

GILLMAN COMPANIES

ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto (or, the dealership and Purchaser) shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any and all disputes, claims or controversies whatsoever between the Parties.

By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

CUSTOMER PAY WARRANTY INTERNAL

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, THE GILLMAN COMPANIES, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and THE GILLMAN COMPANIES neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

AUTHORIZATION TO REPAIR

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose

LOF & FLUIDS	27 POINT	ROTATE/BALANCE	FLIGHT FRONT/REAR	TUNE MOTOR	ADJUST VALVES	STATE INSPECTION	ALIGN	HEADLIGHTS	TRANSMISSION SERVICE	FLUSH	RADIATOR	SERVICE A/C	7,500 MILE SERVICE	15,000 MILE SERVICE	22,500 MILE SERVICE	30,000 MILE SERVICE	37,500 MILE SERVICE	45,000 MILE SERVICE	52,500 MILE SERVICE	60,000 MILE SERVICE	75,000 MILE SERVICE	90,000 MILE SERVICE	WASH/WAX	PDI	INSPECTION
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23			

INSTRUCTIONS ON WORK TO BE DONE

01* PAY TYPE: W
CUSTOMER STATES STAR LINK SENT A MESSAGE SAYING THAT THERE WAS SOMETHING WRONG WITH ONE OF THE AIR BAGS, SOP IS IN

PG 1 OF 1

TECH: 163 POLICY: NET
FAILED PART: 0820496 0.8hr
LABOR OP: ORC HRS: 1.7hr OLH

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

Testing

AUTHORIZATION: 0820201 0.9hr
TECH: POLICY: NET

WAIT

need by 9:30

FAILED PART
LABOR OP. HRS OLH

AUTHORIZATION
TECH POLICY NET

FAILED PART
LABOR OP. HRS OLH

AUTHORIZATION
TECH POLICY NET

FAILED PART
LABOR OP. HRS OLH

AUTHORIZATION

**RO ** TAG * LIC: SVC ADV: 233 ARIEL DELAGARZA
16 **VIN: JF2SJAF4 GH **
SUBARU FORESTER COL CD: DGM
2.5I PREM 4DR SUV
LICENSE: TX GRAY CAR
MFG CODE: 066001 SVC DLR: 028001 SLM: WK8
STOCK NUMBER: 0S60331A
SOLD: 062516 PROD: 031417
ODOMETER: LAST: 12695 CURRENT: 13430
AVG PER DAY: 21 PER MONTH: 630

WORK: [REDACTED]
HOME: [REDACTED]
EMAIL ADDRESS: [REDACTED]

DIST CODE: JF1

WARNING: POSSIBLE RECHECK 03/21/17

EXTENDED SVC PLAN: TYPE: SAS NUMBER: 1 DEDUCTIBLE: 100.00
IN FORCE: Y* MONTHS: 84 M 10000 EXPIRES: 062523
04/14/17 08:01:53

***PROMISED DATE: 04/14/17 TIME: 1800 ***

*TAG * **RO * SVC ADV: 233 RESV: 005 VIN: JF2SJAF4 GH

RC#	DATE	LAST SERVICE PERFORMED MILEAGE ADV PARTS	LABOR	OPER	RECOMMENDED SERVICE FOR YOUR CAR EST LABOR EST PARTS DESCRIPTION
	032117	12695 233		BSF	37.12 0.00 BRAKE FLUID
				PDI	0.00 0.00 PDI

Check system for codes Found code
 B1650 ~~Rep~~ On Inspection Found Internal
 Failure In The ODS Replace The Passages
 Side ~~at~~ seat Bottom clear code Verify
 normal operation at this time

RO NO	EMP. NO.	TAG #	PLAT RATE TIME	IN-TIME	ACTUAL TIME	OFF
[REDACTED]	163		1.7 hr			ON

PARTS RETURN
 DATE 04-13-17
 PART # 12966-002LL
 SIGN [REDACTED]

SINCE 1938 Gillman

SUBARU/MITSUBISHI OF SAN ANTONIO

16044 IH-35 NORTH
SCHERTZ, TEXAS 78154

DIRECT SERVICE LINE (210) 564-3415

1 (800) 284-4918

www.gillmanauto.com



Authorized Dealer

All bills due and payable in Schertz, Guadalupe County, Texas.

Adv: 233 ARIEL DELAGARZA		Tag: [REDACTED]	License: [REDACTED]	JF2SJAFC4G [REDACTED]	Page 1 (Last)	Invoice W08724		
Invoice to [REDACTED] SAN ANTONIO, TX Work: [REDACTED] Home: [REDACTED]				Driver/Owner Information [REDACTED] SAN ANTONIO, TX Work: [REDACTED] Home: [REDACTED]				
For Office Use Odometer in: 13430 Out: 13430 Dist: JF1 WAR W Prelim				Vehicle Information 16 SUBARU FORESTER 2.5I PREM 4DR SUV GRAY				
MFG: 066001		Stock#: 0S60331A		Production: 03/14/17		Sold: 06/25/16		
Begin: 04/14/17	Done: 04/14/17	Invoiced: 04/14/17 09:46 AD						
Customer Concern								
Concern Cause	01 CUSTOMER STATES STAR LINK SENT A MESSAGE SAYING THAT THERE WAS SOMETHING WRONG WITH ONE OF THE AIR BAGS, SOP IS IN FOUND CODE B1650 ON INSPECTION FOUND INTERNAL FAILURE IN THE ODS.			Operation	Tech Units	Amount		
Correction	01-1 REPLACED THE PASSENGER SIDE SEAT BOTTOM CLEARED CODE VERIFIED NORMAL OPERATION AT THIS TIME			B820496	163 0.8	77.60		
Parts	01-1 TESTING : REPLACED THE PASSENGER SIDE SEAT BOTTOM CLEARED CODE VERIFIED NORMAL OPERATION AT THIS TIME			C820201	163 0.9	87.30		
	Part Number	PO#	Note	Description	Qty	List	Sell	Amount
	SUB 64139SG002LL			NSTK CUSHION AY OCPANTRH	1	685.73	685.73	685.73
	Parts: Count	1.00	Allowance:	205.72				
	Tech	163	BEMIS JR, THOMA					
Type: W	01-1			FAIL CODE : URC				
				FAIL CODE : URC				
				Subtotal				
				PARTS				685.73
				LAB-MECHANICAL				164.90
				TOTAL CHARGE FOR CONCERN				850.63
Summary of Charges for Invoice W08724				Payment Distribution for Invoice W08724				
PARTS	685.73	TOTAL CHARGE		850.63				
LAB-MECHANICAL	164.90	FAC WARRANTY		850.63				
TOTAL CHARGE	850.63							
If you have any questions - please see ARIEL DELAGARZA								

ARBITRATION AGREEMENT

Any and all disputes, claims and/or controversies whatsoever between the Parties hereto (or, the dealership and Purchaser) shall be submitted to final and binding arbitration before one arbitrator in Houston, Texas (or, in the city in which the dealership is located) in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Texas law shall apply. Judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final, and binding method of resolution of any and all disputes, claims or controversies whatsoever between the Parties.

By my signature, I acknowledge that I have read and understand the terms and conditions of this arbitration agreement, agree to its terms, and that I received a true copy of this order.

AGREED: X [REDACTED]

"STILL THE ONLY WAY TO GO!"

820496	0.8	0.0	0.0	\$0.00	-\$77.60
ODS CONTROL MODULE, LOAD CELL &/or HARNESS					

----- PART INFORMATION -----

Part Number	Qty	Unit Cost	Extended Cost	Handling	Total Amount	Failed Part	Error Code	Return Code
64139SG002LL	1	685.73	685.73	0.00	\$685.73	Y		

----- COMMENTS -----

Created By
SADMIN

Note

cust states star link sent a message saying that there was something wrong with one of the air bags , sop is in . found code b1650 on inspection found internal in the ods . replaced the passenger side seat bottom cleared code