2014	4,124	Miles		
	1GYS4HKJ9FR	29-MAY-2014	15,146	Miles		
	1GKS2CKJ8FR					

Problem Description	
Symptoms/Complaints:	
Condition: Hard brake pedal; reduced braking ability	
Cause: Brake booster full of engine oil. Mechanical vacuum pump pushing engine oil into booster	
Probable Cause:	

PRTS Dynamics - Complete Report

Corrective Action:

Correction: Per tac recommendation replace booster, pump, and vacuum hose
4023850 Vacuum Pump Assembly Replacement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment
------	-----------------	---------

General Answer/Comment:

See SWA 1598908 and 1600481

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number
--------------	-------------	-----------	---------------	-----------	-----------	----------------	-----------	-----------------------

Suspect Parts Available?

Shipping Details:

Location of Parts:

Job Card #: XXXXXXXXXX
TAC Case: XXXXXXXXXX

Remarks:

Labor Information

PRTS Dynamics - Complete Report

Labor Codes Information

Primary	Labor Code
	4023850

Dealer and Field Contact Information

Dealer

Dealer Number: [REDACTED]

Dealer Name:

Dealer Phone:

Dealer Contact:

Dealer Email Address:

Field Representative

Field Rep Contact Name:

Field Rep Number:

Field Rep Phone:

Field Rep Email Address:

Supporting Processes

Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:
---	---

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases
--------	-----------------

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year
--------------	----------------	-----------------	--------	-----------------	------	-----------	------------	---------------	--------------	------------------------	-----	-----------

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
CKtruck	Current K2CKtruck	

Labor Codes Information

PRTS Dynamics - Complete Report

Primary					Labor Code									
					4023850									
Warranty Measure Information														
Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Calendar Year	Currency Type	Report Date
Solution Effectiveness (%) Information														
Product Line		Project Number					Solution Effectiveness (%)							
Report Date:														
Warranty Comment														

Issue Status

Issue Status

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	27-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 15-JAN-2015

Next Step Target Approve/Close Date: 06-DEC-2014

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	27-OCT-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
27-OCT-2014	15-JAN-2015	01-DEC-2014	06-DEC-2014	12-DEC-2014

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	01-DEC-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Approved	12-DEC-2014	Eddie Simcox	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Global Dealer Service & Warranty Operations	+1 586-492-3186	

24 Hour Information

24 Hour:

Source of Information: FPR

24 Hour CDP Group Information

Natural owner of problem: SQ-SQ

Name of Natural owner of problem: Arlington

Affected Vehicles

Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relevant Options:	Transfer Case:
	Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
-------------	------------------------	---------------

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GYS4JKJ7FR	31-MAY-2014		4,124	Miles	
	1GYS4HKJ9FR	29-MAY-2014		15,146	Miles	
	1GKS2CKJ8FR					

Problem Description

Symptoms/Complaints:

PRTS Dynamics - Complete Report

Condition: Hard brake pedal; reduced braking ability	
Cause: Brake booster full of engine oil. Mechanical vacuum pump pushing engine oil into booster	
Probable Cause:	
Corrective Action:	
Correction: Per tac recommendation replace booster, pump, and vacuum hose 4023850 Vacuum Pump Assembly Replacement	
Driving Conditions: Road Surface: Success of Corrective Action: Trouble Codes Affected:	Environmental Conditions: Action Requested:
Remarks:	

Develop Solution		
Last Break Point		
Date	VIN/Part Number	Comment
General Answer/Comment:		
See SWA 1598908 and 1600481		
Short Description:		
Field Service Information		
PI Number:		
Bulletin Number:		
GM Messenger Date:		
Field Remedy:		
Production Remedy:		

Affected Parts									
VPPS									
1st Level (VPPS): 20-Chassis									
2nd Level (VPPS): 20.04-Brakes									
3rd Level (VPPS): 20.04.04-Brake Apply									
4th Level (VPPS):									
Part									
Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number	
Suspect Parts Available?									
Shipping Details:									
Location of Parts:									
Job Card #: [REDACTED]									
TAC Case #: [REDACTED]									

PRTS Dynamics - Complete Report

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number:

Dealer Name:

Dealer Phone:

Dealer Contact:

Dealer Email Address:

Field Representative

Field Rep Contact Name:

Field Rep Number:

Field Rep Phone:

Field Rep Email Address:

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases
--------	-----------------

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Availability Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year
--------------	----------------	-----------------	--------	-----------------	------	-----------	------------	---------------	--------------	------------------------	-----	------------

Report Date:

Customer Survey Comments

Warranty

PRTS Dynamics - Complete Report

Warranty Question

Product Line	Project Number	Availability Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code
	4023850

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date
--------------	----------------	-----------------	------------------	--------------	-------	-------	------	--------	--------	--------	------------	---------------	---------------	-------------

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)
Report Date:		

Warranty Comment

Issue Status

Issue Status

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	12-DEC-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 22-DEC-2014

Next Step Target Approve/Close Date: 23-DEC-2014

PRTS Dynamics - Complete Report

SOLUTION FEEDBACK

Main					
User Role Assignments					
Role	Assignment Date	Name	Department	Phone	
Champion	12-DEC-2014	Charles Roueau	General Motors *** GM North America *** Customer Care and After-sales *** Global After-sales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Step Dates					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
12-DEC-2014	22-DEC-2014	23-DEC-2014	23-DEC-2014	23-DEC-2014	
Step Actions					
Action	Date	Name	Department	Phone	Comment
Closed	23-DEC-2014	Batch			

Solution Analysis		
Last Break Point		
Date	VIN/Part Number	Comment

Develop Solution
General Answer/Comment:
See SWA 1598908 and 1600481
Short Description:
Field Service Information
PI Number:
Bulletin Number:
GM Messenger Date:
Field Remedy:
Production Remedy:
Solution Result:

Summary
Summary

Supporting Process	
Trigger Question:	Trigger Answer:
Step when issue is flagged:	Date when issue was flagged:
Flagged by:	

Issue Status
Issue Status

PRTS Dynamics - Complete Report

Wendy Olivier (C)

From: Chuck Rouleau
Sent: Wednesday, November 05, 2014 5:31 AM
To: Wendy Olivier (C); mary.watson@cooperstandard.com; Kevin Alward; Donna Y Sekulovski
Cc: Bernard Lackey; Brian D. Combs; Calvin H. Williams; Peter Joslyn; Timothy E. Pierce
Subject: "S" Severity FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12659655 - Vacuum Line PN 23135228
Attachments: Return_Pump_6341.pptx

Mary, Kevin, Donna, I will be creating and assigning a "S" Severity Supplier Warranty Analysis on this issue. I have the part (23135228) here at Service Operation – Warren, MI – Tech Center. Please make arrangements to pick the part up ASAP. Thanks,

Chuck Rouleau

Brand Quality Manager - Service Learning Center Manager - Launch & Emerging Issue Product Problem Resolution

1 586 947 3477 No VME

1 586 899 0284 Mobile

Wendy, I will be issuing a new SWA on this case, (PR -1597786) on the vacuum hose assembly that goes from the vacuum pump to the booster.

Please attach this Email and Attachment to the PR and the new SWA. Thanks

Supplier: Cooper Standar

SWA Contact: Mary Watson

Phone: 248-882-5173

Email: mary.watson@cooperstandard.com

SQE: Kevin Alward

Phone: 586-596-1013

Email: kevin.alward@gm.com

DE: Donna Sekulovski

Phone: 586-907-3137

Email: donna.sekulovski@gm.com

From: Todman, Peter [mailto:Peter.Todman@wabco-auto.com]

Sent: Monday, November 03, 2014 12:28 PM

To: Chuck Rouleau; John J. Belanger

Cc: Liu, Nico Dong; Wilson, Alex

Subject: RE: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12659655

Hello Gents,

Attached are the initial findings on the returned pump from Florida.

The cause of the failure was a segment of O ring that had been ingested into the check valve from the booster line side.

The O ring segment is approximately 12mm in length and has a section diameter of around 1.92mm. We are certain this has come from the booster side because it was located outside the check valve spring under the ball. It is too large to pass through the oil ways / filters and could not have come through the check valve spring either. It restricted the spring movement thereby affecting the preload on the ball, causing the leak. We removed the debris, rebuilt and tested the pump and there was no leak.

Going forward, do you want us to do a material analysis of the O ring or return it to you? It is a dark green colour and we guess it may have come from either the booster to vacuum line or pump to vacuum line connection, but cannot be sure.

A formal report will follow, but I wanted to give you a heads up asap.

Pete

From: Chuck Rouleau [<mailto:chuck.rouleau@gm.com>]

Sent: Wednesday, October 29, 2014 9:01 AM

To: Todman, Peter

Subject: FW: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12659655

Peter, The Fed Ex Tracking number is [REDACTED]

Vehicle was Built on 5/31/14

Sold /Delivered 7/14 - 11 miles

Road Service /Repair 4134

Florida

From: Gary Tang

Sent: Tuesday, October 28, 2014 10:14 PM

To: Todman, Peter; Chuck Rouleau

Cc: Liu, Nico Dong; Heaps, David; John J. Belanger; Cragg, Andrew; Wilson, Alex

Subject: RE: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12659655

Hi, Chuck

Can you help on this.. for the info. request below and the pump return...?

Thanks

Gary Tang

Supplier Quality Engineer

General Motors GPSC China

[Tel:86-21-28987874](tel:86-21-28987874)

Email:gary.tang@gm.com

56 Jinwan Road, Pudong, Shanghai, 201206

From: Todman, Peter [<mailto:Peter.Todman@wabco-auto.com>]

Sent: Tuesday, October 28, 2014 4:43 PM

To: Gary Tang

Cc: Chuck Rouleau; Liu, Nico Dong; Heaps, David; John J. Belanger; Cragg, Andrew; Wilson, Alex
Subject: RE: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12659655

Yes please Gary, please return it for my attention. Address below.

Who could I contact to find out the details of the vehicle and pump? Can we get a photo of the label emailed before the pump is shipped?

Any extra information on the vehicle would be much appreciated e.g. date of delivery, geographic region etc

Peter Todman
WABCO Automotive UK Ltd
Unit A1 Grange Valley Ind Estate
Grange Valley Road
Batley
West Yorkshire
WF17 6GH
U.K.

Many thanks,

Pete

From: Gary Tang [<mailto:gary.tang@gm.com>]
Sent: Tuesday, October 28, 2014 4:58 AM
To: Todman, Peter
Cc: Chuck Rouleau; Liu, Nico Dong; Heaps, David; John J. Belanger
Subject: RE: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12659655

Hi, Peter

I think it is better to send this failed pump to you for analysis than send to Qingdao. Pls. get this pump back to UK and update the attached form to assign you the assess to GM PRTs system to update this issue...

Thanks

Gary Tang

Supplier Quality Engineer
General Motors GPSC China
[Tel:86-21-28987874](tel:86-21-28987874)
Email:gary.tang@gm.com
56 Jinwan Road, Pudong, Shanghai, 201206

From: Chuck Rouleau
Sent: Monday, October 27, 2014 10:28 PM
To: nico.liu@wabco-auto.com; Gary Tang
Subject: FW: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12659655

Nico, We have a Vacuum pump that has caused oil to be pumped from the engine into the brake booster, which caused a loss of brake assist.

I need to be able to assign this case to someone at WABCO that is in Supply Power.

If you are the correct person, Please Fill Out The attached Form and return to me.

This form will allow you access to the GM PRTS system. This is a Safety related case. Thanks,

Chuck Rouleau

Brand Quality Manager - Service Learning Center Manager - Launch & Emerging Issue Product Problem Resolution

1 586 947 3477 No VME

1 586 899 0284 Mobile

Product Information:

VIN: 1GYS4JKJ7FR [REDACTED]

Odometer: 4124

Condition: Hard brake pedal; reduced braking ability

Cause: Unknown; brake booster full of engine oil. TAC suspects mechanical vacuum pump pushing engine oil into booster

Correction: Per tac recommendation replace booster, pump, and vacuum hose Job Card #: 178058 TAC Case #: 71-1376649350 Part #: 23135220

Comments: Following tac direction for component replacement. Tac requested and FPR be filed.

From: SLAVKO S PURGAR

Sent: Monday, October 27, 2014 9:39 AM

To: Chuck Rouleau

Subject: RE: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12659655

Sorry, but no one is now setup. Looks like they left the company. Here are your options for people to get setup and start with the highlighted one.

SupplyPower
The Future of Supply Chain Integration

Sao Pa
11:3

[Home](#)
[Applications](#)
[Bulletins](#)
[Document Library](#)
[Subscriptions](#)
[SF](#)

Directory Search

DIRECTORY SEARCH RESULTS

You searched for
Ultimate DUNS: 806736588,

SEARCH RESULTS

25 items found, displaying all items.

GMID	Last name	First name	Company name
	Volkenborn	Bernd	WABCO Development GmbH
	Xin	Monica	Wabco
	Liu	Nico	WABCO China Co.,Ltd
	Fitch	Brent	WABCO North America
	Singleton	Donnice	WABCO North America
	Riley	Sheila	WABCO North America
	Lee	Jung Guk	WABCO North America
	Todman	Peter	WABCO North America
	Carmichael	Robert	WABCO North America
	Carter	Shane	WABCO North America
	Aquinaga	Carlos	WABCO North America
	Xu	Will	WABCO China Co.,Ltd
	Giordano	Tim	WABCO North America
	Antoun	Dana	WABCO North America
	Teal	Rick	WABCO North America
	REMAN	Wabco	Wabco REMAN
	Ritter	June	Wabco REMAN
	Aquinaga	Carlos	Wabco REMAN
	Layman	Patrick	Wabco REMAN
	Oliver	Thomas	Wabco REMAN
	Bradley	Nick	WABCO North America
	Daneek	Ed	Wabco REMAN
	Smith	Michael	Wabco REMAN
	Esch	Chris	Wabco REMAN
	PAUL	ALONZO	Wabco REMAN

found, displaying all items.

Export: [CSV](#) | [Excel](#)

Global Links: [Socrates](#) | [Company](#) | [Communities](#) | [mySocrates](#)

Sincerely,

Slavko S. Purgar

Sr. Supplier Quality Engineer
30001 Van Dyke Ave.
Warren, MI 48090
Cell: 586-899-5318
Email: slavko.s.purgar@gm.com

From: SLAVKO S PURGAR
Sent: Monday, October 27, 2014 9:33 AM
To: Chuck Rouleau
Subject: RE: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12659655

Supplier: Wabco China
SWA Contact: Daisy An
Phone: 86 13589332944
Email: daisy.an@wabco-auto.com

SQE: Minhua (Gary) Tang
Phone: 86 13564378922
Email: gary.tang@gm.com

Sincerely,

Slavko S. Purgar

Sr. Supplier Quality Engineer
30001 Van Dyke Ave.
Warren, MI 48090
Cell: [REDACTED]
Email: slavko.s.purgar@gm.com

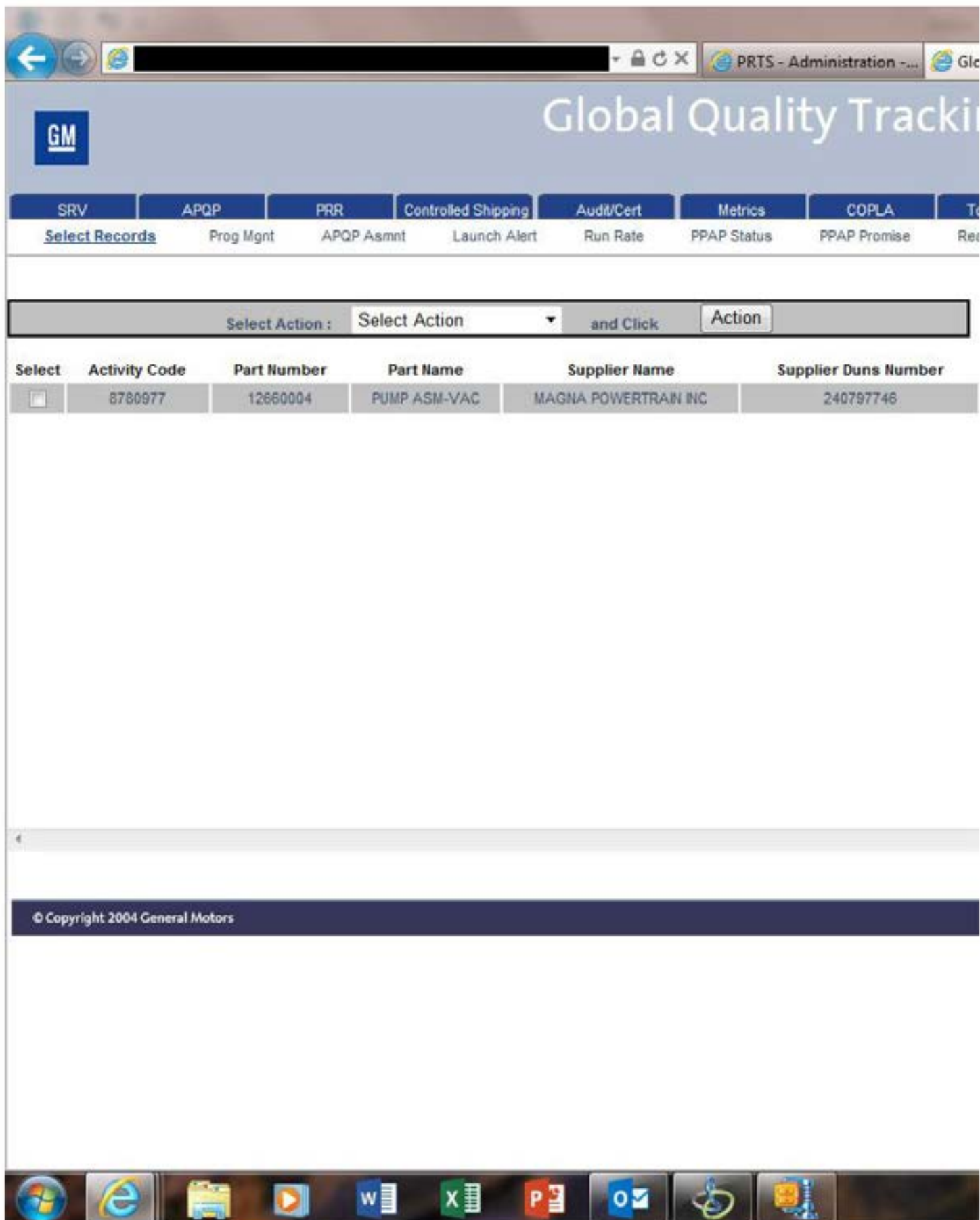
From: Chuck Rouleau
Sent: Monday, October 27, 2014 9:22 AM
To: SLAVKO S PURGAR
Subject: FW: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12659655

Sorry Buddy!! They say the part number is 12659655 I'm being told it's Wabco in England..

I need the Supplier, SQE and DE Thanks

From: SLAVKO S PURGAR
Sent: Monday, October 27, 2014 9:16 AM
To: Monica.Khokhar@magnapowertrain.com; Chuck Rouleau; John J. Belanger;
Marco.Hernandez@magnapowertrain.com; Michael P Davitt; Keith Thrasher
Cc: Tracy Lucas; Lisa Toth; Steven M. Pfromm; Thomas J. Murphree; Paul McVicar; Guy.Davis@magnapowertrain.com;
Gordon.Hensley@magnapowertrain.com
Subject: RE: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12660004

The only contract for that part number is Magna Powertrain.



Sincerely,

Slavko S. Purgar

Sr. Supplier Quality Engineer
30001 Van Dyke Ave.
Warren, MI 48090
Cell: [REDACTED]
Email: slavko.s.purgar@gm.com

From: Monica.Khokhar@magnapowertrain.com [<mailto:Monica.Khokhar@magnapowertrain.com>]
Sent: Monday, October 27, 2014 9:12 AM
To: SLAVKO S PURGAR; Chuck Rouleau; John J. Belanger; Marco.Hernandez@magnapowertrain.com; Michael P Davitt; Keith Thrasher
Cc: Tracy Lucas; Lisa Toth; Steven M. Pfromm; Thomas J. Murphree; Paul McVicar; Guy.Davis@magnapowertrain.com; Gordon.Hensley@magnapowertrain.com
Subject: RE: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12660004
Importance: High

Good morning everyone,

We have received the pump here at Magna, however upon opening the package, we have found that it is not a Magna pump. This is a pump from the other supplier for this program.

Chuck - Please confirm that this was infact the pump that was identified with the concern, and advise on what you would like me to do with it.

Slavko - Can you confirm that the PRTS concern against Magna will be reversed/removed?

Thanks,

Monica Khokhar, B.Eng.
Program Manager

Advanced Product Technologies
a division of Magna Powertrain

P: 905.303.1689 x267
F: 905.303.1694
C: 416.881.4154
E: monica.khokhar@magnapowertrain.com

-----Original Message-----

From: SLAVKO S PURGAR [<mailto:slavko.s.purgar@gm.com>]
Sent: Friday, October 24, 2014 12:54 PM
To: Chuck Rouleau; John J. Belanger; Hernandez, Marco; Michael P Davitt; Khokhar, Monica; Keith Thrasher
Cc: Tracy Lucas; Lisa Toth; Steven M. Pfromm; Thomas J. Murphree; Paul McVicar
Subject: RE: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12660004

Monica,

First of all we have a problem to get you setup in PRTS as you do not have a supply power ID. Below are the steps to get one. Once you do that then please complete the attached and submit back to me for PRTS access.

Instructions for getting a Supply Power Id -

You already have a Covisint ID [REDACTED]

Sincerely,

Slavko S. Purgar

Sr. Supplier Quality Engineer
30001 Van Dyke Ave.
Warren, MI 48090
Cell: [REDACTED]
Email: slavko.s.purgar@gm.com

-----Original Message-----

From: Chuck Rouleau
Sent: Friday, October 24, 2014 12:47 PM
To: John J. Belanger; Marco.Hernandez@magnapowertrain.com; Michael P Davitt; Monica.Khokhar@magnapowertrain.com; Keith Thrasher; SLAVKO S PURGAR
Cc: Tracy Lucas; Lisa Toth; Steven M. Pfromm; Thomas J. Murphree; Paul McVicar
Subject: RE: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12660004

Keith, Please create a shipper for this Vacuum pump. Thanks

Slavko, Please send a PRTS Id form to Monica.Khokhar@magnapowertrain.com . Thanks

-----Original Message-----

From: John J. Belanger
Sent: Friday, October 24, 2014 12:31 PM
To: Marco.Hernandez@magnapowertrain.com; Chuck Rouleau; Michael P Davitt; Monica.Khokhar@magnapowertrain.com
Cc: Tracy Lucas; Lisa Toth; Steven M. Pfromm; Thomas J. Murphree; Paul McVicar
Subject: RE: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12660004

Chuck,

As I mentioned in our phone call in order for oil to get to the booster it has to flow through the pump which has a check valve (and a drain back to the engine) in it to prevent oil flowing into the line and flow through a secondary check valve in the booster line. If the pump is turning, operating correctly creating vacuum then the oil that flows into the pump should be evacuated back into the engine. I would suggest that the line and its check valve also be looked at to verify they are functioning properly.

Magna Powertrain - Advanced Product Technologies is the supplier of this pump.

Please send the vacuum pump to Monica Khokhar

Magna Powertrain - Advanced Product Technologies
Attn: Monica Khokhar
800 Tesma Way
Concord, Ontario, Canada L4K 5c2
416-881-4154

Monica,

Once you receive this pump it needs to be evaluated for vacuum performance then disassembled to determine if there is an issue with the vane and/or check valve.

Thanks!

-----Original Message-----

From: Marco.Hernandez@magnapowertrain.com [mailto:Marco.Hernandez@magnapowertrain.com]
Sent: Friday, October 24, 2014 11:40 AM
To: Chuck Rouleau; Michael P Davitt; John J. Belanger
Cc: Tracy Lucas; Lisa Toth; Steven M. Pfromm
Subject: RE: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12660004

Hello Chuck,

I'm not the proper SWA for this component as Magna Powertrain does not supply this component to GM.

Regards

M. Hernandez
Quality-Warranty

-----Original Message-----

From: Chuck Rouleau [mailto:chuck.rouleau@gm.com]
Sent: viernes, 24 de octubre de 2014 10:37 a.m.
To: Hernandez, Marco; Michael P Davitt; John J. Belanger
Cc: Tracy Lucas; Lisa Toth; Steven M. Pfromm
Subject: FW: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12660004

Marco, Mike, John, Please review the attached "S" Severity Product Report. I will be creating a Supplier Warranty Analysis on this issue and assigning it to you.

I just received the pump. Please make arrangements to pick the pump up asap or send me shipping instructions and I will ship it ASAP. Thanks

Chuck Rouleau

Brand Quality Manager - Service Learning Center Manager - Launch & Emerging Issue Product Problem Resolution

1 586 947 3477 No VME
1 586 899 0284 Mobile

-----Original Message-----

From: SLAVKO S PURGAR

Sent: Friday, October 24, 2014 11:08 AM

To: Chuck Rouleau

Subject: FW: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12660004

Supplier: Magna Powertrain

SWA contact: Marco Hernandez

Phone: 52 844-438-02-00 ext 2306

Email: Marco.Hernandez@magnapowertrain.com

SQE: Michael Davitt

Phone: 586-899-5317

Email: Michael.davitt@gm.com

DE: John Belanger

Phone: 248-431-9590

Email: john.belanger@gm.com

Sincerely,

Slavko S. Purgar

Sr. Supplier Quality Engineer

30001 Van Dyke Ave.

Warren, MI 48090

Cell: [REDACTED]

Email: slavko.s.purgar@gm.com

-----Original Message-----

From: Chuck Rouleau

Sent: Friday, October 24, 2014 10:59 AM

To: SLAVKO S PURGAR

Cc: Tracy Lucas

Subject: FW: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster pn 12660004

Hi Slavko, I need Supplier, SQE and DE for PN 12660004 Thanks

-----Original Message-----

From: Wendy Olivier (C) On Behalf Of electronicproductreport

Sent: Tuesday, October 21, 2014 6:51 AM

To: Chuck Rouleau

Cc: James Parkhurst II; JOSEPH E RIGSBY; Gary Smits; Michael G Fici

Subject: FPR - 2015 ESCALADE ESV - hard brake pedal, reduced braking ability - brake booster

PRTS - 1597781 (S)

SMT - David MacGillis

CIEGM - Laura Madison, Bertram Sapiano

-----Original Message-----

From: Dave Harris [mailto:DaveHarris@edmorse.com]

Sent: Monday, October 20, 2014 3:20 PM

To: electronicproductreport

Subject: 1GYS4JKJ7FR [REDACTED] 2015 ESCALADE ESV 4WD Field Product Report

Field Product Report

User Information:

Name: Dave Harris

Dealer: Ed Morse Sawgrass Automall

BAC: 165 [REDACTED]

Email: daveharris@edmorse.com

Product Information:

VIN: 1GYS4JKJ7FR [REDACTED]

Odometer: 4124

Condition: Hard brake pedal; reduced braking ability

Cause: Unknown; brake booster full of engine oil. TAC suspects mechanical vacuum pump pushing engine oil into booster

Correction: Per tac recommendation replace booster, pump, and vacuum hose Job Card #: [REDACTED] TAC Case # [REDACTED]

[REDACTED] Part #: 23135220

Comments: Following tac direction for component replacement. Tac requested and FPR be filed.

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

Proprietary and confidential. If you received this email in error, please

notify the sender and delete it and any attachments. All communications

are subject to our Data Protection Policy that can be found at

[REDACTED]

By communicating with us via e-mail, you agree to the policy. WABCO does not guarantee that this email has not been intercepted, amended, or is virus-free.

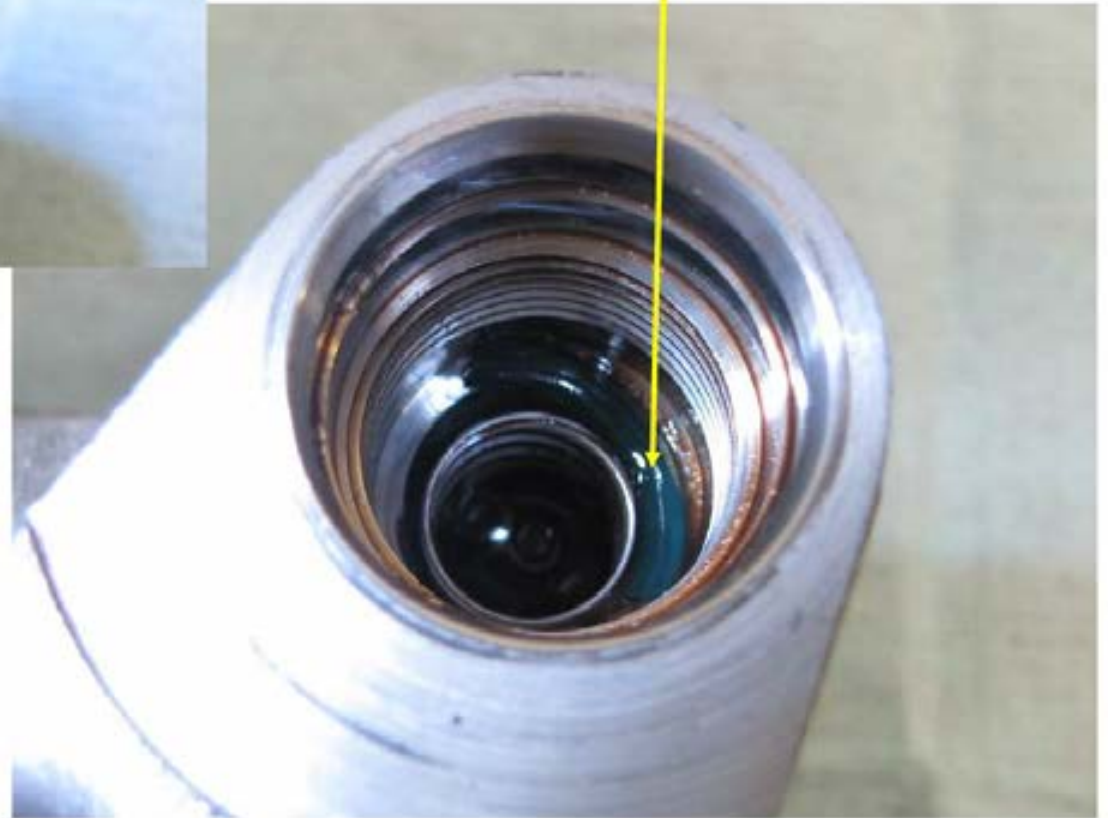
WABCO is a trading name of WABCO Automotive U.K. Limited. Registered Office: Unit A1 Grange Valley, Grange Valley Road, Batley, WF17 6GH. Registered in England, company number 00709827. Please see [REDACTED] for further information.

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.



O ring segment visible
upon removal of brass
connector.





O ring segment has dark green colour and is approximately 1.92mm in section diameter and 12mm long. We estimate the internal ID of the complete part to be 10mm.



Issue Number: [REDACTED] Issue Age: 63 days Issue Type: (After sales) Product Report Issue Status: Closed Actions: Available Issue Actions

Issue Events: 23 Dec-2014 - Closed [Solution Feedback] Current Step: Solution Feedback Current Step Status: Complete Current Step Target:

Project: US-United States Program: Escalade ESV / GMNA Truck

Subject: Vacuum Pump/Brake Booster, Underhood - Hard Brake Pedal, Reduced Braking Ability

Product Line: OXtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck

Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Associated Issues: 7 Tasks: 0 Attachments: 2 Memos: 2

Issue Memos -> View User Memo

From: Charles Rouleau

Sent To:

To: Calvin.H.Williams@gm.com,bernard.lockey@gm.com,chuck.rouleau@gm.com,timothy.pierce@gm.com,brian.d.combs@gm.com,petar.joslyne@gm.com
cc: lewis.barclay@gm.com,david.macgillivray@gm.com,saundra.m.massingill@gm.com,wendy.oliver@gm.com,dave.pustover@gm.com

Memo:

Subject: PRTS Dynamics [REDACTED] Vacuum Pump /Brake Booster , Underhood - Hard Brake Pedal, Reduced Braking Ability - 11/03

Text:

Product Report Case # [REDACTED]
S Supplier Analysis Will be Created Today
Scheduled *S* Supplier Analysis Target Date is Monday, 11/03
PN 12660004
Supplier: Magna Powertrain
SWA contact: Manish Bhatt
Phone - 905-303-1689 EXT 224

SQE: Michael Davitt
Phone: 596-699-5317
Email: Michael.davitt@gm.com

DE: John Belanger
Phone: 248-431-0690
Email: john.belanger@gm.com

Attachment(s):

Action	View/Download Attachment	Attachment Title	File Size(MB)	Associated Step	Attach Date	Attached By
There are no items to display.						

Last Updated By: Charles Rouleau Last Updated Date: 27-Oct-2014

Issue Number: [REDACTED] Issue Age: 63 days Issue Type: (After sales) Product Report Issue Status: Closed Actions: Available Issue Actions

Issue Events: 23 Dec-2014 - Closed [Solution Feedback] Current Step: Solution Feedback Current Step Status: Complete Current Step Target:

Project: US-United States Program: Escalade ESV / GMNA Truck

Subject: Vacuum Pump/Brake Booster, Underhood - Hard Brake Pedal, Reduced Braking Ability

Product Line: Olttruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck

Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Associated Issues: 7 Tasks: 0 Attachments: 2 Memos: 2

Issue Memos -> View User Memo

From: Charles Rouleau

Sent To:

To: Calvin.H.Williams@gm.com,bernard.lockey@gm.com,chuck.rouleau@gm.com,timothy.pierce@gm.com,brian.d.combs@gm.com,petar.joslyne@gm.com
cc: lewis.barclay@gm.com,david.macgillivray@gm.com,sandra.m.massingill@gm.com,wendy.oliver@gm.com,dave.pustover@gm.com

Memo:

Subject: PRTS Dynamics [REDACTED] Vacuum Pump/Brake Booster (Vacuum Hose), Underhood - Hard Brake Pedal, Reduced Braking Ability - 11/12

Text:

Product Report Case # [REDACTED]
S Severity Supplier Analysis Will Be Created Today
Scheduled *S* Supplier Analysis Target Date Is Wednesday, 11/12
PN - 23135228
Supplier: Cooper Standard
SWA Contact: Mary Watson
Phone: 248-882-5173
Email: mary.watson@cooperstandard.com

SQE: Kevin Alward
Phone: 586-596-1013
Email: kevin.alward@gm.com

DE: Donna Sekulowski
Phone: 586-607-3137
Email: donna.sekulowski@gm.com

Attachment(s):

Action	View/Download Attachment	Attachment Title	File Size(MB)	Associated Step	Attach Date	Attached By
There are no items to display.						

Last Updated By: Charles Rouleau Last Updated Date: 05-Nov-2014