

Connecting.....A live chat agent is now entering the chat.

Caller English

System [4:58:16 PM]:

Welcome to chat.

Meredith [4:58:31 PM]:

Thank you for contacting Chevrolet Customer Assistance, Tyler. My name is Meredith. How may I assist you today?

[REDACTED] [4:59:23 PM]:

Hello - I recently had my Volt in for service. Since then the "Service Airbag" message has appeared three times; though each time it was only briefly

[REDACTED] [4:59:39 PM]:

it seem very intermittent

[REDACTED] [5:00:26 PM]:

I have only 1500 miles left on my bumper to bumper warranty, but is the airbag system covered by some other warranty beyond the bumper to bumper warranty?

Meredith [5:00:42 PM]:

I understand your concern [REDACTED]

Meredith [5:00:58 PM]:

Unfortunately, the air bag system is only covered by the bumper to bumper warranty.

Meredith [5:01:23 PM]:

Once the vehicle is out of warranty, repairs are at the expense of the customer.

[REDACTED] [5:01:38 PM]:

I don't think I will be able to replicate the issue to show to a dealer. However I am hoping that the internal computer has logged some sort of error code.

Meredith [5:02:10 PM]:

The dealership has to be able to replicate the concern in order to pull the code for a repair.



Meredith [5:02:21 PM]:

Do you have the VIN for the vehicle available?

[REDACTED] [5:02:26 PM]:

1G1RB6E42DU [REDACTED]

[REDACTED] [5:02:41 PM]:

are you able to pull the diagnostic codes from the car remotely?

Meredith [5:03:01 PM]:

Do you have an active OnStar account with the vehicle?

[REDACTED] [5:03:27 PM]:

Yes

Meredith [5:03:27 PM]:

While I'm looking up your vehicle information, could you please provide your phone number, address, and e-mail for documentation?

[REDACTED] [5:03:46 PM]:

[REDACTED]. Parrish, FL [REDACTED]

[REDACTED] [5:03:49 PM]:

[REDACTED]

Meredith [5:04:21 PM]:

Thank you.

Meredith [5:04:30 PM]:

Do you have an active OnStar account in the vehicle?

[REDACTED] [5:04:37 PM]:

I think so, yes

Meredith [5:05:28 PM]:

If you have an active Onstar account, they do have a service where if your vehicle has a message show up, such as "service airbag", they have a system in their resources that is able to pull up the code the vehicle is sending.

Meredith [5:05:37 PM]:

From there, they are able to contact the dealership to inform them of the code.

Meredith [5:05:54 PM]:

I believe it's called OnStar Diagnostics.

[REDACTED] [5:05:57 PM]:

So you cannot pull the codes from the vehicle for me?

Meredith [5:06:41 PM]:

No. I can not pull the codes from your vehicle. You would have to contact OnStar when the message shows up on the vehicle so they can run a diagnostic to see what code the vehicle is throwing.

[REDACTED] [5:06:56 PM]:

each time it appears it is brief

[REDACTED] [5:07:01 PM]:

not long enough to call onstar

Meredith [5:07:36 PM]:

I understand and again, I do apologize that you're having this issue with the vehicle, but OnStar running the diagnostic and the dealership are the only two options there are at this time.

[REDACTED] [5:07:43 PM]:

ok

[REDACTED] [5:07:50 PM]:

i will take the car to a dealer

[REDACTED] [5:07:53 PM]:

thank you

Meredith [5:08:02 PM]:

You're very welcome, Tyler!

Meredith [5:08:07 PM]:

Is there anything else I may assist you with today?

[REDACTED] [5:08:20 PM]:

I have one other question

Meredith [5:08:29 PM]:

Ok.

[REDACTED] [5:08:34 PM]:

on the main display that shows the speed, etc

[REDACTED] [5:08:43 PM]:

if i move the selector knob through some of the options

[REDACTED] [5:08:49 PM]:

there is one called 'navigation'

[REDACTED] [5:09:05 PM]:

but pressing select does nothing, and I can't seem to get it to do anything or understand what its purpose is

[REDACTED] [5:09:17 PM]:

as my vehicle does not appear to be equipped with GPS navigation.

Meredith [5:09:42 PM]:

How may I assist you with this concern with the navigation option?

[REDACTED] [5:09:52 PM]:

Why is it there? What does it do?

[REDACTED] [5:09:55 PM]:

It seems to have no purpose

Meredith [5:10:08 PM]:

I understand. Please allow me a moment to look into this for you.

[REDACTED] [5:10:10 PM]:

is it for onstar navigation?

Meredith [5:12:26 PM]:

Yes. It is for OnStar Navigation. Since your vehicle is equipped with OnStar, if you have an active OnStar account you are able to get turn-by-turn directions where it will show up in the vehicle on that display.

[REDACTED] [5:12:35 PM]:

ok

[REDACTED] [5:12:38 PM]:

thank you.

[REDACTED] [5:12:51 PM]:

that is all i need. thanks for your help. goodbye!

Meredith [5:13:15 PM]:

You're very welcome, [REDACTED] Have a wonderful day and thank you for contacting Chevrolet Customer Assistance! Your case number from today is [REDACTED]. We invite you to contact us back via chat or by phone at 1-800-222-1020 any time.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit [it.support.gm.com](https://it.support.gm.com) for more support options.

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



CHECK NO. [REDACTED]

DATE  
11/20/15

252 DOLLARS

50 CENTS

AMOUNT

252.50

NOT VALID AFTER  
180 DAYS FROM DATE

PAY TO THE  
ORDER OF

Gulfport MS [REDACTED]

PMorgan Chase Bank N.A.  
Syracuse, New York

General Motors LLC  
Disbursement Account

*Susan Krebs*

SIGNATURE

AUDIT

ENDOR  
UNS NO BB 000000018

1

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

DETACH BEFORE DEPOSITING CHECK  
CHECK NO [REDACTED]

ENDOR NAME LAURA STOCKERT

PAYMENT  
DATE 11/20/15

| REGISTER NO.<br>DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC  | INVOICE AMOUNT | DISC AMOUNT | NET AMOUNT |
|-----------------------------|--------------|-----------------------|---------|----------------|-------------|------------|
| G1RD6E45DU                  | 11/19/15     | [REDACTED]            | 00.0000 | 252.50         | .00         | 252.50     |
| TOTAL                       |              |                       |         | 252.50         | .00         | 252.50     |

W3

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782



Turan-Foley

MOTORS, INC.

DBA TURAN-FOLEY CHEVROLET-CADILLAC-BUICK

11123 HWY 49 N

GULFPORT, MS 39503

PH: (228) 539-7500

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 6577 JOHN K LEYSER

GULFPORT, MS

HOME:

CONT:

BUS:

CELL:

|             |            |            |                |                                 |             |         |                 |           |     |
|-------------|------------|------------|----------------|---------------------------------|-------------|---------|-----------------|-----------|-----|
| COLOR       |            | YEAR       | MAKE/MODEL     |                                 | VIN         | LICENSE | MILEAGE IN/ OUT |           | TAG |
|             |            | 13         | CHEVROLET VOLT |                                 | 1G1RD6E45DU |         | 49913/49913     |           |     |
| DEL DATE    | PROD. DATE | WARR. EXP. | PROMISED       |                                 | PO NO.      | RATE    | PAYMENT         | INV. DATE |     |
| 01JAN13 DD  |            |            | 17:00 10NOV15  |                                 |             |         | CASH            | 13NOV15   |     |
| R.O. OPENED |            | READY      |                | OPTIONS: ENG:1.4_Liter MFI DOHC |             |         |                 |           |     |

08:26 10NOV15 15:00 13NOV15

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

CAUSE: 14522

20 RECALLS AND CAMPAIGN

6834 BENNETT, KEVEN DUANE LIC#:

WC 0.00

1 23294932 (S) CANISTER

1 23342510 F-(S) HOSE

REPLACED EVAP CANISTER AND HOSE

\*\*\*\*\*

F FRONT PLUG IN DOOR INTERMITTENTLY WONT OPEN

CAUSE: FOUND HYBRID PLUG DOOR ACTUATOR SHORTED TO GROUND.

01 NORMAL MAINTENANCE

6834 BENNETT, KEVEN DUANE LIC#:

WC 0.00

REPLACED HYBRID CHARGE PORT DOOR ACTUATOR.

\*\*\*\*\*

G\*\* CHEVY LOANER

50 SUBLET

6577 LEYSER, JOHN LIC#:

WC 0.00

\*\*\*\*\*

H\*\* LEFT FRONT DOOR LOCK INOP FROM LEFT FRONT DOOR HANDLE

CAUSE: ORDERED DOOR HANDLE

10 ELECTRICAL

6577 LEYSER, JOHN LIC#:

WC 0.00

\*\*\*\*\*

CUSTOMER PAYS \$252.50 ACCT

#26300

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

STATEMENT OF DISCLAIMER

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

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

CUSTOMER SIGNATURE

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |



CREDIT CARD

11/13/2012

12/13/01

0076061 W2 38203

# 637678

GULFPORT, MS  
HOME  
BUS:

CONT:  
CELL:

\*INVOICE\*

**TuranFoley**

**MOTORS, INC.**

DBA TURAN-FOLEY CHEVROLET-CADILLAC-BUICK  
11123 HWY 49 N  
GULFPORT, MS 39503  
PH: (228) 539-7500

PAGE 1

SERVICE ADVISOR:

6577 JOHN K LEYSER

|               |               |                |                        |         |                 |           |
|---------------|---------------|----------------|------------------------|---------|-----------------|-----------|
| COLOR         | YEAR          | MAKE/MODEL     | VIN                    | LICENSE | MILEAGE IN/ OUT | TAG       |
|               | 13            | CHEVROLET VOLT | 1G1RD6E45DU            |         | 49913/49913     |           |
| DEL DATE      | PROD. DATE    | WARR. EXP.     | PROMISED               | PO NO.  | RATE            | PAYMENT   |
| 01JAN13 DD    |               |                | 17:00 10NOV15          |         |                 | CASH      |
| R.O. OPENED   | READY         | OPTIONS:       | ENG:1.4_Liter_MFI_DOHC |         |                 | INV. DATE |
| 08:26 10NOV15 | 15:00 13NOV15 |                |                        |         |                 | 13NOV15   |

LINE OPCODE TECH TYPE HOURS  
A C/S CAR NOT CHARGING  
CAUSE: CHARGER SHORTED INERNALLY  
10 ELECTRICAL

6834 BENNETT, KEVEN DUANE LIC#:

WC 0.00

- 1 23487635 (S) CABLE
- 1 22924954 (S) ACTUATOR

REPLACED PLUG IN CHARGER

B C/S AIR BAG LIGHT ON  
CAUSE: PASSENGER PRESENCE NOT READING.  
10 ELECTRICAL

6834 BENNETT, KEVEN DUANE LIC#:

WC 0.00

- 1 22968438 MODULE KIT

REPLACED PASSENGER PRESENCE SENSOR

C RECALL #14274 LIFTGATE STRUT ROD DETACH  
CAUSE: 14274

20 RECALLS AND CAMPAIGN

6834 BENNETT, KEVEN DUANE LIC#:

WC 0.00

- 1 23282827 F- (S) STRUT
- 1 23282828 F- (S) STRUT

REPLACED STRUTS

D RECALL #14617 UNINTENTIONAL ENGINE RUNNING  
CAUSE: 14617

20 RECALLS AND CAMPAIGN

6834 BENNETT, KEVEN DUANE LIC#:

WC 0.00

PROGRAMMED BCM AND SET UP.

E RECALL #14522 EMISSIONS NON COMPLIANCE

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| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| GAS, OIL, LUBE         |        |
| SUBLET AMOUNT          |        |
| MISC. CHARGES          |        |
| TOTAL CHARGES          |        |
| LESS INSURANCE         |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

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

CUSTOMER SIGNATURE

CUSTOMER COPY



**From:** "Deanna Garcia (C)" <deanna.garcia@gm.com>  
**Date:** Monday, August 1, 2016 11:02 AM  
**To:** "Dawn East (Jon Hall Chevrolet Inc.)" <deast@jonhall.com>  
**Attach:** Dlr Ack Letter.doc; Dlr Ack Letter.doc  
**Subject:** Hasenkamp - 8-2263294634 - 2014 Chevrolet Volt - NISM/FRA - Requesting Docs.

RE: Hasenkamp  
Service Request: [REDACTED]  
2014 Chevrolet Volt  
VIN: 1G1RA6E4XEU [REDACTED]

Dear Ms. East,  
Please see attached document & advise.  
If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

**Deanna**

General Motors  
BRC Legal Mediation Liaison  
866-790-5700 ext. 5921236  
866-300-4978 fax  
[Deanna.garcia@gm.com](mailto:Deanna.garcia@gm.com)



GENERAL MOTORS COMPANY

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8/2/2016



ACCOUNTING

JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

HOME: CONT:N/A  
BUS: CELL:

SERVICE ADVISOR: 311 GARY COVAIS

MV-07913

| COLOR       | YEAR       | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN / OUT | TAG     |           |
|-------------|------------|----------------|---------------|-----------|------------------|---------|-----------|
| SILVER ICE  | 14         | CHEVROLET VOLT | 1G1RA6E4XEU   |           | 5/25             |         |           |
| DEL. DATE   | PROD. DATE | WARR. EXP.     | PROMISED      | PO NO.    | RATE             | PAYMENT | INV. DATE |
| IS          |            |                | 18:00 19SEP14 |           |                  | CASH    | 19SEP14   |
| DD          |            |                |               |           |                  |         |           |
| R.O. OPENED | READY      | OPTIONS:       | STK:          | DLR:26462 |                  |         |           |

17:48 19SEP14 18:01 19SEP14

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

A DEALER TRADE INSPECTION

CONCERN CODE:

|                                              |      |      |      |      |  |  |  |  |  |       |       |
|----------------------------------------------|------|------|------|------|--|--|--|--|--|-------|-------|
| 60CVZ02-Z DEALER TRADE INSPECTION            |      |      |      |      |  |  |  |  |  |       |       |
| 382INCDT                                     | 0.00 | 0.50 | 875  | 5300 |  |  |  |  |  | 53.00 | 53.00 |
| 60PDICLEAN (INC) NEW VEHICLE DETAIL / DEALER |      |      |      |      |  |  |  |  |  |       |       |
| TRADE DETAIL                                 |      |      |      |      |  |  |  |  |  |       |       |
| 9999INCDT                                    | 0.00 | 0.00 | 0    | 0    |  |  |  |  |  | 0.00  | 0.00  |
| NPCL2 61R-NEW PDI SUPPLIES CREDIT            |      |      |      |      |  |  |  |  |  |       |       |
|                                              | 0    |      | 500  |      |  |  |  |  |  | 5.00  | 5.00  |
| NPCL1 23D-NEW PDI CLEAN LBR CREDIT           |      |      |      |      |  |  |  |  |  |       |       |
|                                              | 0    |      | 4000 |      |  |  |  |  |  | 40.00 | 40.00 |
| NPCL3 460-NEW PDI LABOR CREDIT               |      |      |      |      |  |  |  |  |  |       |       |
|                                              | 0    |      | 500  |      |  |  |  |  |  | 5.00  | 5.00  |

PARTS: 0.00 LABOR: 53.00 OTHER: 50.00 TOTAL LINE A: 103.00

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

| ACCOUNT | SALE | COST | CONTROL | ACCOUNT | SALE  | COST  | CONTROL |
|---------|------|------|---------|---------|-------|-------|---------|
| 463     | 5800 | 875  |         | 61R     | 500   | 0     |         |
| 23D     | 4000 | 0    |         | 332P    | 10300 | ***** |         |

COST, SALE, &amp; COMP TOTALS 875 10300 0

## DISCLAIMER OF WARRANTIES

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 the sale of said products.

Any controversy or claim arising out of or relating to this transaction shall be mediated and, if the parties are unable to reach a settlement at mediation, shall be settled by binding arbitration under the laws of the State of Florida, in accordance with the rules then in force of the American Arbitration Association, and any judgement upon the award rendered may be entered in any court having jurisdiction thereof.

## STATE OF FLORIDA REGISTRATION # MV-07913

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4)). 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.403.7185).

CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

ACCOUNTING COPY



INVOICE

JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

MV-07913

DAYTONA BEACH, FL

HOME

BUS: CONT

CELL:

SERVICE ADVISOR: 579 ALBERT LO

| COLOR         | YEAR       | MAKE/MODEL     | VIN                     | LICENSE | MILEAGE IN / OUT | TAG     |           |
|---------------|------------|----------------|-------------------------|---------|------------------|---------|-----------|
| SILVER ICE    | 14         | CHEVROLET VOLT | 1G1RA6E4XEU             |         | 132/132          |         |           |
| DEL. DATE     | PROD. DATE | WARR. EXP.     | PROMISED                | PO. NO. | RATE             | PAYMENT | INV. DATE |
| 23SEP14 IS    |            |                | 17:00 23SEP14           |         |                  | INACC   | 29SEP14   |
| 23SEP14 DD    |            |                |                         |         |                  |         |           |
| R.O. OPENED   |            | READY          | OPTIONS: STK: DLR:26462 |         |                  |         |           |
| 09:07 23SEP14 |            | 09:56 29SEP14  |                         |         |                  |         |           |

| LINE                       | OPCODE       | TECH                                                                                                                       | TYPE | HOURS | LIST | NET   | TOTAL |
|----------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------|------|-------|------|-------|-------|
| A                          | TINT 4       | WINDOWS ON VEHICLE USING LUMAR TINT WITH LIFETIME WARRANTY TO THE CUSTOMER FOR AS LONG AS THEY OWN THE CAR OR TRUCK        |      |       |      |       |       |
| CAUSE: TINT 4 WINDOWS ONLY |              |                                                                                                                            |      |       |      |       |       |
|                            | 65CV10-TINT4 | TINT 4 WINDOWS ON VEHICLE USING LUMAR TINT WITH LIFETIME WARRANTY TO THE CUSTOMER FOR AS LONG AS THEY OWN THE CAR OR TRUCK |      |       |      |       |       |
|                            | 274CPACC     |                                                                                                                            |      |       |      | 90.00 | 90.00 |
|                            | TINT4        | TINT/VENTURE SHIELD MATERIAL CHARGE                                                                                        |      |       |      | 35.00 | 35.00 |

\*\*\*\*\*

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CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 90.00  |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 35.00  |
| TOTAL CHARGES          | 125.00 |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 125.00 |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

CUSTOMER COPY



\*INVOICE\*

JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

MV-07913

DAYTONA BEACH, FL

HOME:

BUS:

CONT

CELL:

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

| COLOR       | YEAR      | MAKE/MODEL     | VIN          | LICENSE   | MILEAGE IN/OUT | TA      |
|-------------|-----------|----------------|--------------|-----------|----------------|---------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU  |           | 192/192        |         |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED     | PO NO     | RATE           | PAYMENT |
| 23SEP14 IS  |           |                |              |           |                |         |
| 23SEP14 DD  |           |                | WAIT 29SEP14 |           |                | CASH    |
| R.O. OPENED | READY     | OPTIONS:       | STK          | DLR:26462 |                |         |

14:20 24SEP14 15:53 29SEP14

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

A CUSTOMER STATES CHECK ENGINE LIGHT ON AND VEHICLE WILL NOT CHARGE.

ADVISE

CAUSE: DIAGNOSED CONCERN. FOUND CHARGE PORT RECEPTACLE NOT ALLOWING PROPER CONNECTION.

02CVZ DRIVE &amp; EMISSIONS

358

W

(N/C)

1 22874378 HOUSING

(N/C)

1 23453437 (S) RECEPTACLE

(N/C)

192 DIAGNOSED CONCERN. FOUND CHARGE PORT RECEPTACLE NOT ALLOWING PROPER CONNECTION. REPLACED RECEPTACLE TO CORRECT.

\*\*\*\*\*

B\*\* DRAC CAR

90 MISCELLANEOUS

9999

W

(N/C)

\*\*\*\*\*

C\*\* FUEL FILLER DOOR INTERLOCK INOP

CAUSE: DURING DIAGNOSIS OF LINE "A". FUEL FILL DOOR INTERLOCK NOT RELEASING DOOR FOR FILL. FOUND RELEASE SOLENOID ROD TO DOOR BROKEN.

03CVZ BODY ELECTRICAL

358

W

(N/C)

192 DURING DIAGNOSIS OF LINE "A". FUEL FILL DOOR INTERLOCK NOT RELEASING DOOR FOR FILL. FOUND RELEASE SOLENOID ROD TO DOOR BROKEN. REPLACED FUEL TANK FILLER PIPE HOUSING.

\*\*\*\*\*

**PAID**  
SEP 29 2014  
P

## DISCLAIMER OF WARRANTIES

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 the sale of said products.

Any controversy or claim arising out of or relating to this transaction shall be mediated and, if the parties are unable to reach a settlement at mediation, shall be settled by binding arbitration under the laws of the State of Florida, in accordance with the rules then in force of the American Arbitration Association, and any judgement upon the award rendered may be entered in any court having jurisdiction thereof.

## STATE OF FLORIDA REGISTRATION # MV-07913

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4)). 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 used tire sold in the state (s.403.7185).

CUSTOMER SIGNATURE

SE

WARRANTIES

FILE COPY

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |







\*INVOICE\*

JON HALL CHEVROLET, INC

DUPLICATE 1  
PAGE 1

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

DAYTONA BEACH, FL

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

| COLOR         | YEAR          | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN / OUT | TAX     |           |
|---------------|---------------|----------------|---------------|-----------|------------------|---------|-----------|
| SILVER ICE    | 14            | CHEVROLET VOLT | 1G1RA6E4XEU   |           | 250/250          |         |           |
| DEL. DATE     | PROD. DATE    | WARR. EXP.     | PROMISED      | PO NO.    | RATE             | PAYMENT | INV. DATE |
| 23SEP14 IS    |               |                |               |           |                  |         |           |
| 23SEP14 DD    |               |                | 17:00 03OCT14 |           |                  | CASH    | 09OCT14   |
| R.O. OPENED   | READY         | OPTIONS:       | SOLD-STK:     | DLR:26462 |                  |         |           |
| 10:26 03OCT14 | 16:11 09OCT14 |                |               |           |                  |         |           |

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

A CUSTOMER STATES D/DOOR INTERMITTENTLY WILL NOT UNLOCK, AND HE CAN COME OUT TO CAR LATER AND ITS UNLOCKED, ALSO INTERMITTENTLY WILL NOT LOCK, CAME BACK TO CAR AND THEN IT WAS LOD  
03CVZ BODY ELECTRICAL

|                                                                                                       |      |      |
|-------------------------------------------------------------------------------------------------------|------|------|
| 358 CP                                                                                                | 0.00 | 0.00 |
| 250 NO DTC STORED. NO BULLETIN APPLIES. SYSTEM FUNCTIONED AS DESIGNED AT ALL TIMES. UNABLE TO VERIFY. |      |      |

B CUSTOMER STATES CHARGE DOOR SHOWS OPEN, ADVISE  
05CVZ BODY TRIM

|                                                                                                   |      |      |
|---------------------------------------------------------------------------------------------------|------|------|
| 358 CP                                                                                            | 0.00 | 0.00 |
| 250 NO DTC STORED. CHARGE DOOR AND SYSTEM FUNCTIONS AS DESIGNED. NO ROOT CAUSE FOUND FOR MESSAGE. |      |      |

PAID  
OCT 09 2014  
PAID

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CUSTOMER SIGNA [REDACTED]

SEE [REDACTED]

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |



WORKORDER

JON HALL CHEVROLET, INC

DAYTONA BEACH, FL

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 443 VENINGA, CHRISTOPHER D

| COLOR       | YEAR      | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN/OUT | TAG     |
|-------------|-----------|----------------|---------------|-----------|----------------|---------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU   |           | 250/           |         |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | PO NO     | RATE           | PAYMENT |
| 23SEP14 IS  |           |                | 17:00 03OCT14 |           |                | CASH    |
| 23SEP14 DD  |           |                |               |           |                |         |
| R.O. OPENED | READY     | OPTIONS:       | SOLD-STK      | DLR:26462 |                |         |

03OCT2014 10:26

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 03CVZ 358 W CUSTOMER STATES D/DOOR INTERMITTENTLY WILL NOT UNLOCK, AND HE CAN COME OUT TO CAR LATER AND ITS UNLOCKED, ALSO INTERMITTENTLY WILL NOT LOCK, CAME BACK TO CAR AND THEN IT WAS LOCKED. NO DTC STORED. NO bulletin applies. system functioned as design at all times unable to verify.

# B 05CVZ 358 W CUSTOMER STATES CHARGE DOOR SHOWS OPEN, ADVISE CC. NO DTC stored. APPOINTMENT RO FOR CUST. charge door and system functions as designed. No root cause found for message.

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 \$  
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGN

DATE:

TECHNICIAN COPY

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I HAVE ACCEPTED AND UNDERSTOOD THE REPAIR ORDER AND DISCLAIMERS ON THE BACK OF THIS REPAIR ORDER.

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTY



DUPLICATE 1

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

DAYTONA BEACH, FL

HOME

CONT

BUS:

CELL:

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

| COLOR       | YEAR      | MAKE/MODEL     | VIN         | LICENSE | MILEAGE IN / OUT | TAX     |
|-------------|-----------|----------------|-------------|---------|------------------|---------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU |         | 205/205          |         |
| DEL DATE    | PRGB DATE | WARR EXP       | PROMISED    | PO NO   | RATE             | PAYMENT |
| 23SEP14 IS  |           |                |             |         |                  |         |
| 23SEP14 DD  |           | 17:00          | 30SEP14     |         |                  | CASH    |
| R.O. OPENED | READY     | OPTIONS:       | SOLD-STK    |         | DLR:26462        |         |

07:49 30SEP14 14:09 01OCT14

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES BLOWER INTERMITTENTLY IS FLUCTUATING IN SPEEDS, WOULD NOT GO INTO MANUAL MODE. ADVISE

08CVZ AIR COND & HEATING  
358 W

(N/C)

205  
SLIGHT VARIATION IN FAN SPEED MAY BE NOTED DUE TO PULSE WIDTH MODULATION OF BLOWER. OPERATES AS DESIGNED AS WELL AT THIS TIME. NO BULLETIN CURRENTLY APPLIES. COMPARED TO LIKE MODEL BOTH FUNCTION SAME. CONTACT TAC VOLT DIVISION CASE. STATED THT OPERATION NORMAL THERE WERE CHANGES IN 2013 STATES THAT AIRFLOW TOO WILL FLUCTUATE.

\*\*\*\*\*

PAID  
OCT 9 1 2014

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#### STATE OF FLORIDA REGISTRATION # MV-07913

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CUSTOMER

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |



DAYTONA BEACH, FL

WORKORDER

JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

HOME  
BUS: CONT  
CELL:

SERVICE ADVISOR: 443 VENINGA, CHRISTOPHER D

| COLOR       | YEAR      | MAKE/MODEL     | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |          |
|-------------|-----------|----------------|---------------|---------|----------------|---------|----------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU   |         | 205/           |         |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | PO NO   | RATE           | PAYMENT | INV DATE |
| 23SEP14 IS  |           |                | 17:00 30SEP14 |         |                | CASH    |          |
| 23SEP14 DE  |           |                |               |         |                |         |          |
| R.O. OPENED |           | READY          | OPTIONS: STK: |         | DLR:26462      |         |          |

30SEP2014 07:49

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 08CVZ W CUSTOMER STATES BLOWER INTERMITTENTLY IS FLUCTUATING IN SPEEDS, WOULD NOT GO INTO MANUAL MODE. ADVISE

APPOINTMENT RO FOR CUST.

Slight variation  
in fan speed  
may be noted due  
to pulse width  
modulation of blower  
all other functions  
operate as designed  
as well  
at the  
time  
no bulletin  
currently appli

**WAIT**

**WAIT**

PLEASE READ CAREFULLY, CHECK ON  
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 \$  
THE SHOP MAY NOT EXCEED THIS AMOUNT  
WITHOUT MY WRITTEN OR ORAL APPROVAL.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED

DATE:

TECHNICIAN COPY

PRELIMINARY ESTIMATE 9

AUTHORIZED BY X

| REVISED<br>ESTIMATE (1) | DATE | TIME | BY |
|-------------------------|------|------|----|
| REVISED<br>ESTIMATE (2) |      |      |    |
| REVISED<br>ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I HAVE ACCEPTED /  
UNDERSTOOD THE REPAIR ORDER AND DISCLAIMERS ON THE B.  
OF THIS REPAIR ORDER.

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTY



\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 265-4444

PAGE 1

MV-07913

DAYTONA BEACH, FL

HOME

CONT

BUS:

CELL:

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

| COLOR       | YEAR       | MAKE/MODEL     | VIN          | LICENSE  | MILEAGE IN / OUT | TA      |           |
|-------------|------------|----------------|--------------|----------|------------------|---------|-----------|
| SILVER ICE  | 14         | CHEVROLET VOLT | 1G1RA6E4XEU  |          | 454/454          |         |           |
| DEL DATE    | PROD. DATE | WARR. EXP      | PROMISED     | PO NO    | RATE             | PAYMENT | INV. DATE |
| 23SEP14 IS  |            |                |              |          |                  |         |           |
| 23SEP14 DD  |            |                | WAIT 14OCT14 |          |                  | CASH    | 20OCT14   |
| R.O. OPENED |            | READY          | OPTIONS:     | SOLD-STK | DLR:26462        |         |           |

14:28 14OCT14 14:06 20OCT14

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

A CUSTOMER STATES CHARGE DOOR OPEN LIGHT STAYS ON  
CAUSE: FOUND INTERMITTENTLY OPEN IN CHARGE.

03CVZ BODY ELECTRICAL

331 W

1 22798227 F-(S) SWITCH

(N/C)

(N/C)

454 FOUND INTERMITTENTLY OPEN IN CHARGE. REPLACED DOOR SWITCH

B CUSTOMER STATES VEHICLE WILL ONLY CHARGE TO 34, LIGHT BLINKS SAYING  
ITS FULLY CHRGD. SHOULD GET TO 38.

02CVZ DRIVE &amp; EMISSIONS

358 W

(N/C)

454 FOUND NO DTC STORED. FOUND NO CHARGING ISSUES. PLUGGED IN  
OVERNIGHT. FILL CHARGE REPAIR VOLT ASSISTANCE ADVISED OF SAME PI THAT WE  
FOUND PIC5414C TAC

PAID  
OCT 20 2014

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## STATE OF FLORIDA REGISTRATION # MV-07913

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4)) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.716), and a \$1.50 fee to be collected for each new tire sold in the state (s.403.716).

CUSTOMER SIGNATURE

SEE BA

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |



WORKORDER

JON HALL CHEVROLET, INC

DAYTONA BEACH, FL

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 443 VENINGA, CHRISTOPHER D

| COLOR       | YEAR       | MAKE/MODEL     | VIN          | LICENSE | MILEAGE IN/OUT | TAG     |
|-------------|------------|----------------|--------------|---------|----------------|---------|
| SILVER ICE  | 14         | CHEVROLET VOLT | 1G1RA6E4XEU  |         | 454/           |         |
| DEL DATE    | PROD. DATE | WARR EXP       | PROMISED     | PO NO   | RATE           | PAYMENT |
| 23SEP14 IS  |            |                |              |         |                |         |
| 23SEP14 DD  |            |                | ** WAITER ** |         |                | CASH    |
| R.O. OPENED | READY      | OPTIONS        | SOLD-STK     | DLR     | 26462          |         |

14OCT2014 14:28

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

| #       | A   | 03CVZ | W | 331 | 331 | Found interior open in charge door sw. replaced door sw                                                        | CC |
|---------|-----|-------|---|-----|-----|----------------------------------------------------------------------------------------------------------------|----|
| 5CH0010 | 1.8 | 331   |   |     |     |                                                                                                                |    |
| #       | B   | 02CVZ | W | 358 | 358 | CUSTOMER STATES VEHICLE WILL ONLY CHARGE TO 34, LIGHT BLINKS SAYING ITS FULLY CHARGED, SHOULD GET TO 38.   CC: | CC |

PARTS ORDERED

APPOINTMENT NO FOR CUST.

Found no DTC stored... Found no charging issue. Plugged in overnight full charge read (35)

Volt assistance advised of same PI that we found PIC 5414C  
Case # 71-1375395138 J. Robbins

18 MINUTES  
Diagnostic  
Neelmeester  
1:59 PM

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 \$  
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED

DATE:

TECHNICIAN COPY

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I HAVE ACCEPTED AND UNDERSTOOD THE REPAIR ORDER AND DISCLAIMERS ON THE BACK OF THIS REPAIR ORDER.

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTY



\*INVOICE\*

JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

DAYTONA BEACH, FL

HOME

CONT

BUS:

CELL:

MV-07913

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

| COLOR       | YEAR      | MAKE/MODEL     | VIN                | LICENSE | MILEAGE IN / OUT | TAG     |          |
|-------------|-----------|----------------|--------------------|---------|------------------|---------|----------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU        |         | 2087/2087        |         |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED           | PO NO   | RATE             | PAYMENT | INV DATE |
| 23SEP14 IS  |           |                | 08:50 16DEC14      |         |                  | CASH    | 16DEC14  |
| 23SEP14 DL  |           |                |                    |         |                  |         |          |
| R.O. OPENED |           | READY          | OPTIONS: SOLD-STK: |         | DLR:26462        |         |          |

08:04 16DEC14 09:42 16DEC14

| LINE                                                                    | OPCODE | TECH | TYPE | HOURS | LIST | NET  | TOTAL |
|-------------------------------------------------------------------------|--------|------|------|-------|------|------|-------|
| A                                                                       |        |      |      |       |      |      |       |
| A CUSTOMER STATES THERE IS A LUMP IN D/SEAT BOTTOM AT REAR AREA, ADVISE |        |      |      |       |      |      |       |
| 05CVZ CUSTOMER STATES THAT THE DRIVERS SEAT FEELS                       |        |      |      |       |      |      |       |
| AS THOUGH SOMETHING IS STICKING UP FROM IT.                             |        |      |      |       |      |      |       |
|                                                                         |        |      | 395  | CP    |      | 0.00 | 0.00  |
| 2087 LEFT FRONT BOTTOM COVER. PARTS ORDERED, OUR PARTS DEPARTMENT       |        |      |      |       |      |      |       |
| WILL CALL WHEN YOUR ORDERED PARTS HAVE ARRIVED.                         |        |      |      |       |      |      |       |

B CUSTOMER STATES CHARGING DEFAULTS TO 8AMPS CAN IT BE CHANGED TO  
DEFAULT TO 12  
03CVZ BODY ELECTRICAL

|  |  |  |     |    |  |      |      |
|--|--|--|-----|----|--|------|------|
|  |  |  | 395 | CP |  | 0.00 | 0.00 |
|--|--|--|-----|----|--|------|------|

2087 CHECK OWNERS MANUAL

C CUSTOMER REQUESTS DOOR LOCKS TO BE SET TO LOCK AFTER EXITING VEHICLE,  
ADVISE

|  |  |  |     |    |  |      |      |
|--|--|--|-----|----|--|------|------|
|  |  |  | 395 | CP |  | 0.00 | 0.00 |
|--|--|--|-----|----|--|------|------|

2087 CHECKED OWNERS MANUAL

PAID  
DEC 17 2014

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CUSTOMER SIGNATURE

SEE BACK

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC.          | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |



DAYTONA BEACH, FL

HOME  
BUS:CONT  
CELL

WORKORDER

JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

SERVICE ADVISOR: 443 VENINGA, CHRISTOPHER D

| COLOR       | YEAR       | MAKE/MODEL     | VIN               | LICENSE | MILEAGE IN/ OUT | TA      |           |
|-------------|------------|----------------|-------------------|---------|-----------------|---------|-----------|
| SILVER ICE  | 14         | CHEVROLET VOLT | 1G1RA6E4XEL       |         | 2087/           |         |           |
| DEL DATE    | PROD. DATE | WARR. EXP.     | PROMISED          | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 23SEP14 IS  |            |                |                   |         |                 |         |           |
| 23SEP14 DD  |            |                | 08:50 16DEC14     |         |                 | CASH    |           |
| R.O. OPENED |            | READY          | OPTIONS: SOLD-STK |         | DLR:26462       |         |           |

16DEC2014 08:04

LINE QP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 05CVZ W CUSTOMER STATES THERE IS A LUMP IN D/SEAT BOTTOM AT REAR AREA, ADVISE |CC:

395 left front bottom cover

PARTS ORDERED

N/C

# B 03CVZ CP CUSTOMER STATES CHARGING DEFAULTS TO SAMPS CAN IT BE CHANGED TO DEAFUALT TO 12 |CC:

Check owners manual

N/C

# C 03CVZ CP CUSTOMER REQUESTS DOOR LOCKS TO BE SET TO LOCK AFTER EXITING VEHICLE, ADVISE |CC:

Check owners manual

N/C

APPOINTMENT RO FOR CUST.

WAIT

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 \$  
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGN

DATE:

TECHNICIAN COPY

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I HAVE ACCEPTED AN UNDERSTOOD THE REPAIR ORDER AND DISCLAIMERS ON THE BACK OF THIS REPAIR ORDER.

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTY



551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444  
MV-07913

DAYTONA BEACH, FL

HOME BUS: CONT CELL:

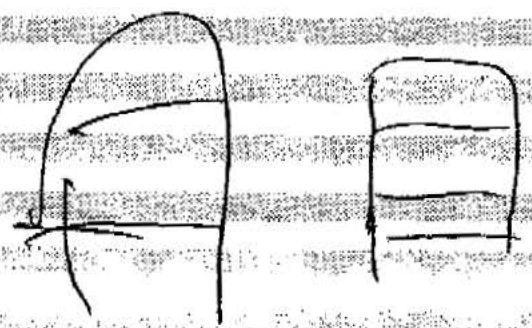
SERVICE ADVISOR: 443 VENINGA, CHRISTOPHER D

|                 |            |                |               |           |                |
|-----------------|------------|----------------|---------------|-----------|----------------|
| COLOR           | YEAR       | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN/OUT |
| SILVER ICE      | 14         | CHEVROLET VOLT | 1G1RA6E4XEU   |           | 3000/          |
| DEL DATE        | PROD. DATE | WARR. EXP.     | PROMISED      | PO NO.    | RATE           |
| 23SEP14 IS      |            |                |               |           |                |
| 23SEP14 DD      |            |                | 17:00 30DEC14 |           | CASH           |
| R.O. OPENED     | READY      | OPTIONS:       | SOLD-STK      | DLR:26462 |                |
| 30DEC2014 14:50 |            |                |               |           |                |

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS  
# A 05CVZ 395 W CUSTOMER STATES D/SEAT BOTTOM INCORRECT PART CC:

APPOINTMENT RO FOR CUST.

**PARTS ORDERED**



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 \$  
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED: DATE:

PRELIMINARY ESTIMATE \$

|                      |      |      |    |
|----------------------|------|------|----|
| AUTHORIZED BY X      |      |      |    |
| REVISED ESTIMATE (1) | DATE | TIME | BY |
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I HAVE UNDERSTOOD THE REPAIR ORDER AND DISCLAIMERS ON THE OF THIS REPAIR ORDER.

CUSTOMER SIGNATURE  
SEE BACK FOR ADDITIONAL INFORMATION AND WARRA



\*INVOICE\*

**JON HALL CHEVROLET, INC**551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

DAYTONA BEACH, FL

HOME

CONT

BUS:

CELL:

MV-07913

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

|             |           |                |               |           |                  |         |          |
|-------------|-----------|----------------|---------------|-----------|------------------|---------|----------|
| COLOR       | YEAR      | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN / OUT | TAG     |          |
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XE    |           | 2467/2467        |         |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | RD NO     | RATE             | PAYMENT | INV DATE |
| 23SEP14 IS  |           |                | 17:00 30DEC14 |           |                  | CASH    | 30DEC14  |
| 23SEP14 DL  |           |                |               |           |                  |         |          |
| R.O. OPENED | READY     | OPTIONS:       | SOLD-STR      | DLR:26462 |                  |         |          |

09:02 30DEC14 13:11 30DEC14

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES D/SEAT BOTTOM HAS LUMP IN CENTER REAR AREA, EXTREMELY

UNCOMFORTABLE, SOP IN

CAUSE: SEAT COVER HAD A CREASE.

05CVZ BODY TRIM

395

W

(N/C)

1 20933933 F-COVER

(N/C)

2467 SEAT COVER HAD A CREASE. REPLACED LEFT SEAT BOTTOM COVER.

\*\*\*\*\*

**PAID**

DEC 30 2014

**DISCLAIMER OF WARRANTIES**

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 the sale of said products.

Any controversy or claim arising out of or relating to this transaction shall be mediated and, if the parties are unable to reach a settlement at mediation, shall be settled by binding arbitration under the laws of the State of Florida, in accordance with the rules then in force of the American Arbitration Association, and any judgement upon the award rendered may be entered in any court having jurisdiction thereof.

STATE OF FLORIDA REGISTRATION # MV-07913

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4)). 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.403.719).

CUSTOMER SIGNATURE

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES



WORKORDER

JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

PAGE 1

HOME [REDACTED] CONT [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 443 VENINGA, CHRISTOPHER D

| COLOR       | YEAR      | MAKE/MODEL     | VIN                    | LICENSE   | MILEAGE IN/OUT | TAX     |
|-------------|-----------|----------------|------------------------|-----------|----------------|---------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU [REDACTED] |           | 2467/          |         |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED               | PO NO.    | RATE           | PAYMENT |
| 23SEP14 IS  |           |                |                        |           |                |         |
| 23SEP14 DD  |           |                | 17:00 30DEC14          |           |                | CASH    |
| R.O. OPENED | READY     | OPTIONS        | SOLD-STK               | DLR:26462 |                |         |

30DEC2014 09:02

| LINE | OP CODE | TECH | TYPE | DESCRIPTIONS/INSTRUCTIONS                                                                       |
|------|---------|------|------|-------------------------------------------------------------------------------------------------|
| # A  | 05CVZ   | 395  | W    | CUSTOMER STATES D/SEAT BOTTOM HAS LUMP IN CENTER REAR AREA, EXTREMELY UNCOMFORTABLE, SOP IN CC: |

APPOINTMENT RO FOR CUST.

395  
Seat cover had a crease  
replaced left seat bottom cover

BY 1PM

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 \$  
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGN [REDACTED]

DATE: [REDACTED]

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I HAVE ACCEPTED A UNDERSTOOD THE REPAIR ORDER AND DISCLAIMERS ON THE BA OF THIS REPAIR ORDER.

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTY



## INVOICE

JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

MV-07913

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

DAYTONA BEACH, FL

HOME [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

| COLOR       | YEAR      | MAKE/MODEL     | VIN                    | LICENSE | MILEAGE IN / OUT | TAG        |          |
|-------------|-----------|----------------|------------------------|---------|------------------|------------|----------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU [REDACTED] |         | 3000/3000        | [REDACTED] |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED               | PD NO   | RATE             | PAYMENT    | INV DATE |
| 23SEP14 IS  |           |                |                        |         |                  |            |          |
| 23SEP14 DL  |           |                | 17:00 30DEC14          |         |                  | CASH       | 30DEC14  |
| R.O. OPENED |           | READY          | OPTIONS: SOLD-STK:     |         | DLR:26462        |            |          |

14:50 30DEC14 15:35 30DEC14

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

A CUSTOMER STATES D/SEAT BOTTOM INCORRECT PART

05CVZ BODY TRIM

395 GP

0.00

0.00

3000 PARTS ORDERED. OUR PARTS DEPARTMENT WILL CALL WHEN YOUR  
ORDERED PARTS HAVE ARRIVED.

\*\*\*\*\*

PAID

DEC 30 2014

## DISCLAIMER OF WARRANTIES

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## STATE OF FLORIDA REGISTRATION # MV-07913

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.659.904(4)) 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 \$1.90 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/NS/DISC            | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

FILE COPY



\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

DAYTONA BEACH, FL

HOME [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

| COLOR       | YEAR      | MAKE/MODEL     | VIN                          | LICENSE | MILEAGE IN / OUT | TAG        |          |
|-------------|-----------|----------------|------------------------------|---------|------------------|------------|----------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU [REDACTED]       |         | 2603/2603        | [REDACTED] |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED                     | PD NO.  | RATE             | PAYMENT    | INV DATE |
| 23SEP14 IS  |           |                | 17:00 07JAN15                |         |                  | CASH       | 08JAN15  |
| 23SEP14 DI  |           |                |                              |         |                  |            |          |
| R.O. OPENED |           | READY          | OPTIONS: SOLD-STK [REDACTED] |         | DLR:26462        |            |          |

07:45 06JAN15 16:17 08JAN15

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

A CUSTOMER STATES SEAT COVER INSTALLED ON PREVIOUS RO IS NOT SAME AS ORIGINAL COVER, SOP IN

CAUSE:

05CVZ PLEASE INSTALL SOP

395 CP

0.00 0.00

2603 ORDERED PASS BOTTOM COVER TO MATCH NEW DESIGN DRIVERS COVER

B CUSTOMER STATES D/SEAT BOTTOM IS HARD IN CENTER REAR, SOP IN

CAUSE: CUSHION WAS COLLAPSING

05CVZ BODY TRIM

395 W

(N/C)

1 22928319 F-PAD

(N/C)

1 22823470 COVER ASM

(N/C)

2603 CUSHION WAS COLLAPSING REPLACED LEFT FRONT BOTTOM CUSHION.

\*\*\*\*\*

PAID

JAN 13 2015

#### DISCLAIMER OF WARRANTIES

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CUSTOMER [REDACTED]

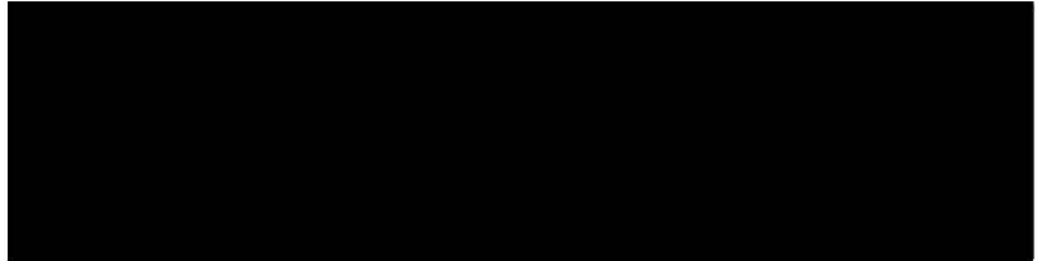
| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

WARRANTIES

FILE COPY



JON HALL CHEVROLET, INC.  
DAYTONA BEACH, FL. 32114  
253-5155 253-5544  
1-800-741-4444



Wm Call Back on 1-6-15  
to Talk About car  
Note when Send to Engering  
Waiting on Engering to Reply



← Driven

Genuine  | Parts



2





WORKORDER  
REPRINT  
PAGE 1

# JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

SERVICE ADVISOR: 443 VENINGA, CHRISTOPHER D

DAYTONA BEACH, FL

HOME

CONT

BUS:

CELL:

|             |           |                |               |         |                |         |
|-------------|-----------|----------------|---------------|---------|----------------|---------|
| COLOR       | YEAR      | MAKE/MODEL     | VIN           | LICENSE | MILEAGE IN/OUT | TAG     |
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XE    |         | 2603/          |         |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | PO NO   | RATE           | PAYMENT |
| 23SEP14 IS  |           |                |               |         |                |         |
| 23SEP14 DD  |           |                | 17:00 07JAN15 |         |                | CASH    |
| R.O. OPENED | READY     | OPTIONS:       | SOLD-STK      |         | DLR:26462      |         |

06JAN2015 07:45

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 05CVZ 395 W CUSTOMER STATES SEAT COVER INSTALLED ON PREVIOUS RO IS NOT SAME AS ORIGINAL COVER, SOP IN CC:

# B 05CVZ 395 W CUSTOMER STATES D/SEAT BOTTOM IS HARD IN CENTER REAR, SOP IN CC:

APPOINTMENT RO FOR COST

*Noted*  
*Pass side cover is order to match left*

*Case A*

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.
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THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED:

DATE:

TECHNICIAN COPY

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

|                      |      |      |    |
|----------------------|------|------|----|
| REVISED ESTIMATE (1) | DATE | TIME | BY |
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I HAVE ACCEPTED & UNDERSTOOD THE REPAIR ORDER AND DISCLAIMERS ON THE BA OF THIS REPAIR ORDER.

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTY



WORKORDER

JON HALL CHEVROLET, INC

PAGE 1

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

DAYTONA BEACH, FL

HOME

CONT

BUS:

CELL:

SERVICE ADVISOR: 443 VENINGA, CHRISTOPHER D

| COLOR       | YEAR       | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN/OUT | TAX     |
|-------------|------------|----------------|---------------|-----------|----------------|---------|
| SILVER ICE  | 14         | CHEVROLET VOLT | 1G1RA6B4XEL   |           | 2603/          |         |
| DEL DATE    | PROD. DATE | WARR. EXP.     | PROMISED      | PO NO.    | RATE           | PAYMENT |
| 23SEP14 IS  |            |                | 17:00 07JAN15 |           |                | CASH    |
| 23SEP14 DD  |            |                |               |           |                |         |
| R.O. OPENED | READY      | OPTIONS        | SOLD-STK:     | DLR:26462 |                |         |

06JAN2015 07:45

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS  
 # A 05CVZ 395 W CUSTOMER STATES SEAT COVER INSTALLED ON PREVIOUS RO IS NOT SAME AS ORIGINAL COVER, SOP IN CC:

*ordered pass bottom cover to match*

*new design driver's cover*

# B 05CVZ 395 W CUSTOMER STATES D/SEAT BOTTOM IS HARD IN CENTER REAR, SOP IN CC:

*Cushion WAS COLLAPSING*

APPOINTMENT RO FOR CUST.

*replaced left front bottom cushion*

*Gm had incorrect part number for the*

*2014 + seat cover was made for a 2011.*

*See note on Re print Del*

**NEED CORRECT SEAT COVER**  
*replaced left seat bottom cover*  
*bottom cover*

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.

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☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$  
 THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGN

DATE:

PRELIMINARY ESTIMATE: 9

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I HAVE ACCEPTED UNDERSTOOD THE REPAIR ORDER AND DISCLAIMERS ON THE OF THIS REPAIR ORDER.

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRA



INVOICE

JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

DAYTONA BEACH, FL

HOME [REDACTED] CONT [REDACTED]  
BUS: [REDACTED] CELL [REDACTED]

PAGE 1

| COLOR       | YEAR       | MAKE/MODEL     | VIN                | LICENSE | MILEAGE IN / OUT | TAG     |           |
|-------------|------------|----------------|--------------------|---------|------------------|---------|-----------|
| SILVER ICE  | 14         | CHEVROLET VOLT | 1G1RA6E4XEU        |         | 6000/6000        |         |           |
| DEL DATE    | PROD. DATE | WARR. EXP.     | PROMISED           | PD NO.  | RATE             | PAYMENT | INV. DATE |
| 23SEP14 IS  |            |                |                    |         |                  |         |           |
| 23SEP14 DD  |            |                | 17:00 05MAY15      |         |                  | CASH    | 05MAY15   |
| R.O. OPENED |            | READY          | OPTIONS: SOLD-STK: |         | DLR: 26462       |         |           |

12:22 05MAY15 12:37 05MAY15

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A N140522 14532 EMISSIONS NONCOMPLIANCE

11 CAMPAIGNS/RECALLS

9999 CP

0.00

0.00

6000 PARTS ORDERED. OUR PARTS DEPARTMENT WILL CALL WHEN YOUR  
ORDERED PARTS HAVE ARRIVED.

\*\*\*\*\*

B N140274 14274 LIFTGATE STRUT ROD DETACH

11 CAMPAIGNS/RECALLS

9999 CP

0.00

0.00

\*\*\*\*\*

MAY 05 2015

By

## DISCLAIMER OF WARRANTIES

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## STATE OF FLORIDA REGISTRATION # MV-07913

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and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

FILE COPY



WORKORDER

JON HALL CHEVROLET, IN

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

PAGE 1

DAYTONA BEACH, FL

HOME  
BUS:CONT  
CELL:

SERVICE ADVISOR: 443 VENINGA, CHRISTOPHER D

| COLOR           | YEAR      | MAKE/MODEL        | VIN           | LICENSE | MILEAGE IN/OUT | TA      |           |
|-----------------|-----------|-------------------|---------------|---------|----------------|---------|-----------|
| SILVER ICE      | 14        | CHEVROLET VOLT    | 1G1RA6E4XEU   |         | 6000/          |         |           |
| DEL DATE        | PROD DATE | WARR EXP          | PROMISED      | PO NO   | RATE           | PAYMENT | INV DATE  |
| 23SEP14 IS      |           |                   |               |         |                |         |           |
| 23SEP14 DD      |           |                   | 17:00 05MAY15 |         |                | CASH    |           |
| R.O. OPENED     | READY     | OPTIONS: SOLD-STK |               |         |                |         | DLR:26462 |
| 05MAY2015 12:22 |           |                   |               |         |                |         |           |

LINE CP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 11 W N140522 14522 EMISSIONS NONCOMPLIANCE | CC:

PARTS ORDERED

# B 11 W N140274 14274 LIFTGATE STRUT ROD DETACH | CC:

APPOINTMENT RO FOR CUST.

PARTS ORDERED

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 \$  
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED:

DATE:

TECHNICIAN COPY

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I HAVE ACCEPTED UNDERSTOOD THE REPAIR ORDER AND DISCLAIMERS ON THE OF THIS REPAIR ORDER.

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRI

SERVICE WORKORDER # 35W26



# JON HALL CHEVROLET, INC

\*INVOICE\*

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 2

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA  
MV-07913

COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG

SILVER ICE 14 CHEVROLET VOLT 1G1RA6E4XE0 5997/5997

DEL DATE PROD DATE WARR EXP PROMISED PO NO RATE PAYMENT INV DATE

23SEP14 IS 23SEP14 DD 17:00 12MAY15 GMPPCP 12MAY15

REG OPENED READY OPTIONS: SOLD-STK DLR: 26462

08:12 12MAY15 10:50 12MAY15

LINE OPCODE TECH TYPE HOURS

MANUFACTURE SPECIFICATIONS, AND RESET TIRE

MONITOR SENSORS IF REQUIRED

3104 CP 9.95

E\*\* MULTI POINT INSPECTION

90 MISCELLANEOUS 3104 CP 0.00

TOTAL NET LIST

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DISCLAIMER OF WARRANTIES  
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 the sale of said products.  
Any controversy or claim arising out of or relating to this transaction shall be mediated and, if the parties are unable to reach a settlement at mediation, shall be settled by binding arbitration under the laws of the State of Florida, in accordance with the rules then in force of the American Arbitration Association, and any judgment upon the award rendered may be entered in any court having jurisdiction thereof.  
STATE OF FLORIDA REGISTRATION # MV-07913  
This charge represents costs and profits to the motor repair facility, not 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 (e.g., \$403.719), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (e.g., \$403.719).

| DESCRIPTION | LABOR AMOUNT | PARTS AMOUNT | GAS, OIL, LUBE | SUBLET AMOUNT | MISC. CHARGES | TOTAL CHARGES | DEDUCTIONS/DISC | SALES TAX | PLEASE PAY THIS AMOUNT |
|-------------|--------------|--------------|----------------|---------------|---------------|---------------|-----------------|-----------|------------------------|
| TOTAL       | 14.90        | 25.83        | 0.00           | 0.00          | -5.73         | 35.00         | 35.00           | 0.00      | 0.00                   |

SEE BACK

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\*INVOICE\*

JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

MV-07913

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

DAYTONA BEACH, FL

HOME: [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

| COLOR       | YEAR      | MAKE/MODEL     |               | VIN               | LICENSE | MILEAGE IN / OUT |          | TAG |
|-------------|-----------|----------------|---------------|-------------------|---------|------------------|----------|-----|
| SILVER ICE  | 14        | CHEVROLET VOLT |               | 1G1RA6E4XEU       |         | 5997/5997        |          |     |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | PD NO.            | RATE    | PAYMENT          | INV DATE |     |
| 23SEP14 IS  |           |                |               |                   |         |                  |          |     |
| 23SEP14 DD  |           |                | 17:00 12MAY15 |                   |         | GMPPCP           | 12MAY15  |     |
| R.O. OPENED |           | READY          |               | OPTIONS: SOLD-STK |         | DLR:26462        |          |     |

08:12 12MAY15 10:50 12MAY15

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

A N140522 14522 EMISSIONS NONCOMPLIANCE

CAUSE: VERIFIED RECALL 14522

11 CAMPAIGNS/RECALLS

358 W (N/C)

1 23342510 F-(S)HOSE (N/C)

1 23294932 (S)CANISTER (N/C)

5997 VERIFIED RECALL 14522 REPLACED EVAP CANISTER AND PIPE

\*\*\*\*\*

B N140274 14274 LIFTGATE STRUT ROD DETACH

CAUSE: VERIFIED RECALL 14274

11 CAMPAIGNS/RECALLS

358 W (N/C)

1 23282827 F-(S)STRUT (N/C)

1 23282828 F-(S)STRUT (N/C)

5997 VERIFIED RECALL 14274 REPLACED LIFTGATE STRUTS

\*\*\*\*\*

C\*\* (W) OIL CHANGE GM DEXOS - 2014 + CHEVROLET VEHICLES INCLUDING SILVERADO AND CRUZE DIESEL

CAUSE: YOUR VEHICLES OIL HAS BEEN CHANGED USING \*\*\* GM DEXOS\*\*\* MOTOR OIL AS REQUIRED BY GM. YOUR VEHICLES FLUIDS HAVE BEEN CHECKED AS WITH TIRE PRESSURES.

00# 0600673 (W) OIL CHANGE GM DEXOS - 2014 + CHEVROLET VEHICLES INCLUDING SILVERADO AND CRUZE DIESEL

|         |      |      |
|---------|------|------|
| 3104 CP | 4.95 | 4.95 |
|---------|------|------|

|  |       |       |
|--|-------|-------|
|  | -5.73 | -5.73 |
|--|-------|-------|

|                      |       |      |      |
|----------------------|-------|------|------|
| 1 55352643 (S)FILTER | 10.90 | 7.63 | 7.63 |
|----------------------|-------|------|------|

|                |      |      |       |
|----------------|------|------|-------|
| 5 19293003 OIL | 3.64 | 3.64 | 18.20 |
|----------------|------|------|-------|

\*\*\*\*\*

D\*\* (CPM) ROTATE TIRES ARE REQUESTED PER MANUFACTURES SPECIFICATIONS, AND RESET TIRE MONITOR SENSORS IF REQUIRED

CAUSE: YOUR TIRES HAVE BEEN ROTATED AS PER THE MANUFACTURES SPECIFICATIONS, TIRE MONITORING SYSTEM HAS BEEN RE-CALIBRATED IF REQUIRED...

#### DISCLAIMER OF WARRANTIES

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 the sale of said products.

Any controversy or claim arising out of or relating to this transaction shall be mediated and, if the parties are unable to reach a settlement at mediation, shall be settled by binding arbitration under the laws of the State of Florida, in accordance with the rules then in force of the American Arbitration Association, and any judgement upon the award rendered may be entered in any court having jurisdiction thereof.

#### STATE OF FLORIDA REGISTRATION # MV-07913

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4)) 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.403.7185).

CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           |        |
| PARTS AMOUNT           |        |
| GAS, OIL, LUBE         |        |
| SUBLET AMOUNT          |        |
| MISC. CHARGES          |        |
| TOTAL CHARGES          |        |
| DED/INS/DISC           |        |
| SALES TAX              |        |
| PLEASE PAY THIS AMOUNT |        |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

FILE COPY



DAYTONA BEACH, FL

WORKORDER

REPRINT

PAGE 1

JON HALL CHEVROLET, IN

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

HOME

CONT

BUS:

CELL:

SERVICE ADVISOR: 443 VENINGA, CHRISTOPHER D.

| COLOR       | YEAR      | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN/OUT | T       |          |
|-------------|-----------|----------------|---------------|-----------|----------------|---------|----------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XE    |           | 5997/          |         |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | PO NO     | RATE           | PAYMENT | INV DATE |
| 23SEP14 IS  |           |                | 17:00 12MAY15 |           |                | CASH    |          |
| 23SEP14 DD  |           |                |               |           |                |         |          |
| R.O. OPENED | READY     | OPTIONS:       | SOLD-STK      | DLR:26462 |                |         |          |

12MAY2015 08:12

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 11 358 W N140522 14522 EMISSIONS NONCOMPLIANCE | CC: See P

9101063 .5 PARTS IN Replaced evap canister and pipe

# B 11 358 W N140274 14274 LIFTGATE STRUT ROD DETACH | CC:

9101157 .2 Replaced liftgate struts

# \*00#\_06006 CP (W) OIL CHANGE GM DEXOS - 2014 + CHEVROLET VEHICLES INCLUDING SILVERADO AND CRUZE DIESEL | CC:

3104 @ done

# \*00CVZROP CP (CPM) ROTATE TIRES ARE REQUESTED PER MANUFACTURES SPECIFICATIONS, AND RESET TIRE MONITOR SENSORS IF REQUIRED | CC:

3104 @ done

# E \*90 CP MULTI POINT INSPECTION | CC:

3104 @ done

APPOINTMENT RO FOR CUST.

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 \$  
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGN DATE: TECHNICIAN COPY

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I HAVE ACCEPTED UNDERSTOOD THE REPAIR ORDER AND DISCLAIMERS ON THE OF THIS REPAIR ORDER.

X CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRA



WORKORDER

JON HALL CHEVROLET, INC.

DAYTONA BEACH, FL

PAGE 1

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444HOME  
BUS: CONT  
CELL:

MV-07913

SERVICE ADVISOR: 443 VENINGA, CHRISTOPHER D

|             |           |                |               |           |                |         |
|-------------|-----------|----------------|---------------|-----------|----------------|---------|
| COLOR       | YEAR      | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN/OUT | TA      |
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU   |           | 11432/         |         |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | PO NO     | RATE           | PAYMENT |
| 23SEP14 IS  |           |                |               |           |                |         |
| 23SEP14 DD  |           |                | 17:00 16SEP15 |           |                | CASH    |
| R.O. OPENED | READY     | OPTIONS        | SOLD-STK      | DLR:26462 |                |         |

16SEP2015 14:48

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 05CVZ CUSTOMER STATES BOTH FRONT SEAT BOTTOMS HARD AND UNCOMFORTABLE | CC:

APPOINTMENT RO FOR CUST.

Vehicle not on  
property

Last of 9/16/15 part # for customer has not changed

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.

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

|                      |      |      |    |
|----------------------|------|------|----|
| REVISED ESTIMATE (1) | DATE | TIME | BY |
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I HEREBY ACKNOWLEDGE THAT I HAVE ACCEPTED UNDERSTOOD THE REPAIR ORDER AND DISCLAIMERS ON THE B OF THIS REPAIR ORDER.

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANT

SIGNED:

DATE:

TECHNICIAN COPY

SERVICE WORKORDER # 15W2C



\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

DUPLICATE 2

PAGE 1

MV-07913

DAYTONA BEACH, FL

HOME

BUS: CONT

CELL:

SERVICE ADVISOR: 814 JOSEPH A CARINI

| COLOR       | YEAR       | MAKE/MODEL     | VIN           | LICENSE            | MILEAGE IN / OUT | TA         |           |
|-------------|------------|----------------|---------------|--------------------|------------------|------------|-----------|
| SILVER ICE  | 14         | CHEVROLET VOLT | 1G1RA6E4XEU   |                    | 19679/19697      |            |           |
| DEL. DATE   | PROD. DATE | WARR. EXP.     | PROMISED      | PO NO.             | RATE             | PAYMENT    | INV. DATE |
| 23SEP14 IS  |            |                | 17:00 15APR16 |                    |                  | CASH       | 29APR16   |
| 23SEP14 DD  |            |                |               |                    |                  |            |           |
| R.O. OPENED |            | READY          |               | OPTIONS: SOLD-STK: |                  | DLR: 26462 |           |

15:21 15APR16 16:04 29APR16

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES CAR WON'T MOVE AND GAS MOTOR WON'T COME ON AND CAR  
WON'T POWER OFF

CAUSE:

02CVZ DRIVE & EMISSIONS

358 W

293 DAWN T EAST LIC#: SERV MGR

W

1 22985723 P-(S)MODULE

SUBL TOWING FROM PORT ORANGE PO#JH44679

W

19679 DTC PERFORMED PROGRAM OF HPCM 2 NO RETURN OF FAULT OF DTC PER  
SI. DIAGNOSIS UPDATE BECM SOFTWARE AS WELL TEST DROVE 22 MILES, NO  
RETURN OF CODE, CALLED TAC CASE 8-2058964618. HE ADVISED TO CHECK FUSE  
BLOCK CK BEHIND LEFT AND RIGHT SIDE KICK PANELS FOR POOR CONTACT IN  
WIRING. CHECKED BOTH BATTERIES IN VEHICLCE AND PIN DRAGGED TESTED G113.  
ON BACK OF TRANS. IF NOTHING FOUND STILL REPLACE THE hpcm2 MODULE. 1.1  
OLH WAS FOR CHECKING IN ALL AREAS AND THE REPLACEMENT OF THE hPCM2 DAWN  
EAST SERVICE MANAGER 4-29-16 3:05

\*\*\*\*\*

B CUSTOMER STATES DRIVERS SIDE DOOR INTERMITTENTLY WON'T LOCK WITH THE  
FOB

03CVZ BODY ELECTRICAL

358 CP

293 DAWN T EAST LIC#: SERV MGR

CP

19679 CHANGE DOOR LOCK SETTING ADDRESS

\*\*\*\*\*

C\*\* (CPM) ROTATE TIRES ARE REQUESTED PER MANUFACTURES SPECIFICATIONS,  
AND RESET TIRE MONITOR SENSORS IF REQUIRED

CAUSE: YOUR TIRES HAVE BEEN ROTATED AS PER THE MANUFACTURES  
SPECIFICATIONS, TIRE MONITORING SYSTEM HAS BEEN RE-CALIBRATED  
IF REQUIRED...

00CVZROT (CPM) ROTATE TIRES ARE REQUESTED PER

DISCLAIMER OF WARRANTIES

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merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it  
any liability in connection with the sale of said products.

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reach a settlement at mediation, shall be settled by binding arbitration under the laws of the State of Florida, in accordance  
with the rules then in force of the American Arbitration Association, and any judgement upon the award rendered may be  
entered in any court having jurisdiction thereof.

STATE OF FLORIDA REGISTRATION # MV-07913

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(s.559.904(4)) 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.403.7185).

CUSTOMER SIGNATURE:

| DESCRIPTION               | TOTALS |
|---------------------------|--------|
| LABOR AMOUNT              |        |
| PARTS AMOUNT              |        |
| GAS, OIL, LUBE            |        |
| SUBLET AMOUNT             |        |
| MISC. CHARGES             |        |
| TOTAL CHARGES             |        |
| DED/INS/DISC              |        |
| SALES TAX                 |        |
| PLEASE PAY<br>THIS AMOUNT |        |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES



WARRANTY PARTS

RECEIVED

NUMBER OF PIECES

DATE

4/29/16

Marked  
Kerck

Payroll began via  
code, spoke with  
TACI advised to  
check multiple  
codes, and to  
replace module.

Line 305 Date 4/29/16 Time 1:50  
OLH Time Auth             
COMMENTS FOR OLH             
Srv Manager Signature           

Time Punch  
Line           

Time Punch  
Line           

Time Punch  
Line           

Time Punch  
Line           

Time Punch  
Line           

Time Punch  
Line           

Work -



\*INVOICE\*

JON HALL CHEVROLET, INC

DUPLICATE 2

PAGE 1

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

DAYTONA BEACH, FL

HOME [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 814 JOSEPH A CARINI

| COLOR     | YEAR  | MAKE    | MODEL    | VIN         | LICENSE | MILEAGE IN / OUT | TAX  |         |           |
|-----------|-------|---------|----------|-------------|---------|------------------|------|---------|-----------|
| SILVER    | 14    | CHEV    | LTZ VO   | 1G1RA6E4XEU |         | 20484/20484      |      |         |           |
| DEL. DATE | DATE  | ARR     | EXP.     | PR          | ISED    | PO NO.           | RATE | PAYMENT | INV. DATE |
| 23SEP14   | IS    |         |          |             |         |                  |      |         |           |
| 23SEP14   | DE    |         |          | 17:00       | 02JUN16 |                  |      | CASH    | 07JUN16   |
| R.O. OPEN | READY | OPTIONS | SOLD-STK | DLR:26462   |         |                  |      |         |           |

07:42 02JUN16 10:47 07JUN16

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

A CUSTOMER STATES DRIVERS DOOR LOCK IS STUCK IN POSITION, SEE JOEY  
CAUSE: VERIFIED CONCERN AND FOUND DRIVER SIDE DOOR ACTUATOR NOT WORKING  
PROPERLY.

03CVZ BODY ELECTRICAL

366 W

1 13579497 LOCK

20484 VERIFIED CONCERN AND FOUND DRIVER SIDE DOOR ACTUATOR NOT  
WORKING PROPERLY. REPLACED DOOR LOCK ACTUATOR TO CORRECT

\*\*\*\*\*

B CUSTOMER STATES DRIVERS DOOR WIND TINT IS PEELING, INSTALLED ON RO

154977

01 (CPM) MAINTENANCE

143 CP

0.00 0.00

\*\*\*\*\*

C ESTIMATE ON 4 TIRES AND ALIGNMENT

01 (CPM) MAINTENANCE

143 CPM

60.00 60.00

TIRE TIRE LOCAL LAND FIELD DISPOSAL

8.00 8.00

4 19324695 M2155517

184.40 184.40 737.60

4 TIRE TIRE FEE

1.50 1.50 6.00

\*\*\*\*\*

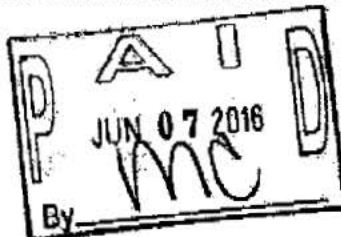
D\*\* 4 WHEEL ALIGNMENT \$69.95

16CVZ FRONT END ALIGNMENT

920 CP

69.95 69.95

\*\*\*\*\*



## DISCLAIMER OF WARRANTIES

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STATE OF FLORIDA REGISTRATION # MV-07913

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s. 559.904(4)). The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s. 403.716), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s. 403.716).

CUSTOMER [REDACTED]

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 129.95 |
| PARTS AMOUNT           | 737.60 |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 14.00  |
| TOTAL CHARGES          | 881.55 |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 57.31  |
| PLEASE PAY THIS AMOUNT | 938.86 |

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WORKORDER

JON HALL CHEVROLET, INC

PAGE 1

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

SERVICE ADVISOR: 814 CARINI, JOSEPH A

| COLOR       | YEAR      | MAKE/MODEL     | VIN               | LICENSE | MILEAGE IN/OUT | TAG     |
|-------------|-----------|----------------|-------------------|---------|----------------|---------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEL       |         | 20484/         |         |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED          | PO NO   | RATE           | PAYMENT |
| 23SEP14 IS  |           |                | 17:00 02JUN16     |         |                | CASH    |
| 23SEP14 DD  |           |                |                   |         |                |         |
| R.O. OPENED |           | READY          | OPTIONS: SOLD-STK |         | DLR: 26462     |         |

02JUN2016 07:42

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 03CVZ W 366 CUSTOMER STATES DRIVERS DOOR LOCK IS STUCK IN POSITION, SEE JOEY | CC

2060520  
5  
3366  
done

**PARTS ORDERED**

verified car door lock actuator not working properly. Replaced door lock actuator & CUSTOMER STATES DRIVERS DOOR WIND TINT IS PEELING. CORRE INSTALLED ON RO 154977 | CC

# B 01

total CP

8

215-55-17 ~~Replaced~~ TPC 1406W

143 REPLACED 4 TIRES (2.0)

# C 01

CP ESTIMATE ON 4 TIRES AND ALIGNMENT | CC

SAVE Rear Tires for Customer!!

APPOINTMENT RO FOR SHOT

Alignment Done 920 (17) performed alignment

Out side of Cage

ASAP

ENSURE RENTAL VIN IS PROVIDED

Reason for \_\_\_ day rental:

☐ Part delay☒ Vehicle inoperable☐ No technical solution found

\* AUTHORIZE AS NEEDED \*

1 year Request 1200 Limit

6/2/2016 8:10 AM

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 \$  
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED:

DATE:

TECHNICIAN COPY

PRELIMINARY ESTIMATE 0

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I hereby Authorize the repair work above to be done and acknowledge that I have accepted and understood the repair order disclaimers back of this repair order.

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTY



\*INVOICE\*

JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

DAYTONA BEACH, FL

HOME CONT

BUS: CELL

PAGE 1

SERVICE ADVISOR: 814 JOSEPH A CARINI

| COLOR       |            | YEAR       | MAKE/MODEL     |          | VIN        | LICENSE   | MILEAGE IN /OUT |           | TAG |
|-------------|------------|------------|----------------|----------|------------|-----------|-----------------|-----------|-----|
| SILVER ICE  |            | 14         | CHEVROLET VOLT |          | 1G1RA6E4XE |           | 20972/20972     |           |     |
| DEL. DATE   | PROD. DATE | WARR. EXP. | PROMISED       |          | PO. NO.    | RATE      | PAYMENT         | INV. DATE |     |
| 23SEP14 IS  |            |            |                |          |            |           |                 |           |     |
| 23SEP14 DL  |            |            | 17:00 22JUN16  |          |            |           | CASH            | 23JUN16   |     |
| R.O. OPENED |            | READY      |                | OPTIONS: | SOLD-STK   | DLR:26462 |                 |           |     |

08:23 22JUN16 10:11 23JUN16

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

A CUSTOMER STATES LAST NIGHT CAR WOULDN'T CHARGE AT ALL, HAD TO OPEN AND SLAM DRIVERS DOOR TO GET CHARGEING PROCESS TO START, CAR IS ON BATTERY HOLD RIGHT NOW SHOWING FULLY CHARGE 03CVZ BODY ELECTRICAL - PLEASE INCLUDE COMPLAINT CAUSE AND CORRECTION BELOW

9999 W

(N/C)

20972 FOUND DTC'S WE DROVE THE VEHICLE TO USE THE 33 MILE CHARGE THAT WAS IN THE CAR. WHEN IT REACHED 0 WE THEN TOOK THE CUSTOMERS CHARGE CORD AND USED 110 VOLT PLUG AND CHARGED THE VEHICLE. VEHICLE CHARGED TO 34 THAT IS IN THE SPECS THAT GM HAS. NOP CONCERN VERIFIED AT PRESENT

\*\*\*\*\*

#### DISCLAIMER OF WARRANTIES

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 the sale of said products.

Any controversy or claim arising out of or relating to this transaction shall be mediated and, if the parties are unable to reach a settlement at mediation, shall be settled by binding arbitration under the laws of the State of Florida, in accordance with the rules then in force of the American Arbitration Association, and any judgement upon the award rendered may be entered in any court having jurisdiction thereof.

#### STATE OF FLORIDA REGISTRATION # MV-07913

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.569.904(4)) 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 used tire sold in the state (s.403.718).

CUSTOMER SIGNATURE:

SEE BACK FOR

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |



WORKORDER  
PAGE 1

# JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

SERVICE ADVISOR: 814 CARINI, JOSEPH A

DAYTONA BEACH, FL

HOME BUS: CONT CELL:

|             |           |                |               |           |                |         |
|-------------|-----------|----------------|---------------|-----------|----------------|---------|
| COLOR       | YEAR      | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN/OUT | TAG     |
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEL   |           | 20972/         |         |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | PO NO     | RATE           | PAYMENT |
| 23SEP14 IS  |           |                | 17:00 22JUN16 |           |                |         |
| 23SEP14 DD  |           |                |               |           | CASH           |         |
| R.O. OPENED | READY     | OPTIONS:       | SOLD-STK      | DLR:26462 |                |         |

22JUN2016 08:23

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 03CVZ W CUSTOMER STATES LAST NIGHT CAR WOULDN'T CHARGE AT ALL, HAD TO OPEN AND SLAM DRIVERS DOOR TO GET CHARGING PROCESS TO START, CAR IS ON BATTERY HOLD RIGHT NOW SHOWING FULLY CHARGE |CC:

Found NODTCS - we drove done  
APPOINTMENT RO FOR CUST.

the complete 33 miles that system showed for stored mileage and then put on house elect with customer's own charge cord. vehicle charged to 34. within the space of 1 AM. No concern reproduced at this time

Diag  
AJP

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 \$  
THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED:

DATE:

TECHNICIAN COPY

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I hereby authorize the repair work above to be done and acknowledge that I have accepted and understood the repair order disclaimers or back of this repair order.

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTY



\*INVOICE\*

JON HALL CHEVROLET, IN

DAYTONA BEACH, FL

HOME

BUS:

CONT

CELL

PAGE 1

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

SERVICE ADVISOR: 814 JOSEPH A CARINI

| COLOR         | YEAR       | MAKE/MODEL     |               | VIN         | LICENSE   | MILEAGE IN / OUT |           | TA |
|---------------|------------|----------------|---------------|-------------|-----------|------------------|-----------|----|
| SILVER ICE    | 14         | CHEVROLET VOLT |               | 1G1RA6E4XEU |           | 20949/20949      |           |    |
| DEL. DATE     | PROD. DATE | WARR. EXP.     | PROMISED      | PO NO.      | RATE      | PAYMENT          | INV. DATE |    |
| 23SEP14 IS    |            |                |               |             |           |                  |           |    |
| 23SEP14 DL    |            |                | 17:00 20JUN16 |             |           | CASH             | 21JUN16   |    |
| R.O. OPENED   |            | READY          | OPTIONS:      | SOLD-STK:   | DLR:26462 |                  |           |    |
| 08:40 20JUN16 |            | 14:39 21JUN16  |               |             |           |                  |           |    |

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

A CUSTOMER STATES CAR WON'T CHARGE MORE THAN 33 ON OVERNIGHT CHARGE  
WITH 12 WATT CHARGER

CAUSE: 3.

03CVZ BODY ELECTRICAL - PLEASE INCLUDE COMPLAINT  
CAUSE AND CORRECTION BELOW

358 W

(N/C)

20949 NO DTC STORED. SYSTEM OPERATES AS DESIGNED. INFORMATIONAL  
BULLITEN PERTAINING TO VEHICLE RANGE PIC5414F NOTES THAT TEMPERATURE,  
DRIVING TECHNIQUE AND TERRAIN MAY CAUSE A LOWER THAN EXPECTED RANGE.

\*\*\*\*\*

B CUSTOMER STATES SERVICE AIR BAG MESSAGE HAS BEEN COMING ON

CAUSE:

03CVZ BODY ELECTRICAL - PLEASE INCLUDE COMPLAINT  
CAUSE AND CORRECTION BELOW

358 W

(N/C)

1 22968437 F-MODULE KIT

(N/C)

1 FRT FREIGHT

(N/C)

20949 B101D STORED IN PPS MODULE REPLACED MODULE SENSOR TO CORRECT

\*\*\*\*\*

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## STATE OF FLORIDA REGISTRATION # MV-07913.

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CUSTOMER SIGNATURE

SEE BACK

TIES

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |



WORKORDER

JON HALL CHEVROLET, INC

PAGE 1

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

DAYTONA BEACH, FL

HOME  
BUS:CONT  
CELL:

SERVICE ADVISOR: 814 CARINI, JOSEPH A

| COLOR       | YEAR      | MAKE/MODEL     | VIN.               | LICENSE | MILEAGE IN/ OUT | TAG     |
|-------------|-----------|----------------|--------------------|---------|-----------------|---------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU        |         | 20949/          |         |
| DEL DATE    | PROD DATE | WARR EXP.      | PROMISED           | PO NO.  | RATE            | PAYMENT |
| 23SEP14 IS  |           |                |                    |         |                 |         |
| 23SEP14 DD  |           |                | 17:00 20JUN16      |         |                 | CASH    |
| R.O. OPENED | READY     | OPTIONS:       | SOLD-STK DLR:26462 |         |                 |         |

20JUN2016 08:40

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 03CVZ 358 W CUSTOMER STATES CAR WON'T CHARGE MORE THAN 33 ON OVERNIGHT CHARGE WITH 12 WATT CHARGER | CC: No DTC stored, system operates as designed. Informational bulletin pertaining to vehicle range provided for cus referen

# B 03CVZ 358 W CUSTOMER STATES SERVICE AIR BAG MESSAGE HAS BEEN COMING ON | CC: Blold stored in pps module, replaced module sensor to correct.

APPOINTMENT RO FOR CUST.

6450950

1.0

3

1.3

PRELIMINARY ESTIMATE 9

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I hereby Authorize the repair work above to be done and acknowle that I have accepted and understood the repair order disclaimers on back of this repair order.

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANT

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.

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- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED:

DATE:

TECHNICIAN COPY



\*INVOICE\*

JON HALL CHEVROLET, INC

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

DAYTONA BEACH, FL

HOME [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 814 JOSEPH A CARINI

| COLOR         | YEAR       | MAKE/MODEL     | VIN               | LICENSE | MILEAGE IN / OUT | TAG     |           |
|---------------|------------|----------------|-------------------|---------|------------------|---------|-----------|
| SILVER ICE    | 14         | CHEVROLET VOLT | 1G1RA6E4XEU       |         | 21148/21148      |         |           |
| DEL. DATE     | PROD. DATE | WARR. EXP.     | PROMISED          | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 23SEP14 IS    |            |                | 17:00 29JUN16     |         |                  | CASH    | 01JUL16   |
| 23SEP14 DD    |            |                |                   |         |                  |         |           |
| R.O. OPENED   |            | READY          | OPTIONS: SOLD-STK |         | DLR: 26462       |         |           |
| 15:52 29JUN16 |            | 09:56 01JUL16  |                   |         |                  |         |           |

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

A CUSTOMER STATES CAR ONLY CHARGES TO 34 MAX ON FULL 8 HOUR CHARGE

USING CAR CHARGER

03CVZ BODY ELECTRICAL - PLEASE INCLUDE COMPLAINT

, CAUSE AND CORRECTION BELOW

358 CP

0.00 0.00

21148 DROVE OUT THE ELECTRIC CHARGE THAT THE VEHICLE HAD IT IT ,  
PUT ON VOLT CHARGER, CHARGED TO 34 MILES. TESTED FOR ANY DTC, NONE  
PRESENT. CALLED VOLT TAC , CASE [REDACTED] ADVISED TO REFER TO  
BULLITEN PIC5414F AND TO PROVIDE COPY TO OWNER. ADVISED THAT MULTIPLE  
CONDITIONS AS PRESCRIBED IN SAID BULLITEN COULD HAVE AN EFFECT ON THE  
CHARGE CAPACITY OF SYSTEM. AND THAT IT TOOK INTO ACCOUNT CUSTOMERS PAST  
DRIVE CYCLES, JUST AS AVERAGE FUEL ECONOMY.

\*\*\*\*\*

B CUSTOMER STATES A/C BLOWER FAN PULSATES SPEEDS WHEN IN OPERATION

08CVZ AIR COND &amp; HEATING - PLEASE INCLUDE

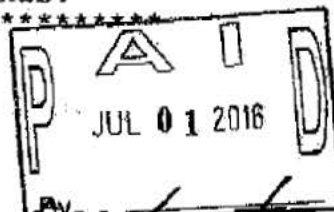
COMPLAINT , CAUSE AND CORRECTION BELOW

358 CP

0.00 0.00

21148  
BLOWER OPERATION AS DESIGNED. BLOWER MOTOR VOLTAGE IS PULSE-WIDTH  
MODULATED , A  
SMALL VARIANCE IN BLOWER SPEED MAY BE DETECTED DUE TO THIS.

\*\*\*\*\*



*Advised Mr. Haseenkamp vehicle is ready to  
pick up @ 10:04 AM 7-1-16*

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CUSTOMER SIGNATURE: [REDACTED]

SEE BACK FOR ADD [REDACTED]

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |



WORKORDER

JON HALL CHEVROLET, INC

DAYTONA BEACH, FL

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

HOME

CONT

BUS:

CELL:

MV-07913

SERVICE ADVISOR: 814 CARINI, JOSEPH A

| COLOR       | YEAR      | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN/OUT | TA      |          |
|-------------|-----------|----------------|---------------|-----------|----------------|---------|----------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU   |           | 21148/         |         |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | PO NO     | RATE           | PAYMENT | INV DATE |
| 23SEP14 IS  |           |                | 17:00 29JUN16 |           |                | CASH    |          |
| R.O. OPENED | READY     | OPTIONS        | SOLD-STR      | DLR:26452 |                |         |          |

29JUN2016 15:52

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 03CVZ 358 *Charged to 34*  
CUSTOMER STATES CAR ONLY CHARGES TO 34 MAX ON FULL 8  
HOUR CHARGE USING CAR CHARGER |CC:  
*No DTC stored, multiple external factors affect charge level: temp, humidity, last driver usage, hub, etc over multiple cycles, A/C operation etc.*  
# B 08CVZ *No fault or defect found.*  
CUSTOMER STATES A/C BLOWER FAN PULSATES SPEEDS WHEN  
IN OPERATION |CC:  
*Blower operating as designed, blower motor voltage is pulse-width modulated, a small variance in blower speed may be detected due to this.*

APPOINTMENT RO FOR CUST.

CASE#

refer to appointment

What are you  
at outlet?

\* advised that  
charge capacity is  
like fuel economy.  
it takes into consideration  
rest driving cycles  
in determining as  
to what a full  
charge becomes

Bulletin Provided to owner

PRELIMINARY ESTIMATE 9

AUTHORIZED BY X

| REVISED ESTIMATE (1) | DATE | TIME | BY |
|----------------------|------|------|----|
| REVISED ESTIMATE (2) |      |      |    |
| REVISED ESTIMATE (3) |      |      |    |

I hereby authorize the repair work above to be done and acknowledge that I have accepted and understood the repair order disclaimers (back of this repair order).

X

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTY

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 \$  
 THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.  
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

SIGNED:

DATE:

TECHNICIAN COPY



\*INVOICE\*

JON HALL CHEVROLET, IN

DUPLICATE 2

PAGE 1

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

DAYTONA BEACH, FL

HOME [REDACTED] CONT [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 814 JOSEPH A CARINI

| COLOR       | YEAR       | MAKE/MODEL     |               | VIN         | LICENSE    | MILEAGE IN / OUT |           | TA |
|-------------|------------|----------------|---------------|-------------|------------|------------------|-----------|----|
| SILVER ICE  | 14         | CHEVROLET VOLT |               | 1G1RA6E4XEL |            | 19679/19697      |           |    |
| DEL. DATE   | PROD. DATE | WARR. EXP.     | PROMISED      | PG NO.      | RATE       | PAYMENT          | INV. DATE |    |
| 23SEP14 IS  |            |                |               |             |            |                  |           |    |
| 23SEP14 DE  |            |                | 17:00 15APR16 |             |            | CASH             | 29APR16   |    |
| R.O. OPENED |            | READY          | OPTIONS:      | SOLD-STK    | DLR: 26462 |                  |           |    |

15:21 15APR16 16:04 29APR16

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES CAR WON'T MOVE AND GAS MOTOR WON'T COME ON AND CAR  
WON'T POWER OFF

CAUSE:

02CVZ DRIVE &amp; EMISSIONS

358 W

293 DAWN T EAST LIC#: SERV MGR

(N/C)

W

(N/C)

1 22985723 F-(S)MODULE

(N/C)

SUBL TOWING FROM PORT ORANGE PO [REDACTED]

W

(N/C)

19679 DTC PERFORMED PROGRAM OF HPCM 2 NO RETURN OF FAULT OF DTC PER  
SI. DIAGNOSIS UPDATE BECM SOFTWARE AS WELL TEST DROVE 22 MILES, NO  
RETURN OF CODE, CALLED TAC CASE [REDACTED]. HE ADVISED TO CHECK FUSE  
BLOCK CK BEHIND LEFT AND RIGHT SIDE KICK PANELS FOR POOR CONTACT IN  
WIRING. CHECKED BOTH BATTERIES IN VEHICLE AND PIN DRAGGED TESTED G113  
ON BACK OF TRANS. IF NOTHING FOUND STILL REPLACE THE hpcm2 MODULE. 1.1  
OLH WAS FOR CHECKING IN ALL AREAS AND THE REPLACEMENT OF THE hpcm2 DAWN  
EAST SERVICE MANAGER 4-29-16 3:05

\*\*\*\*\*

B CUSTOMER STATES DRIVERS SIDE DOOR INTERMITTENTLY WON'T LOCK WITH THE  
FOB

03CVZ BODY ELECTRICAL

358 CP

293 DAWN T EAST LIC#: SERV MGR

CP

0.00 0.00

19679 CHANGE DOOR LOCK SETTING ADDRESS

\*\*\*\*\*

C\*\* (CPM) ROTATE TIRES ARE REQUESTED PER MANUFACTURES SPECIFICATIONS,  
AND RESET TIRE MONITOR SENSORS IF REQUIREDCAUSE: YOUR TIRES HAVE BEEN ROTATED AS PER THE MANUFACTURES  
SPECIFICATIONS, TIRE MONITORING SYSTEM HAS BEEN RE-CALIBRATED  
IF REQUIRED...

00CVZROT (CPM) ROTATE TIRES ARE REQUESTED PER

## DISCLAIMER OF WARRANTIES

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any liability in connection with the sale of said products.

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reach a settlement at mediation, shall be settled by binding arbitration under the laws of the State of Florida, in accordance  
with the rules then in force of the American Arbitration Association, and any judgement upon the award rendered may be  
entered in any court having jurisdiction thereof.

STATE OF FLORIDA REGISTRATION # MV-07913

\*This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.\*  
(\$559.304141) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (\$403.718),  
and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (\$403.7185).

CUSTOMER SIGNATURE:

| DESCRIPTION               | TOTALS |
|---------------------------|--------|
| LABOR AMOUNT              |        |
| PARTS AMOUNT              |        |
| GAS, OIL, LUBE            |        |
| SUBLET AMOUNT             |        |
| MISC. CHARGES             |        |
| TOTAL CHARGES             |        |
| DED/INS/DISC              |        |
| SALES TAX                 |        |
| PLEASE PAY<br>THIS AMOUNT |        |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES



\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

DUPLICATE 2

PAGE 2

MV-07913

DAYTONA BEACH, FL

HOME

CONT

BUS:

CELL:

SERVICE ADVISOR: 814 JOSEPH A CARINI

|             |            |                |                   |            |           |                  |           |    |
|-------------|------------|----------------|-------------------|------------|-----------|------------------|-----------|----|
| COLOR       | YEAR       | MAKE/MODEL     |                   | VIN        | LICENSE   | MILEAGE IN / OUT |           | T. |
| SILVER ICE  | 14         | CHEVROLET VOLT |                   | 1G1RA6E4XE |           | 19679/19697      |           |    |
| DEL. DATE   | PROD. DATE | WARR. EXP.     | PROMISED          | PO NO.     | RATE      | PAYMENT          | INV. DATE |    |
| 23SEP14 IS  |            |                |                   |            |           |                  |           |    |
| 23SEP14 DE  |            |                | 17:00 15APR16     |            |           | CASH             | 29APR16   |    |
| R.O. OPENED |            | READY          | OPTIONS: SOLD-STK |            | DLR:26462 |                  |           |    |

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

MANUFACTURES SPECIFICATIONS, AND RESET TIRE  
MONITOR SENSORS IF REQUIRED  
358 CP

0.00 0.00

19679 TIRE ROTATION NOT PERFORMED. SEE NOTES BELOW. TIRES ARE  
UNSAFE TO DRIVE. ESTIMATE GIVEN.

\*\*\*\*\*

\*\*NO WORK DONE. GAVE ESTIMATE  
FOR TIRES. TIRES ARE UNSAFE TO  
DRIVE. CORD SHOWING.\*\*

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#### STATE OF FLORIDA REGISTRATION # MV-07913

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.359.904(4)) 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.403.7165).

CUSTOMER SIGNATURE

SEE B

WARRANTIES

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |



LOT LOCATION:

CUSTOMER #:

\*INVOICE\*

JON HALL CHEVROLET, INC

DUPLICATE 2  
PAGE 1551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

SERVICE ADVISOR: 814 JOSEPH A CARINI

DAYTONA BEACH, FL

HOME

CONT

BUS:

CELL:

| COLOR      | YEAR      | MAKE/MODEL     | VIN               | LICENSE | MILEAGE IN/OUT | TAG     |          |
|------------|-----------|----------------|-------------------|---------|----------------|---------|----------|
| SILVER ICE | 14        | CHEVROLET VOLT | 1G1RA6E4XEU       |         | 23296/23392    |         |          |
| DEL DATE   | PROD DATE | WARR EXP       | PROMISED          | PO NO   | RATE           | PAYMENT | INV DATE |
| 23SEP14 IS |           |                |                   |         |                |         |          |
| 23SEP14 DD |           |                | 17:00 18AUG16     |         |                | CASH    | 30AUG16  |
| R/O OPENED |           | READY          | OPTIONS: SOLD-STK |         | DLR:26462      |         |          |

15:57 17AUG16 12:43 30AUG16

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

A CUSTOMER STATES CAR WON'T CHARGE TO 38 MILES RANGE

CAUSE:

03CVZ BODY ELECTRICAL - PLEASE INCLUDE COMPLAINT  
CAUSE AND CORRECTION BELOW

358 ISP

(N/C)

23296 DROVE OUT THE 5 MILES THAT WAS STORED IN VEHICLE. VIA GM ENGINEER. PERFORM A VOLT EV RANGE CHECK. TESTED SYSTEM VIA GLOBAL. CHECKED ALL TIRE PRESSURES. CHARGED SYSTEM VIA 240 ESTIMATION WAS 32 ACHEIVED 37.2 SECOND CHARGE ESTIMATED 35 ACHEIVED 40.6 CHARGED UP AGAIN FOR CUSTOMER. ESTIMATION 37 ALL INFORMATION WAS SENT TO ENGINEERING. ADVISED THAT NO ABNORMAL CONDITON WAS FOUND TO BE PRESENT.

\*\*\*\*\*

B. CUSTOMER STATES A/C FAN SPEEDS FLOCTUATE BY THEMSELVES ESPECIALLY ON  
ECO 5 SETTING08CVZ AIR COND & HEATING - PLEASE INCLUDE  
COMPLAINT, CAUSE AND CORRECTION BELOW

358 CP

0.00

0.00

23392 SEE COMMENTS RELATED TO LINE A

\*\*\*\*\*

## DISCLAIMER OF WARRANTIES

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CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

CUSTOMER COPY



To: Ted Buffington

Lemon Law Group Partners

Fax: 888-809-7010

From: Melvin Hasenkamp

Ph: 386-316-9201

Pages

1 Cover Sheet

2 2016 + 2017 <sup>Vehicle</sup> Registration

Lease Agreement 2 pcs

2 Purchase agreement 1 pc

1 Vehicle Window Sticker when New  
2 pcs

13 Repair Orders



LOT LOCATION:

CUSTOMER #:

\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

MV-07913

DAYTONA BEACH, FL

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 814 JOSEPH A CARINI

| COLOR       | YEAR      | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN / OUT | TAG     |          |
|-------------|-----------|----------------|---------------|-----------|------------------|---------|----------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU   |           | 21148/21148      |         |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | PO NO     | RATE             | PAYMENT | INV DATE |
| 23SEP14 IS  |           |                |               |           |                  |         |          |
| 23SEP14 DD  |           |                | 17:00 29JUN16 |           |                  | CASH    | 01JUL16  |
| R.O. OPENED |           | READY          | OPTIONS:      | SOLD-STK: | DLR:26462        |         |          |

15:52 29JUN16 09:56 01JUL16

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

A CUSTOMER STATES CAR ONLY CHARGES TO 34 MAX ON FULL 8 HOUR CHARGE  
USING CAR CHARGER03CVZ BODY ELECTRICAL - PLEASE INCLUDE COMPLAINT  
CAUSE AND CORRECTION BELOW

358 CP 0.00 0.00

21148 DROVE OUT THE ELECTRIC CHARGE THAT THE VEHICLE HAD IT IT,  
PUT ON VOLT CHARGER, CHARGED TO 34 MILES TESTED FOR ANY DTC, NONE  
PRESENT. CALLED VOLT TAC, CASE [REDACTED] ADVISED TO REFER TO  
BULLITEN PIC5414F AND TO PROVIDE COPY TO OWNER ADVISED THAT MULTIPLE  
CONDITIONS AS PRESCRIBED IN SAID BULLITEN COULD HAVE AN EFFECT ON THE  
CHARGE CAPACITY OF SYSTEM. AND THAT IT TOOK INTO ACCOUNT CUSTOMERS PAST  
DRIVE CYCLES, JUST AS AVERAGE FUEL ECONOMY.

B CUSTOMER STATES A/C BLOWER FAN PULSATES SPEEDS WHEN IN OPERATION

08CVZ AIR COND & HEATING - PLEASE INCLUDE  
COMPLAINT, CAUSE AND CORRECTION BELOW

358 CP 0.00 0.00

21148  
BLOWER OPERATION AS DESIGNED. BLOWER MOTOR VOLTAGE IS PULSE-WIDTH  
MODULATED, A  
SMALL VARIANCE IN BLOWER SPEED MAY BE DETECTED DUE TO THIS.

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## STATE OF FLORIDA REGISTRATION # MV-07913

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CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DEDUCTIONS/DISC        | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES



2

LOT LOCATION:

CUSTOMER #:

\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

MV-07913

DAYTONA BEACH FL

HOME: CONT

BUS: CELL:

SERVICE ADVISOR: 814 JOSEPH A CARINI

| COLOR       | YEAR       | MAKE/MODEL     | VIN                | LICENSE | MILEAGE IN / OUT | TAG     |           |
|-------------|------------|----------------|--------------------|---------|------------------|---------|-----------|
| SILVER ICE  | 14         | CHEVROLET VOLT | 1G1RA6E4XE         |         | 20972/20972      |         |           |
| DEL. DATE   | PROD. DATE | WARR. EXP.     | PROMISED           | PO. NO. | RATE             | PAYMENT | INV. DATE |
| 23SEP14 IS  |            |                |                    |         |                  |         |           |
| 23SEP14 DD  |            |                | 17:00 22JUN16      |         |                  | CASH    | 23JUN16   |
| R.O. OPENED |            | READY          | OPTIONS: SOLD-STK: |         | DLR:26462        |         |           |

08:23 22JUN16 10:11 23JUN16

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

A CUSTOMER STATES LAST NIGHT CAR WOULDN'T CHARGE AT ALL. HAD TO OPEN

AND SLAM DRIVERS DOOR TO GET CHARGEING PROCESS TO START, CAR IS

ON BATTERY HOLD RIGHT NOW SHOWING FULLY CHARGE

03CVZ BODY ELECTRICAL - PLEASE INCLUDE COMPLAINT

CAUSE AND CORRECTION BELOW

9999 W (N/C)

20972 FOUND DTC'S WE DROVE THE VEHICLE TO USE THE 33 MILE CHARGE

THAT WAS IN THE CAR. WHEN IT REACHED 0 WE THEN TOOK THE CUSTOMERS

CHARGE CORD AND USED 110 VOLT PLUG AND CHARGED THE VEHICLE. VEHICLE

CHARGED TO 34 THAT IS IN THE SPECS THAT GM HAS. NOP CONCERN VERIFIED AT

PRESENT

\*\*\*\*\*

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## STATE OF FLORIDA REGISTRATION # MV-07913

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CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES



LOT LOCATION:

CUSTOMER #:

DAYTONA BEACH, FL.

HOME: CONT:

BUS: CELL:

\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

MV-07913

SERVICE ADVISOR: 814 JOSEPH A CARINI

| COLOR       | YEAR       | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN / OUT | TAG     |           |
|-------------|------------|----------------|---------------|-----------|------------------|---------|-----------|
| SILVER ICE  | 14         | CHEVROLET VOLT | 1G1RA6E4XEU   |           | 20949/20949      |         |           |
| DEL. DATE   | PROD. DATE | WARR. EXP.     | PROMISED      | PO NO.    | RATE             | PAYMENT | INV. DATE |
| 23SEP14 IS  |            |                |               |           |                  |         |           |
| 23SEP14 DD  |            |                | 17:00 20JUN16 |           |                  | CASH    | 21JUN16   |
| R.O. OPENED | READY      | OPTIONS:       | SOLD-STK:     | DLR:26462 |                  |         |           |

08:40 20JUN16 14:39 21JUN16

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES CAR WON'T CHARGE MORE THAN 33 ON OVERNIGHT CHARGE  
WITH 12-WATT CHARGER

CAUSE: 3.

03CVZ BODY ELECTRICAL - PLEASE INCLUDE COMPLAINT  
CAUSE AND CORRECTION BELOW

358 W

(N/C)

20949 NO DTC STORED. SYSTEM OPERATES AS DESIGNED. INFORMATIONAL  
BULLITEN PERTAINING TO VEHICLE RANGE PIC5414F NOTES THAT TEMPERATURE,  
DRIVING TECHNIQUE AND TERRAIN MAY CAUSE A LOWER THAN EXPECTED RANGE.

\*\*\*\*\*

B CUSTOMER STATES SERVICE AIR BAG MESSAGE HAS BEEN COMING ON  
CAUSE:03CVZ BODY ELECTRICAL - PLEASE INCLUDE COMPLAINT  
CAUSE AND CORRECTION BELOW

358 W

(N/C)

1 22968437 F-MODULE KIT

(N/C)

1 FRT FREIGHT

(N/C)

20949 B101D STORED IN PPS MODULE REPLACED MODULE SENSOR TO CORRECT

\*\*\*\*\*

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(s.559.904(4)) 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.403.7185).

CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

CUSTOMER COPY



LOT LOCATION:

CUSTOMER #:

\*INVOICE\*

JON HALL CHEVROLET, INC.

DUPLICATE 2  
PAGE 1551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

DAYTONA BEACH, FL

HOME: CONT

BUS: CELL:

SERVICE ADVISOR: 814 JOSEPH A CARINI

| COLOR       | YEAR       | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN/OUT | TAG     |           |
|-------------|------------|----------------|---------------|-----------|----------------|---------|-----------|
| SILVER ICE  | 14         | CHEVROLET VOLT | 1G1RA6E4XEU   |           | 20484/20484    |         |           |
| DEL. DATE   | PROD. DATE | WARR. EXP.     | PROMISED      | PO NO.    | RATE           | PAYMENT | INV. DATE |
| 23SEP14 IS  |            |                |               |           |                |         |           |
| 23SEP14 DE  |            |                | 17:00 02JUN16 |           |                | CASH    | 07JUN16   |
| R.O. OPENED | READY      | OPTIONS:       | SOLD-STK      | DLR:26462 |                |         |           |

07:42 02JUN16 10:47 07JUN16

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

A CUSTOMER STATES DRIVERS DOOR LOCK IS STUCK IN POSITION, SEE JOEY-  
CAUSE: VERIFIED CONCERN AND FOUND DRIVER SIDE DOOR ACTUATOR NOT WORKING  
PROPERLY.

03CVZ BODY ELECTRICAL

366 W

1 13579497 LOCK

(N/C)

(N/C)

20484 VERIFIED CONCERN AND FOUND DRIVER SIDE DOOR ACTUATOR NOT  
WORKING PROPERLY. REPLACED DOOR LOCK ACTUATOR TO CORRECT

B CUSTOMER STATES DRIVERS DOOR WIND TINT IS PEELING, INSTALLED ON RO

154977

01 (CPM) MAINTENANCE

143 CP

0.00 0.00

C ESTIMATE ON 4 TIRES AND ALIGNMENT

01 (CPM) MAINTENANCE

143 CPM

60.00 60.00

TIRE TIRE LOCAL LAND FIELD DISPOSAL

8.00 8.00

4 19324695 M2155517

184.40 184.40 737.60

4 TIRE TIRE FEE

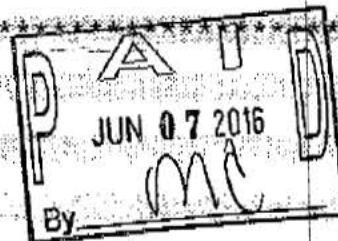
1.50 1.50 6.00

D\*\* 4 WHEEL ALIGNMENT \$69.95

16CVZ FRONT END ALIGNMENT

920 CP

69.95 69.95



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STATE OF FLORIDA REGISTRATION # MV-07913

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CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 129.95 |
| PARTS AMOUNT           | 737.60 |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 14.00  |
| TOTAL CHARGES          | 881.55 |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 57.31  |
| PLEASE PAY THIS AMOUNT | 938.86 |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES



LOT LOCATION:

CUSTOMER #:

\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

DUPLICATE 2  
PAGE 1

DAYTONA BEACH, FL

HOME CONT

BUS: CELL:

SERVICE ADVISOR: 814 JOSEPH A CARINI

| COLOR      | YEAR | MAKE/MODEL     | VIN         | LICENSE | MILEAGE IN / OUT | TAG |
|------------|------|----------------|-------------|---------|------------------|-----|
| SILVER ICE | 14   | CHEVROLET VOLT | 1G1RA6E4XEU |         | 19679/19697      |     |

| DEL. DATE  | PROD. DATE | WARR. EXP. | PROMISED      | PO NO. | RATE | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|--------|------|---------|-----------|
| 23SEP14 IS |            |            |               |        |      |         |           |
| 23SEP14 DD |            |            | 17:00 15APR16 |        |      | CASH    | 29APR16   |

| R.O. OPENED   | READY         | OPTIONS | SOLD-STK: | DLR:26462 |
|---------------|---------------|---------|-----------|-----------|
| 15:21 15APR16 | 16:04 29APR16 |         |           |           |

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

A CUSTOMER STATES CAR WON'T MOVE AND GAS MOTOR WON'T COME ON AND CAR  
WON'T POWER OFF

CAUSE:

02CVZ DRIVE &amp; EMISSIONS

358 W

293 DAWN T EAST LIC#: SERV MGR

W

1 22985723 F-(S)MODULE

SUBL TOWING FROM PORT ORANGE PO#JH44679

W

19679 DTC PERFORMED PROGRAM OF HPCM 2 NO RETURN OF FAULT OF DTC PER  
SI. DIAGNOSIS UPDATE BECM SOFTWARE AS WELL TEST DROVE 22 MILES, NO  
RETURN OF CODE, CALLED TAC CASE. HE ADVISED TO CHECK FUSE  
BLOCK CK BEHIND LEFT AND RIGHT SIDE KICK PANELS FOR POOR CONTACT IN  
WIRING. CHECKED BOTH BATTERIES IN VEHICLE AND PIN DRAGGED TESTED G113  
ON BACK OF TRANS. IF NOTHING FOUND STILL REPLACE THE hpcm2 MODULE. 1.1  
OLH WAS FOR CHECKING IN ALL AREAS AND THE REPLACEMENT OF THE hpcm2 DAWN  
EAST SERVICE MANAGER 4-29-16 3:05

B CUSTOMER STATES DRIVERS SIDE DOOR INTERMITTENTLY WON'T LOCK WITH THE  
FOB

03CVZ BODY ELECTRICAL

358 CP

293 DAWN T EAST LIC#: SERV MGR

CP

19679 CHANGE DOOR LOCK SETTING ADDRESS

0.00 0.00

C\*\* (CPM) ROTATE TIRES ARE REQUESTED PER MANUFACTURES SPECIFICATIONS,  
AND RESET TIRE MONITOR SENSORS IF REQUIREDCAUSE: YOUR TIRES HAVE BEEN ROTATED AS PER THE MANUFACTURES  
SPECIFICATIONS, TIRE MONITORING SYSTEM HAS BEEN RE-CALIBRATED  
IF REQUIRED...

00CVZROT (CPM) ROTATE TIRES ARE REQUESTED PER

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(s.559.904(4)) 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.403.7185).

CUSTOMER SIGNATURE:

| DESCRIPTION               | TOTALS |
|---------------------------|--------|
| LABOR AMOUNT              |        |
| PARTS AMOUNT              |        |
| GAS, OIL, LUBE            |        |
| SUBLET AMOUNT             |        |
| MISC. CHARGES             |        |
| TOTAL CHARGES             |        |
| DED/INS/DISC              |        |
| SALES TAX                 |        |
| PLEASE PAY<br>THIS AMOUNT |        |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

CUSTOMER COPY



6

LOT LOCATION:

CUSTOMER #:

\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07813

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

DAYTONA BEACH, FL

HOME CONT  
BUS: CELL

| COLOR       | YEAR      | MAKE/MODEL     | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |          |
|-------------|-----------|----------------|---------------|---------|------------------|---------|----------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1GTRA6E4XEU   |         | 2603/2603        |         |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | PO NO   | RATE             | PAYMENT | INV DATE |
| 23SEP14 IS  |           |                |               |         |                  |         |          |
| 23SEP14 DD  |           |                | 17:00 07JAN15 |         |                  | CASH    | 08JAN15  |
| R.O. OPENED | READY     | OPTIONS        | SOLD- STK     | DLR     | 26462            |         |          |

07:45 06JAN15 16:17 08JAN15

| LINE                                                                                        | OPCODE | TECH | TYPE | HOURS | LIST               | NET   | TOTAL |
|---------------------------------------------------------------------------------------------|--------|------|------|-------|--------------------|-------|-------|
| A CUSTOMER STATES SEAT COVER INSTALLED ON PREVIOUS RO IS NOT SAME AS ORIGINAL COVER, SOP IN |        |      |      |       |                    |       |       |
| CAUSE: 05CVZ PLEASE INSTALL SOP                                                             |        |      |      |       |                    |       |       |
|                                                                                             |        |      |      | 395   | CP                 | 0.00  | 0.00  |
| 2603 ORDERED PASS BOTTOM COVER TO MATCH NEW DESIGN DRIVERS COVER                            |        |      |      |       |                    |       |       |
| *****                                                                                       |        |      |      |       |                    |       |       |
| B CUSTOMER STATES D/SEAT BOTTOM IS HARD IN CENTER REAR, SOP IN                              |        |      |      |       |                    |       |       |
| CAUSE: CUSHION WAS COLLAPSING                                                               |        |      |      |       |                    |       |       |
| 05CVZ BODY TRIM                                                                             |        |      |      |       |                    |       |       |
|                                                                                             |        |      |      | 395   | W                  | (N/C) | (N/C) |
|                                                                                             |        |      |      | 1     | 22928319 F-PAD     | (N/C) | (N/C) |
|                                                                                             |        |      |      | 1     | 22823470 COVER ASM | (N/C) | (N/C) |
| 2603 CUSHION WAS COLLAPSING REPLACED LEFT FRONT BOTTOM CUSHION.                             |        |      |      |       |                    |       |       |
| *****                                                                                       |        |      |      |       |                    |       |       |

## DISCLAIMER OF WARRANTIES

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## STATE OF FLORIDA REGISTRATION # MV-07813

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4)) The State of Florida requires a \$1.00 fee to be collected for each new vehicle 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.403.7185).

CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

CUSTOMER COPY



LOT LOCATION:

CUSTOMER #:

\*INVOICE\*

**JON HALL CHEVROLET, INC.**551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

MV-07913

DAYTONA BEACH, FL

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 443 CHRISTOPHER D VENTINGA

| COLOR      | YEAR      | MAKE/MODEL     | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|-----------|----------------|---------------|---------|------------------|---------|-----------|
| SILVER ICE | 14        | CHEVROLET VOLT | 1G1RA6E4XEU   |         | 2467/2467        |         |           |
| DEL DATE   | PROD DATE | WARR EXP       | PROMISED      | PO NO   | RATE             | PAYMENT | INV DATE  |
| 23SEP14 IS |           |                |               |         |                  |         |           |
| 23SEP14 DL |           |                | 17:00 30DEC14 |         |                  | CASH    | 30DEC14   |
| R/O OPENED | READY     | OPTIONS:       | SOLD-STK:     |         |                  |         | DLR:26462 |

09:02 30DEC14 13:11 30DEC14

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER STATES D/SEAT BOTTOM HAS LUMP IN CENTER REAR AREA, EXTREMELY

UNCOMFORTABLE, SOP IN

CAUSE: SEAT COVER HAD A CREASE

05CVZ BODY TRIM

395 W

1 20933933 F-COVER

(N/C)

(N/C)

2467 SEAT COVER HAD A CREASE. REPLACED LEFT SEAT BOTTOM COVER.

\*\*\*\*\*

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**STATE OF FLORIDA REGISTRATION # MV-07913**

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CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES



8

LOT LOCATION:

CUSTOMER #:

\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

MV-07913

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

DAYTONA BEACH, FL

HOME: CONT

BUS: CELL

| COLOR      | YEAR      | MAKE/MODEL     | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |          |
|------------|-----------|----------------|---------------|---------|------------------|---------|----------|
| SILVER ICE | 14        | CHEVROLET VOLT | 1G1RA6E4XEU   |         | 2087/2087        |         |          |
| DEL DATE   | PROD DATE | WARR EXP       | PROMISED      | PO NO   | RATE             | PAYMENT | INV DATE |
| 23SEP14 IS |           |                |               |         |                  |         |          |
| 23SEP14 DD |           |                | 08:50 16DEC14 |         |                  | CASH    | 16DEC14  |

| R.O. OPENED   | READY         | OPTIONS | SOLD-STK | DLR:26462 |
|---------------|---------------|---------|----------|-----------|
| 08:04 16DEC14 | 09:42 16DEC14 |         |          |           |

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

A CUSTOMER STATES THERE IS A LUMP IN D/SEAT BOTTOM AT REAR AREA, ADVISE  
05CVZ CUSTOMER STATES THAT THE DRIVERS SEAT FEELS  
AS THOUGH SOMETHING IS STICKING UP FROM IT.

|      |                                                                                                                 |  |  |  |      |      |
|------|-----------------------------------------------------------------------------------------------------------------|--|--|--|------|------|
| 395  | CP                                                                                                              |  |  |  | 0.00 | 0.00 |
| 2087 | LEFT FRONT BOTTOM COVER. PARTS ORDERED. OUR PARTS DEPARTMENT<br>WILL CALL WHEN YOUR ORDERED PARTS HAVE ARRIVED. |  |  |  |      |      |

B CUSTOMER STATES CHARGING DEFAULTS TO CAMPS CAN IT BE CHANGED TO  
DEAFULT TO 12

|       |                     |  |  |  |      |      |
|-------|---------------------|--|--|--|------|------|
| 03CVZ | BODY ELECTRICAL     |  |  |  | 0.00 | 0.00 |
| 395   | CP                  |  |  |  |      |      |
| 2087  | CHECK OWNERS MANUAL |  |  |  |      |      |

C CUSTOMER REQUESTS DOOR LOCKS TO BE SET TO LOCK AFTER EXITING VEHICLE,  
ADVISE

|       |                       |  |  |  |      |      |
|-------|-----------------------|--|--|--|------|------|
| 03CVZ | BODY ELECTRICAL       |  |  |  | 0.00 | 0.00 |
| 395   | CP                    |  |  |  |      |      |
| 2087  | CHECKED OWNERS MANUAL |  |  |  |      |      |

## DISCLAIMER OF WARRANTIES

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## STATE OF FLORIDA REGISTRATION # MV-07913

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.568.904(4)] 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(5)].

CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

CUSTOMER COPY



9

LOT LOCATION:

CUSTOMER #

\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444DUPLICATE 1  
PAGE 1

MV-07913

DAYTONA BEACH, FL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

| COLOR       | YEAR      | MAKE/MODEL     | VIN           | LICENSE  | MILEAGE IN / OUT | TAG     |          |
|-------------|-----------|----------------|---------------|----------|------------------|---------|----------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU   |          | 250/250          |         |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | PD NO    | RATE             | PAYMENT | INV DATE |
| 23SEP14 IS  |           |                |               |          |                  |         |          |
| 23SEP14 DD  |           |                | 17:00 03OCT14 |          |                  | CASH    | 09OCT14  |
| R.O. OPENED |           | READY          | OPTIONS:      | SOLD-STK | DLR:26462        |         |          |

10:26 03OCT14 16:11 09OCT14

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES D/DOOR INTERMITTENTLY WILL NOT UNLOCK, AND HE CAN  
COME OUT TO CAR LATER AND ITS UNLOCKED, ALSO INTERMITTENTLY  
WILL NOT LOCK, CAME BACK TO CAR AND THEN IT WAS LOD  
03CVZ BODY ELECTRICAL

358 CP

0.00

0.00

250 NO DTC STORED. NO BULLETIN APPLIES. SYSTEM FUNCTIONED AS  
DESIGNED AT ALL TIMES. UNABLE TO VERIFY.

\*\*\*\*\*

B CUSTOMER STATES CHARGE DOOR SHOWS OPEN, ADVISE  
05CVZ BODY TRIM

358 CP

0.00

0.00

250 NO DTC STORED. CHARGE DOOR AND SYSTEM FUNCTIONS AS DESIGNED. NO  
ROOT CAUSE FOUND FOR MESSAGE.

\*\*\*\*\* Brought Car To Repair

① showed Service Mgr. Message on  
LED screen in Volt (Charge Port Door OPEN)  
+ Service Mgr. Went out of Volt To Look  
at Charge Port Door + She Saw Door on  
Charge Port was Closed. Car Then was  
Excerpted in For Chevy Service.

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CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTAL |
|------------------------|-------|
| LABOR AMOUNT           | 0.00  |
| PARTS AMOUNT           | 0.00  |
| GAS, OIL, LUBE         | 0.00  |
| SUBLET AMOUNT          | 0.00  |
| MISC. CHARGES          | 0.00  |
| TOTAL CHARGES          | 0.00  |
| DED/INS/DISC           | 0.00  |
| SALES TAX              | 0.00  |
| PLEASE PAY THIS AMOUNT | 0.00  |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

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LOT LOCATION:

CUSTOMER #:

\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

MV-07913

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

DAYTONA BEACH, FL

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

| COLOR       | YEAR      | MAKE/MODEL     | VIN          | LICENSE   | MILEAGE IN / OUT | TAG     |          |
|-------------|-----------|----------------|--------------|-----------|------------------|---------|----------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU  |           | 454/454          |         |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED     | PO NO     | RATE             | PAYMENT | INV DATE |
| 23SEP14 IS  |           |                |              |           |                  |         |          |
| 23SEP14 DD  |           |                | WAIT 14OCT14 |           |                  | CASH    | 20OCT14  |
| R.O. OPENED | READY     | OPTIONS:       | SOLD-STK:    | DLR:26462 |                  |         |          |

14:28 14OCT14 14:06 20OCT14

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

A CUSTOMER STATES CHARGE DOOR OPEN LIGHT STAYS ON  
CAUSE: FOUND INTERMITTENTLY OPEN IN CHARGE.

03CVZ BODY ELECTRICAL

331 W

(N/C)

1 22798227 F-(S) SWITCH

(N/C)

454 FOUND INTERMITTENTLY OPEN IN CHARGE. REPLACED DOOR SWITCH

\*\*\*\*\*

B CUSTOMER STATES VEHICLE WILL ONLY CHARGE TO 34, LIGHT BLINKS SAYING

ITS FULLY CHRGD, SHOULD GET TO 38.

02CVZ DRIVE &amp; EMISSIONS

358 W

(N/C)

454 FOUND NO DTC STORED. FOUND NO CHARGING ISSUES. PLUGGED IN

OVERNIGHT. FILL CHARGE READ VOLT ASSISTANCE ADVISED OF SAME PI THAT WE  
FOUND PIC5414C TAC # [REDACTED]

\*\*\*\*\*

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CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

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LOT LOCATION:

CUSTOMER #:

\*INVOICE\*

**JON HALL CHEVROLET, INC.**DUPLICATE 1  
PAGE 1551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

DAYTONA BEACH, FL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

| COLOR       | YEAR       | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN / OUT | TAG     |           |
|-------------|------------|----------------|---------------|-----------|------------------|---------|-----------|
| SILVER ICE  | 14         | CHEVROLET VOLT | 1G1RA6E4XEU   |           | 205/205          |         |           |
| DEL DATE    | PROD. DATE | WARR. EXP.     | PROMISED      | PO NO.    | RATE             | PAYMENT | INV. DATE |
| 23SEP14 IS  |            |                |               |           |                  |         |           |
| 23SEP14 DE  |            |                | 17:00 30SEP14 |           |                  | CASH    | 01OCT14   |
| R.D. OPENED | READY      | OPTIONS:       | SOLD-STK:     | DLR:26462 |                  |         |           |

07:49 30SEP14 14:09 01OCT14

LINE OPCODE TECH TYPE HOURS

|                                                                                                         | LIST | NET | TOTAL |
|---------------------------------------------------------------------------------------------------------|------|-----|-------|
| A CUSTOMER STATES BLOWER INTERMITTENTLY IS FLUCTUATING IN SPEEDS, WOULD NOT GO INTO MANUAL MODE. ADVISE |      |     |       |

08CVZ AIR COND &amp; HEATING

358 W

(N/C)

205

SLIGHT VARIATION IN FAN SPEED MAY BE NOTED DUE TO PULSE WIDTH MODULATION OF BLOWER. OPERATES AS DESIGNED AS WELL AT THIS TIME. NO BULLETIN CURRENTLY APPLIES. COMPARED TO LIKE MODEL BOTH FUNCTION SAME. CONTACT TAC VOLT DIVISION CASE 71-1367500436. STATED THT OPERATION NORMAL THERE WERE CHANGES IN 2013 STATES THAT AIRFLOW TOO WILL FLUCTUATE.

\*\*\*\*\*

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**STATE OF FLORIDA REGISTRATION # MV-07913**

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CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

CUSTOMER COPY



LOT LOCATION:

CUSTOMER #:

\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

PAGE 1

MV-07913

DAYTONA BEACH, FL

HOME CONT:

BUS: CELL:

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

| COLOR       | YEAR      | MAKE/MODEL     | VIN           | LICENSE   | MILEAGE IN / OUT | TAG     |          |
|-------------|-----------|----------------|---------------|-----------|------------------|---------|----------|
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU   |           | 205/205          |         |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED      | PO NO     | RATE             | PAYMENT | INV DATE |
| 23SEP14 IS  |           |                |               |           |                  |         |          |
| 23SEP14 DD  |           |                | 17:00 30SEP14 |           |                  | CASH    | 30SEP14  |
| R.O. OPENED | READY     | OPTIONS:       | SOLD-STK      | DLR:26462 |                  |         |          |

07:49 30SEP14 15:53 30SEP14

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

A CUSTOMER STATES BLOWER INTERMITTENTLY IS FLOCTUATING IN SPEEDS, WOULD NOT GO INTO MANUAL MODE. ADVISE

08CVZ AIR COND &amp; HEATING

358 CP

0.00 0.00

205 SLIGHT VARIATION IN FAN SPEED MAY BE NOTED DUE TO PULSE WIDTH MODULATION OF BLOWER. OPERATES AS DESIGNED AS WELL AT THIS TIME. NO BULLETIN CURRENTLY APPLIES.

\*\*\*\*\*

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## STATE OF FLORIDA REGISTRATION # MV-07913

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.304(4)) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.715), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

CUSTOMER COPY



LOT LOCATION:

CUSTOMER #:

Sept 24 - 29 - 6

13

\*INVOICE\*

JON HALL CHEVROLET, INC.

551 N. Nova Road  
Daytona Beach, FL 32114  
(386) 255-4444

MV-07913

PAGE 1

SERVICE ADVISOR: 443 CHRISTOPHER D VENINGA

DAYTONA BEACH, FL

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

|             |           |                |              |            |                  |         |          |
|-------------|-----------|----------------|--------------|------------|------------------|---------|----------|
| COLOR       | YEAR      | MAKE/MODEL     | VIN          | LICENSE    | MILEAGE IN / OUT | TAG     |          |
| SILVER ICE  | 14        | CHEVROLET VOLT | 1G1RA6E4XEU  |            | 192/192          |         |          |
| DEL DATE    | PROD DATE | WARR EXP       | PROMISED     | PO NO.     | RATE             | PAYMENT | INV DATE |
| 23SEP14 IS  |           |                |              |            |                  |         |          |
| 23SEP14 DD  |           |                | WAIT 29SEP14 |            |                  | CASH    | 29SEP14  |
| R.O. OPENED | READY     | OPTIONS:       | STK          | DLR: 26462 |                  |         |          |

14:20 24SEP14 15:53 29SEP14

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

A CUSTOMER STATES CHECK ENGINE LIGHT ON AND VEHICLE WILL NOT CHARGE.

ADVISE

CAUSE: DIAGNOSED CONCERN. FOUND CHARGE PORT RECEPTACLE NOT ALLOWING PROPER CONNECTION.

02CVZ DRIVE &amp; EMISSIONS

358 W

1 22874378 HOUSING

1 23453437 (S) RECEPTACLE

(N/C)

(N/C)

(N/C)

192 DIAGNOSED CONCERN. FOUND CHARGE PORT RECEPTACLE NOT ALLOWING PROPER CONNECTION. REPLACED RECEPTACLE TO CORRECT.

\*\*\*\*\*

B\*\* DRAC CAR

90 MISCELLANEOUS

9999 W

(N/C)

\*\*\*\*\*

C\*\* FUEL FILLER DOOR INTERLOCK INOP

CAUSE: DURING DIAGNOSIS OF LINE "A". FUEL FILL DOOR INTERLOCK NOT RELEASING DOOR FOR FILL. FOUND RELEASE SOLENOID ROD TO DOOR BROKEN.

03CVZ BODY ELECTRICAL

358 W

(N/C)

192 DURING DIAGNOSIS OF LINE "A". FUEL FILL DOOR INTERLOCK NOT RELEASING DOOR FOR FILL. FOUND RELEASE SOLENOID ROD TO DOOR BROKEN. REPLACED FUEL TANK FILLER PIPE HOUSING.

\*\*\*\*\*

*Happy shop & pay for  
charge of 10.00 for battery*

## DISCLAIMER OF WARRANTIES

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 the sale of said products.

Any controversy or claim arising out of or relating to this transaction shall be mediated and, if the parties are unable to reach a settlement at mediation, shall be settled by binding arbitration under the laws of the State of Florida, in accordance with the rules then in force of the American Arbitration Association, and any judgement upon the award rendered may be entered in any court having jurisdiction thereof.

## STATE OF FLORIDA REGISTRATION # MV-07913

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." [s.559.904(4)] 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.403.7185].

CUSTOMER SIGNATURE:

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 0.00   |
| PARTS AMOUNT           | 0.00   |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 0.00   |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 0.00   |
| DED/INS/DISC           | 0.00   |
| SALES TAX              | 0.00   |
| PLEASE PAY THIS AMOUNT | 0.00   |

SEE BACK FOR ADDITIONAL INFORMATION AND WARRANTIES

CUSTOMER COPY



GM



GMC

OnStar

DEALER

CUSTOMER NAME

VIN: 1 G 1 R A 6 E 4 X E / / /

Lux 9/20

**Customer Incentive Acknowledgement****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) \_\_\_\_\_ to the down payment of this vehicle, (b) \_\_\_\_\_ 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:

| <u>Incentive Program Reference</u>     | <u>Amount</u>    | <u>GM Incentive Code</u> |
|----------------------------------------|------------------|--------------------------|
| XJE                                    | \$3750.00        | ALLY SMART LEASE         |
| LUX                                    | \$500.00         | GM LEASE LOYALTY         |
|                                        | \$               |                          |
|                                        | \$               |                          |
|                                        | \$               |                          |
| <b>Total Incentive Amount Received</b> | <b>\$4250.00</b> |                          |

**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 \_\_\_\_\_  
 AND/OR

I elect to receive \_\_\_\_\_

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 09/17/14. I acknowledge receipt of incentive(s) as described in Item(s) \_\_\_\_\_ and release GM from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature

Date: 09/17/14**Vehicle Software and OnStar Acknowledgement****Vehicle Software Acknowledgement**

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

**OnStar Terms and Conditions Acknowledgement**

I acknowledge that I have received the Terms and Conditions applicable to the OnStar Services. Copies are available in my vehicle glove box, from my dealer, at [www.onstar.com](http://www.onstar.com) or by contacting OnStar directly.

**Cancellation of OnStar Services**

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

**Payment Methods**

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due and how to update or remove my credit or debit card information will be provided at least 30 days prior to any charges. Current pricing and information relating to the OnStar Plans can be found at [www.onstar.com](http://www.onstar.com).

Purchaser/Lessee Signature

Date: 09/17/14

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the Incentive Payments, OnStar Vehicle Software; OnStar Terms and Conditions; Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: \_\_\_\_\_

Date: 09/17/14Dealership Name: JON HALL CHEVROLET

Dealer Code: \_\_\_\_\_

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

GM-3795-OS Rev 10-15-2010



STATE OF FLORIDA  
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES  
DIVISION OF MOTORIST SERVICES  
Neil Kirkman Building - Tallahassee, FL 32399-0500  
**MOTOR VEHICLE TITLE REASSIGNMENT SUPPLEMENT**

(Instructions on Reverse Side)

This reassignment is supplement to: ☐ Title No. \_\_\_\_\_ State of Issue \_\_\_\_\_

☒ Manufacturer's Statement or Certificate of Origin

Is the title electronic?

☐ Yes

☐ No

**VEHICLE DESCRIPTION**

| Vehicle Identification Number | Year | Make      | Model | Body |
|-------------------------------|------|-----------|-------|------|
| 1G1RA6E4XE1                   | 2014 | CHEVROLET | VOLT  | HB   |

**REASSIGNMENT INFORMATION**

|                                                                  |                                                      |                                        |                     |
|------------------------------------------------------------------|------------------------------------------------------|----------------------------------------|---------------------|
| Name of Seller(s)/Agent (Print)<br><b>JON HALL CHEVROLET</b>     | DL/ID#, DMS ACCT#, FEID#                             | DEALER/AUCTION LICENSE (if applicable) |                     |
| Street Address<br><b>551 N NOVA ROAD</b>                         | City<br><b>DAYTONA BEACH</b>                         | State<br><b>FL</b>                     | Zip<br><b>32114</b> |
| Selling Price (If Applicable)<br><b>36953.00</b>                 | Sales Tax Collected (If Applicable)<br><b>EXEMPT</b> | Sales Tax Reg. No. (If Applicable)     |                     |
| Purchaser's Co-Purchaser's Printed Name<br><b>ALLY FINANCIAL</b> | Date of Sale<br><b>09/17/14</b>                      |                                        |                     |
| Purchaser's Address<br>[REDACTED]                                | City<br><b>DAYTONA BEACH</b>                         | State<br><b>FL</b>                     | Zip<br>[REDACTED]   |
| Co-Purchaser's Address<br>[REDACTED]                             | City<br><b>DAYTONA BEACH</b>                         | State<br><b>FL</b>                     | Zip<br>[REDACTED]   |
| Auction Name (If applicable)                                     | Auction License Number                               | State of License                       | Date of Auction     |
| Street Address                                                   | City                                                 | State                                  | Zip                 |

**ODOMETER DISCLOSURE STATEMENT**

**WARNING: FEDERAL AND STATE LAW REQUIRE THAT YOU STATE THE ODOMETER MILEAGE IN CONNECTION WITH TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.**

I/WE STATE THAT THIS ☐ 5 OR ☐ 6 DIGIT ODOMETER NOW READS ☐☐☐☐☐☐ (NO TENTHS) MILES,  
DATE READ **09/17/14** AND I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING.

CAUTION:  
READ CAREFULLY  
BEFORE YOU  
CHECK A BOX

- ☐ 1. REFLECTS ACTUAL MILEAGE  
☐ 2. IS IN EXCESS OF ITS MECHANICAL LIMITS  
☐ 3. IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

**UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.**

|                                                                            |                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------|
| Printed Name of seller(s)/Agent<br><b>JON HALL CHEVROLET</b>               | Seller(s)/Agent Signature                                                  |
| Printed Name of Co-seller (If applicable)                                  | Co-Seller Signature (If applicable)                                        |
| Purchaser(s) Signature<br>[REDACTED]                                       | Co-Purchaser(s) Signature<br>[REDACTED]                                    |
| Purchaser(s) Printed Name First, Full Middle or Maiden, Last<br>[REDACTED] | Purchaser(s) Printed Name First, Full Middle or Maiden, Last<br>[REDACTED] |

**NOTICE: ANY ALTERATION OR ERASURE MAY VOID THIS ASSIGNMENT AND ALL ASSIGNMENTS THAT FOLLOW.**

ORIGINAL: SUBMIT WITH APPLICATION FOR TITLE

COPY: SELLER/DEALER RETAIN IN FILE



# ally SMARTLEASE

STK#  
REAL#

## Lessee (and Co-Lessee) ("You")

Name and address, including county

Garaging address

Lessor

Principal driver (if business use)

JON HALL CHEVROLET  
551 N NOVA ROAD  
DAYTONA BEACH, FL 32114

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

"We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☒ If this box is checked, Lessor will assign this lease and sell the vehicle to

ALLY BANK

(Assignee)

☐ If this box is checked, Lessor intends not to assign this lease.

**Monthly Payment Lease:** If your payment schedule shows monthly scheduled payments (Section 2(a)), your lease is a monthly payment lease.

**Single Payment Lease:** If your payment schedule shows a single scheduled payment (Section 2(b)), your lease is a single payment lease.

## The Vehicle You Are Leasing

| New/Used                 | Year | Make & Model   | Body Style | Vehicle ID #      | Mileage | Primary Use: Personal, unless otherwise indicated below        |
|--------------------------|------|----------------|------------|-------------------|---------|----------------------------------------------------------------|
| NEW                      | 2014 | CHEVROLET VOLT | 4DR        | 1G1RA6E41G0000000 |         | <input type="checkbox"/> Commercial, Business, or Agricultural |
| Dealer Installed Options |      |                |            |                   |         | <input type="checkbox"/> Public Conveyance                     |

## Federal Consumer Leasing Act Disclosures

|                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                             |                                                                                                                   |
|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <b>1. Amount Due at Lease Signing or Delivery</b><br>(Itemized Below)*<br><br>\$ <u>5325.70</u> | <b>2(a). Monthly Scheduled Payments</b><br>Your first monthly payment of \$ <u>521.19</u> is due on <u>17 SEP 2014</u> , followed by <u>13</u> payments of \$ <u>521.19</u> due on the <u>17TH</u> of each month. The total of your monthly payments is \$ <u>18762.84</u> .<br><br><b>2(b). Single Scheduled Payment</b><br>Your single payment of \$ <u>N/A</u> is due on <u>N/A</u> . This is the total of your scheduled payments. | <b>3. Other Charges</b> (not part of your scheduled payment)<br><br>Disposition fee (if you do not purchase the vehicle and we do not waive the fee under Section 14) \$ <u>N/A</u><br>\$ <u>N/A</u><br>Total \$ <u>N/A</u> | <b>4. Total of Payments</b><br>(The amount you will have paid by the end of the lease.)<br><br>\$ <u>23887.95</u> |
|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|

### \* Itemization of Amount Due at Lease Signing or Delivery

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>5. Amount Due at Lease Signing or Delivery:</b> <ul style="list-style-type: none"> <li>a. Capitalized cost reduction \$ <u>4250.00</u></li> <li>b. First monthly payment \$ <u>521.19</u></li> <li>c. Single scheduled payment \$ <u>N/A</u></li> <li>d. Refundable security deposit \$ <u>N/A</u></li> <li>e. Title fees \$ <u>N/A</u></li> <li>f. Registration fees \$ <u>100.00</u></li> <li>g. Sales/use tax \$ <u>287.81</u></li> <li>h. IF \$5.00 RTL \$80.00 BAT \$1.50 \$ <u>66.50</u></li> <li>i. LL \$2.00 EFF \$90.00 \$ <u>101.00</u></li> <li>j. N/A \$ <u>N/A</u></li> <li>k. Total \$ <u>5325.70</u></li> </ul> | <b>6. How the Amount Due at Lease Signing or Delivery will be paid:</b> <ul style="list-style-type: none"> <li>a. Net trade-in allowance \$ <u>N/A</u></li> <li>b. Rebates and noncash credits \$ <u>4250.00</u></li> <li>c. Amount to be paid in cash \$ <u>1075.70</u></li> <li>d. Total \$ <u>5325.70</u></li> </ul> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### 7. Your scheduled payment is determined as shown below:

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>a. <b>Gross capitalized cost.</b> The agreed upon value of the vehicle (\$ <u>28847.00</u>) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)</li> <li>b. <b>Capitalized cost reduction.</b> The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost</li> <li>c. <b>Adjusted capitalized cost.</b> The amount used in calculating your base scheduled payment</li> <li>d. <b>Residual value.</b> The value of the vehicle at the end of the lease used in calculating your base scheduled payment</li> <li>e. <b>Depreciation and any amortized amounts.</b> The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term</li> <li>f. <b>Rent charge.</b> The amount charged in addition to the depreciation and any amortized amounts</li> <li>g. <b>Total of base scheduled payment(s).</b> The depreciation and any amortized amounts plus the rent charge</li> <li>h. <b>Lease payments.</b> The number of payments in your lease</li> <li>i. <b>Base scheduled payment</b></li> <li>j. <b>Sales/use tax (estimated)</b></li> <li>k. <b>Total scheduled payment</b></li> </ul> | <ul style="list-style-type: none"> <li>\$ <u>38347.00</u></li> <li>- \$ <u>4250.00</u></li> <li>= \$ <u>34097.00</u></li> <li>= \$ <u>18852.10</u></li> <li>= \$ <u>15244.90</u></li> <li>+ \$ <u>2372.78</u></li> <li>= \$ <u>17617.68</u></li> <li>+ <u>36</u></li> <li>= \$ <u>489.38</u></li> <li>+ \$ <u>31.81</u></li> <li>= \$ <u>N/A</u></li> </ul> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of \$ 0.25 per mile.

9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 18832.10 plus official fees and taxes.

10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

|                                     |    |                      |
|-------------------------------------|----|----------------------|
| a. Agreed upon value of the vehicle | \$ | 36953.00             |
| b. Ally administrative fee          | +  | \$ 365.00            |
| c. License/registration/title fees  | +  | \$ N/A               |
| d. Sales tax                        | +  | \$ N/A               |
| e. Other tax (describe)             | +  | \$ N/A               |
| f. Optional service contract        | +  | \$ N/A               |
| g. Optional maintenance contract    | +  | \$ N/A               |
| h. Optional life insurance          | +  | \$ N/A               |
| i. Optional disability insurance    | +  | \$ N/A               |
| j. <del>Doc \$739.00</del>          | +  | \$ <del>739.00</del> |
| k. <del>N/A</del>                   | +  | \$ <del>N/A</del>    |
| <b>1. Gross Capitalized Cost</b>    | =  | \$ <b>37347.00</b>   |

|                      | (year) | (make) | (model) |
|----------------------|--------|--------|---------|
| Gross trade-in value |        | \$     | N/A     |
| Payoff               |        | \$     | N/A     |
| Net trade-in value   |        | \$     | N/A     |

**Estimated Total Official Fees and Taxes You Must Pay During Lease.**

**14. Disposition Fee Waiver.** We will waive any Disposition Fee shown in Section 3 If, at the time this lease ends, you enter into a motor vehicle lease or installment sale contract that the dealer assigns to Ally.

**19. Optional Insurance, Service Contracts, and Maintenance Agreements.** We do not require any of the insurance, products, or services listed in this section. Your decision to buy them or not buy them is not a factor in our decision to approve this lease. We will try to get any optional insurance coverage(s) that you initial below. A notice you receive when you sign this lease describes the coverage(s) in greater detail. Life insurance and disability insurance may not cover taxes and other amounts due besides the base monthly payment.

[illegible]

Insurance agency name: First State Insurance Co  
 Agency address: 1000 2nd St. FL  
 Agency phone no.: 786 255-5311  
 Agent's name: N/A  
 Policy no.: N/A  
 Deductibles: N/A Collision \$ \_\_\_\_\_ Comprehensive \$ \_\_\_\_\_

The valid and collectible insurance and personal injury protection insurance of any authorized rental or leasing driver is primary for the limits of liability and personal injury protection coverage required by sections 324.021(7) and 627.736, Florida Statutes.

**18. WARRANTY AND EXCLUSION OF WARRANTY.** You have the benefit of the standard manufacturer's warranty unless this box is checked. ☐  
☐ If this box is checked, you have the benefit of the following warranty:

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease. **THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.**

Unless Lessor makes a written warranty or enters into a service contract within 90 days from the date of this lease, LESSOR MAKES **NO IMPLIED WARRANTY OF MERCHANTABILITY, AND THERE IS NO IMPLIED WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE.** If Lessor makes a written warranty or enters into a service contract within 90 days from the date of this lease, then any implied warranty of merchantability and any warranty that the vehicle is fit for a particular purpose are limited in duration to the longer of the term of the written warranty or the term of the service contract.

| Optional Insurance | Coverage | Charge or Premium | Provider | By initialing below, you indicate you want the insurance. |
|--------------------|----------|-------------------|----------|-----------------------------------------------------------|
|--------------------|----------|-------------------|----------|-----------------------------------------------------------|



# JEEP/CHRYSLER CHEVROLET INC.

651 No. Nova Rd. P.O. Box 751  
DAYTONA BEACH, FLORIDA 32115  
Telephone: (386) 255-4444

RETAIL LEASE ORDER

DEALER

DATE 09/17/2014

DAYTONA BEACH

STATE FL

CITY DAYTONA BEACH

STATE FL

E-MAIL

ONE

WORK PHONE N/A

COUNTY VOLUSIA

WORK PHONE N/A

COUNTY VOLUSIA

YEAR 2014

USED

DEMO

EXECUTIVE

278

GRAY

SALESPERSON HOXIE SCOTT A

1G1RA6E4XE

CHEVROLET

VOLT MODEL

HB

SALESPERSON 2

## NEW DEMO AND EXECUTIVE VEHICLE DISCLOSURE

The new, demonstrator or executive vehicle is leased AS IS and WITH ALL FAULTS. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 the lease of the Vehicle. The only warranties applying to this Vehicle are those offered by the Manufacturer. The Manufacturer's warranty is not affected by Dealer's disclaimer of warranties. The Customer hereby acknowledges that Dealer has made available "warranty Pre-Sale Information" as disclosed in the Warranty Binders pursuant to the Magnuson-Moss Warranty Act.

Customer \_\_\_\_\_ Customer \_\_\_\_\_

THIS VEHICLE WAS DELIVERED TO A PREVIOUS PURCHASER

Customer \_\_\_\_\_ Customer \_\_\_\_\_

## USED VEHICLE DISCLOSURE

This used Vehicle has been previously driven by others and Dealer has not made any representation regarding the Vehicle's history. Customer acknowledges that no representation has been made by any agent of Dealer: (1) regarding the history, condition, prior repair or maintenance, safety system or suitability of the vehicle; or (2) that it has or has not ever sustained damages prior to this Order, nor does dealer have the obligation to make an such disclosure. Customer understands that she may retain a third party to provide information regarding the Vehicle's history and that Dealer encourages Customer to do so. Customer may also make arrangements to have the Vehicle inspected by a person of Customer's own choosing. Customer further acknowledges that Customer has test driven this Vehicle and it meets Customer's satisfaction or Customer has been offered an opportunity to do so, and has declined. Except as otherwise set forth on the window form (Buyer's Guide), this Vehicle is leased AS IS and WITH ALL FAULTS, without any warranty and Dealer 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 person to assume for it any liability in connection with the sale of the Vehicle. The information you see on the window form for this Vehicle is part of this contract/order. Information on the window form overrides any contrary provisions in the contract/order of sale. The manufacturer warranty, if any, has been fully explained. If the Vehicle is designated as a certified vehicle, that indicates that it has qualified for a limited extension of the Manufacturer's original warranty as set forth in the Buyer's Guide. The certified designation does not alter or modify any of the above disclosures and dealer does not create a dealer warranty. It also does not mean that the Vehicle, like all used vehicles, will not suffer mechanical breakdowns or need maintenance due to wear and tear.

The Vehicle was previously a \_\_\_\_\_ (enter short-term rental, taxicab, police vehicle, manufacturer buy back, etc.)

## LEASE INFORMATION

|                                                                                                                                                                   |          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Cash Price of vehicle                                                                                                                                             | 34500.00 |
| Extended Service Plan                                                                                                                                             |          |
| Accessories / Options                                                                                                                                             | 2453.00  |
| ACU FEE                                                                                                                                                           | 595.00   |
| SUBTOTAL CAPITALIZED COST                                                                                                                                         | 37548.00 |
| Predelivery Service Fee                                                                                                                                           | \$799.00 |
| Electronic Registration Filing Fee                                                                                                                                | 1.50     |
| These charges represent costs and profit to the dealer for items such as inspecting, cleaning and adjusting vehicles and preparing documents related to the sale. |          |
| Florida New Pre-Paid Lead Acid Battery Fee                                                                                                                        | 65.00    |
| 6.5000                                                                                                                                                            | N/A      |
| Sales Tax                                                                                                                                                         | 286.18   |
| Rental Surcharge                                                                                                                                                  | 99.00    |
| County Tax                                                                                                                                                        | 0.83     |
| Lemon Law - Warranty Enforcement Act (New Cars Only)                                                                                                              | 2.00     |
| Florida Title Registration and License Fees (New Trans - )                                                                                                        | 100.00   |
| If box is checked this is an estimate                                                                                                                             |          |
| Trade Pay-off / Balance on Prior Lease                                                                                                                            |          |
| Pre-owned Allowance & or Discount                                                                                                                                 |          |
| TOTAL CAPITALIZED COST                                                                                                                                            | 38901.50 |
| Trade Equity Applied Towards Lease inception costs and/or capitalized cost reduction                                                                              |          |
| Additional Amounts Paid Towards Lease inception costs and/or capitalized cost reduction                                                                           |          |
| Rebate                                                                                                                                                            |          |



GUIA PARA COMPRADORES DE VEHICULOS USADOS. LA INFORMACION QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACION DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

### LEASE FINANCING / CREDIT APPROVAL

This is an Order to lease a vehicle. This is not the Lease Agreement. The lease terms will be contained in a Lease Agreement which Customer will be required to execute. The lease financing terms will be a function of, among other things, Customer's credit and market forces. The Lease Agreement may also contain bank / acquisition fees, ancillary products, disposition fees and may require money paid at lease inception and/or a payment to reduce the capitalized cost which may vary from the amounts shown herein. Customer may arrange for lease financing through Dealer or a financing entity of Customer's choosing and Customer may be able to obtain more favorable lease financing from third parties. The Lease Agreement to be entered between Dealer and Customer, unless otherwise indicated in writing by Dealer, shall be immediately assigned by Dealer to a bank / finance company (at face value or greater) which shall then be the creditor to whom Customer shall be obligated under the Lease Agreement. Customer also understands that: (i) the monthly lease payment pursuant to the lease agreement for the lease of an automobile may be negotiated with Dealer, and (ii) Dealer may receive some compensation for providing the lease financing and selling other products and services. Should Customer fail to execute a Lease Agreement, this Order shall be deemed terminated by Dealer without further notice. Similarly, Dealer may terminate this Order if Dealer cannot obtain credit approval for Customer or if Dealer is unable to sell Customer's Lease to a financial institution at face value or greater (these acts shall be collectively referred to as "Leasing Approvals"). Dealer's right of termination cannot be waived unless in writing. Leasing Approvals are not typically obtained at the time of the Vehicle's delivery and are beyond Dealer's control. Should Customer take delivery of the Vehicle prior to Dealer's obtaining the Leasing Approvals, Customer understands and acknowledges that pending the Leasing Approvals, delivery of the Vehicle to Customer serves as a convenience to Customer only and Customer does not have, nor will acquire, any rights or interests in the Vehicle by such delivery except Dealer's permission to use it, which permission can be revoked, requiring the Vehicle's immediate return to Dealer in the same condition as it existed when delivered to Customer. In the event of the return of the Vehicle, Customer agrees to pay Dealer the amount of any depreciation, repair costs and any damage to the Vehicle while it is in the possession of the Customer. Customer agrees that in no event shall the vehicle be physically removed more than one-hundred (100) miles from the County in which Dealer is located until the Leasing Approvals are obtained. Additionally, the obtaining of the Leasing Approvals are a condition precedent to the enforcement and validity of the Lease Agreement.

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Customer

relationship with Dealer (collectively referred to as "Claim"), as well as the not limited to any matter that may have induced the Customer to enter into a and irrespective of whether the Leasing Approvals were obtained (including but relating to this Order or the parties' relationship (whether statutory or otherwise demand, counterclaim, cross claim, or third party complaint, arising out of, or H. Arbitration. Dealer and Customer agree that any controversy, claim, suit, use good faith in selecting the mediator and participating in the mediation. The parties shall select the mediator and equally divide the cost of the mediation. The parties shall be conducted in the county where the Dealer is situated. The parties shall jointly first mediate the dispute before a court certified mediator, which mediation shall one that is expressly outside the scope of the arbitration provision, the parties must first mediate the dispute before a court certified mediator, which mediation shall G. Mandatory Mediation. Before any party institutes an action, other than

### TERMS AND CONDITIONS

|                          |     |      |     |       |         |       |           |
|--------------------------|-----|------|-----|-------|---------|-------|-----------|
| Year                     | N/A | Make | N/A | Model | N/A     | Color | N/A       |
| VIN                      | N/A |      |     |       | Mileage | N/A   |           |
| 1 <sup>st</sup> Lien to: | N/A |      |     |       | Amount  | N/A   | Good Thru |
| 2 <sup>nd</sup> Lien to: | N/A |      |     |       | Amount  | N/A   | Good Thru |
| Authorized by:           | N/A |      |     |       |         |       |           |

### TRADE-IN 2

|                                        |     |                                          |     |
|----------------------------------------|-----|------------------------------------------|-----|
| <input type="checkbox"/> Private Trade |     | <input type="checkbox"/> Lease Walk Away |     |
| Year                                   | N/A | Make                                     | N/A |
| Model                                  | N/A | Color                                    | N/A |
| VIN                                    | N/A |                                          |     |
| Mileage                                | N/A |                                          |     |
| 1 <sup>st</sup> Lien to:               | N/A | Amount                                   | N/A |
| 2 <sup>nd</sup> Lien to:               | N/A | Amount                                   | N/A |
| Good Thru                              | N/A | N/A                                      |     |
| Authorized by:                         | N/A |                                          |     |

Unless specifically identified by Customer in writing and signed by the parties, Customer represents and warrants the following regarding the Trade-In: (i) it was not involved in an accident; (ii) having no knowledge of any body or major engine repair(s); and (iii) it was not previously a police vehicle, a taxicab, a short-term lease (for less than 12 months), also referred to as a rental vehicle, a flood damaged, frame damaged, salvaged or a rebuilt vehicle, and the title to the trade-in has not been branded as such. Subject to the terms and conditions of this Order, Customer authorizes Dealer to immediately sell the Trade-In whether or not the Leasing Approvals have been obtained. Customer agrees that in the event any inquiry reveals any undisclosed lien on the Trade-In, and/or the actual payoff for the disclosed lien on the Trade-In exceeds the Customer's statement of pay-off, Customer will cause such previously unknown lien(s) and/or the understated amount of the disclosed lien(s) to be satisfied within 72 hours of Dealer's notice to Customer in writing. If the vehicle(s) listed is a Lease Walk Away, Customer understands that Dealer's agreement to take possession of it is for convenience only and Dealer assumes no responsibility for its condition or any other obligation of Customer with respect to that lease such as remaining payments, excess miles or damage to vehicle, unless otherwise indicated in writing and signed by Dealer.

The parties agree to submit all claims to binding arbitration as set forth in paragraph H on the reverse side. Customer has read and understands paragraph H. In a dispute between the parties, Customer shall not be entitled to recover from Dealer any special damages, consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages, including, but not limited to vehicle rental charges. This Order is not evidence of any cash payment. Cash payments are evidenced by a separate receipt document.

licensed automobile dealerships) or automobiles of similar equipment, condition time of this Order at the Central Florida Automobile Auctions (open only to or if the Trade-In is too old to be in such guide, the average auction price at the condition, current as of the date of Customer's delivery of the Trade-In to Dealer, National Auto Research Black Book Official Used Car Market Guide based on its (e) "ACV" shall mean the actual cash value of the Trade-In, as determined by the of this Order, which is being applied towards the acquisition costs of the Vehicle, Lease Walk Away, conveyed by Customer to Dealer and described on the front side of the Order. (d) "Trade-In" shall mean the automobile(s), but not a manufactured the Vehicle; (e) "Manufacturer" shall mean the manufacturer that the subject of this Order; (f) "Vehicle" shall mean the vehicle which is A. Definitions: As used in this Order the terms: (a) "Customer" shall mean



**JON HALL****CHEVROLET, INC.**551 N. Nova Rd. P.O. Box 781  
DAYTONA BEACH, FLORIDA 32115  
Telephone (386) 265-4444

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO THE ACCURACY OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

**RETAIL LEASE ORDER**

DEAL#

DATE

09/17/2014

DAYTONA BEACH

STATE FL

DAYTONA BEACH

STATE FL

E-MAIL

WORKPHONE

VOLUSTIA

WORKPHONE

VOLUSTIA

STOCK NO.

2014 XX

USED

DEMO

EXECUTIVE

278

GRAY

COLOR

SALESPERSON 2

1G1RA6E4XE

CHEVROLET

VOLT

MODEL

HB

BODY

**NEW / DEMO AND EXECUTIVE VEHICLE DISCLOSURE**

The new, demonstrator or executive Vehicle is leased AS-IS and WITH ALL FAULTS. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 the lease of the Vehicle. The only warranties applying to this Vehicle are those offered by the Manufacturer. The Manufacturer's warranty is not affected by Dealer's disclaimer of warranties. The Customer hereby acknowledges that Dealer has made available "warranty Pre-Sale Information" as disclosed in the Warranty Binders pursuant to the Magnuson-Moss Warranty Act.

Customer: \_\_\_\_\_ Customer: \_\_\_\_\_

THIS VEHICLE WAS DELIVERED TO A PREVIOUS PURCHASER.

Customer: \_\_\_\_\_ Customer: \_\_\_\_\_

**USED VEHICLE DISCLOSURE**

This used Vehicle has been previously driven by others and Dealer has not made any representation regarding the Vehicle's history. Customer acknowledges that no representation has been made by any agent of Dealer: (i) regarding the history, condition, prior repair or maintenance, safety system or suitability of the Vehicle; or (ii) that it has or has not ever sustained damages prior to this Order, nor does dealer have the obligation to make any such disclosure. Customer understands that s/he may retain a third-party to provide information regarding the Vehicle's history and that Dealer encourages Customer to do so. Customer may also make arrangements to have the Vehicle inspected by a person of Customer's own choosing. Customer further acknowledges that Customer has test driven this Vehicle and it meets Customer's satisfaction or Customer has been offered an opportunity to do so, and has declined. Except as otherwise set forth on the window form (Buyer's Guide), this Vehicle is leased "AS IS and WITH ALL FAULTS," without any warranty and Dealer 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 person to assume for it any liability in connection with the sale of the Vehicle. The information you see on the window form for this Vehicle is part of this contract/order. Information on the window form overrides any contrary provisions in the contract/order of sale. The manufacturer warranty, if any, has been fully explained. If the Vehicle is designated as a certified vehicle, that indicates that it has qualified for a limited extension of the Manufacturer's original warranty as set forth on the Buyer's Guide. The certified designation does not alter or modify any of the above disclaimers and waivers, nor does it create a Dealer warranty. It also does not mean that the Vehicle, like all used vehicles, will not suffer mechanical breakdowns, nor need maintenance due to wear and tear.

The Vehicle was previously a \_\_\_\_\_ (enter short-term rental, taxicab, police vehicle, manufacturer buy-back, rebuilt, glider kit replica or flood vehicle).

Customer: \_\_\_\_\_ Customer: \_\_\_\_\_

GUIA PARA COMPRADORES DE VEHICULOS USADOS. LA INFORMACION QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACION DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

**LEASE FINANCING / CREDIT APPROVAL**

This is an Order to lease a vehicle. This is not the Lease Agreement. The lease terms will be contained in a Lease Agreement which Customer will be required to execute. The lease financing terms will be a function of, among other things, Customer's credit and market forces. The Lease Agreement may also contain bank / acquisition fees, ancillary products, disposition fees and may require money paid at lease inception and/or a payment to reduce the capitalized cost which may vary from the amounts shown herein. Customer may arrange for lease financing through Dealer or a financing entity of Customer's choosing and Customer may be able to obtain more favorable lease financing from third parties. The Lease Agreement to be entered between Dealer and Customer, unless otherwise indicated in writing by Dealer, shall be immediately assigned by Dealer to a bank / finance company (at face value or greater) which shall then be the creditor to whom Customer shall be obligated under the Lease Agreement. Customer also understands that: (i) the monthly lease payment pursuant to the lease agreement for the lease of an automobile may be negotiated with Dealer, and (ii) Dealer may receive some compensation for providing the lease financing and selling other products and services. Should Customer fail to execute a Lease Agreement, this Order shall be deemed terminated by Dealer without further notice. Similarly, Dealer may terminate this Order if Dealer cannot obtain credit approval for Customer or if Dealer is unable to sell Customer's Lease to a financial institution at face value or greater (these acts shall be collectively referred to as "Leasing Approvals"). Dealer's right of termination cannot be waived unless in writing. Leasing Approvals are not typically obtained at the time of the Vehicle's delivery and are beyond Dealer's control. Should Customer take delivery of the Vehicle prior to Dealer's obtaining the Leasing Approvals, Customer understands and acknowledges that pending the Leasing Approvals, delivery of the Vehicle to Customer serves as a convenience to Customer only and Customer does not have, nor will acquire, any rights or interests in the Vehicle by such delivery except Dealer's permission to use it, which permission can be revoked, requiring the Vehicle's immediate return to Dealer in the same condition as it existed when delivered to Customer. In the event of the return of the Vehicle, Customer agrees to pay Dealer the amount of any depreciation, repair costs and any damage to the Vehicle while it is in the possession of the Customer. Customer agrees that in no event shall the vehicle be physically removed more than one-hundred (100) miles from the County in which Dealer is located until the Leasing Approvals are obtained. Additionally, the obtaining of the Leasing Approvals are a condition precedent to the enforcement and validity of the Lease Agreement.

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**LEASE INFORMATION**

|                                                                                                                                                                    |          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Cash Price of Vehicle                                                                                                                                              | 34500.00 |
| Extended Service Plan                                                                                                                                              |          |
| Accessories / Options                                                                                                                                              | 2453.00  |
| ACQ FEE                                                                                                                                                            | 595.00   |
| SUBTOTAL CAPITALIZED COST                                                                                                                                          | 37548.00 |
| Predelivery Service Fee                                                                                                                                            | \$799.00 |
| Electronic Registration Filing Fee                                                                                                                                 | 1.00     |
| These charges represent costs and profit to the dealer for items such as inspecting, cleaning, and adjusting vehicles and preparing documents related to the sale. |          |
| Florida New Tire Fee & Lead Acid Battery Fee                                                                                                                       | 65.00    |
| G-5000                                                                                                                                                             |          |
| Sales Tax %                                                                                                                                                        | 286.00   |
| Rental Surcharge                                                                                                                                                   | 99.00    |
| County Tax                                                                                                                                                         | 0.00     |
| Lemon Law - Warranty Enforcement Act (New Cars Only)                                                                                                               | 2.00     |
| Florida Title, Registration and License Fees (New Trans)                                                                                                           | 100.00   |
| If box is checked this is an estimate                                                                                                                              |          |
| Trade Pay-off / Balance on Prior Lease                                                                                                                             |          |
| Pri-owned Allowance &/or Discount                                                                                                                                  |          |
| TOTAL CAPITALIZED COST                                                                                                                                             | 38901.00 |
| Net Trade Equity Applied Towards Lease inception costs and/or capitalized cost reduction                                                                           |          |
| Additional Amounts Paid Towards Lease inception costs and/or capitalized cost reduction                                                                            |          |
| Rebates                                                                                                                                                            | 4250.00  |

**TRADE-IN 1**

|                                        |                                          |
|----------------------------------------|------------------------------------------|
| <input type="checkbox"/> Private Trade | <input type="checkbox"/> Lease Walk Away |
| Year N/A                               | Make N/A                                 |
| Model N/A                              | Color N/A                                |
| VIN N/A                                | Mileage N/A                              |
| 1 <sup>st</sup> Lien to N/A            | Amount N/A                               |
| 2 <sup>nd</sup> Lien to N/A            | Amount N/A                               |
| Authorized by: N/A                     |                                          |

**TRADE-IN 2**

|                                        |                                          |
|----------------------------------------|------------------------------------------|
| <input type="checkbox"/> Private Trade | <input type="checkbox"/> Lease Walk Away |
| Year N/A                               | Make N/A                                 |
| Model N/A                              | Color N/A                                |
| VIN N/A                                | Mileage N/A                              |
| 1 <sup>st</sup> Lien to N/A            | Amount N/A                               |
| 2 <sup>nd</sup> Lien to N/A            | Amount N/A                               |
| Authorized by: N/A                     |                                          |

Unless specifically identified by Customer in writing and signed by the parties, Customer represents and warrants the following regarding the Trade-In: (i) it was not involved in accident; (ii) having no knowledge of any body or major engine repair(s); and (iii) it was previously a police vehicle, a taxicab, a short-term lease (for less than 12 months), referred to as a rental vehicle, a flood damaged, frame damaged, salvaged or a rebuilt vehicle and the title to the trade-in has not been branded as such. Subject to the terms and conditions of this Order, Customer authorizes Dealer to immediately sell the Trade-In whether or no Leasing Approvals have been obtained. Customer agrees that in the event any inquiry reveals any undisclosed lien on the Trade-In, and/or the actual payoff for the disclosed lien on Trade-In exceeds the Customer's statement of pay-off, Customer will cause such previous unknown lien(s) and/or the understated amount of the disclosed lien(s) to be satisfied within 72 hours of Dealer's notice to Customer in writing. If the vehicle(s) listed is a Lease Walk Away, Customer understands that Dealer's agreement to take possession of it is convenience only and Dealer assumes no responsibility for its condition or any other obligations of Customer with respect to that lease such as remaining payments, excess miles or damage, unless otherwise indicated in writing and signed by Dealer.

**ARBITRATION AND LIMITATION ACKNOWLEDGEMENTS**

The parties agree to submit all claims to binding arbitration as set forth in paragraph on the reverse side. Customer has read and understands paragraph H. In a dispute between the parties, Customer shall not be entitled to recover from Dealer any special damages, consequential damages, damages to property, damages for loss of use, loss of profits, or income, or any other incidental damages, including, but limited to vehicle rental charges. This Order is not evidence of any cash payment. (payments are evidenced by a separate receipt document. The Deposit will serve to



# ally® SMARTLEASE

STK#  
DEAL #

## Lessee (and Co-Lessee) ("You")

Name and address, including county

Garaging address (if different)

## Lessor

JON HALL CHEVROLET

551 N NOVA ROAD  
DAYTONA BEACH, FL

DAYTONA BEACH, FL

32114

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

We, "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☐ If this box is checked, Lessor will assign this lease and sell the vehicle to ALLY BANK (Assignee).

☐ If this box is checked, Lessor intends not to assign this lease.

**Monthly Payment Lease.** If your payment schedule shows monthly scheduled payments (Section 2(a)), your lease is a monthly payment lease.

**Single Payment Lease.** If your payment schedule shows a single scheduled payment (Section 2(b)), your lease is a single payment lease.

## The Vehicle You Are Leasing

| New/Used                      | Year | Make & Model   | Body Style | Vehicle ID # | Mileage | Primary Use: Personal, unless otherwise indicated below        |
|-------------------------------|------|----------------|------------|--------------|---------|----------------------------------------------------------------|
| NEW                           | 2014 | CHEVROLET VOLT | HB         | 1G1RA6E4XEU  |         | <input type="checkbox"/> Commercial, Business, or Agricultural |
| Dealer Installed Options: N/A |      |                |            |              |         | <input type="checkbox"/> Public Conveyance                     |

## Federal Consumer Leasing Act Disclosures

| 1. Amount Due at Lease Signing or Delivery (Itemized Below) | 2(a). Monthly Scheduled Payments                                                                                                                                                    | 3. Other Charges (not part of your scheduled payment)                                                                  | 4. Total of Payments (The amount you will have paid by the end of the lease.) |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| \$ 5325.70                                                  | Your first monthly payment of \$ 521.19 is due on 17 SEP 2014 followed by 35 payments of \$ 521.19 due on the 17TH of each month. The total of your monthly payments is \$ 18762.34 | Disposition fee (if you do not purchase the vehicle and we do not waive the fee under Section 14) \$ N/A<br>N/A \$ N/A | \$ 23567.35                                                                   |
|                                                             | 2(b). Single Scheduled Payment<br>Your single payment of \$ N/A is due on N/A. This is the total of your scheduled payments.                                                        | Total \$ N/A                                                                                                           |                                                                               |

## \* Itemization of Amount Due at Lease Signing or Delivery

| 5. Amount Due at Lease Signing or Delivery: | 6. How the Amount Due at Lease Signing or Delivery will be paid: |
|---------------------------------------------|------------------------------------------------------------------|
| a. Capitalized cost reduction \$ 4250.00    | a. Net trade-in allowance \$ N/A                                 |
| b. First monthly payment \$ 521.19          | b. Rebates and noncash credits \$ 4250.00                        |
| c. Single scheduled payment \$ N/A          | c. Amount to be paid in cash \$ 1075.70                          |
| d. Refundable security deposit \$ N/A       |                                                                  |
| e. Title fees \$ N/A                        |                                                                  |
| f. Registration fees \$ 100.00              |                                                                  |
| g. Sales/use tax \$ 287.01                  |                                                                  |
| h. \$5.00 RTL \$60.00 BAT \$1.50 \$ 66.50   |                                                                  |
| i. LL \$2.00 EFF \$99.00 \$ 101.00          |                                                                  |
| j. N/A \$ N/A                               |                                                                  |
| k. Total \$ 5325.70                         | d. Total \$ 5325.70                                              |

## 7. Your scheduled payment is determined as shown below:

|                                                                                                                                                                                                                       |             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 36953.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) | \$ 38347.00 |
| b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost                                                              | \$ 4250.00  |
| c. Adjusted capitalized cost. The amount used in calculating your base scheduled payment                                                                                                                              | \$ 34097.00 |
| d. Residual value. The value of the vehicle at the end of the lease used in calculating your base scheduled payment                                                                                                   | \$ 18852.10 |
| e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term                                                      | \$ 15244.90 |
| f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts                                                                                                                          | \$ 2372.78  |
| g. Total of base scheduled payment(s). The depreciation and any amortized amounts plus the rent charge                                                                                                                | \$ 17617.68 |
| h. Lease payments. The number of payments in your lease                                                                                                                                                               | 36          |
| i. Base scheduled payment                                                                                                                                                                                             | \$ 489.38   |
| j. Sales/use tax (estimated)                                                                                                                                                                                          | \$ 31.81    |
| N/A                                                                                                                                                                                                                   | \$ N/A      |
| k. Total scheduled payment                                                                                                                                                                                            | \$ 521.19   |

**Early Termination.** You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of \$ .25 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 18852.10 plus official fees and taxes.
10. Other Important Terms. See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

## 11. Itemization of Gross Capitalized Cost

|                                     |             |
|-------------------------------------|-------------|
| a. Agreed upon value of the vehicle | \$ 36953.00 |
| b. Ally administrative fee          | \$ 595.00   |
| c. License/registration/title fees  | \$ N/A      |
| d. Sales tax                        | \$ N/A      |
| e. Other tax (describe) N/A         | \$ N/A      |
| f. Optional service contract        | \$ N/A      |
| g. Optional maintenance contract    | \$ N/A      |
| h. Optional life insurance          | \$ N/A      |
| i. Optional disability insurance    | \$ N/A      |
| j. DOC \$799.00                     | \$ 799.00   |
| k. N/A                              | \$ N/A      |
| l. Gross Capitalized Cost           | \$ 38347.00 |

## 16. Total Allowed Mileage. The total mileage allowed on the odometer at lease end is 35,270 miles.

Extra Miles. The total allowed mileage includes N/A extra miles that you are buying at \$ N/A per mile. If this lease ends on or after the start of the next-to-last monthly period, we will give you a credit for each unused extra mile you bought. There will be no credit if the lease ends earlier, you buy the vehicle, or the vehicle is a total loss.

## 17. Required Vehicle Insurance Information. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: ALLY BANK  
Insurance agency name: ALLY BANK  
Agency address: ALLY BANK  
Agency phone no.: ALLY BANK  
Agent's name: ALLY BANK  
Policy no.: ALLY BANK  
Deductibles: Collision \$ N/A Comprehensive \$ N/A



Payoff \$ N/A  
 Net trade-in value \$ N/A

**13. Official Fees and Taxes.** You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease, payments due under the lease, or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

**Estimated Total Official Fees and Taxes You Must Pay During Lease.** \$ 1736.17

The actual total of official fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

**14. Disposition Fee Waiver.** We will waive any Disposition Fee shown in Section 3 If, at the time this lease ends, you enter into a motor vehicle lease or installment sale contract that the dealer assigns to Ally.

**15. Lease Term.** 36 months.

**19. Optional Insurance, Service Contracts, and Maintenance Agreements.** We do not require any of the insurance, products, or services listed in this section. Your decision to buy them or not buy them is not a factor in our decision to approve this lease. We will try to get any optional insurance coverage(s) that you initial below. A notice you receive when you sign this lease describes the coverage(s) in greater detail. Life insurance and disability insurance may not cover taxes and other amounts due besides the base monthly payment.

You are not required to buy a service contract or maintenance agreement as part of this lease. Your choice of providers for any service contract or maintenance agreement you buy will not affect our decision to lease to you.

| Optional Insurance                                | Coverage                                                                               | Charged or Premium | Provider                           | By initialing below, you indicate your choice of insurance |
|---------------------------------------------------|----------------------------------------------------------------------------------------|--------------------|------------------------------------|------------------------------------------------------------|
| Life Insurance (Monthly Payment Lease Only)       | Lessee Co-Lessee<br>Coverage is for lease term<br>Coverage limit \$ <u>N/A</u>         | \$ <u>N/A</u>      | <u>N/A</u>                         | Lessee/Co-Lessee initials<br><u>N/A</u> <u>N/A</u>         |
| Disability Insurance (Monthly Payment Lease Only) | Lessee Co-Lessee<br>Coverage is for lease term<br>Monthly Coverage limit \$ <u>N/A</u> | \$ <u>N/A</u>      | <u>N/A</u>                         | Lessee/Co-Lessee initials<br><u>N/A</u> <u>N/A</u>         |
| <u>N/A</u>                                        | <u>N/A</u> Months <u>N/A</u> Miles<br>Coverage limit \$ <u>N/A</u>                     | \$ <u>N/A</u>      | <u>N/A</u>                         | Lessee/Co-Lessee initials<br><u>N/A</u> <u>N/A</u>         |
| Other Optional Product or Service                 |                                                                                        |                    |                                    |                                                            |
| <u>N/A</u>                                        |                                                                                        |                    | <u>N/A</u> Months <u>N/A</u> Miles |                                                            |
|                                                   |                                                                                        |                    | <u>N/A</u> Months <u>N/A</u> Miles |                                                            |

### Signatures

**THIS IS THE ENTIRE AGREEMENT.** This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to this lease must be in writing, and we must sign it. No oral changes are binding.

LESSEE: X BY: X CO-LESSEE: X

We may delay or refrain from enforcing any of our rights under this lease without losing them.

**NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.**

YOU AGREE TO THE TERMS OF THIS LEASE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

YOU CONFIRM THAT YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT DAYTONA BEACH ON 09/17/2014

LESSEE: X BY: X CO-LESSEE: X

Lessor agrees to the following: (1) Lessor accepts this lease. (2) If a party is identified in this lease as the intended assignee ("Intended Assignee"), Lessor (i) assigns all right, title, and interest in this lease to the Intended Assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"), and (ii) assigns all right, title, and interest in the leased vehicle to the Intended Assignee, or its designee, under the terms of the Dealer Agreement. Lessor acknowledges that neither the Dealer Agreement nor this assignment renders Lessor an agent of the assignee.

LESSOR: JOH HALL CHEVROLET BY: X TITLE: 09/17/2014

**SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST**

### Authorization For Automatic Electronic Payments - Optional - Monthly Payment Lease Only

You have the option to ask that your monthly payments be transferred to us automatically and electronically from your checking or savings account when each monthly payment is due. We do not charge for this optional service. If you elect this optional service, we will send you a confirmation letter that will tell you the due date of the first payment that will be withdrawn. If a due date falls on a weekend or holiday, funds will be withdrawn on the next business day. If the amount to be transferred will vary from the previous transfer, we will reflect the amount to be transferred on your statement.

To elect this optional service, please complete the authorization below.

Authorization:

Name of your financial institution ("Bank"): N/A

ABA routing number: N/A

Bank account number: N/A

☐ Checking account ☐ Savings account - Please contact your financial institution for assistance

Name(s) on account: N/A

You authorize and request us (lessor, any assignee, and any servicer) to initiate electronic debit entries or use any other commercially reasonable accepted practice to charge your Bank account identified above. You authorize and request Bank to honor debit entries we initiate and debit these charges to your account. This authorization relates to your monthly lease payment. This authorization will remain in effect until all amounts related to this lease are paid in full, or until you cancel this authorization. To cancel, you must call us at 1-888-925-2559 at least three business days before the next payment due date. This is the only way you may cancel this authorization.

Lessee: X

Anyone else whose signature is required to withdraw funds from the Bank account: X

AF-671-FL 8/12

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Lease Agreement 10

Ally Financial - Original

Customer - Blue

Dealer - Yellow

Filling - Green



# EVROLET

## 2014 CHEVROLET VOLT



EXTERIOR: SILVER ICE METALLIC  
INTERIOR: JET BLACK

ENGINE, RANGE EXTENDER, 1.4L  
ELECTRIC DRIVE UNIT, VOLTEC

NEW SMYRNA CHEVROLET  
1919 NORTH DIXIE FREEWAY  
NEW SMYRNA BEACH, FL 32168

Visit us at [www.chevy.com](http://www.chevy.com)

### IN PLACE OF SPARE TIRE

### SAFETY & SECURITY

- 2013 TOP SAFETY PICK AWARD FROM THE INSURANCE INSTITUTE FOR HIGHWAY SAFETY
- AIRBAGS, DUAL-STAGE FRONTAL, SIDE IMPACT & KNEE FOR DRIVER AND FRONT PASSENGER
- AIRBAGS, ROOF RAIL SIDE IMPACT FOR FRONT AND REAR OUTBOARD SEATING POSITIONS
- ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC
- REAR CHILD SEAT LATCH ANCHORS
- THEFT DETERRENT SYSTEM, CONTENT THEFT ALARM
- DAYTIME RUNNING LAMPS
- STABILITRAK STABILITY CONTROL INCLUDES TRACTION CONTROL
- REMOTE KEYLESS ENTRY WITH REMOTE START

- PEDESTRIAN SAFETY SIGNAL
- POWER DOOR LOCKS WITH LOCKOUT PROTECTION
- HEADLAMPS, AUTO ON/OFF
- TIRE PRESSURE MONITOR
- KEYLESS ACCESS
- 3 YRS ONSTAR DIRECTIONS & CONNECTIONS W/ AUTO CRASH RESPONSE & TURN-BY-TURN NAV, MYVOLT.COM, & 5-YEARS REMOTELINK APP KEY FOB SERVICE (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)

### EXTERIOR

- MIRRORS, OUTSIDE HEATED, POWER ADJUSTABLE, BODY COLOR
- REAR WINDOW DEFROSTER
- WINDSHIELD WIPERS VARIABLE & INTERMITTENT
- WINDSHIELD, SOLAR ABSORBING
- WHEELS, 17" PAINTED ALUMINUM

### INTERIOR

- CHEVROLET MYLINK RADIO WITH 7" SCREEN, 6 SPEAKERS
- AIR CONDITIONING, AUTOMATIC
- AUXILIARY AUDIO INPUT JACK
- FLOOR MATS, CARPET FRONT/REAR
- STEERING COLUMN, TILT & TELESCOPING
- LEATHER WRAP STEERING WHEEL
- VISORS, ILLUMINATED VANITY MIRRORS
- EFFICIENCY DISPLAY SCREENS W/ PROGRAMMABLE CHARGE TIMES
- STEERING WHEEL-RADIO CONTROLS
- CRUISE CONTROL
- FRONT-BUCKET SEATS
- REAR SEAT, 40/40 SPLIT FOLDING SEATBACK
- POWER WINDOWS EXPRESS DOWN, DRIVER EXPRESS UP
- USB PORT
- XM RADIO + SERVICE SUBSCRIPTION SOLD SEPARATELY

- BY SIRIUSXM AFTER 3 MTHS
- UNIVERSAL HOME REMOTE
- BLUETOOTH FOR PHONE

### OTHER

- CHARGE CORD, 120V PORTABLE

### OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE \$34,185.00

OPTIONS INSTALLED BY THE MANUFACTURER MAY REPLACE STANDARD EQUIPMENT SHOWN

- SAFETY PACKAGE #1 INCLUDES: 575.00
- INSIDE-REARVIEW MIRROR, AUTO DIMMING
- REAR VISION CAMERA
- REAR PARK ASSIST

TOTAL OPTIONS \$575.00  
TOTAL VEHICLE & OPTIONS \$34,760.00  
DESTINATION CHARGE \$10.00

TOTAL VEHICLE PRICE\* \$35,570.00

VIN: 1G1RA6E4XEL

Model: VOLT

MSRP \$35,570

### PREMIER APPEARANCE PACKAGE

\*Lifetime Limited Powertrain Warranty AT NO ADDITIONAL CHARGE  
Valid for as long as you own the vehicle, for an unlimited time, unlimited miles.  
Ask for details

\*UV Protection Window Tint on all non tinted side and rear windows.

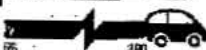
### ADDITIONAL OPTIONS

### Environment

85 MPG

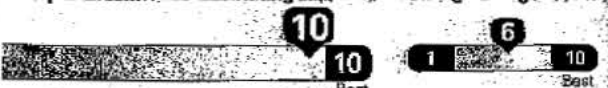
Only

37 MPG  
2.7 gallons per 100 miles  
city/highway



You save  
**\$7,000**  
in fuel costs  
over 5 years  
compared to the  
average new vehicle.

### Conomy & Greenhouse Gas Rating (tailpipe only) Smog Rating (tailpipe only)



emits 81 grams CO<sub>2</sub> per mile. The best emits 0 grams per mile (tailpipe only). Producing and using electricity also create emissions; learn more at [fuelconomy.gov](http://fuelconomy.gov).

Driving conditions and how you drive and maintain your car can affect fuel economy. Cost estimates are based on EPA's 15 mpg. This is a gas fueled automobile. MPG's are a significant cause of climate change and smog.

Smartphone QR Code



### GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score ★★★★★  
Based on the combined ratings of frontal, side and rollover.  
Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash Driver Passenger ★★★★★  
Based on the risk of injury in a frontal impact.  
Should ONLY be compared to other vehicles of similar size and weight.

Side Crash Front seat Rear seat ★★★★★  
Based on the risk of injury in a side impact.

Rollover ★★★★★  
Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.  
Source: National Highway Traffic Safety Administration (NHTSA)  
[www.safercar.gov](http://www.safercar.gov) or 1-888-327-4236



Equipped with the safety and connectivity of OnStar.

Push your blue button or visit [onstar.com](http://onstar.com) for details.

### PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS COUNTRY:  
U.S./CANADIAN PARTS CONTENT: 45%  
MAJOR SOURCES OF FOREIGN PARTS CONTENT: JAPAN 17%  
KOREA 19%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:  
FINAL ASSEMBLY POINT:  
DETROIT, MI U.S.A.  
COUNTRY OF ORIGIN:  
ENGINE: UNITED STATES  
TRANSMISSION (ELECTRIC DRIVE UNIT): JAPAN

This label has been applied pursuant to Federal law. Do not remove prior to delivery to the ultimate purchaser. Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options and accessories not shown above. Read Owner's Manual for details.

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ORDER NO 180020V SALES CODE E  
SALES MODEL CODE 1100B  
DEALER NO 26257  
FINAL ASSEMBLY:  
DETROIT, MI U.S.A.

VIN 1G1RA6E4XEL172077

DEALER TO WHOM DELIVERED  
NEW SMYRNA CHEVROLET  
1919 N DIXIE FWY  
NEW SMYRNA BEACH, FL 32168-5919



NZ

1001135969

TOTAL: \$36,765



**CHEVROLET**

# 2014 CHEVROLET VOLT



EXTERIOR: SILVER ICE METALLIC  
INTERIOR: JET BLACK

ENGINE, RANGE EXTENDER, 1.4L  
ELECTRIC DRIVE UNIT, VOLTEC

NEW SMYRNA CHEVROLET  
1919 NORTH DIXIE FREEWAY  
NEW SMYRNA BEACH, FL 32168

Visit us at [www.chevy.com](http://www.chevy.com)

## IN PLACE OF SPARE TIRE

## SAFETY & SECURITY

2013 TOP SAFETY PICK AWARD  
FROM THE INSURANCE INSTITUTE  
FOR HIGHWAY SAFETY  
AIRBAGS, DUAL-STAGE FRONTAL,  
SIDE-IMPACT, & KNEE FOR DRIVER  
AND FRONT PASSENGER  
AIRBAGS, ROOF RAIL  
SIDE-IMPACT FOR FRONT AND  
REAR OUTBOARD SEATING  
POSITIONS  
ANTILOCK BRAKE SYSTEM  
4 WHEEL DISC  
REAR CHILD SEAT LATCH ANCHORS  
THEFT-DETERRENT SYSTEM  
CONTENT THEFT ALARM  
DAYTIME RUNNING LAMPS  
STABILITYTRAK-STABILITY CONTROL  
INCLUDES TRACTION CONTROL  
REMOTE KEYLESS ENTRY WITH  
REMOTE START

- PEDESTRIAN SAFETY SIGNAL
- POWER DOOR LOCKS WITH  
LOCKOUT PROTECTION
- HEADLAMPS, AUTO ON/OFF
- TIRE PRESSURE MONITOR
- KEYLESS ACCESS
- 3 YRS. ONSTAR DIRECTIONS &  
CONNECTIONS W/ AUTO CRASH  
RESPONSE & TURN-BY-TURN  
NAV., MYVOLT.COM, & 5-YEARS  
REMOTELINK APP KEY FOB  
SERVICE (ASK DEALER ABOUT  
GEOGRAPHIC COVERAGE)

## EXTERIOR

- MIRRORS, OUTSIDE HEATED;  
POWER ADJUSTABLE, BODY COLOR
- REAR WINDOW DEFROSTER
- WINDSHIELD WIPERS  
VARIABLE & INTERMITTENT
- WINDSHIELD, SOLAR ABSORBING
- WHEELS, 17" PAINTED ALUMINUM

## INTERIOR

- CHEVROLET MYLINK RADIO WITH  
7" SCREEN, 6 SPEAKERS
- AIR CONDITIONING, AUTOMATIC
- AUXILIARY AUDIO INPUT JACK
- FLOOR MATS, CARPET FRONT/REAR
- STEERING COLUMN, TILT &  
TELESCOPING
- LEATHER WRAP STEERING WHEEL
- VISORS, ILLUMINATED VANITY  
MIRRORS
- EFFICIENCY DISPLAY SCREENS W/  
PROGRAMMABLE CHARGE TIMES
- STEERING WHEEL RADIO CONTROLS
- CRUISE CONTROL
- FRONT BUCKET SEATS
- REAR SEAT, 40/40 SPLIT  
FOLDING SEATBACK
- POWER WINDOWS EXPRESS DOWN,  
DRIVER EXPRESS UP
- USB PORT
- XM RADIO + SERVICE  
SUBSCRIPTION SOLD SEPARATELY

- BY SIRIUSXM AFTER 3 MONTHS
- UNIVERSAL HOME REMOTE
- BLUETOOTH FOR PHONE

## OTHER

- CHARGE CORD, 120 V. PORTABLE

## OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE **\$34,185.00**

OPTIONS INSTALLED BY THE MANUFACTURER MAY REPLACE  
STANDARD EQUIPMENT SHOWN

SAFETY PACKAGE #1 INCLUDES: 575.00

- INSIDE REARVIEW MIRROR, AUTO  
DIMMING
- REAR VISION CAMERA
- REAR PARK ASSIST

TOTAL OPTIONS **\$575.00**

TOTAL VEHICLE & OPTIONS **\$34,760.00**

DESTINATION CHARGE **810.00**

TOTAL VEHICLE PRICE\* **\$35,570.00**

VIN: 1G1RA6E4XEL

Model: VOLT

MSRP **\$35,570**

## PREMIER APPEARANCE PACKAGE

**\*Lifetime Limited Powertrain Warranty**  
AT NO ADDITIONAL CHARGE  
Valid for as long as you own the vehicle,  
for an unlimited time, unlimited miles.  
Ask for details

**\*UV Protection Window Tint**  
on all non tinted side and rear windows.

## ADDITIONAL OPTIONS

## Environment

MPGs

**7** MPG  
2.7  
gallons per  
100 miles  
city/highway



You save  
**\$7,000**  
in fuel costs  
over 5 years  
compared to the  
average new vehicle.

my & Greenhouse Gas Rating (tailpipe only)

Smog Rating (tailpipe only)



In 81 grams CO<sub>2</sub> per mile. The best emits 0 grams per mile (tailpipe only). Producing and  
% electricity also create emissions; learn more at [fuelconomy.gov](http://fuelconomy.gov)

ing conditions and how you drive and maintain your  
\$11,500 to fuel over 5 years. Cost estimates are based  
on EPA's. This is a dual fueled automobile. MPGs are  
are a significant cause of climate change and smog



## GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score ★★★★★

Based on the combined ratings of frontal, side and rollover.  
Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash Driver Passenger ★★★★★

Based on the risk of injury in a frontal impact.  
Should ONLY be compared to other vehicles of similar size and weight.

Side Crash Front seat Rear seat ★★★★★

Based on the risk of injury in a side impact.

Rollover ★★★★★

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.  
Source: National Highway Traffic Safety Administration (NHTSA)  
[www.safercar.gov](http://www.safercar.gov) or 1-888-327-4236



Equipped with the safety  
and connectivity of OnStar.

Push your blue button or visit [onstar.com](http://onstar.com) for details.

## PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:

U.S./CANADIAN PARTS CONTENT: 45%

MAJOR SOURCES OF FOREIGN PARTS

CONTENT: JAPAN 17%

KOREA 19%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL  
ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:

FINAL ASSEMBLY POINT:

DETROIT, MI U.S.A.

COUNTRY OF ORIGIN:

ENGINE: UNITED STATES

TRANSMISSION (ELECTRIC

DRIVE UNIT): JAPAN

This label has been supplied  
pursuant to Federal law. Do not  
remove prior to delivery to the  
ultimate purchaser. Includes  
Manufacturer's Recommended  
Pro-Delivery Service. Does not  
include dealer installed options  
and accessories not listed above.  
Local laws or license fees.

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GM/BL\_PROD\_0091-0406/2014

ORDER NO. 85022V SALES CODE 8

SALES MODEL CODE 1R08

DEALER NO. 26267

FINAL ASSEMBLY:

DETROIT, MI U.S.A.

VIN 1G1RA6E4XEU172077

DEALER TO WHOM DELIVERED:

NEW SMYRNA CHEVROLET

1919 N DIXIE Fwy

NEW SMYRNA BEACH, FL 32168-5919



**NZ**

1001135899

TOTAL: **\$36,765**



2014 CHEVROLET VOLT  
GAN SILVER ICE METALLIC /L4G  
AFA JET BLACK  
ORDER NO. RSQZCV/TRE STOCK NO.  
VIN 1G1 RA6E 4X EU  
\*\*\*\*\*9202\*\*\*\*\*13\*26257S  
RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE 1AD00368646  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
1RC68 CHEVROLET VOLT 34185.00 32817.61 INVOICE 05/29/14  
FE9 50-STATE EMISSIONS N/C N/C SHIPPED 05/29/14  
LUU ENGINE, RANGE EXTENDER, 1.4L N/C N/C EXP I/T 06/12/14  
INTERNAL COMBUSTION ENGINE INT COM 06/12/14  
V7X SAFETY PACKAGE #1 INCLUDES: 575.00 506.00 PRC EFF 05/29/14  
\* INSIDE REARVIEW MIRROR, AUTO KEYS  
DIMMING WFP-S QTR OPT-1  
\* REAR VISION CAMERA BANK: ALLY - 029  
\* REAR PARK ASSIST CHG-TO 26-257

SHIP WT: 3741  
HP: 13.4  
EMPLOY: 32950.67  
SUPPLR: 34283.61  
MRM: 35570.00  
EMPINC: 2069.30  
SUPINC: 736.36

|                         |          |          |         |          |
|-------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS   | 34760.00 | 33323.61 | ACT 231 | 33090.81 |
| DESTINATION CHARGE      | 810.00   | 810.00   | H/B 261 | 1042.80  |
| DEALER IMR CONTRIBUTION |          | 347.60   | ADV 261 | 347.60   |
| LMA GROUP CONTRIBUTION  |          | 347.60   | EXP 65A | 347.60   |

|                                                               |          |          |         |          |
|---------------------------------------------------------------|----------|----------|---------|----------|
| TOTAL                                                         | 35570.00 | 34828.81 | PAY 310 | 34828.81 |
| MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT |          | 33273.23 |         |          |

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

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

|                      |                            |
|----------------------|----------------------------|
| NEW SMYRNA CHEVROLET | REMIT TO ALLY NO. 029      |
|                      | VIN 1G1RA6E4XEU            |
|                      | \$ 34828.81 INV            |
|                      | DUE 06/12/14 DEALER 26-257 |



VIN: 1G1RA6E4X EU[REDACTED]SELLG SCE: 13MDL YR: 14ORD NO: RSQZCV

ODATE: 04/18/14 ORDER FAN:OTYPE: 070DLVY SS/SITE CD: 13 26462  
DDATE: 09/17/14 DLVY FAN:DTYPE: 015SRVC TYPE: MILEAGE:

DLVY DOE: 09/17/14 ORDER BY:  
CANC:  
CANC DOE:  
TRADE: 09/17/14 DLVY TO: M [REDACTED]  
TRD DOE: 09/17/14 [REDACTED] [REDACTED] [REDACTED]  
SRVC IN: DAYTONA BEACH FL [REDACTED]  
SRVC OUT: CANC SRVC IN:  
BFSO ORD DT: BFSO CUST:  
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

| CODE                | PAY | SS/SITE  | INV/INC NO               | DATE     | AMOUNT       | MTHD         | DLR | SHR  | STAT |
|---------------------|-----|----------|--------------------------|----------|--------------|--------------|-----|------|------|
| FFC                 | 01  | 13 26462 | [REDACTED]               | 09/30/14 | 25.66        | OA           |     | 0.00 | 9    |
| PROCESS TYPE: 001   |     |          | CHECK NO:                |          | SSN:         |              |     |      |      |
| DATA SCE: DLVY      |     |          | INC MEMO NO: 00043000181 |          | AUTH PUR CD: |              |     |      |      |
| MISC DATE:          |     |          | MISC:                    |          |              |              |     |      |      |
| POLICY PYMT CMNT:   |     |          |                          |          |              | ACTV TYPE: 6 |     |      |      |
| CODE                | PAY | SS/SITE  | INV/INC NO               | DATE     | AMOUNT       | MTHD         | DLR | SHR  | STAT |
| LWX                 | 01  | 13 26462 | [REDACTED]               | 10/14/14 | 500.00       | OA           |     | 0.00 | 9    |
| PROCESS TYPE: 001   |     |          | CHECK NO:                |          | SSN:         |              |     |      |      |
| DATA SCE: DLR       |     |          | INC MEMO NO: 00043055740 |          | AUTH PUR CD: |              |     |      |      |
| MISC DATE:          |     |          | MISC:                    |          |              |              |     |      |      |
| POLICY PYMT CMNT:   |     |          |                          |          |              | ACTV TYPE: 6 |     |      |      |
| CODE                | PAY | SS/SITE  | INV/INC NO               | DATE     | AMOUNT       | MTHD         | DLR | SHR  | STAT |
| XJE                 | 01  | 13 26462 | [REDACTED]               | 10/03/14 | 7,190.14     | OP           |     | 0.00 | 9    |
| PROCESS TYPE: 004   |     |          | CHECK NO:                |          | SSN:         |              |     |      |      |
| DATA SCE: GMAC      |     |          | INC MEMO NO: 482311      |          | AUTH PUR CD: |              |     |      |      |
| MISC DATE: 09/17/14 |     |          | MISC: 0000000959 A1      |          |              |              |     |      |      |
| POLICY PYMT CMNT:   |     |          |                          |          |              | ACTV TYPE: 6 |     |      |      |



VIN: 1G1RA6E4X EU  
VIN TYPE: N

SELLG SCE: 13

MDL YR: 14

ORD NO:

| EVENT DESC      | SS/<br>SITE CD | DOCUMENT<br>NUMBER | I<br>S | EVENT DT | INC<br>CD | AMOUNT    |    |
|-----------------|----------------|--------------------|--------|----------|-----------|-----------|----|
| INCENTIVE MEMO  | 13 26462       | 00043055740        |        | 10/14/14 | LWX       | 500.00    |    |
| INCTV PAYMENT   | 13 26462       | 00043055740        |        | 10/14/14 | LWX       | 500.00    |    |
| INCENTIVE MEMO  | 13 26462       | 482311             |        | 10/03/14 | XJE       | 7,190.14  |    |
| INCTV PAYMENT   | 13 26462       | 482311             |        | 10/03/14 | XJE       | 7,190.14  |    |
| INCTV APPLICATN | 13 26462       | 482311             |        | 10/03/14 | XJE       | 7,190.14  |    |
| INCTV APPLICATN | 13 26462       | 00043055740        |        | 10/01/14 | LWX       | 500.00    |    |
| INCENTIVE MEMO  | 13 26462       | 00043000181        |        | 09/30/14 | FFC       | 25.66     |    |
| INCTV PAYMENT   | 13 26462       | 00043000181        |        | 09/30/14 | FFC       | 25.66     |    |
| INCTV APPLICATN | 13 26462       | 00043000181        |        | 09/18/14 | FFC       | 25.66     |    |
| DELIVERY D.O.E. | 13 26462       |                    |        | 09/17/14 |           | 0.00      |    |
| DELIVERY TO CUS | 13 26462       |                    |        | 09/17/14 |           | 0.00      |    |
| DLR TRADE D.O.E | 13 26462       |                    |        | 09/17/14 |           | 0.00      |    |
| DEALER TRADE (P | 13 26462       |                    |        | 09/17/14 |           | 0.00      |    |
| EXPIRATION TRAN | 13 26257       | 1AD00368646        |        | 06/12/14 |           | 0.00      |    |
| SETTLEMENT DATE | 13 26257       | 1AD00368646        |        | 06/12/14 |           | 34,828.81 | CR |
| ORIGINAL INVOIC | 13 26257       | 1AD00368646        |        | 05/29/14 |           | 34,828.81 |    |
| COV/NVIS DATE   | 13 26257       | 1AD00368646        |        | 05/29/14 |           | 0.00      |    |
| SHIPMENT DATE   | 13 26257       |                    |        | 05/29/14 |           | 0.00      |    |
| PRODUCTION (BUI | 13 26257       |                    |        | 05/29/14 |           | 0.00      |    |
| PREFERENCE TO P | 13 26257       |                    |        | 04/22/14 |           | 0.00      |    |
| GM ORDER ACCEPT | 13 26257       |                    |        | 04/18/14 |           | 0.00      |    |
| GM ORDER ACCEPT |                |                    |        | 04/18/14 |           | 0.00      |    |

## FLORIDA VEHICLE REGISTRATION

CO/AGY 8 / 6 T#  
B#

PLATE [REDACTED] DECAL 04949223 Expires Midnight Mon 4/24/2017

|             |             |              |           |         |            |                |       |               |    |
|-------------|-------------|--------------|-----------|---------|------------|----------------|-------|---------------|----|
| YR/MK       | 2014/CHEV   | BODY         | 4D        | COLOR   | SIL        | Reg. Tax       | 81.60 | Class Code    | 9  |
| VIN         | 1G1RA6E4XEL | [REDACTED]   |           | TITLE   | 116498068  | Init. Reg.     |       | Tax Months    | 12 |
| Plate Type  | RGS         | NET WT       | 3741      |         |            | County Fee     | 3.00  | Back Tax Mos  |    |
|             |             |              |           |         |            | Mail Fee       |       | Credit Class  |    |
| DL/FEID     | [REDACTED]  |              |           | 2ND DL# | [REDACTED] | Sales Tax      |       | Credit Months |    |
| Date Issued | 3/3/2016    | Plate Issued | 4/22/2009 |         |            | Voluntary Fees |       |               |    |
|             |             |              |           |         |            | Grand Total    | 84.60 |               |    |

MELVIN M HASENKAMP, DARLENE GAYE HASENKAMP  
128 HARPERS FERRY DR  
DAYTONA BEACH, FL 32119

## 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 20 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.

RGS - SUNSHINE STATE

## FLORIDA VEHICLE REGISTRATION

CO/AGY 8 / 6 T#  
B#

PLATE [REDACTED] DECAL 05866340 Expires Midnight Sun 4/24/2016

|             |             |              |           |         |            |                |       |               |    |
|-------------|-------------|--------------|-----------|---------|------------|----------------|-------|---------------|----|
| YR/MK       | 2014/CHEV   | BODY         | 4D        | COLOR   | SIL        | Reg. Tax       | 81.60 | Class Code    | 9  |
| VIN         | 1G1RA6E4XEL | [REDACTED]   |           | TITLE   | 116498068  | Init. Reg.     |       | Tax Months    | 12 |
| Plate Type  | RGS         | NET WT       | 3741      |         |            | County Fee     | 3.00  | Back Tax Mos  |    |
|             |             |              |           |         |            | Mail Fee       |       | Credit Class  |    |
| DL/FEID     | [REDACTED]  |              |           | 2ND DL# | [REDACTED] | Sales Tax      |       | Credit Months |    |
| Date Issued | 4/16/2015   | Plate Issued | 4/22/2009 |         |            | Voluntary Fees |       |               |    |
|             |             |              |           |         |            | Grand Total    | 84.60 |               |    |

MELVIN M HASENKAMP, DARLENE GAYE HASENKAMP  
128 HARPERS FERRY DR  
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## IMPORTANT INFORMATION

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5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

RGS - SUNSHINE STATE



## Howell, Rosa (NHTSA)

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**From:** Alicia Guerrero (C)  
**Sent:** Tuesday, October 11, 2016 5:21 PM  
**To:** 'Rachel Cichowic'; Maritza A; Hector Villalobos  
**Subject:** RE: [EXTERNAL] Hasenkamp

If we were to do a buyback Mr. [REDACTED] will still be responsible for the usage fee. General Motors does not refund attorney's fee for the state of Florida.

**From:** Rachel Cichowic [mailto:rcichowic@lemonlawgrouppartners.com]  
**Sent:** Tuesday, October 11, 2016 3:30 PM  
**To:** Alicia Guerrero (C); Maritza A; Hector Villalobos  
**Subject:** [EXTERNAL] [REDACTED]

[REDACTED] wants a full repurchase plus (buyback) plus attorneys fees

--

**Rachel Cichowic**  
**Florida Licensed Attorney**  
**Lemon Law Group Partners, PLC**  
Phone: (888) 415-0610 Ext. 103  
Fax: (888) 809-7010  
[rcichowic@lemonlawgrouppartners.com](mailto:rcichowic@lemonlawgrouppartners.com)



## Howell, Rosa (NHTSA)

---

**From:** Alicia Guerrero (C)  
**Sent:** Monday, October 10, 2016 5:52 PM  
**To:** 'Maritza A'  
**Subject:** RE: [EXTERNAL] Re: RE: Hasenkamp Initial Offer

Trade repurchase, we are trading Mr. [REDACTED] into another GM vehicle

**From:** Maritza A [mailto:[maritza@lemonlawgrouppartners.com](mailto:maritza@lemonlawgrouppartners.com)]  
**Sent:** Monday, October 10, 2016 4:51 PM  
**To:** Alicia Guerrero (C)  
**Subject:** [EXTERNAL] Re: RE: [REDACTED] Initial Offer

Is this a replacement or repurchase?

On Mon, Oct 10, 2016 at 5:49 PM, Alicia Guerrero (C) <[alicia.guerrero@gm.com](mailto:alicia.guerrero@gm.com)> wrote:

No attorneys fee will be provided

**From:** Maritza A [mailto:[maritza@lemonlawgrouppartners.com](mailto:maritza@lemonlawgrouppartners.com)]  
**Sent:** Monday, October 10, 2016 12:00 PM  
**To:** Alicia Guerrero (C)  
**Cc:** Rachel Cichowic; Hector Villalobos  
**Subject:** [EXTERNAL] RE: [REDACTED] Initial Offer

RE: [REDACTED] Initial Offer

Can you please inform me the amount of attorneys fees and costs being offered?

Best regards,

**Maritza Izquierdo**

**Paralegal**

**Lemon Law Group Partners, PLC**

Phone:  [\(888\) 415-0610 Ext. 110](tel:(888)415-0610)  
Fax:  [\(888\) 809-7010](tel:(888)809-7010)  
[maritza@lemonlawgrouppartners.com](mailto:maritza@lemonlawgrouppartners.com)





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--

Best regards,

**Maritza Izquierdo**

**Paralegal**

**Lemon Law Group Partners, PLC**

Phone: (888) 415-0610 Ext. 110

Fax: (888) 809-7010

[maritza@lemonlawgrouppartners.com](mailto:maritza@lemonlawgrouppartners.com)



## Howell, Rosa (NHTSA)

---

**From:** Alicia Guerrero (C)  
**Sent:** Thursday, October 20, 2016 12:02 PM  
**To:** 'Tweraser, Ben'  
**Subject:** RE: [EXTERNAL] RE: Re: Re: [REDACTED]  
**Attachments:** 4. Dlr 114760 Sales.PDF; 4. PC Sales (3).PDF; 5. BARS (1).PDF

---

**From:** Tweraser, Ben [mailto:btweraser@council.bbb.org]  
**Sent:** Thursday, October 20, 2016 10:46 AM  
**To:** Alicia Guerrero (C)  
**Subject:** [EXTERNAL] RE: Re: Re: [REDACTED]

Do you have a copy of the sales contract/finance agreement?

Thanks,

*Ben Tweraser, Manager Customer Service and Policy*  
Council of Better Business Bureaus, Inc.  
p: 800-334-2406 x505  
bbb.org *Start With Trust*®

---

**From:** Alicia Guerrero (C) [mailto:[alicia.guerrero@gm.com](mailto:alicia.guerrero@gm.com)]  
**Sent:** Tuesday, October 18, 2016 4:22 PM  
**To:** Rachel Cichowic; Maritza A; Hector Viallалobos  
**Cc:** Patterson, Donna; Tweraser, Ben  
**Subject:** RE: [EXTERNAL] Re: Re: [REDACTED]

It would be best for you to get in contact with Donna Paterson with the BBB for the figures. She would be the best person to assist.

**From:** Rachel Cichowic [mailto:[rcichowic@lemonlawgrouppartners.com](mailto:rcichowic@lemonlawgrouppartners.com)]  
**Sent:** Monday, October 17, 2016 9:35 AM  
**To:** Alicia Guerrero (C); Maritza A; Hector Viallалobos  
**Subject:** [EXTERNAL] Re: Re: [REDACTED]

He wants to look into what his numbers will be on the repurchase he is getting me a copy of his payoff and payment history and we will submit it to you He doesn't know if he wants to agree until he sees the numbers

On Thu, Oct 13, 2016 at 12:37 PM, Alicia Guerrero (C) <[alicia.guerrero@gm.com](mailto:alicia.guerrero@gm.com)> wrote:

Good afternoon,

We have an approval to offer Mr. [REDACTED] and straight repurchase per the Florida Lemon Law.

**From:** Rachel Cichowic [mailto:[rcichowic@lemonlawgrouppartners.com](mailto:rcichowic@lemonlawgrouppartners.com)]  
**Sent:** Tuesday, October 11, 2016 4:31 PM



**To:** Alicia Guerrero (C)

**Subject:** [EXTERNAL] Re: [REDACTED]

He is asking for a repurchase

On Tue, Oct 11, 2016 at 5:20 PM, Alicia Guerrero (C) <[alicia.guerrero@gm.com](mailto:alicia.guerrero@gm.com)> wrote:

If we were to do a buyback Mr. [REDACTED] will still be responsible for the usage fee. General Motors does not refund attorney's fee for the state of Florida.

**From:** Rachel Cichowic [mailto:[rcichowic@lemonlawgrouppartners.com](mailto:rcichowic@lemonlawgrouppartners.com)]

**Sent:** Tuesday, October 11, 2016 3:30 PM

**To:** Alicia Guerrero (C); Maritza A; Hector Villalobos

**Subject:** [EXTERNAL] [REDACTED]

[REDACTED] wants a full repurchase plus (buyback) plus attorneys fees

--

**Rachel Cichowic**

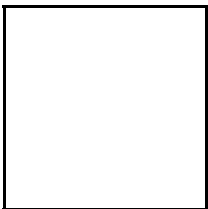
**Florida Licensed Attorney**

**Lemon Law Group Partners, PLC**

Phone: (888) 415-0610 Ext. 103

Fax: (888) 809-7010

[rcichowic@lemonlawgrouppartners.com](mailto:rcichowic@lemonlawgrouppartners.com)

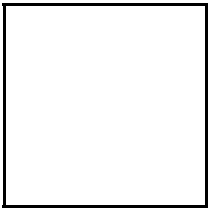


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**Rachel Cichowic**  
**Florida Licensed Attorney**  
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Phone:  [\(888\) 415-0610 Ext. 103](tel:(888)415-0610)  
Fax:  [\(888\) 809-7010](tel:(888)809-7010)  
[rcichowic@lemonlawgrouppartners.com](mailto:rcichowic@lemonlawgrouppartners.com)

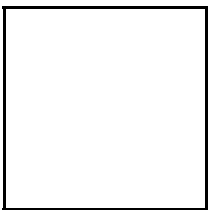


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GMC



DEALER

CUSTOMER NAME

VIN: 1 G 1 R A 6 E 4 X E U

Lux 9/20

**Customer Incentive Acknowledgement****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) \_\_\_ to the down payment of this vehicle, (b) \_\_\_ 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 |
|---------------------------------|-----------|-------------------|
| XJE                             | \$3750.00 | ALLY SMART LEASE  |
| LUX                             | \$500.00  | GM LEASE LOYALTY  |
|                                 | \$        |                   |
|                                 | \$        |                   |
|                                 | \$        |                   |
| Total Incentive Amount Received | \$4250.00 |                   |

**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 \_\_\_\_\_ AND/OR

I elect to receive \_\_\_\_\_

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 09/17/14. I acknowledge receipt of incentive(s) as described in Item(s) \_\_\_ and release GM from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature

Date: 09/17/14**Vehicle Software and OnStar Acknowledgement****Vehicle Software Acknowledgement**

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

**OnStar Terms and Conditions Acknowledgement**

I acknowledge that I have received the Terms and Conditions applicable to the OnStar Services. Copies are available in my vehicle glove box, from my dealer, at [www.onstar.com](http://www.onstar.com) or by contacting OnStar directly.

**Cancellation of OnStar Services**

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

**Payment Methods**

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due and how to update or remove my credit or debit card information will be provided at least 30 days prior to any charges. Current pricing and information relating to the OnStar Plans can be found at [www.onstar.com](http://www.onstar.com).

Purchaser/Lessee Signature

Date: 09/17/14

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the Incentive Payments, OnStar Vehicle Software; OnStar Terms and Conditions; Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: \_\_\_\_\_

Date: 09/17/14Dealership Name: JON HALL CHEVROLET

Dealer Code: \_\_\_\_\_

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

GM-3795-OS Rev 10-15-2010



STATE OF FLORIDA  
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES  
DIVISION OF MOTORIST SERVICES  
Neil Kirkman Building - Tallahassee, FL 32399-0500  
**MOTOR VEHICLE TITLE REASSIGNMENT SUPPLEMENT**

(Instructions on Reverse Side)

This reassignment is supplement to: ☐ Title No. \_\_\_\_\_ State of Issue \_\_\_\_\_

☒ Manufacturer's Statement or Certificate of Origin

Is the title electronic?

☐ Yes

☐ No

**VEHICLE DESCRIPTION**

| Vehicle Identification Number | Year | Make      | Model | Body |
|-------------------------------|------|-----------|-------|------|
| 1G1RA6E4XE                    | 2014 | CHEVROLET | VOLT  | HB   |

**REASSIGNMENT INFORMATION**

|                                                                  |                                                      |                                        |                     |
|------------------------------------------------------------------|------------------------------------------------------|----------------------------------------|---------------------|
| Name of Seller(s)/Agent (Print)<br><b>JON HALL CHEVROLET</b>     | DL/ID#, DMS ACCT#, FEID#                             | DEALER/AUCTION LICENSE (if applicable) |                     |
| Street Address<br><b>551 N NOVA ROAD</b>                         | City<br><b>DAYTONA BEACH</b>                         | State<br><b>FL</b>                     | Zip<br><b>32114</b> |
| Selling Price (If Applicable)<br><b>36953.00</b>                 | Sales Tax Collected (If Applicable)<br><b>EXEMPT</b> | Sales Tax Reg. No. (If Applicable)     |                     |
| Purchaser's Co-Purchaser's Printed Name<br><b>ALLY FINANCIAL</b> | Date of Sale<br><b>09/17/14</b>                      |                                        |                     |
| Purchaser's Address<br>[REDACTED]                                | City<br><b>DAYTONA BEACH</b>                         | State<br><b>FL</b>                     | Zip<br>[REDACTED]   |
| Co-Purchaser's Address<br>[REDACTED]                             | City<br><b>DAYTONA BEACH</b>                         | State<br><b>FL</b>                     | Zip<br>[REDACTED]   |
| Auction Name (If applicable)                                     | Auction License Number                               | State of License                       | Date of Auction     |
| Street Address                                                   | City                                                 | State                                  | Zip                 |

**ODOMETER DISCLOSURE STATEMENT**

**WARNING: FEDERAL AND STATE LAW REQUIRE THAT YOU STATE THE ODOMETER MILEAGE IN CONNECTION WITH TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.**

I/WE STATE THAT THIS ☐ 5 OR ☐ 6 DIGIT ODOMETER NOW READS ☐☐☐☐☐☐ (NO TENTHS) MILES,  
DATE READ **09/17/14** AND I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING.

CAUTION:  
READ CAREFULLY  
BEFORE YOU  
CHECK A BOX

- ☐ 1. REFLECTS ACTUAL MILEAGE  
☐ 2. IS IN EXCESS OF ITS MECHANICAL LIMITS  
☐ 3. IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

**UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.**

|                                                                            |                                                                               |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Printed Name of seller(s)/Agent<br><b>JON HALL CHEVROLET</b>               | Seller(s)/Agent Signature                                                     |
| Printed Name of Co-seller (If applicable)                                  | Co-Seller Signature (If applicable)                                           |
| Purchaser(s) Signature<br>[REDACTED]                                       | Co-Purchaser(s) Signature<br>[REDACTED]                                       |
| Purchaser(s) Printed Name First, Full Middle or Maiden, Last<br>[REDACTED] | Co-Purchaser(s) Printed Name First, Full Middle or Maiden, Last<br>[REDACTED] |

**NOTICE: ANY ALTERATION OR ERASURE MAY VOID THIS ASSIGNMENT AND ALL ASSIGNMENTS THAT FOLLOW.**

ORIGINAL: SUBMIT WITH APPLICATION FOR TITLE

COPY: SELLER/DEALER RETAIN IN FILE

# ally SMARTLEASE

STK# [REDACTED]  
REAL# [REDACTED]

## Lessee (and Co-Lessee) ("You")

Name and address, including county

Garaging address (

Lessor

JON HALL CHEVROLET

Principal driver (if business use)

551 N NOVA ROAD  
DAYTONA BEACH, FL 32114

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

"We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☒ If this box is checked, Lessor will assign this lease and sell the vehicle to ALLY BANK (Assignee).

☐ If this box is checked, Lessor intends not to assign this lease.

**Monthly Payment Lease:** If your payment schedule shows monthly scheduled payments (Section 2(a)), your lease is a monthly payment lease.

**Single Payment Lease:** If your payment schedule shows a single scheduled payment (Section 2(b)), your lease is a single payment lease.

## The Vehicle You Are Leasing

| New/Used                 | Year | Make & Model   | Body Style | Vehicle ID # | Mileage | Primary Use: Personal, unless otherwise indicated below        |
|--------------------------|------|----------------|------------|--------------|---------|----------------------------------------------------------------|
| NEW                      | 2014 | CHEVROLET VOLT | HS         | 1G1RA6E4     |         | <input type="checkbox"/> Commercial, Business, or Agricultural |
| Dealer Installed Options |      |                |            |              |         | <input type="checkbox"/> Public Conveyance                     |

## Federal Consumer Leasing Act Disclosures

|                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                     |                                                                                                                   |
|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <b>1. Amount Due at Lease Signing or Delivery</b><br>(Itemized Below)*<br><br>\$ <u>5325.70</u> | <b>2(a). Monthly Scheduled Payments</b><br>Your first monthly payment of \$ <u>521.19</u> is due on <u>17 SEP 2014</u> , followed by <u>13</u> payments of \$ <u>521.19</u> due on the <u>17TH</u> of each month. The total of your monthly payments is \$ <u>18762.84</u> .<br><br><b>2(b). Single Scheduled Payment</b><br>Your single payment of \$ <u>N/A</u> is due on <u>N/A</u> . This is the total of your scheduled payments. | <b>3. Other Charges</b> (not part of your scheduled payment)<br><br>Disposition fee (if you do not purchase the vehicle and we do not waive the fee under Section 14) \$ <u>N/A</u><br><br>\$ <u>N/A</u><br><br>Total \$ <u>N/A</u> | <b>4. Total of Payments</b><br>(The amount you will have paid by the end of the lease.)<br><br>\$ <u>23887.95</u> |
|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|

### \* Itemization of Amount Due at Lease Signing or Delivery

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>5. Amount Due at Lease Signing or Delivery:</b> <ul style="list-style-type: none"> <li>a. Capitalized cost reduction \$ <u>4250.00</u></li> <li>b. First monthly payment \$ <u>521.19</u></li> <li>c. Single scheduled payment \$ <u>N/A</u></li> <li>d. Refundable security deposit \$ <u>N/A</u></li> <li>e. Title fees \$ <u>N/A</u></li> <li>f. Registration fees \$ <u>100.00</u></li> <li>g. Sales/use tax \$ <u>287.81</u></li> <li>h. <del>IF \$5.00 RTLS \$0.00 BAT \$1.50</del> \$ <u>66.50</u></li> <li>i. <del>ILL \$2.00 EFF \$0.00</del> \$ <u>101.00</u></li> <li>j. <del>N/A</del> \$ <u>N/A</u></li> <li>k. Total \$ <u>5325.70</u></li> </ul> | <b>6. How the Amount Due at Lease Signing or Delivery will be paid:</b> <ul style="list-style-type: none"> <li>a. Net trade-in allowance \$ <u>N/A</u></li> <li>b. Rebates and noncash credits \$ <u>4250.00</u></li> <li>c. Amount to be paid in cash \$ <u>1075.70</u></li> <li>d. Total \$ <u>5325.70</u></li> </ul> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

### 7. Your scheduled payment is determined as shown below:

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <ul style="list-style-type: none"> <li>a. <b>Gross capitalized cost.</b> The agreed upon value of the vehicle (\$ <u>26117.10</u>) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) \$ <u>38347.00</u></li> <li>b. <b>Capitalized cost reduction.</b> The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost \$ <u>4250.00</u></li> <li>c. <b>Adjusted capitalized cost.</b> The amount used in calculating your base scheduled payment = \$ <u>34097.00</u></li> <li>d. <b>Residual value.</b> The value of the vehicle at the end of the lease used in calculating your base scheduled payment \$ <u>18852.10</u></li> <li>e. <b>Depreciation and any amortized amounts.</b> The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term = \$ <u>15244.90</u></li> <li>f. <b>Rent charge.</b> The amount charged in addition to the depreciation and any amortized amounts + \$ <u>2372.78</u></li> <li>g. <b>Total of base scheduled payment(s).</b> The depreciation and any amortized amounts plus the rent charge = \$ <u>17617.68</u></li> <li>h. <b>Lease payments.</b> The number of payments in your lease + <u>36</u></li> <li>i. <b>Base scheduled payment</b> = \$ <u>489.38</u></li> <li>j. <b>Sales/use tax (estimated)</b> + \$ <u>31.81</u></li> <li>k. <b>Total scheduled payment</b> = \$ <u>521.19</u></li> </ul> |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|



- 10. Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

Unless Lessor makes a written warranty or enters into a service contract within 90 days from the date of this lease, LESSOR MAKES NO IMPLIED WARRANTY OF MERCHANTABILITY, AND THERE IS NO IMPLIED WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE. If Lessor makes a written warranty or enters into a service contract within 90 days from the date of this lease, then any implied warranty of merchantability and any warranty that the vehicle is fit for a particular purpose are limited in duration to the longer of the term of the written warranty or the term of the service contract.

# JEEP/CHRYSLER CHEVROLET INC.

651 No. Nova Rd. P.O. Box 751  
DAYTONA BEACH, FLORIDA 32115  
Telephone: (386) 255-4444

RETAIL LEASE ORDER

DEALER

DATE 09/17/2014

DAYTONA BEACH

STATE FL

CITY DAYTONA BEACH

STATE FL

E-MAIL

HOME

WORK PHONE N/A

COUNTY VOLUSIA

WORK PHONE N/A

COUNTY VOLUSIA

YEAR 2014

MAKE XK

USED

DEMO

EXECUTIVE

278

GRAY

SALESPERSON HOXIE SCOTT A

1G1RA6E4XE1

CHEVROLET

VOLT MODEL

HB

SALESPERSON 2

## NEW DEMO AND EXECUTIVE VEHICLE DISCLOSURE

The new, demonstrator or executive vehicle is leased AS IS and WITH ALL FAULTS. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 the lease of the Vehicle. The only warranties applying to this Vehicle are those offered by the Manufacturer. The Manufacturer's warranty is not affected by Dealer's disclaimer of warranties. The Customer hereby acknowledges that Dealer has made available "warranty Pre-Sale Information" as disclosed in the Warranty Binders pursuant to the Magnuson-Moss Warranty Act.

Customer \_\_\_\_\_ Customer \_\_\_\_\_

## THIS VEHICLE WAS DELIVERED TO A PREVIOUS PURCHASER

## USED VEHICLE DISCLOSURE

This used Vehicle has been previously driven by others and Dealer has not made any representation regarding the Vehicle's history. Customer acknowledges that no representation has been made by any agent of Dealer: (1) regarding the history, condition, prior repair or maintenance, safety system or suitability of the vehicle; or (2) that it has or has not ever sustained damages prior to this Order, nor does dealer have the obligation to make an such disclosure. Customer understands that she may retain a third party to provide information regarding the Vehicle's history and that Dealer encourages Customer to do so. Customer may also make arrangements to have the Vehicle inspected by a person of Customer's own choosing. Customer further acknowledges that Customer has test driven this Vehicle and it meets Customer's satisfaction or Customer has been offered an opportunity to do so, and has declined. Except as otherwise set forth on the window form (Buyer's Guide), this Vehicle is leased AS IS and WITH ALL FAULTS, without any warranty and Dealer 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 person to assume for it any liability in connection with the sale of the Vehicle. The information you see on the window form for this Vehicle is part of this contract/order. Information on the window form overrides any contrary provisions in the contract/order of sale. The manufacturer warranty, if any, has been fully explained. If the Vehicle is designated as a certified vehicle, that indicates that it has qualified for a limited extension of the Manufacturer's original warranty as set forth in the Buyer's Guide. The certified designation does not alter or modify any of the above disclosures and dealer does not make any warranty. It also does not mean that the Vehicle, like all used vehicles, will not suffer mechanical breakdowns or need maintenance due to wear and tear.

The Vehicle was previously a \_\_\_\_\_ (enter short-term rental, taxicab, police vehicle, manufacturer buy back, etc.)

## LEASE INFORMATION

|                                                                                                                                                                   |          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Cash Price of vehicle                                                                                                                                             | 34500.00 |
| Extended Service Plan                                                                                                                                             |          |
| Accessories / Options                                                                                                                                             | 2453.00  |
| ACU FEE                                                                                                                                                           | 595.00   |
| SUBTOTAL CAPITALIZED COST                                                                                                                                         | 37548.00 |
| Predelivery Service Fee                                                                                                                                           | \$799.00 |
| Electronic Registration Filing Fee                                                                                                                                | 1.50     |
| These charges represent costs and profit to the dealer for items such as inspecting, cleaning and adjusting vehicles and preparing documents related to the sale. |          |
| Florida New Pre-Paid Lead Acid Battery Fee                                                                                                                        | 65.00    |
| 6.5000                                                                                                                                                            | N/A      |
| Sales Tax                                                                                                                                                         | 286.18   |
| Rental Surcharge                                                                                                                                                  | 99.00    |
| County Tax                                                                                                                                                        | 0.83     |
| Lemon Law - Warranty Enforcement Act (New Cars Only)                                                                                                              | 2.00     |
| Florida Title Registration and License Fees (New Trans - )                                                                                                        | 100.00   |
| If box is checked this is an estimate                                                                                                                             |          |
| Trade Pay-off / Balance on Prior Lease                                                                                                                            |          |
| Pre-owned Allowance & or Discount                                                                                                                                 |          |
| TOTAL CAPITALIZED COST                                                                                                                                            | 38901.50 |
| Trade Equity Applied Towards Lease inception costs and/or capitalized cost reduction                                                                              |          |
| Additional Amounts Paid Towards Lease inception costs and/or capitalized cost reduction                                                                           |          |
| Rebate                                                                                                                                                            |          |



GUIA PARA COMPRADORES DE VEHICULOS USADOS. LA INFORMACION QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACION DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

### LEASE FINANCING / CREDIT APPROVAL

This is an Order to lease a vehicle. This is not the Lease Agreement. The lease terms will be contained in a Lease Agreement which Customer will be required to execute. The lease financing terms will be a function of, among other things, Customer's credit and market forces. The Lease Agreement may also contain bank / acquisition fees, ancillary products, disposition fees and may require money paid at lease inception and/or a payment to reduce the capitalized cost which may vary from the amounts shown herein. Customer may arrange for lease financing through Dealer or a financing entity of Customer's choosing and Customer may be able to obtain more favorable lease financing from third parties. The Lease Agreement to be entered between Dealer and Customer, unless otherwise indicated in writing by Dealer, shall be immediately assigned by Dealer to a bank / finance company (at face value or greater) which shall then be the creditor to whom Customer shall be obligated under the Lease Agreement. Customer also understands that: (i) the monthly lease payment pursuant to the lease agreement for the lease of an automobile may be negotiated with Dealer, and (ii) Dealer may receive some compensation for providing the lease financing and selling other products and services. Should Customer fail to execute a Lease Agreement, this Order shall be deemed terminated by Dealer without further notice. Similarly, Dealer may terminate this Order if Dealer cannot obtain credit approval for Customer or if Dealer is unable to sell Customer's Lease to a financial institution at face value or greater (these acts shall be collectively referred to as "Leasing Approvals"). Dealer's right of termination cannot be waived unless in writing. Leasing Approvals are not typically obtained at the time of the Vehicle's delivery and are beyond Dealer's control. Should Customer take delivery of the Vehicle prior to Dealer's obtaining the Leasing Approvals, Customer understands and acknowledges that pending the Leasing Approvals, delivery of the Vehicle to Customer serves as a convenience to Customer only and Customer does not have, nor will acquire, any rights or interests in the Vehicle by such delivery except Dealer's permission to use it, which permission can be revoked, requiring the Vehicle's immediate return to Dealer in the same condition as it existed when delivered to Customer. In the event of the return of the Vehicle, Customer agrees to pay Dealer the amount of any depreciation, repair costs and any damage to the Vehicle while it is in the possession of the Customer. Customer agrees that in no event shall the vehicle be physically removed more than one-hundred (100) miles from the County in which Dealer is located until the Leasing Approvals are obtained. Additionally, the obtaining of the Leasing Approvals are a condition precedent to the enforcement and validity of the Lease Agreement.

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relationship with Dealer (collectively referred to as "Claim"), as well as the not limited to any matter that may have induced the Customer to enter into a and irrespective of whether the Leasing Approvals were obtained (including, but relating to this Order or the parties' relationship (whether jointly or otherwise demand, counterclaim, cross claim, or third party complaint, arising out of, or H. Arbitration. Dealer and Customer agree that any controversy, claim, suit, use good faith in selecting the mediator and participating in the mediation. The parties shall select the mediator and equally divide the cost of the mediation. The parties shall be conducted in the county where the Dealer is situated. The parties shall jointly first mediate the dispute before a court certified mediator, which mediation shall one that is expressly outside the scope of the arbitration provision, the parties must G. Mandatory Mediation. Before any party institutes an action, other than

### TERMS AND CONDITIONS

|                          |     |      |     |       |         |       |           |
|--------------------------|-----|------|-----|-------|---------|-------|-----------|
| Year                     | N/A | Make | N/A | Model | N/A     | Color | N/A       |
| VIN                      | N/A |      |     |       | Mileage | N/A   |           |
| 1 <sup>st</sup> Lien to: | N/A |      |     |       | Amount  | N/A   | Good Thru |
| 2 <sup>nd</sup> Lien to: | N/A |      |     |       | Amount  | N/A   | Good Thru |
| Authorized by:           |     |      |     |       | N/A     |       |           |

### TRADE-IN 2

|                                        |     |                                          |     |
|----------------------------------------|-----|------------------------------------------|-----|
| <input type="checkbox"/> Private Trade |     | <input type="checkbox"/> Lease Walk Away |     |
| Year                                   | N/A | Make                                     | N/A |
| Model                                  | N/A | Color                                    | N/A |
| VIN                                    | N/A |                                          |     |
| Mileage                                | N/A |                                          |     |
| 1 <sup>st</sup> Lien to:               | N/A | Amount                                   | N/A |
| Good Thru                              | N/A |                                          |     |
| 2 <sup>nd</sup> Lien to:               | N/A | Amount                                   | N/A |
| Good Thru                              | N/A |                                          |     |
| Authorized by:                         |     |                                          |     |

Unless specifically identified by Customer in writing and signed by the parties, Customer represents and warrants the following regarding the Trade-In: (i) it was not involved in an accident; (ii) having no knowledge of any body or major engine repair(s); and (iii) it was not previously a police vehicle, a taxicab, a short-term lease (for less than 12 months), also referred to as a rental vehicle, a flood damaged, frame damaged, salvaged or a rebuilt vehicle, and the title to the trade-in has not been branded as such. Subject to the terms and conditions of this Order, Customer authorizes Dealer to immediately sell the Trade-In whether or not the Leasing Approvals have been obtained. Customer agrees that in the event any inquiry reveals any undisclosed lien on the Trade-In, and/or the actual payoff for the disclosed lien on the Trade-In exceeds the Customer's statement of pay-off, Customer will cause such previously unknown lien(s) and/or the understated amount of the disclosed lien(s) to be satisfied within 72 hours of Dealer's notice to Customer in writing. If the vehicle(s) listed is a Lease Walk Away, Customer understands that Dealer's agreement to take possession of it is for convenience only and Dealer assumes no responsibility for its condition or any other obligation of Customer with respect to that lease such as remaining payments, excess miles or damage to vehicle, unless otherwise indicated in writing and signed by Dealer.

The parties agree to submit all claims to binding arbitration as set forth in paragraph H on the reverse side. Customer has read and understands paragraph H. In a dispute between the parties, Customer shall not be entitled to recover from Dealer any special damages, consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages, including, but not limited to vehicle rental charges. This Order is not evidence of any cash payment. Cash payments are evidenced by a separate receipt.

A. Definitions: As used in this Order the terms: (a) "Customer" shall mean the party(ies) acquiring the Vehicle; (b) "Vehicle" shall mean the vehicle which is the subject of this Order; (c) "Manufacturer" shall mean the manufacturer that manufactured the Vehicle; (d) "Trade-In" shall mean the automobile(s), but not a Lease Walk Away, conveyed by Customer to Dealer and described on the front side of this Order, which is being applied towards the acquisition costs of the Vehicle; (e) "ACV" shall mean the actual cash value of the Trade-In, as determined by the National Auto Research Black Book Official Used Car Market Guide based on its condition, current as of the date of Customer's delivery of the Trade-In to Dealer, or if the Trade-In is too old to be in such guide, the average auction price at the time of this Order at the Central Florida Automobile Auctions (open only to licensed automobile dealerships) or automobiles of similar equipment, condition



# JON HALL CHEVROLET, INC.

551 N. Nova Rd. P.O. Box 781  
DAYTONA BEACH, FLORIDA 32115  
Telephone (386) 263-4444

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO THE ACCURACY OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

## RETAIL LEASE ORDER

DEAL#

DATE

09/17/2014

DAYTONA BEACH

STATE FL

DAYTONA BEACH

STATE FL

E-MAIL

WORKPHONE

COUNTRY

VOLUSTIA

WORKPHONE

VOLUSTIA

STOCK NO.

2014 XX

USED

DEMO

EXECUTIVE

278

GRAY

COLOR

H

SALESPERSON 2

1G1RA6E4XE

CHEVROLET

VOLT

MODEL

H

BODY

## NEW / DEMO AND EXECUTIVE VEHICLE DISCLOSURE

## LEASE INFORMATION

The new, demonstrator or executive Vehicle is leased AS-IS and WITH ALL FAULTS. Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 the lease of the Vehicle. The only warranties applying to this Vehicle are those offered by the Manufacturer. The Manufacturer's warranty is not affected by Dealer's disclaimer of warranties. The Customer hereby acknowledges that Dealer has made available "warranty Pre-Sale Information" as disclosed in the Warranty Binders pursuant to the Magnuson-Moss Warranty Act.

Customer: \_\_\_\_\_ Customer: \_\_\_\_\_  
THIS VEHICLE WAS DELIVERED TO A PREVIOUS PURCHASER.

## USED VEHICLE DISCLOSURE

This used Vehicle has been previously driven by others and Dealer has not made any representation regarding the Vehicle's history. Customer acknowledges that no representation has been made by any agent of Dealer: (i) regarding the history, condition, prior repair or maintenance, safety system or suitability of the Vehicle; or (ii) that it has or has not ever sustained damages prior to this Order, nor does dealer have the obligation to make any such disclosure. Customer understands that s/he may retain a third-party to provide information regarding the Vehicle's history and that Dealer encourages Customer to do so. Customer may also make arrangements to have the Vehicle inspected by a person of Customer's own choosing. Customer further acknowledges that Customer has test driven this Vehicle and it meets Customer's satisfaction or Customer has been offered an opportunity to do so, and has declined. Except as otherwise set forth on the window form (Buyer's Guide), this Vehicle is leased "AS IS and WITH ALL FAULTS," without any warranty and Dealer 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 person to assume for it any liability in connection with the sale of the Vehicle. The information you see on the window form for this Vehicle is part of this contract/order. Information on the window form overrides any contrary provisions in the contract/order of sale. The manufacturer warranty, if any, has been fully explained. If the Vehicle is designated as a certified vehicle, that indicates that it has qualified for a limited extension of the Manufacturer's original warranty as set forth on the Buyer's Guide. The certified designation does not alter or modify any of the above disclaimers and waivers, nor does it create a Dealer warranty. It also does not mean that the Vehicle, like all used vehicles, will not suffer mechanical breakdowns, nor need maintenance due to wear and tear.

The Vehicle was previously a \_\_\_\_\_ (enter short-term rental, taxicab, police vehicle, manufacturer buy-back, rebuilt, glider kit replica or flood vehicle).

Customer: \_\_\_\_\_ Customer: \_\_\_\_\_

GUIA PARA COMPRADORES DE VEHICULOS USADOS. LA INFORMACION QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACION DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

## LEASE FINANCING / CREDIT APPROVAL

This is an Order to lease a vehicle. This is not the Lease Agreement. The lease terms will be contained in a Lease Agreement which Customer will be required to execute. The lease financing terms will be a function of, among other things, Customer's credit and market forces. The Lease Agreement may also contain bank / acquisition fees, ancillary products, disposition fees and may require money paid at lease inception and/or a payment to reduce the capitalized cost which may vary from the amounts shown herein. Customer may arrange for lease financing through Dealer or a financing entity of Customer's choosing and Customer may be able to obtain more favorable lease financing from third parties. The Lease Agreement to be entered between Dealer and Customer, unless otherwise indicated in writing by Dealer, shall be immediately assigned by Dealer to a bank / finance company (at face value or greater) which shall then be the creditor to whom Customer shall be obligated under the Lease Agreement. Customer also understands that: (i) the monthly lease payment pursuant to the lease agreement for the lease of an automobile may be negotiated with Dealer, and (ii) Dealer may receive some compensation for providing the lease financing and selling other products and services. Should Customer fail to execute a Lease Agreement, this Order shall be deemed terminated by Dealer without further notice. Similarly, Dealer may terminate this Order if Dealer cannot obtain credit approval for Customer or if Dealer is unable to sell Customer's Lease to a financial institution at face value or greater (these acts shall be collectively referred to as "Leasing Approvals"). Dealer's right of termination cannot be waived unless in writing. Leasing Approvals are not typically obtained at the time of the Vehicle's delivery and are beyond Dealer's control. Should Customer take delivery of the Vehicle prior to Dealer's obtaining the Leasing Approvals, Customer understands and acknowledges that pending the Leasing Approvals, delivery of the Vehicle to Customer serves as a convenience to Customer only and Customer does not have, nor will acquire, any rights or interests in the Vehicle by such delivery except Dealer's permission to use it, which permission can be revoked, requiring the Vehicle's immediate return to Dealer in the same condition as it existed when delivered to Customer. In the event of the return of the Vehicle, Customer agrees to pay Dealer the amount of any depreciation, repair costs and any damage to the Vehicle while it is in the possession of the Customer. Customer agrees that in no event shall the vehicle be physically removed more than one-hundred (100) miles from the County in which Dealer is located until the Leasing Approvals are obtained. Additionally, the obtaining of the Leasing Approvals are a condition precedent to the enforcement and validity of the Lease Agreement.

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|                                                                                                                                                                    |          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Cash Price of Vehicle                                                                                                                                              | 34500.00 |
| Extended Service Plan                                                                                                                                              |          |
| Accessories / Options                                                                                                                                              | 2453.00  |
| ACQ FEE                                                                                                                                                            | 595.00   |
| SUBTOTAL CAPITALIZED COST                                                                                                                                          | 37548.00 |
| Predelivery Service Fee                                                                                                                                            | \$799.00 |
| Electronic Registration Filing Fee                                                                                                                                 | 1.00     |
| These charges represent costs and profit to the dealer for items such as inspecting, cleaning, and adjusting vehicles and preparing documents related to the sale. |          |
| Florida New Tire Fee & Lead Acid Battery Fee                                                                                                                       | 65.00    |
| G. 5000                                                                                                                                                            |          |
| Sales Tax %                                                                                                                                                        | 286.00   |
| Rental Surcharge                                                                                                                                                   | 99.00    |
| County Tax                                                                                                                                                         | 0.00     |
| Lemon Law - Warranty Enforcement Act (New Cars Only)                                                                                                               | 2.00     |
| Florida Title, Registration and License Fees (New Trans )                                                                                                          | 100.00   |
| If box is checked this is an estimate                                                                                                                              |          |
| Trade Pay-off / Balance on Prior Lease                                                                                                                             |          |
| Pri-own Allowance &/or Discount                                                                                                                                    |          |
| TOTAL CAPITALIZED COST                                                                                                                                             | 38901.00 |
| Net Trade Equity Applied Towards Lease inception costs and/or capitalized cost reduction                                                                           |          |
| Additional Amounts Paid Towards Lease inception costs and/or capitalized cost reduction                                                                            |          |
| Rebates                                                                                                                                                            | 4250.00  |

## TRADE-IN 1

|                         |     |                 |     |
|-------------------------|-----|-----------------|-----|
| Private Trade           |     | Lease Walk Away |     |
| Year                    | N/A | Make            | N/A |
| Model                   | N/A | Color           | N/A |
| VIN                     | N/A | Mileage         | N/A |
| 1 <sup>st</sup> Lien to | N/A | Amount          | N/A |
| 2 <sup>nd</sup> Lien to | N/A | Amount          | N/A |
| Authorized by:          | N/A |                 |     |

## TRADE-IN 2

|                         |     |                 |     |
|-------------------------|-----|-----------------|-----|
| Private Trade           |     | Lease Walk Away |     |
| Year                    | N/A | Make            | N/A |
| Model                   | N/A | Color           | N/A |
| VIN                     | N/A | Mileage         | N/A |
| 1 <sup>st</sup> Lien to | N/A | Amount          | N/A |
| 2 <sup>nd</sup> Lien to | N/A | Amount          | N/A |
| Authorized by:          | N/A |                 |     |

Unless specifically identified by Customer in writing and signed by the parties, Customer represents and warrants the following regarding the Trade-In: (i) it was not involved in accident; (ii) having no knowledge of any body or major engine repair(s); and (iii) it was previously a police vehicle, a taxicab, a short-term lease (for less than 12 months), referred to as a rental vehicle, a flood damaged, frame damaged, salvaged or a rebuilt vehicle and the title to the trade-in has not been branded as such. Subject to the terms and conditions of this Order, Customer authorizes Dealer to immediately sell the Trade-In whether or no Leasing Approvals have been obtained. Customer agrees that in the event any inquiry reveals any undisclosed lien on the Trade-In, and/or the actual payoff for the disclosed lien on Trade-In exceeds the Customer's statement of pay-off, Customer will cause such previous unknown lien(s) and/or the understated amount of the disclosed lien(s) to be satisfied within 72 hours of Dealer's notice to Customer in writing. If the vehicle(s) listed is a Lease Walk Away, Customer understands that Dealer's agreement to take possession of it is convenience only and Dealer assumes no responsibility for its condition or any other obligations of Customer with respect to that lease such as remaining payments, excess miles or damages, unless otherwise indicated in writing and signed by Dealer.

## ARBITRATION AND LIMITATION ACKNOWLEDGEMENTS

The parties agree to submit all claims to binding arbitration as set forth in paragraph on the reverse side. Customer has read and understands paragraph H. In a dispute between the parties, Customer shall not be entitled to recover from Dealer any damages, consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages, including, but limited to vehicle rental charges. This Order is not evidence of any cash payment. (payments are evidenced by a separate receipt document. The Deposit will serve to



# ally® SMARTLEASE

STK#  
DEAL #

## Lessee (and Co-Lessee) ("You")

Name and address, including county

DAYTONA BEACH, FL

Garaging address (if different)

Principal driver (if business use)

## Lessor

JON HALL CHEVROLET

551 N NOVA ROAD  
DAYTONA BEACH, FL

32114

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

We, "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

☐ If this box is checked, Lessor will assign this lease and sell the vehicle to ALLY BANK (Assignee).

☐ If this box is checked, Lessor intends not to assign this lease.

**Monthly Payment Lease.** If your payment schedule shows monthly scheduled payments (Section 2(a)), your lease is a monthly payment lease.

**Single Payment Lease.** If your payment schedule shows a single scheduled payment (Section 2(b)), your lease is a single payment lease.

## The Vehicle You Are Leasing

| New/Used                      | Year | Make & Model   | Body Style | Vehicle ID # | Mileage | Primary Use: Personal, unless otherwise indicated below        |
|-------------------------------|------|----------------|------------|--------------|---------|----------------------------------------------------------------|
| NEW                           | 2014 | CHEVROLET VOLT | HB         | 1G1RA6E4XEU  |         | <input type="checkbox"/> Commercial, Business, or Agricultural |
| Dealer Installed Options: N/A |      |                |            |              |         | <input type="checkbox"/> Public Conveyance                     |

## Federal Consumer Leasing Act Disclosures

| 1. Amount Due at Lease Signing or Delivery (Itemized Below) | 2(a). Monthly Scheduled Payments                                                                                                                                                    | 3. Other Charges (not part of your scheduled payment)                                                                                  | 4. Total of Payments (The amount you will have paid by the end of the lease.) |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| \$ 5325.70                                                  | Your first monthly payment of \$ 521.19 is due on 17 SEP 2014 followed by 35 payments of \$ 521.19 due on the 17TH of each month. The total of your monthly payments is \$ 18762.34 | Disposition fee (if you do not purchase the vehicle and we do not waive the fee under Section 14) \$ N/A<br>N/A \$ N/A<br>Total \$ N/A | \$ 23567.35                                                                   |
|                                                             | 2(b). Single Scheduled Payment<br>Your single payment of \$ N/A is due on N/A. This is the total of your scheduled payments.                                                        |                                                                                                                                        |                                                                               |

## \* Itemization of Amount Due at Lease Signing or Delivery

| 5. Amount Due at Lease Signing or Delivery: | 6. How the Amount Due at Lease Signing or Delivery will be paid: |
|---------------------------------------------|------------------------------------------------------------------|
| a. Capitalized cost reduction \$ 4250.00    | a. Net trade-in allowance \$ N/A                                 |
| b. First monthly payment \$ 521.19          | b. Rebates and noncash credits \$ 4250.00                        |
| c. Single scheduled payment \$ N/A          | c. Amount to be paid in cash \$ 1075.70                          |
| d. Refundable security deposit \$ N/A       |                                                                  |
| e. Title fees \$ N/A                        |                                                                  |
| f. Registration fees \$ 100.00              |                                                                  |
| g. Sales/use tax \$ 287.01                  |                                                                  |
| h. \$5.00 RFL \$60.00 BAT \$1.50 \$ 66.50   |                                                                  |
| i. LL \$2.00 EFF \$99.00 \$ 101.00          |                                                                  |
| j. N/A \$ N/A                               |                                                                  |
| k. Total \$ 5325.70                         | d. Total \$ 5325.70                                              |

## 7. Your scheduled payment is determined as shown below:

|                                                                                                                                                                                                                       |             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| a. Gross capitalized cost. The agreed upon value of the vehicle (\$ 36953.00) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance) | \$ 38347.00 |
| b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost                                                              | \$ 4250.00  |
| c. Adjusted capitalized cost. The amount used in calculating your base scheduled payment                                                                                                                              | \$ 34097.00 |
| d. Residual value. The value of the vehicle at the end of the lease used in calculating your base scheduled payment                                                                                                   | \$ 18852.10 |
| e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term                                                      | \$ 15244.90 |
| f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts                                                                                                                          | \$ 2372.78  |
| g. Total of base scheduled payment(s). The depreciation and any amortized amounts plus the rent charge                                                                                                                | \$ 17617.68 |
| h. Lease payments. The number of payments in your lease                                                                                                                                                               | 36          |
| i. Base scheduled payment                                                                                                                                                                                             | \$ 489.38   |
| j. Sales/use tax (estimated)                                                                                                                                                                                          | \$ 31.81    |
| N/A                                                                                                                                                                                                                   | \$ N/A      |
| k. Total scheduled payment                                                                                                                                                                                            | \$ 521.19   |

**Early Termination.** You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of \$ .25 per mile.
9. **Purchase Option at End of Lease Term.** You have an option to buy the vehicle at the end of the lease term for \$ 18852.10 plus official fees and taxes.
10. **Other Important Terms.** See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

## 11. Itemization of Gross Capitalized Cost

|                                     |             |
|-------------------------------------|-------------|
| a. Agreed upon value of the vehicle | \$ 36953.00 |
| b. Ally administrative fee          | \$ 595.00   |
| c. License/registration/title fees  | \$ N/A      |
| d. Sales tax                        | \$ N/A      |
| e. Other tax (describe) N/A         | \$ N/A      |
| f. Optional service contract        | \$ N/A      |
| g. Optional maintenance contract    | \$ N/A      |
| h. Optional life insurance          | \$ N/A      |
| i. Optional disability insurance    | \$ N/A      |
| j. DOC \$799.00                     | \$ 799.00   |
| k. N/A                              | \$ N/A      |
| l. Gross Capitalized Cost           | \$ 38347.00 |

## 16. Total Allowed Mileage. The total mileage allowed on the odometer at lease end is 35,270 miles.

**Extra Miles.** The total allowed mileage includes N/A extra miles that you are buying at \$ N/A per mile. If this lease ends on or after the start of the next-to-last monthly period, we will give you a credit for each unused extra mile you bought. There will be no credit if the lease ends earlier, you buy the vehicle, or the vehicle is a total loss.

## 17. Required Vehicle Insurance Information. You affirm that liability and physical damage policies that meet our requirements (see the other side) are in force on the date of this lease as follows:

Insurance company name: ALLY BANK  
Insurance agency name: ALLY BANK  
Agency address: ALLY BANK  
Agency phone no.: ALLY BANK  
Agent's name: ALLY BANK  
Policy no.: ALLY BANK  
Deductibles: Collision \$ N/A Comprehensive \$ N/A

## 12. The Vehicle You Are Trading In



Payoff \$ N/A  
 Net trade-in value \$ N/A

**13. Official Fees and Taxes.** You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease, payments due under the lease, or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

**Estimated Total Official Fees and Taxes You Must Pay During Lease.** \$ 1736.17

The actual total of official fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

**14. Disposition Fee Waiver.** We will waive any Disposition Fee shown in Section 3 if, at the time this lease ends, you enter into a motor vehicle lease or installment sale contract that the dealer assigns to Ally.

**15. Lease Term.** 36 months.

**19. Optional Insurance, Service Contracts, and Maintenance Agreements.** We do not require any of the insurance, products, or services listed in this section. Your decision to buy them or not buy them is not a factor in our decision to approve this lease. We will try to get any optional insurance coverage(s) that you initial below. A notice you receive when you sign this lease describes the coverage(s) in greater detail. Life insurance and disability insurance may not cover taxes and other amounts due besides the base monthly payment.

You are not required to buy a service contract or maintenance agreement as part of this lease. Your choice of providers for any service contract or maintenance agreement you buy will not affect our decision to lease to you.

| Optional Insurance                                | Coverage                                                                       | Charged or Premium | Provider                           | By initialing below, you indicate your choice of insurance |
|---------------------------------------------------|--------------------------------------------------------------------------------|--------------------|------------------------------------|------------------------------------------------------------|
| Life Insurance (Monthly Payment Lease Only)       | Lessee Co-Lessee<br>Coverage is for lease term<br>Coverage limit \$ <u>N/A</u> | \$ <u>N/A</u>      | <u>N/A</u>                         | Lessee/Co-Lessee initials<br><u>N/A</u> <u>N/A</u>         |
| Disability Insurance (Monthly Payment Lease Only) | Lessee<br>Coverage is for lease term<br>Monthly Coverage limit \$ <u>N/A</u>   | \$ <u>N/A</u>      | <u>N/A</u>                         | Lessee/Co-Lessee initials<br><u>N/A</u> <u>N/A</u>         |
| <u>N/A</u>                                        | <u>N/A</u> Months <u>N/A</u> Miles<br>Coverage limit \$ <u>N/A</u>             | \$ <u>N/A</u>      | <u>N/A</u>                         | Lessee/Co-Lessee initials<br><u>N/A</u> <u>N/A</u>         |
| Other Optional Product or Service                 |                                                                                |                    |                                    |                                                            |
| <u>N/A</u>                                        |                                                                                |                    | <u>N/A</u> Months <u>N/A</u> Miles |                                                            |
|                                                   |                                                                                |                    | <u>N/A</u> Months <u>N/A</u> Miles |                                                            |

### Signatures

**THIS IS THE ENTIRE AGREEMENT.** This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease. This lease must be in writing, and we must sign it. No oral changes are binding.

LESSEE: X BY: X CO-LESSEE: X

We may delay or refrain from exercising any of our rights under this lease without losing them.

**NOTICE TO LESSEE. 1. DO NOT SIGN THIS AGREEMENT BEFORE YOU READ IT. 2. YOU ARE ENTITLED TO A COPY OF THIS AGREEMENT.**

YOU AGREE TO THE TERMS OF THIS LEASE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

YOU CONFIRM THAT YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT DAYTONA BEACH ON 09/17/2014

LESSEE: X BY: X CO-LESSEE: X

Lessor agrees to the following: (1) Lessor accepts this lease. (2) If a party is identified in this lease as the intended assignee ("Intended Assignee"), Lessor (i) assigns all right, title, and interest in this lease to the Intended Assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"), and (ii) assigns all right, title, and interest in the leased vehicle to the Intended Assignee, or its designee, under the terms of the Dealer Agreement. Lessor acknowledges that neither the Dealer Agreement nor this assignment renders Lessor an agent of the assignee.

LESSOR: JOH HALL CHEVROLET BY: X TITLE: 09/17/2014

**SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST**

### Authorization For Automatic Electronic Payments - Optional - Monthly Payment Lease Only

You have the option to ask that your monthly payments be transferred to us automatically and electronically from your checking or savings account when each monthly payment is due. We do not charge for this optional service. If you elect this optional service, we will send you a confirmation letter that will tell you the due date of the first payment that will be withdrawn. If a due date falls on a weekend or holiday, funds will be withdrawn on the next business day. If the amount to be transferred will vary from the previous transfer, we will reflect the amount to be transferred on your statement.

To elect this optional service, please complete the authorization below.

Authorization:

Name of your financial institution ("Bank"): N/A

ABA routing number: N/A

Bank account number: N/A

☐ Checking account ☐ Savings account - Please contact your financial institution for assistance

Name(s) on account: N/A

You authorize and request us (lessor, any assignee, and any servicer) to initiate electronic debit entries or use any other commercially reasonable accepted practice to charge your Bank account identified above. You authorize and request Bank to honor debit entries we initiate and debit these charges to your account. This authorization relates to your monthly lease payment. This authorization will remain in effect until all amounts related to the lease are paid in full, or until you cancel this authorization. To cancel, you must call us at 1-888-925-2559 at least three business days before the next payment due date. This is the only way you may cancel this authorization.

Lessee: X

Anyone else whose signature is required to withdraw funds from the Bank account: X

AF-671-FL 8/12

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Lease Agreement 10

Ally Financial - Original

Customer - Blue

Dealer - Yellow

Filling - Green



# CHEVROLET

## 2014 CHEVROLET VOLT



EXTERIOR: SILVER ICE METALLIC  
INTERIOR: JET BLACK

ENGINE, RANGE EXTENDER, 1.4L  
ELECTRIC DRIVE UNIT, VOLTEC

NEW SMYRNA CHEVROLET  
1919 NORTH DIXIE FREEWAY  
NEW SMYRNA BEACH, FL 32168

Visit us at [www.chevy.com](http://www.chevy.com)

### IN PLACE OF SPARE TIRE SAFETY & SECURITY

- 2013 TOP SAFETY PICK AWARD FROM THE INSURANCE INSTITUTE FOR HIGHWAY SAFETY
- AIRBAGS, DUAL-STAGE FRONTAL, SIDE IMPACT & KNEE FOR DRIVER AND FRONT PASSENGER
- AIRBAGS, ROOF RAIL SIDE IMPACT FOR FRONT AND REAR OUTBOARD SEATING POSITIONS
- ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC
- REAR CHILD SEAT LATCH ANCHORS
- THEFT DETERRENT SYSTEM, CONTENT THEFT ALARM
- DAYTIME RUNNING LAMPS
- STABILITRAK STABILITY CONTROL INCLUDES TRACTION CONTROL
- REMOTE KEYLESS ENTRY WITH REMOTE START

- PEDESTRIAN SAFETY SIGNAL
- POWER DOOR LOCKS WITH LOCKOUT PROTECTION
- HEADLAMPS, AUTO ON/OFF
- TIRE PRESSURE MONITOR
- KEYLESS ACCESS
- 3 YRS ONSTAR DIRECTIONS & CONNECTIONS W/ AUTO CRASH RESPONSE & TURN-BY-TURN NAV, MYVOLT.COM, & 5-YEARS REMOTELINK APP KEY FOB SERVICE (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)

### EXTERIOR

- MIRRORS, OUTSIDE HEATED, POWER ADJUSTABLE, BODY COLOR
- REAR WINDOW DEFROSTER
- WINDSHIELD WIPERS VARIABLE & INTERMITTENT
- WINDSHIELD, SOLAR ABSORBING
- WHEELS, 17" PAINTED ALUMINUM

### INTERIOR

- CHEVROLET MYLINK RADIO WITH 7" SCREEN, 6 SPEAKERS
- AIR CONDITIONING, AUTOMATIC
- AUXILIARY AUDIO INPUT JACK
- FLOOR MATS, CARPET FRONT/REAR
- STEERING COLUMN, TILT & TELESCOPING
- LEATHER WRAP STEERING WHEEL
- VISORS, ILLUMINATED VANITY MIRRORS
- EFFICIENCY DISPLAY SCREENS W/ PROGRAMMABLE CHARGE TIMES
- STEERING WHEEL-RADIO CONTROLS
- CRUISE CONTROL
- FRONT-BUCKET SEATS
- REAR SEAT, 40/40 SPLIT FOLDING SEATBACK
- POWER WINDOWS EXPRESS DOWN, DRIVER EXPRESS UP
- USB PORT
- XM RADIO + SERVICE SUBSCRIPTION SOLD SEPARATELY

- BY SIRIUSXM AFTER 3 MTHS
- UNIVERSAL HOME REMOTE
- BLUETOOTH FOR PHONE

### OTHER

- CHARGE CORD, 120V PORTABLE

### OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE \$34,185.00

OPTIONS INSTALLED BY THE MANUFACTURER MAY REPLACE STANDARD EQUIPMENT SHOWN

- SAFETY PACKAGE #1 INCLUDES: 575.00
- INSIDE-REARVIEW MIRROR, AUTO DIMMING
- REAR VISION CAMERA
- REAR PARK ASSIST

TOTAL OPTIONS \$575.00  
TOTAL VEHICLE & OPTIONS \$34,760.00  
DESTINATION CHARGE \$10.00

TOTAL VEHICLE PRICE\* \$35,570.00

VIN: 1G1RA6E4XEL

Model: VOLT

MSRP \$35,570

### PREMIER APPEARANCE PACKAGE

\*Lifetime Limited Powertrain Warranty AT NO ADDITIONAL CHARGE  
Valid for as long as you own the vehicle, for an unlimited time, unlimited miles.  
Ask for details

\*UV Protection Window Tint on all non tinted side and rear windows.

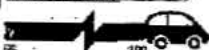
### ADDITIONAL OPTIONS

### Environment

85 MPGe

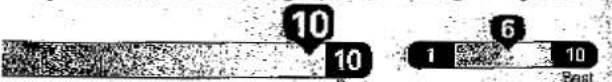
Only

37 MPG  
2.7 gallons per 100 miles  
city/highway



You save  
**\$7,000**  
in fuel costs  
over 5 years  
compared to the  
average new vehicle.

### economy & Greenhouse Gas Rating (tailpipe only) Smog Rating (tailpipe only)



emits 81 grams CO<sub>2</sub> per mile. The best emits 0 grams per mile (tailpipe only). Producing and delivering electricity also create emissions; learn more at [fuelconomy.gov](http://fuelconomy.gov).

Driving conditions and how you drive and maintain your car can affect fuel economy. Cost estimates are based on EPA's 15 mpg. This is a gas fueled automobile. EPA's 15 mpg are a significant cause of climate change and smog.

Smartphone QR Code



### GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score ★★★★★  
Based on the combined ratings of frontal, side and rollover.  
Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash Driver Passenger ★★★★★  
Based on the risk of injury in a frontal impact.  
Should ONLY be compared to other vehicles of similar size and weight.

Side Crash Front seat Rear seat ★★★★★  
Based on the risk of injury in a side impact.

Rollover ★★★★★  
Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★ ★ ★ ★ ★) with 5 being the highest.  
Source: National Highway Traffic Safety Administration (NHTSA)  
[www.safercar.gov](http://www.safercar.gov) or 1-888-327-4236

### PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:  
U.S./CANADIAN PARTS CONTENT: 45%  
MAJOR SOURCES OF FOREIGN PARTS CONTENT: JAPAN 17% KOREA 19%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:  
FINAL ASSEMBLY POINT:  
DETROIT, MI U.S.A.  
COUNTRY OF ORIGIN:  
ENGINE: UNITED STATES  
TRANSMISSION (ELECTRIC DRIVE UNIT): JAPAN

This label has been applied pursuant to Federal law. Do not remove prior to delivery to the ultimate purchaser. Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options and accessories not shown above. Read Owner's Manual for details.

©2009 General Motors LLC GM/BL 11000 0001 - 04/09/09/14

ORDER NO 180020V SALES CODE E  
SALES MODEL CODE 1100B  
DEALER NO 26257  
FINAL ASSEMBLY:  
DETROIT, MI U.S.A.

VIN 1G1RA6E4XEL172077  
DEALER TO WHOM DELIVERED  
NEW SMYRNA CHEVROLET  
1919 N DIXIE FWY  
NEW SMYRNA BEACH, FL 32168-5919



NZ  
1001135969



Equipped with the safety and connectivity of OnStar.

Push your blue button or visit [onstar.com](http://onstar.com) for details.

TOTAL: \$36,765

**CHEVROLET**

# 2014 CHEVROLET VOLT



EXTERIOR: SILVER ICE METALLIC  
INTERIOR: JET BLACK

ENGINE, RANGE EXTENDER, 1.4L  
ELECTRIC DRIVE UNIT, VOLTEC

NEW SMYRNA CHEVROLET  
1919 NORTH DIXIE FREEWAY  
NEW SMYRNA BEACH, FL 32168

Visit us at [www.chevy.com](http://www.chevy.com)

## IN PLACE OF SPARE TIRE

## SAFETY & SECURITY

2013 TOP SAFETY PICK AWARD  
FROM THE INSURANCE INSTITUTE  
FOR HIGHWAY SAFETY  
AIRBAGS, DUAL-STAGE FRONTAL,  
SIDE-IMPACT, & KNEE FOR DRIVER  
AND FRONT PASSENGER  
AIRBAGS, ROOF RAIL  
SIDE-IMPACT FOR FRONT AND  
REAR OUTBOARD SEATING  
POSITIONS  
ANTILOCK BRAKE SYSTEM  
4 WHEEL DISC  
REAR CHILD SEAT LATCH ANCHORS  
THEFT-DETERRENT SYSTEM  
CONTENT THEFT ALARM  
DAYTIME RUNNING LAMPS  
STABILITYTRAK-STABILITY CONTROL  
INCLUDES TRACTION CONTROL  
REMOTE KEYLESS ENTRY WITH  
REMOTE START

- PEDESTRIAN SAFETY SIGNAL
- POWER DOOR LOCKS WITH  
LOCKOUT PROTECTION
- HEADLAMPS, AUTO ON/OFF
- TIRE PRESSURE MONITOR
- KEYLESS ACCESS
- 3 YRS. ONSTAR DIRECTIONS &  
CONNECTIONS W/ AUTO CRASH  
RESPONSE & TURN-BY-TURN  
NAV., MYVOLT.COM, & 5-YEARS  
REMOTELINK APP KEY FOB  
SERVICE (ASK DEALER ABOUT  
GEOGRAPHIC COVERAGE)

## EXTERIOR

- MIRRORS, OUTSIDE HEATED;  
POWER ADJUSTABLE, BODY COLOR
- REAR WINDOW DEFROSTER
- WINDSHIELD WIPERS  
VARIABLE & INTERMITTENT
- WINDSHIELD, SOLAR ABSORBING
- WHEELS, 17" PAINTED ALUMINUM

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- CHEVROLET MYLINK RADIO WITH  
7" SCREEN, 6 SPEAKERS
- AIR CONDITIONING, AUTOMATIC
- AUXILIARY AUDIO INPUT JACK
- FLOOR MATS, CARPET FRONT/REAR
- STEERING COLUMN, TILT &  
TELESCOPING
- LEATHER WRAP STEERING WHEEL
- VISORS, ILLUMINATED VANITY  
MIRRORS
- EFFICIENCY DISPLAY SCREENS W/  
PROGRAMMABLE CHARGE TIMES
- STEERING WHEEL RADIO CONTROLS
- CRUISE CONTROL
- FRONT BUCKET SEATS
- REAR SEAT, 40/40 SPLIT  
FOLDING SEATBACK
- POWER WINDOWS EXPRESS DOWN,  
DRIVER EXPRESS UP
- USB PORT
- XM RADIO + SERVICE  
SUBSCRIPTION SOLD SEPARATELY

- BY SIRIUSXM AFTER 3 MONTHS
- UNIVERSAL HOME REMOTE
- BLUETOOTH FOR PHONE

## OTHER

- CHARGE CORD, 120 V. PORTABLE

## OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

STANDARD VEHICLE PRICE **\$34,185.00**

OPTIONS INSTALLED BY THE MANUFACTURER MAY REPLACE  
STANDARD EQUIPMENT SHOWN

SAFETY PACKAGE #1 INCLUDES: 575.00

- INSIDE REARVIEW MIRROR, AUTO  
DIMMING
- REAR VISION CAMERA
- REAR PARK ASSIST

TOTAL OPTIONS **\$575.00**

TOTAL VEHICLE & OPTIONS **\$34,760.00**

DESTINATION CHARGE **810.00**

TOTAL VEHICLE PRICE\* **\$35,570.00**

VIN: 1G1RA6E4XEL

Model: VOLT

MSRP **\$35,570**

## PREMIER APPEARANCE PACKAGE

**\*Lifetime Limited Powertrain Warranty**  
AT NO ADDITIONAL CHARGE  
Valid for as long as you own the vehicle,  
for an unlimited time, unlimited miles.  
Ask for details

**\*UV Protection Window Tint**  
on all non tinted side and rear windows.

## ADDITIONAL OPTIONS

## Environment

MPGs

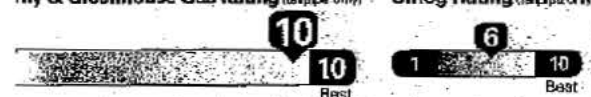
**7** MPG  
2.7  
gallons per  
100 miles  
city/highway



You save  
**\$7,000**  
in fuel costs  
over 5 years  
compared to the  
average new vehicle.

my & Greenhouse Gas Rating (tailpipe only)

Smog Rating (tailpipe only)



In 81 grams CO<sub>2</sub> per mile. The best emits 0 grams per mile (tailpipe only). Producing and  
discharging electricity also create emissions; learn more at [fuelconomy.gov](http://fuelconomy.gov).

ing conditions and how you drive and maintain your  
\$11,500 to fuel over 5 years. Cost estimates are based  
on EPA's. This is a dual-fueled automobile. MPGs are  
a significant cause of climate change and smog.



## GOVERNMENT 5-STAR SAFETY RATINGS

Overall Vehicle Score ★★★★★

Based on the combined ratings of frontal, side and rollover.  
Should ONLY be compared to other vehicles of similar size and weight.

Frontal Crash Driver Passenger ★★★★★

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Based on the risk of injury in a side impact.

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Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.  
Source: National Highway Traffic Safety Administration (NHTSA)  
[www.safercar.gov](http://www.safercar.gov) or 1-888-327-4236



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## PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:

U.S./CANADIAN PARTS CONTENT: 45%

MAJOR SOURCES OF FOREIGN PARTS

CONTENT: JAPAN 17%

KOREA 19%

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL  
ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:

FINAL ASSEMBLY POINT:

DETROIT, MI U.S.A.

COUNTRY OF ORIGIN:

ENGINE: UNITED STATES

TRANSMISSION (ELECTRIC

DRIVE UNIT): JAPAN

This label has been supplied  
pursuant to Federal law. Do not  
remove prior to delivery to the  
ultimate purchaser. Includes  
Manufacturer's Recommended  
Pro-Delivery Service. Does not  
include dealer installed options  
and accessories not listed above.  
Local laws or license fees.

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GM/BL\_PROD\_0091-0406/2014

ORDER NO. 85020V SALES CODE 8

SALES MODEL CODE 1R09

DEALER NO. 26267

FINAL ASSEMBLY:

DETROIT, MI U.S.A.

VIN 1G1RA6E4XEU172077

DEALER TO WHOM DELIVERED:

NEW SMYRNA CHEVROLET

1919 N DIXIE Fwy

NEW SMYRNA BEACH, FL 32168-5919



**NZ**

1001135899

TOTAL: **\$36,765**



2014 CHEVROLET VOLT  
GAN SILVER ICE METALLIC /L4G  
AFA JET BLACK  
ORDER NO. [REDACTED] STOCK NO.  
VIN 1G1 RA6E 4X EU [REDACTED]  
\*\*\*\*\*9202\*\*\*\*\*13\*26257S  
RENAISSANCE CENTER  
DETROIT MI 48243-1114  
VEHICLE INVOICE [REDACTED]  
MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK  
1RC68 CHEVROLET VOLT 34185.00 32817.61 INVOICE 05/29/14  
FE9 50-STATE EMISSIONS N/C N/C SHIPPED 05/29/14  
LUU ENGINE, RANGE EXTENDER, 1.4L N/C N/C EXP I/T 06/12/14  
INTERNAL COMBUSTION ENGINE INT COM 06/12/14  
V7X SAFETY PACKAGE #1 INCLUDES: 575.00 506.00 PRC EFF 05/29/14  
\* INSIDE REARVIEW MIRROR, AUTO KEYS  
DIMMING WFP-S QTR OPT-1  
\* REAR VISION CAMERA BANK: ALLY - 029  
\* REAR PARK ASSIST CHG-TO 26-257

SHIP WT: 3741  
HP: 13.4  
EMPLOY: 32950.67  
SUPPLR: 34283.61  
MRM: 35570.00  
EMPINC: 2069.30  
SUPINC: 736.36

|                         |          |          |         |          |
|-------------------------|----------|----------|---------|----------|
| TOTAL MODEL & OPTIONS   | 34760.00 | 33323.61 | ACT 231 | 33090.81 |
| DESTINATION CHARGE      | 810.00   | 810.00   | H/B 261 | 1042.80  |
| DEALER IMR CONTRIBUTION |          | 347.60   | ADV 261 | 347.60   |
| LMA GROUP CONTRIBUTION  |          | 347.60   | EXP 65A | 347.60   |

|                                                                  |          |          |         |          |
|------------------------------------------------------------------|----------|----------|---------|----------|
| TOTAL                                                            | 35570.00 | 34828.81 | PAY 310 | 34828.81 |
| MEMO: TOTAL LESS HOLDBACK AND<br>APPROX WHOLESALE FINANCE CREDIT |          | 33273.23 |         |          |

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

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

|                      |                             |
|----------------------|-----------------------------|
| NEW SMYRNA CHEVROLET | REMIT TO ALLY NO. 029       |
|                      | VIN 1G1RA6E4XEU172077       |
|                      | \$ 34828.81 INV 1AD00368646 |
|                      | DUE 06/12/14 DEALER 26-257  |

VIN: 1G1RA6E4X EU [REDACTED] SELLG SCE: 13 MDL YR: 14 ORD NO: [REDACTED]  
ODATE: 04/18/14 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 26462  
DDATE: 09/17/14 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:  
DLVY DOE: 09/17/14 ORDER BY:  
CANC:  
CANC DOE:  
TRADE: 09/17/14 DLVY TO: [REDACTED]  
TRD DOE: 09/17/14 [REDACTED] [REDACTED] [REDACTED]  
SRVC IN: DAYTONA BEACH FL [REDACTED]  
SRVC OUT: CANC SRVC IN:  
BFSO ORD DT: BFSO CUST:  
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

|      |     |          |            |          |        |      |     |      |      |
|------|-----|----------|------------|----------|--------|------|-----|------|------|
| CODE | PAY | SS/SITE  | INV/INC NO | DATE     | AMOUNT | MTHD | DLR | SHR  | STAT |
| FFC  | 01  | 13 26462 |            | 09/30/14 | 25.66  | OA   |     | 0.00 | 9    |

|                   |      |              |             |              |              |
|-------------------|------|--------------|-------------|--------------|--------------|
| PROCESS TYPE:     | 001  | CHECK NO:    |             | SSN:         |              |
| DATA SCE:         | DLVY | INC MEMO NO: | 00043000181 | AUTH PUR CD: |              |
| MISC DATE:        |      | MISC:        |             |              |              |
| POLICY PYMT CMNT: |      |              |             |              | ACTV TYPE: 6 |

| CODE | PAY | SS/SITE  | INV/INC | NO | DATE     | AMOUNT | MTHD | DLR | SHR  | STAT |
|------|-----|----------|---------|----|----------|--------|------|-----|------|------|
| LWX  | 01  | 13 26462 |         |    | 10/14/14 | 500.00 | OA   |     | 0.00 | 9    |

|                   |     |              |             |              |              |
|-------------------|-----|--------------|-------------|--------------|--------------|
| PROCESS TYPE:     | 001 | CHECK NO:    |             | SSN:         |              |
| DATA SCE:         | DLR | INC MEMO NO: | 00043055740 | AUTH PUR CD: |              |
| MISC DATE:        |     | MISC:        |             |              |              |
| POLICY PYMT CMNT: |     |              |             |              | ACTV TYPE: 6 |

| CODE | PAY | SS/SITE  | INV/INC | NO | DATE     | AMOUNT   | MTHD | DLR | SHR  | STAT |
|------|-----|----------|---------|----|----------|----------|------|-----|------|------|
| XJE  | 01  | 13 26462 |         |    | 10/03/14 | 7,190.14 | OP   |     | 0.00 | 9    |

|                   |          |              |            |              |              |
|-------------------|----------|--------------|------------|--------------|--------------|
| PROCESS TYPE:     | 004      | CHECK NO:    |            | SSN:         |              |
| DATA SCE:         | GMAC     | INC MEMO NO: | 482311     | AUTH PUR CD: |              |
| MISC DATE:        | 09/17/14 | MISC:        | 0000000959 |              |              |
| POLICY PYMT CMNT: |          |              |            |              | ACTV TYPE: 6 |



VIN: 1G1RA6E4X EU

SELLG SCE: 13

MDL YR: 14

ORD NO: RSQZCV

VIN TYPE: N

| EVENT DESC      | SS/<br>SITE CD | DOCUMENT<br>NUMBER | I<br>S | EVENT DT | INC<br>CD | AMOUNT    |    |
|-----------------|----------------|--------------------|--------|----------|-----------|-----------|----|
| INCENTIVE MEMO  | 13 26462       | 00043055740        |        | 10/14/14 | LWX       | 500.00    |    |
| INCTV PAYMENT   | 13 26462       | 00043055740        |        | 10/14/14 | LWX       | 500.00    |    |
| INCENTIVE MEMO  | 13 26462       | 482311             |        | 10/03/14 | XJE       | 7,190.14  |    |
| INCTV PAYMENT   | 13 26462       | 482311             |        | 10/03/14 | XJE       | 7,190.14  |    |
| INCTV APPLICATN | 13 26462       | 482311             |        | 10/03/14 | XJE       | 7,190.14  |    |
| INCTV APPLICATN | 13 26462       | 00043055740        |        | 10/01/14 | LWX       | 500.00    |    |
| INCENTIVE MEMO  | 13 26462       | 00043000181        |        | 09/30/14 | FFC       | 25.66     |    |
| INCTV PAYMENT   | 13 26462       | 00043000181        |        | 09/30/14 | FFC       | 25.66     |    |
| INCTV APPLICATN | 13 26462       | 00043000181        |        | 09/18/14 | FFC       | 25.66     |    |
| DELIVERY D.O.E. | 13 26462       |                    |        | 09/17/14 |           | 0.00      |    |
| DELIVERY TO CUS | 13 26462       |                    |        | 09/17/14 |           | 0.00      |    |
| DLR TRADE D.O.E | 13 26462       |                    |        | 09/17/14 |           | 0.00      |    |
| DEALER TRADE (P | 13 26462       |                    |        | 09/17/14 |           | 0.00      |    |
| EXPIRATION TRAN | 13 26257       | 1AD00368646        |        | 06/12/14 |           | 0.00      |    |
| SETTLEMENT DATE | 13 26257       | 1AD00368646        |        | 06/12/14 |           | 34,828.81 | CR |
| ORIGINAL INVOIC | 13 26257       | 1AD00368646        |        | 05/29/14 |           | 34,828.81 |    |
| COV/NVIS DATE   | 13 26257       | 1AD00368646        |        | 05/29/14 |           | 0.00      |    |
| SHIPMENT DATE   | 13 26257       |                    |        | 05/29/14 |           | 0.00      |    |
| PRODUCTION (BUI | 13 26257       |                    |        | 05/29/14 |           | 0.00      |    |
| PREFERENCE TO P | 13 26257       |                    |        | 04/22/14 |           | 0.00      |    |
| GM ORDER ACCEPT | 13 26257       |                    |        | 04/18/14 |           | 0.00      |    |
| GM ORDER ACCEPT |                |                    |        | 04/18/14 |           | 0.00      |    |

**BBB AUTO LINE  
Customer Claim Form**

Case number: [REDACTED]  
Contact Date: 09/26/16  
Start Date: 09/27/16

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

**SECTION 1: CUSTOMER INFORMATION**

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

**SECTION 2: VEHICLE INFORMATION**

|                                                                                                                                                 |             |                                                                                                                                                      |                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| Make: Chevrolet                                                                                                                                 | Model: Volt | Year: 2014                                                                                                                                           | Current mileage: 26000 |
| Name(s) that appears on the vehicle title: [REDACTED]                                                                                           |             |                                                                                                                                                      |                        |
| <b>Selling</b> dealer/city/state: Jon Hall Chevrolet, Daytona Beach, FL                                                                         |             |                                                                                                                                                      |                        |
| <b>Primary Servicing</b> dealer/city/state: Jon Hall Chevrolet,                                                                                 |             |                                                                                                                                                      |                        |
| Acquired as <input type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input checked="" type="checkbox"/> leased |             | Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no                                               |                        |
| Purchase/lease date: 09/17/14                                                                                                                   |             | Mileage at purchase/lease:                                                                                                                           |                        |
| First repair attempt date: 09/24/14                                                                                                             |             | First repair attempt mileage: 192                                                                                                                    |                        |
| How often is the vehicle used for business purposes (percentage): 0 %                                                                           |             | Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual |                        |
| Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no                        |             | Date of accident:                                                                                                                                    |                        |
| Description of damage:                                                                                                                          |             |                                                                                                                                                      |                        |

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

repurchase

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

**VEHICLE IDENTIFICATION NUMBER** 1G1RA6E4XEU [REDACTED]

**Lienholder/Leasing Company** \_\_\_\_\_ **Phone Number** \_\_\_\_\_

**Account Number** \_\_\_\_\_



**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**Case Number: [REDACTED]

| Problem                              | Servicing dealer(s)     | # of repair attempts | List the date, mileage, and days out of service for each repair attempt | Does the problem exist now? |
|--------------------------------------|-------------------------|----------------------|-------------------------------------------------------------------------|-----------------------------|
| <b>Example:</b>                      |                         |                      |                                                                         |                             |
| <b>A/C won't cool properly</b>       | <b>Any Dealer, Inc.</b> | <b>2</b>             | <b>4/23/06 3,500 miles 5 days<br/>6/10/07 12,700 miles 1 day</b>        | <b>yes</b>                  |
| Engine light on                      |                         | 1                    |                                                                         | yes                         |
| defective door locks                 |                         | 5                    |                                                                         | yes                         |
| defective ac                         |                         | 3                    |                                                                         | yes                         |
| charge door open light stays on      |                         | 2                    |                                                                         | yes                         |
| vehicle is not getting a full charge |                         | 4                    |                                                                         | yes                         |
| car wont movestart                   |                         | 1                    |                                                                         | yes                         |
| service airbag message               |                         | 1                    |                                                                         | yes                         |
|                                      |                         |                      |                                                                         |                             |
|                                      |                         |                      |                                                                         |                             |

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

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

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

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

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

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

## Howell, Rosa (NHTSA)

---

**From:** Alicia Guerrero (C)  
**Sent:** Monday, October 10, 2016 5:49 PM  
**To:** 'Maritza A'  
**Cc:** Rachel Cichowic; Hector Villalobos  
**Subject:** RE: [EXTERNAL] RE: [REDACTED] Initial Offer

No attorneys fee will be provided

**From:** Maritza A [mailto:maritza@lemonlawgrouppartners.com]  
**Sent:** Monday, October 10, 2016 12:00 PM  
**To:** Alicia Guerrero (C)  
**Cc:** Rachel Cichowic; Hector Villalobos  
**Subject:** [EXTERNAL] RE: [REDACTED] Initial Offer

RE: [REDACTED] Initial Offer

Can you please inform me the amount of attorneys fees and costs being offered?

Best regards,

**Maritza Izquierdo**

**Paralegal**

**Lemon Law Group Partners, PLC**

Phone: (888) 415-0610 Ext. 110  
Fax: (888) 809-7010  
[maritza@lemonlawgrouppartners.com](mailto:maritza@lemonlawgrouppartners.com)





## Howell, Rosa (NHTSA)

---

**From:** Rob Kreeger  
**Sent:** Wednesday, October 05, 2016 11:27 AM  
**To:** Alicia Guerrero (C)  
**Subject:** RE: Case Recommendation for BBB Case VIN:1G1RA6E4XEU [REDACTED], Jon Hall Chevrolet, BAC:114760, Customer: [REDACTED]

Alice,

I approve offering the owner a trade assist. Owner is responsible for difference between MSRP, usage and taxes and fees using the Florida requirements.

---

**From:** Alicia Guerrero (C)  
**Sent:** Tuesday, October 4, 2016 3:17 PM  
**To:** Rob Kreeger <rob.kreeger@chevrolet.com>  
**Cc:** Bobby Qureshi <bobby.qureshi@gm.com>; Henry Starling (C) <henry.starling@gm.com>  
**Subject:** Case Recommendation for BBB Case VIN:1G1RA6E4XEU [REDACTED], Jon Hall Chevrolet, BAC:114760, Customer: Hasenkamp, SR# [REDACTED]

Service Request: [REDACTED]  
Customer Last Name: [REDACTED]  
Involved Dealership: Jon Hall Chevrolet, 114760, Daytona Beach, FL  
Dealership Contact: Dawn East  
VIN: 1G1RA6E4XEU [REDACTED]  
Vehicle: 2014 Chevrolet Volt  
Mileage: 26,000

Dear Robert Kreeger,

I previously contacted you to notify you that Mr. Hasenkamp filed a complaint with the Better Business Bureau for their 2014 Chevrolet Volt. After gathering all related documents, and reviewing the vehicle repair history, I have completed the attached Case Assessment for your review. Based on the information gathered, I recommend to replace. If the recommendation is to replace, request any special instructions such as usage amount, taxes/fees, upgrades, etc.?

If the recommendation is a denial, or the customer does not accept the offer, are you willing to attend a hearing if/when it is scheduled?

Please respond with your agreement or alternate recommendation as soon as possible in order to meet the strict timelines established in our agreement with the Council of Better Business Bureaus.

Thank you,  
Alicia  
General Motors  
BRC Mediation Liaison ATX  
Phone (866) 790- 5700 x 5913258 | Fax 586-920-0531

## Tawni Pennington (C)

---

From: Tawni Pennington (C)  
Sent: Tuesday, September 27, 2016 5:08 PM  
To: 'info@lemonlawgrouppartners.com'  
Subject: RE: [REDACTED] SR# [REDACTED] BBB Case

Good Afternoon Rachel,

We have received the claim from the Better Business Bureau for the customer [REDACTED], and he has claimed you as his attorney. We will research into this case and get back with you for any information or updates on the case. Your agent working the case is Alicia and she can be reached at 866-790-5700 extension 5913258. Her email is [Alicia.guerrero@gm.com](mailto:Alicia.guerrero@gm.com). Thank you for your assistance it is greatly appreciated.

Ms. Tawni Pennington | BRC ADR  
General Motors | Business Resource Center  
PH: 866-790-5700 ext: 5921253  
F: 866-393-8053  
Email: [tawni.pennington@gm.com](mailto:tawni.pennington@gm.com)



## Howell, Rosa (NHTSA)

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**From:** Alicia Guerrero (C)  
**Sent:** Friday, October 07, 2016 3:08 PM  
**To:** 'info@lemonlawgrouppartners.com'  
**Cc:** 'dpatterson@council.bbb.org'  
**Subject:** Initial Offer  
**Attachments:** 5. BARS (1).PDF

Service Request [REDACTED]  
Customer Last Name: [REDACTED]  
Involved Dealership: Jon Hall Chevrolet, 114760, Daytona Beach, FL  
Dealership Contact: Dawn East  
VIN: 1G1RA6E4XEU [REDACTED]  
Vehicle: 2014 Chevrolet Volt  
Mileage: 26,000

Rachel,

General Motors has come to an agreement to offer Mr. [REDACTED] a voluntary trade repurchase per the FL lemon law. Any upgrades will be customer responsibility. MSRP to MSRP with 105% coverage. Please get back with me on a decision. Thank you in advance for your assistance.

Thank you,  
Alicia  
General Motors  
BRC Mediation Liaison ATX  
Phone (866) 790- 5700 x 5913258 | Fax 586-920-0531

## Howell, Rosa (NHTSA)

---

**From:** Alicia Guerrero (C)  
**Sent:** Thursday, October 20, 2016 4:00 PM  
**To:** Rob Kreeger  
**Cc:** Wes M. Preece  
**Subject:** Case Resolution for BBB Case VIN: 1G1RA6E4XEU [REDACTED] Jon Hall Chevrolet, BAC:114760, Customer: [REDACTED] SR# [REDACTED]

Service Request: [REDACTED]  
Customer Last Name: [REDACTED]  
Involved Dealership: Jon Hall Chevrolet, 114760, Daytona Beach, FL  
Dealership Contact: Dawn East  
VIN: 1G1RA6E4XEU [REDACTED]  
Vehicle: 2014 Chevrolet Volt  
Mileage: 26,000

Dear Robert Kreeger,

This email is being sent to notify you of the resolution of the above referenced BBB matter. The customer was offered a Repurchase per FL lemon law and has declined the offer. Also the Customer Claim Form was not signed so the BBB closed the case. I will be closing this case as well until further notice of a re-file.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling 1-866-790-5700, extension #5913258. Thank you for your assistance in resolving this case.

Thank you,  
Alicia  
General Motors  
BRC Mediation Liaison ATX  
Phone (866) 790- 5700 x 5913258 | Fax 586-920-0531



GENERAL MOTORS COMPANY



## Tawni Pennington (C)

---

From: Tawni Pennington (C)  
Sent: Tuesday, September 27, 2016 5:22 PM  
To: 'rob.kreeger@gm.com'  
Cc: Bobby Qureshi  
Subject: SUBJECT: Initial Notification of BBB Case VIN:1G1RA6E4XEU [REDACTED], Jon Hall  
Chevrolet, BAC:114760, Customer: [REDACTED] SR# [REDACTED]  
Attachments: CCF.pdf

Service Request [REDACTED]

Customer Last Name: [REDACTED]

Involved Dealership: Jon Hall Chevrolet, 114760, Daytona Beach, FL

Dealership Contact: Dawn East

VIN: 1G1RA6E4XEU [REDACTED]

Vehicle: 2014 Chevrolet Volt

Mileage: 26,000

Dear Robert Kreeger,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2014 Chevrolet Volt. The customer has stated Engine Light is on, defective door locks, defective A/C, Vehicle is not getting a full charge, The car will not move or start, and the Service airbag message is on and is seeking repurchase. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,

Tawni



12625 Auto Mall Drive • Moreno Valley, CA 92555  
(951) 485-3500 • Fax: (951) 485-3515



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### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION     | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|---------------|-----------------------|
| 10/28/11 |              | 5786    | 2038    | 101        | W    | 99CVT         | RECALL 1              |
|          |              |         |         | 101        | C    | 01CVZ-INSP    | 23 POINT INSPECTION   |
|          |              |         |         | 101        | C    | 22CVZ0        | SET TIRE PRESSURES    |
|          |              |         |         | 101        | C    | 22CVZGTIRE    | GREEN-LIGHT WEAR      |
|          |              |         |         | 101        | C    | 08CVZBATGREEN | GREEN- PASS BATTERY   |
|          |              |         |         | 101        | C    | 05CVZ00GREENB | GREEN-LIGHT WEAR      |

SALESPERSON NO. 600

CHARLES L BRADFIELD

S E R V I C E

STATE REG#

|                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                               |                                                     |                                                                                                                                                                |                                      |                                            |                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|--------------------------------------------|------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE ID NO.<br><b>1G1RD6E47BU</b>                                                                                                                                                                                                                                                                                                                                                                          | YEAR/MAKE/MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b> | PRODUCTION DATE<br><b>03/28/11</b>                                                                                                                             | STOCK NO.<br><b>18</b>               | LICENSE NO.<br><b>04/27/12</b>             | R.O. NO.<br><b>04/27/12</b>  |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                     | CUSTOMER NO.<br><b>RIVERSIDE, CA</b>                                                                                                                                                                                                                                                                                                                                                                          | SERVICE CONTRACT<br><b>10,198</b>                   | DELIVERY DATE<br><b>03/28/11</b>                                                                                                                               | DELIVERY MILES<br><b>18</b>          | SELLING DEALER NO.<br><b>JEFF ELKHOURY</b> | R.O. DATE<br><b>04/27/12</b> |
| CALL WHEN READY<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No                                                          | RESIDENCE PHONE<br><b>08:18am</b>                                                                                                                                                                                                                                                                                                                                                                             | BUSINESS PHONE<br><b>04/27/12</b>                   | TIME RECEIVED<br><b>06:00pm</b>                                                                                                                                | DATE/TIME PROMISED<br><b>06:00pm</b> | PRIORITY<br><b>4</b>                       | HAZARDOUS WASTE<br><b>00</b> |
| APPOINTMENT<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No                                                              | I hereby authorize the repair work to be done along with the necessary material, and hereby grant my employee permission to operate the vehicle herein described on state highways or elsewhere for the purpose of testing & road inspections. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. COMPANY NOT RESPONSIBLE FOR LOSS OF DAMAGE DUE TO THEFT, FIRE, OR COLLISION. |                                                     | MILEAGE OUT<br><b>10,198</b>                                                                                                                                   |                                      | ORIGINAL ESTIMATE<br><b>2038</b>           | HAZARDOUS WASTE<br><b>00</b> |
| CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                               |                                                     | TEARDOWN ESTIMATE. I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services recommended. |                                      | AUTHORIZED BY<br><b>JEFF ELKHOURY</b>      |                              |

|                                                                                                                       |                               |                   |                   |                      |
|-----------------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------|-------------------|----------------------|
| ORIGINAL CUSTOMER ESTIMATE TOTAL<br><b>00</b>                                                                         | REVISED<br><b>00</b>          | DATE<br><b>00</b> | TIME<br><b>00</b> | AUTH BY<br><b>00</b> |
| 1 <b>W*99CVT</b><br><b>PERFORM RECALL # 11342. ENHANCEMENTS FOR SIDE IMPACT POLE PERFORMANCE.</b>                     | REASON<br><b>ADL COSTS \$</b> |                   |                   |                      |
| 2 <b>W*99CVZ</b><br><b>PERFORM RECALL # 12020. DRIVER AIRBAG INSPECTION</b>                                           | REASON<br><b>ADL COSTS \$</b> |                   |                   |                      |
| 3 <b>W*99CVZ001</b><br><b>PERFORM RECALL # 11188. ENHANCED 120 VOLT CHARGE CORD</b>                                   | REASON<br><b>ADL COSTS \$</b> |                   |                   |                      |
| 4 <b>C*01CVZ-INSP</b><br><b>23 POINT INSPECTION</b><br><b>AT EVERY VISIT A FREE MULTI POINT VEHICLE INSPECTION IS</b> | REASON<br><b>ADL COSTS \$</b> |                   |                   |                      |
| <b>WE RECOMMEND</b>                                                                                                   |                               |                   |                   |                      |
| FRONT  REAR                                                                                                           |                               |                   |                   |                      |





CHEVROLET

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(951) 485-3500 • Fax: (951) 485-3515

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RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION     | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|---------------|-----------------------|
| 10/28/11 |              | 5786    | 2038    | 101        | W    | 99CVT         | RECALL 1              |
|          |              |         |         | 101        | C    | 01CVZ-INSP    | 23 POINT INSPECTION   |
|          |              |         |         | 101        | C    | 22CVZ0        | SET TIRE PRESSURES    |
|          |              |         |         | 101        | C    | 22CVZGTIRE    | GREEN-LIGHT WEAR      |
|          |              |         |         | 101        | C    | 08CVZBATGREEN | GREEN- PASS BATTERY   |
|          |              |         |         | 101        | C    | 05CVZ00GREENB | GREEN-LIGHT WEAR      |

SALESPERSON NO. 600

CHARLES L BRADFIELD

S E R V I C E

STATE REG#

|                                                                                                                                                    |                                     |                                                     |                                    |                                                                                                                                                                |                                  |                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-----------------------------------------------------|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|----------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE ID NO<br><b>1G1RD6E47BU</b> | YEAR/MAKE/MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b> | PRODUCTION DATE<br><b>03/28/11</b> | STOCK NO<br><b>18</b>                                                                                                                                          | LICENSE NO<br><b>18</b>          | R.O. NO<br><b>04/27/12</b>       |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                     | CUSTOMER NO<br><b>RIVERSIDE, CA</b> | SERVICE CONTRACT<br><b>10,198</b>                   | DELIVERY DATE<br><b>03/28/11</b>   | DELIVERY MILES<br><b>18</b>                                                                                                                                    | SELLING DEALER NO<br><b>2038</b> | R.O. DATE<br><b>04/27/12</b>     |
| CALL WHEN READY<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                     | COLOR<br><b>CVZZ</b>                | CONTRACT NO<br><b>10,198</b>                        | EXPIRATION DATE<br><b>2038</b>     | EXPIRATION MILES<br><b>JEFF ELKHOURY</b>                                                                                                                       | TAG NO<br><b>10,198</b>          | HAZARDOUS WASTE<br><b>10,198</b> |
| APPOINTMENT<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No                                                              | TIME RECEIVED<br><b>08:18am</b>     | DATE/TIME PROMISED<br><b>04/27/12 06:00pm</b>       | PRIORITY<br><b>4</b>               | TEARDOWN ESTIMATE. I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services recommended. |                                  |                                  |

PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECEIVE YOUR VEHICLE'S REPORT CARD. AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY OUR CHEVROLET CERTIFIED PROFESSIONALS. THE FOLLOWING VERIFIES THAT YOUR REPAIRS HAVE BEEN SUCCESSFULLY COMPLETED.

5 C \* 22CVZ0 SET TIRE PRESSURES  
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE (CARB), AUTOMOTIVE SERVICE PROVIDERS MUST:  
CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE.

6 C \* 22CVZGTIRE GREEN-LIGHT WEAR  
TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED.

|                                    |                                     |      |         |
|------------------------------------|-------------------------------------|------|---------|
| REVISED                            | DATE                                | TIME | AUTH BY |
| REASON                             | ADL COSTS \$                        |      |         |
| <input type="checkbox"/> IN PERSON | <input type="checkbox"/> BY PHONE # |      |         |
| REVISED                            | DATE                                | TIME | AUTH BY |
| REASON                             | ADL COSTS \$                        |      |         |
| <input type="checkbox"/> IN PERSON | <input type="checkbox"/> BY PHONE # |      |         |
| WE RECOMMEND                       |                                     |      |         |
| FRONT                              |                                     |      |         |
| REAR                               |                                     |      |         |



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RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION     | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|---------------|-----------------------|
| 10/28/11 |              | 5786    | 2038    | 101        | W    | 99CVT         | RECALL 1              |
|          |              |         |         | 101        | C    | 01CVZ-INS     | 23 POINT INSPECTION   |
|          |              |         |         | 101        | C    | 22CVZ0        | SET TIRE PRESSURES    |
|          |              |         |         | 101        | C    | 22CVZGTIRE    | GREEN-LIGHT WEAR      |
|          |              |         |         | 101        | C    | 08CVZBATGREEN | GREEN- PASS BATTERY   |
|          |              |         |         | 101        | C    | 05CVZ00GREENB | GREEN-LIGHT WEAR      |

SALESPERSON NO. 600

CHARLES L BRADFIELD

S E R V I C E

STATE REG#

|                                                                                                                                                                                                                                                                                                                                                                                                                 |                                        |                                                     |                                    |                                                                                                                                                              |                     |                              |                 |         |                          |                            |                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-----------------------------------------------------|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------------------------|-----------------|---------|--------------------------|----------------------------|---------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>OTHER <input type="checkbox"/>                                                                                                                                                                                                                                                              | VEHICLE I.D. NO.<br><b>1G1RD6E47BU</b> | YEAR/MAKE/MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b> | PRODUCTION DATE<br><b>03/28/11</b> | STOCK NO.                                                                                                                                                    | LICENSE NO.         | R.O. NO.                     |                 |         |                          |                            |                                 |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                                                                                                                                                                                                                                                                  | CUSTOMER NO.<br><b>RIVERSIDE, CA</b>   | SERVICE CONTRACT                                    | DELIVERY DATE<br><b>03/28/11</b>   | DELIVERY MILES<br><b>18</b>                                                                                                                                  | SELLING DEALER NO.  | R.O. DATE<br><b>04/27/12</b> |                 |         |                          |                            |                                 |
| CALL WHEN READY<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                  | RESIDENCE PHONE                        | BUSINESS PHONE                                      | COLO.                              | CONTRACT NO.                                                                                                                                                 | EXPIRATION DATE     | EXPIRATION MILES             |                 |         |                          |                            |                                 |
| APPOINTMENT<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                                           | TIME RECEIVED<br><b>08:18am</b>        | DATE/TIME PROMISED<br><b>04/27/12 06:00pm</b>       | PRIORITY<br><b>4</b>               | TURBO                                                                                                                                                        | M/MC<br><b>CVZZ</b> | AIR COND                     | P. S            | TRANS   | MILEAGE<br><b>10,198</b> | ADVISOR NO.<br><b>2038</b> | ADVISOR<br><b>JEFF ELKHOURY</b> |
| I hereby authorize the repair work to be done along with the necessary material, and hereby grant you employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. Subject to conditions on reverse side of the contract. PLEASE READ REVERSE SIDE. COMPANY NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM. |                                        |                                                     |                                    | MILEAGE OUT                                                                                                                                                  |                     | ORIGINAL ESTIMATE            | HAZARDOUS WASTE |         |                          |                            |                                 |
| TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE                                                                                                                                                                                                                                                                                                                                                                    |                                        |                                                     |                                    | TEARDOWN ESTIMATE I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services recommended |                     | AUTHORIZED BY                |                 |         |                          |                            |                                 |
| CUSTOMER SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                              |                                        |                                                     |                                    | DATE                                                                                                                                                         |                     | TIME                         |                 | PHONE # |                          |                            |                                 |
| NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.                                                                                                                                                                                                                                                                                          |                                        |                                                     |                                    | REVISED                                                                                                                                                      |                     | DATE                         |                 | TIME    |                          | AUTH BY                    |                                 |

7 \*C\* 08CVZBATGREEN GREEN-PASS BATTERY  
CHECK BATTERY PERFORMANCE  
BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.

|                                                                        |              |      |         |
|------------------------------------------------------------------------|--------------|------|---------|
| REVISED                                                                | DATE         | TIME | AUTH BY |
| REASON                                                                 | ADL COSTS \$ |      |         |
| <input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE # |              |      |         |
| REVISED                                                                | DATE         | TIME | AUTH BY |
| REASON                                                                 | ADL COSTS \$ |      |         |
| <input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE # |              |      |         |
| WE RECOMMEND                                                           |              |      |         |
| FRONT                                                                  |              |      |         |
| REAR                                                                   |              |      |         |



Connect

JEFFREY ELKHOURY

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April 27, 2012

Global Warranty Management: Main &gt; Interface With Customer &gt; 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 1G1RD6E47BL

Model 1RC68-2011 VOLT

Service Contract No

Branded Title No

Warranty Block No

PDI Status Yes

Order Type 80 - RETAIL - SOLD

Field Actions [3 Open](#)

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](#)[Investigate Major Assembly History](#)

## Required Field Actions

Open field actions are highlighted

| Type                          | Number | Original Nbr | Description                                   | Release Date | Status |
|-------------------------------|--------|--------------|-----------------------------------------------|--------------|--------|
| Customer Satisfaction Program |        | 11342        | ENHANCEMENTS FOR SIDE IMPACT POLE PERFORMANCE | 02/15/2012   | Open   |
| Customer Satisfaction Program |        | 12020        | DRIVER AIRBAG INSPECTION                      | 03/08/2012   | Open   |
| Customer Satisfaction Program |        | 11188        | ENHANCED 120 VOLT CHARGE CORD                 | 03/15/2012   | Open   |
| Customer Satisfaction Program |        | 11137        | PRODUCT ENHANCEMENTS - ** EXPIRES 09/30/13 ** | 08/23/2011   | 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 N

XM Equipped Y

OnStar Vehicle Diagnostics Y

XM Radio D

OnStar Status NA

XM Status Active

DMN Enabled Y

**Applicable Warranties**

Valid warranties are highlighted

| Valid | Description                             | Start Date | Effective Odometer | End Date   | End Odometer |
|-------|-----------------------------------------|------------|--------------------|------------|--------------|
| ✓     | Emission Limited Warranty               | 03/28/2011 | 18 MI              | 03/28/2014 | 50,018 MI    |
| ✓     | Bumper to Bumper Limited Warranty       | 03/28/2011 | 18 MI              | 03/28/2014 | 36,018 MI    |
| ✓     | Emission Select Component Ltd Wty       | 03/28/2011 | 18 MI              | 03/28/2019 | 80,018 MI    |
| ✓     | Emission Select State Component Lty Wty | 03/28/2011 | 18 MI              | 03/28/2018 | 70,018 MI    |
| ✓     | Powertrain Limited Warranty             | 03/28/2011 | 18 MI              | 03/28/2016 | 100,018 MI   |
| ✓     | Corrosion Limited Warranty              | 03/28/2011 | 18 MI              | 03/28/2017 | 100,018 MI   |
| ✓     | Voltec Component Limited Warranty       | 03/28/2011 | 18 MI              | 03/28/2019 | 100,018 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 |
|---------------|-----------------|--------------------------------|------------------------|--------------------------------------------------------------|------------------|
| 10/28/2011    |                 | ZFAT---Field Action Recall     |                        | V2436 - 11137 - Reprogram Multiple Modules and Install Label | 5,786 MI         |
| 03/28/2011    |                 | ZPDI---Pre-Delivery Inspection |                        | Z6998 - PDI - Dealer Installed - Factory Invoiced Options    | 2 MI             |
| 03/03/2011    |                 | ZPDI---Pre-Delivery Inspection |                        | Z7000 - Pre-Delivery Inspection - Base Time                  | 1 MI             |

Global Warranty Management Site Map

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CELL: [REDACTED]

|                 |            |                           |               |            |            |            |                   |                 |                |
|-----------------|------------|---------------------------|---------------|------------|------------|------------|-------------------|-----------------|----------------|
| CUSTOMER NO     | [REDACTED] | ADVISOR                   | JEFF ELKHOURY | 2038       | TRC NO     | [REDACTED] | INVOICE DATE      | 04/27/12        | [REDACTED]     |
| [REDACTED]      |            | LABOR RATE                | [REDACTED]    | LICENSE NO | [REDACTED] | MILEAGE    | 10,198            | COLOR           | [REDACTED]     |
| [REDACTED]      |            | YEAR / MAKE / MODEL       |               |            |            |            | DELIVERY DATE     | 03/28/11        | DELIVERY MILES |
| RIVERSIDE, CA   |            | 11/CHEVROLET/VOLT/4DR SDN |               |            |            |            | [REDACTED]        |                 | 18             |
| [REDACTED]      |            | VEHICLE I D NO            |               |            |            |            | SELLING DEALER NO | PRODUCTION DATE |                |
| [REDACTED]      |            | 1 G 1 R D 6 E 4 7 B U     |               |            |            |            | [REDACTED]        |                 | [REDACTED]     |
| [REDACTED]      |            | P T E NO                  |               |            |            |            | P O NO            | R O DATE        | [REDACTED]     |
| [REDACTED]      |            | [REDACTED]                |               |            |            |            | 04/27/12          |                 | [REDACTED]     |
| RESIDENCE PHONE | [REDACTED] | BUSINESS PHONE            | [REDACTED]    |            |            |            |                   |                 |                |
| [REDACTED]      |            | COMMENTS                  |               |            |            |            |                   |                 |                |
| [REDACTED]      |            | MO: [REDACTED]            |               |            |            |            |                   |                 |                |

TOTALS

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

|                  |      |
|------------------|------|
| TOTAL LABOR....  | 0.00 |
| TOTAL PARTS....  | 0.00 |
| TOTAL SUBLET.... | 0.00 |
| TOTAL G.O.G....  | 0.00 |
| TOTAL MISC CHG.  | 0.00 |
| TOTAL MISC DISC  | 0.00 |
| TOTAL TAX.....   | 0.00 |

TOTAL INVOICE \$ 0.00



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CELL: [REDACTED]

|                 |                                                  |                           |                      |                                |                   |
|-----------------|--------------------------------------------------|---------------------------|----------------------|--------------------------------|-------------------|
| CUSTOMER NO     | ADVISOR<br>JEFF ELKHOURY                         | 2038                      | TRG NO               | INVOICE DATE<br>04/27/12       | TECHNOLOGIST NO   |
| RIVERSIDE, CA   | LABOR RATE                                       | LICENSE NO                | MC LEASE<br>10,198   | COLOR                          | PHONE NO          |
|                 | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11 | DELIVERY MILES<br>18 | VEHICLE I.D. NO<br>1G1RD6E47BU | SELLING DEALER NO |
|                 | PRODUCTION DATE                                  | 04/27/12                  |                      |                                |                   |
| RESIDENCE PHONE | BUSINESS PHONE                                   | COMMENTS                  |                      |                                |                   |

MO: [REDACTED]

LABOR & PARTS

J# 5 22CVZ0 : SLT TIRE PRESSURES TECH(S):111 0.00  
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE  
(CARB), AUTOMOTIVE SERVICE PROVIDERS MUST:  
CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE  
USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING  
LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION  
REFERENCE.  
PERFORM THE TIRE PRESURE SERVICE USING A TIRE PRESSURE  
GAUGE WITH A TOTAL PERMISSIBLE ERROR NO GREATER THAN +/- 2  
POUNDS PER SQUARE INCH (PSI).  
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO  
35  
TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO  
35  
TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO  
35  
TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO  
35  
PERFORMED THE ABOVE SERVICE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
JOB # 5 TOTAL PARTS 0.00  
JOB # 5 TOTAL LABOR & PARTS 0.00  
J# 6 22CVZ0TIRE GREEN-LIGHT WEAR TECH(S):111 0.00  
TIRE TREAD DEPTH MEASURED 7/32 OR OVER (LIGHT WEAR INDICATED).  
PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE TIRES INSPECTED  
REGULARLY.  
A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
JOB # 6 TOTAL PARTS 0.00  
JOB # 6 TOTAL LABOR & PARTS 0.00  
J# 7 08CVZBATGREEN GREEN- PASS BATTERY TECH(S):111 0.00  
CHECK BATTERY PERFORMANCE  
BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.  
PASSED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
JOB # 7 TOTAL PARTS 0.00  
JOB # 7 TOTAL LABOR & PARTS 0.00

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





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CELL: [REDACTED]

|                 |                           |                   |                 |            |
|-----------------|---------------------------|-------------------|-----------------|------------|
| CUSTOMER NO     | ADVISOR                   | TRG NO            | INVOICE DATE    | INVOICE NO |
| [REDACTED]      | JEFF ELKHOURY             | 2038              | 04/27/12        | [REDACTED] |
|                 | LABOR RATE                | LICENSE NO        | MI LEASE        | COLOR      |
|                 |                           | [REDACTED]        | 10,198          | [REDACTED] |
| RIVERSIDE, CA   | YEAR / MAKE / MODEL       | DELIVERY DATE     | DELIVERY MILES  |            |
|                 | 11/CHEVROLET/VOLT/4DR SDN | 03/28/11          | 18              |            |
|                 | VEHICLE I.D. NO           | SELLING DEALER NO | PRODUCTION DATE |            |
|                 | 1G1RD6E47BU               |                   |                 |            |
|                 | P.T.E. NO                 | P.O. NO           | R.O. DATE       |            |
|                 |                           |                   | 04/27/12        |            |
| RESIDENCE PHONE | BUSINESS PHONE            | COMMENTS          |                 |            |
| [REDACTED]      | [REDACTED]                | MO: [REDACTED]    |                 |            |

LABOR & PARTS

J# 1 99CV1 RECALL 1 TECH(S):111 WARRANTY  
PERFORM RECALL # 11342. ENHANCEMENTS FOR SIDE IMPACT  
POLE PERFORMANCE.  
SPECIAL ORDERED PART TO PERFORM RECALL

| PARTS                               | QTY | FP-NUMBER | DESCRIPTION      | LIST PRICE | UNIT PRICE | WARRANTY |
|-------------------------------------|-----|-----------|------------------|------------|------------|----------|
| JOB # 1                             | 0   | 22920448  | REINFORCE 12.980 |            |            | WARRANTY |
| PART ON SPECIAL ORDER               |     |           |                  |            |            |          |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |           |                  |            |            |          |
| JOB # 1                             | 0   | 19260759  | CONNECTOR 2.530  |            |            | WARRANTY |
| PART ON SPECIAL ORDER               |     |           |                  |            |            |          |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |           |                  |            |            |          |

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 99CVZ RECALL 2 TECH(S):111 WARRANTY  
PERFORM RECALL # 12020. DRIVER AIRBAG INSPECTION  
PERFORM RECALL WHEN CUSTOMER RETURNS WHEN ALL SPECIAL  
ORDER PARTS ARRIVE.

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

J# 3 99CVZ001 RECALL 3 TECH(S):111 WARRANTY  
PERFORM RECALL # 11188. ENHANCED 120 VOLT CHARGE  
CORD  
SPECIAL ORDERED PARTS FOR RECALL

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

J# 4 01CVZ-INSP 23 POINT INSPECTION TECH(S):111 0.00  
AT EVERY VISIT A FREE MULTI POINT VEHICLE INSPECTION IS  
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE  
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST,  
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF  
PICK UP YOU WILL RECEIVE YOUR VEHICLES REPORT CARD.  
AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE  
YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY  
OUR CHEVROLET CERTIFIED PROFESSIONALS. THE FOLLOWING  
VERIFIES THAT YOUR REPAIRS HAVE BEEN SUCCESSFULLY COMPLETED.  
NOT DONE AT THIS TIME.

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



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CELL: [REDACTED]

|                 |            |                           |               |            |            |            |              |                   |                 |            |            |
|-----------------|------------|---------------------------|---------------|------------|------------|------------|--------------|-------------------|-----------------|------------|------------|
| CUSTOMER NO     | [REDACTED] | ADVISOR                   | JEFF ELKHOURY | 2038       | TAG NO     | [REDACTED] | INVOICE DATE | 04/30/12          | ADVISOR NO      | [REDACTED] |            |
| [REDACTED]      |            | LABOR RATE                | [REDACTED]    | LICENSE NO | [REDACTED] | MILEAGE    | 10,198       | COLOR             | /               | STOCK NO   | [REDACTED] |
| RIVERSIDE, CA   |            | YEAR / MAKE / MODEL       |               |            |            |            |              | DELIVERY DATE     | DELIVERY MILES  |            |            |
|                 |            | 11/CHEVROLET/VOLT/4DR SDN |               |            |            |            |              | 03/28/11          | 18              |            |            |
|                 |            | VEHICLE I.D. NO           |               |            |            |            |              | SELLING DEALER NO | PRODUCTION DATE |            |            |
|                 |            | 1 G 1 R D 6 E 4 7 B U     |               |            |            |            |              |                   |                 |            |            |
| RESIDENCE PHONE |            | F.T.E. NO                 |               |            |            |            |              | P.O. NO           | R.O. DATE       |            |            |
| [REDACTED]      |            | [REDACTED]                |               |            |            |            |              | 04/27/12          |                 |            |            |
|                 |            | COMMENTS                  |               |            |            |            |              | MO: [REDACTED]    |                 |            |            |

LABOR & PARTS  
J# 1 99CVT

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |      |
|-----------------|----------|-------|--------|------|------|-------------|------|
| 111             | 04/27/12 | 14.20 | 14.20  | 0.00 | 0.00 | FINISHED    |      |
| 111             | 04/27/12 | 0.00  | 0.00   | 0.00 | 0.00 | FINISHED    |      |
| TOTAL TECH TIME |          |       |        |      |      | 0.00        | 0.00 |

PERFORM RECALL # 11342. ENHANCEMENTS FOR SIDE IMPACT  
POLE PERFORMANCE.

SPECIAL ORDERED PART TO PERFORM RECALL

| PARTS                               | QTY | FP-NUMBER | DESCRIPTION      | U/COST | E/COST | U/PRICE |      |
|-------------------------------------|-----|-----------|------------------|--------|--------|---------|------|
| JOB # 1                             | 0   | 22920448  | REINFORCE 12.980 | 148.60 | 0.00   | 208.04  | 0.00 |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |           |                  |        |        |         |      |
| JOB # 1                             | 0   | 19260759  | CONNECTOR 2.530  | 17.54  | 0.00   | 24.56   | 0.00 |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |           |                  |        |        |         |      |
| JOB # 1                             | 0   | 22922225  | BATTERY K 2.210  | 33.68  | 0.00   | 47.15   | 0.00 |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |           |                  |        |        |         |      |
| JOB # 1                             | 0   | 22914085  | CABLE 2.215      | 315.00 | 0.00   | 441.00  | 0.00 |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |           |                  |        |        |         |      |

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 99CVZ

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |      |
|-----------------|----------|-------|--------|------|------|-------------|------|
| 111             | 04/27/12 | 14.20 | 14.20  | 0.00 | 0.00 | FINISHED    |      |
| 111             | 04/27/12 | 0.00  | 0.00   | 0.00 | 0.00 | FINISHED    |      |
| TOTAL TECH TIME |          |       |        |      |      | 0.00        | 0.00 |

PERFORM RECALL # 12020. DRIVER AIRBAG INSPECTION  
PERFORM RECALL WHEN CUSTOMER RETURNS WHEN ALL SPECIAL  
ORDER PARTS ARRIVE.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 99CVZ001

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |      |
|-----------------|----------|-------|--------|------|------|-------------|------|
| 111             | 04/27/12 | 14.20 | 14.20  | 0.00 | 0.00 | FINISHED    |      |
| 111             | 04/27/12 | 0.00  | 0.00   | 0.00 | 0.00 | FINISHED    |      |
| TOTAL TECH TIME |          |       |        |      |      | 0.00        | 0.00 |

PERFORM RECALL # 11188. ENHANCED 120 VOLT CHARGE  
CORD  
SPECIAL ORDERED PARTS FOR RECALL

JOB # 3 TOTAL LABOR & PARTS 0.00



CUSTOMER NAME: \_\_\_\_\_

YEAR/ MODEL: 2001 Volt

DATE: 4/27/12

RO/TAG: \_\_\_\_\_

MILEAGE: 10,198

LICENSE # \_\_\_\_\_

CHECKED AND OKAY AT THIS TIME

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

#### Check Fluid Levels and Fill

| OK                       | ADD                      |                                          |
|--------------------------|--------------------------|------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Engine oil                               |
| <input type="checkbox"/> | <input type="checkbox"/> | Transmission (if equipped with dipstick) |
| <input type="checkbox"/> | <input type="checkbox"/> | Brake reservoir                          |
| <input type="checkbox"/> | <input type="checkbox"/> | Power steering                           |
| <input type="checkbox"/> | <input type="checkbox"/> | Coolant recovery reservoir               |
| <input type="checkbox"/> | <input type="checkbox"/> | Window washer                            |

Comments: \_\_\_\_\_

#### Check Following systems / Components

|                          |                          |                                                                                                      |
|--------------------------|--------------------------|------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lights            |
| <input type="checkbox"/> | <input type="checkbox"/> | Windshield washer spray, wiper operation and wiper blades                                            |
| <input type="checkbox"/> | <input type="checkbox"/> | Windshield for cracks, chips and pitting                                                             |
| <input type="checkbox"/> | <input type="checkbox"/> | Radiator, heater and air-conditioning hoses for leaks and damage                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | Engine air filter                                                                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | Inspect cabin air filter (if equipped)                                                               |
| <input type="checkbox"/> | <input type="checkbox"/> | Oil and/or fluid leaks                                                                               |
| <input type="checkbox"/> | <input type="checkbox"/> | Constant velocity (CV) drive axle boots (if equipped)                                                |
| <input type="checkbox"/> | <input type="checkbox"/> | Exhaust system (leaks, damage, loose parts)                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | Drive shaft transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)          |
| <input type="checkbox"/> | <input type="checkbox"/> | Steering and steering linkages                                                                       |
| <input type="checkbox"/> | <input type="checkbox"/> | Shocks/struts and other suspension components for leaks and/or damage                                |
| <input type="checkbox"/> | <input type="checkbox"/> | Brake system (including lines, hoses and parking brake) and wheel end for end-play and bearing noise |
| <input type="checkbox"/> | <input type="checkbox"/> | Engine Cooling system, hoses and clamps                                                              |
| <input type="checkbox"/> | <input type="checkbox"/> | Accessory drive belt(s)                                                                              |
| <input type="checkbox"/> | <input type="checkbox"/> | Clutch operation (if equipped)                                                                       |

State Inspection Due (If Applicable) \_\_\_\_\_

MO / DAY / YEAR

Comments: \_\_\_\_\_

This Courtesy Inspection Completed by Your Moss Auto Group Quality Service Team!

Service Advisor: \_\_\_\_\_

Technician: \_\_\_\_\_

#### Check Battery

|                          |          |                                 |                          |      |                          |                                        |
|--------------------------|----------|---------------------------------|--------------------------|------|--------------------------|----------------------------------------|
| <input type="checkbox"/> | GOOD     | FACTORY SPEC COLD CRANKING AMPS | <input type="checkbox"/> | GOOD | <input type="checkbox"/> | BAD                                    |
| <input type="checkbox"/> | RECHARGE |                                 |                          |      |                          |                                        |
| <input type="checkbox"/> | BAD      | ACTUAL COLD CRANKING AMPS       | <input type="checkbox"/> |      |                          |                                        |
|                          |          |                                 |                          |      |                          | BATTERY TERMINALS (CLEAN IF NECESSARY) |

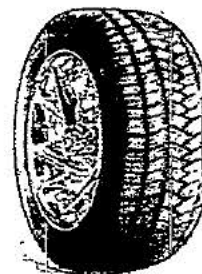
#### Check Brakes Measure Front/Rear Brake Linings

|                                                                                                                                                                                                                                  |                          |                          |                          |    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|----|
| LF                                                                                                                                                                                                                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | RF |
|                                                                                                                                                                                                                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |    |
|                                                                                                                                                                                                                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |    |
| LR                                                                                                                                                                                                                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | RR |
|                                                                                                                                                                                                                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |    |
|                                                                                                                                                                                                                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |    |
| <p>Over 3/32" (Disc) or Over 4/32" (Drum)</p> <p>7/32" to 4/32" (Disc) or 3/32" (Drum)</p> <p>Less than 3/32" (Disc) or 2/32" or less (Drum)</p> <p>Brake Measurements Not Taken This Service Visit <input type="checkbox"/></p> |                          |                          |                          |    |

Comments: \_\_\_\_\_

#### Check Tires

|     |                          |                 |                          |     |
|-----|--------------------------|-----------------|--------------------------|-----|
| LF  | <input type="checkbox"/> | 7/32 or Greater | <input type="checkbox"/> | RF  |
|     | <input type="checkbox"/> | 4/32 to 6/32    | <input type="checkbox"/> |     |
|     | <input type="checkbox"/> | 3/32 or Less    | <input type="checkbox"/> |     |
|     | <input type="checkbox"/> |                 | <input type="checkbox"/> |     |
|     | <input type="checkbox"/> |                 | <input type="checkbox"/> |     |
|     | <input type="checkbox"/> |                 | <input type="checkbox"/> |     |
|     | <input type="checkbox"/> |                 | <input type="checkbox"/> |     |
|     | <input type="checkbox"/> |                 | <input type="checkbox"/> |     |
| LOR | <input type="checkbox"/> | 7/32 or Greater | <input type="checkbox"/> | ROR |
|     | <input type="checkbox"/> | 4/32 to 6/32    | <input type="checkbox"/> |     |
|     | <input type="checkbox"/> | 3/32 or Less    | <input type="checkbox"/> |     |



|                          |                          |    |                       |    |                          |                          |
|--------------------------|--------------------------|----|-----------------------|----|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | LF | WEAR PATTERN / DAMAGE | RF | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input type="checkbox"/> | LR |                       | RR | <input type="checkbox"/> | <input type="checkbox"/> |

TIRE WEAR INDICATES:

☐ Alignment Check Needed

☐ Wheel Balance Needed

Comments: \_\_\_\_\_

Tire Pressure Set to Factory Recommended

PSI FRONT ☐

REAR ☐

Customer Signature: \_\_\_\_\_



CHEVROLET

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

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

www.MossSavings.cc

CELL: [REDACTED]

|                     |                           |                   |                 |          |
|---------------------|---------------------------|-------------------|-----------------|----------|
| CUSTOMER NO         | ADVISOR                   | 2038              | INVOICE DATE    | 04/30/12 |
| RIVERSIDE, CA       | JEFF ELKHOURY             | 10,198            | COLOR           | 18       |
| YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE     | 03/28/11        | 18       |
| VEHICLE I.D. NO     | 1 G 1 R D 6 E 4 7 B U     | SELLING DEALER NO | PRODUCTION DATE |          |
| P.T.E. NO           | P.O. NO                   | R.O. DATE         | 04/27/12        |          |
| RESIDENCE PHONE     | BUSINESS PHONE            | COMMENTS          | MO: [REDACTED]  |          |

LABOR & PARTS

| J#    | 1        | 99CVI           | RECALL 1 | HOURS: | TECH(S): | 111         | 0.00 |
|-------|----------|-----------------|----------|--------|----------|-------------|------|
| TECH# | DATE     | START           | FINISH   | ACT    | TIME     | DESCRIPTION |      |
| 111   | 04/27/12 | 14.20           | 14.20    | 0.00   | 0.00     | FINISHED    |      |
| 111   | 04/27/12 | 0.00            | 0.00     | 0.00   | 0.00     | FINISHED    |      |
|       |          | TOTAL TECH TIME | 0.00     | 0.00   |          |             |      |

PERFORM RECALL # 11342. ENHANCEMENTS FOR SIDE IMPACT  
POLE PERFORMANCE.

SPECIAL ORDERED PART TO PERFORM RECALL

| PARTS   | QTY | FP | NUMBER                              | DESCRIPTION      | U/COST | E/COST | U/PRICE |      |
|---------|-----|----|-------------------------------------|------------------|--------|--------|---------|------|
| JOB # 1 | 0   |    | 22920448                            | REINFORCE 12.980 | 148.60 | 0.00   | 208.04  | 0.00 |
|         |     |    | ** QUANTITY 1 IS SPECIAL ORDERED ** |                  |        |        |         |      |
| JOB # 1 | 0   |    | 19260759                            | CONNECTOR 2.530  | 17.54  | 0.00   | 24.56   | 0.00 |
|         |     |    | ** QUANTITY 1 IS SPECIAL ORDERED ** |                  |        |        |         |      |
| JOB # 1 | 0   |    | 22922225                            | BATTERY K 2.210  | 33.68  | 0.00   | 47.15   | 0.00 |
|         |     |    | ** QUANTITY 1 IS SPECIAL ORDERED ** |                  |        |        |         |      |
| JOB # 1 | 0   |    | 22914085                            | CABLE 2.215      | 315.00 | 0.00   | 441.00  | 0.00 |
|         |     |    | ** QUANTITY 1 IS SPECIAL ORDERED ** |                  |        |        |         |      |

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

| J#    | 2        | 99CVZ           | RECALL 2 | HOURS: | TECH(S): | 111         | 0.00 |
|-------|----------|-----------------|----------|--------|----------|-------------|------|
| TECH# | DATE     | START           | FINISH   | ACT    | TIME     | DESCRIPTION |      |
| 111   | 04/27/12 | 14.20           | 14.20    | 0.00   | 0.00     | FINISHED    |      |
| 111   | 04/27/12 | 0.00            | 0.00     | 0.00   | 0.00     | FINISHED    |      |
|       |          | TOTAL TECH TIME | 0.00     | 0.00   |          |             |      |

PERFORM RECALL # 12020. DRIVER AIRBAG INSPECTION  
PERFORM RECALL WHEN CUSTOMER RETURNS WHEN ALL SPECIAL  
ORDER PARTS ARRIVE.

JOB # 2 TOTAL LABOR & PARTS 0.00

| J#    | 3        | 99CVZ001        | RECALL 3 | HOURS: | TECH(S): | 111         | 0.00 |
|-------|----------|-----------------|----------|--------|----------|-------------|------|
| TECH# | DATE     | START           | FINISH   | ACT    | TIME     | DESCRIPTION |      |
| 111   | 04/27/12 | 14.20           | 14.20    | 0.00   | 0.00     | FINISHED    |      |
| 111   | 04/27/12 | 0.00            | 0.00     | 0.00   | 0.00     | FINISHED    |      |
|       |          | TOTAL TECH TIME | 0.00     | 0.00   |          |             |      |

PERFORM RECALL # 11188. ENHANCED 120 VOLT CHARGE  
CORD  
SPECIAL ORDERED PARTS FOR RECALL

JOB # 3 TOTAL LABOR & PARTS 0.00





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### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION  | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|------------|-----------------------|
| 04/27/12 |              | 10198   | 2038    | 111        | W    | 99CVT      | RECALL 1              |
|          |              |         |         | 111        | W    | 99CVZ      | RECALL 2              |
|          |              |         |         | 111        | W    | 99CVZ001   | RECALL 3              |
|          |              |         |         | 111        | C    | 01CVZ-INSP | 23 POINT INSPECTION   |
|          |              |         |         | 111        | C    | 22CVZ0     | SET TIRE PRESSURES    |
|          |              |         |         | 111        | C    | 22CVZGTIRE | GREEN-LIGHT WEAR      |

SALESPERSON NO. 600

CHARLES L. BRADFIELD

## SERVICE

STATE REG#

|                                                          |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  |                                                                                                                                                                      |                  |                    |                 |
|----------------------------------------------------------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|--------------------|-----------------|
| TERMS                                                    | VEHICLE ID NO. | YEAR/MAKE/MODEL                                                                                                                                                                                                                                                                                                                                                                                                                                      | PRODUCTION DATE  | STOCK NO.                                                                                                                                                            | LICENSE NO.      | P. O. NO.          |                 |
| CASH <input type="checkbox"/>                            | 1G1RD6E47BU    | 11/CHEVROLET/VOLT/4DR SDN                                                                                                                                                                                                                                                                                                                                                                                                                            |                  |                                                                                                                                                                      |                  |                    |                 |
| CREDIT CARD <input type="checkbox"/>                     |                | CUSTOMER NO.                                                                                                                                                                                                                                                                                                                                                                                                                                         | SERVICE CONTRACT | DELIVERY DATE                                                                                                                                                        | DELIVERY MILES   | SELLING DEALER NO. |                 |
| CHECK <input type="checkbox"/>                           |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  | 03/28/11                                                                                                                                                             | 18               | 05/07/11           |                 |
| OTHER <input type="checkbox"/>                           |                | COLOR                                                                                                                                                                                                                                                                                                                                                                                                                                                | CONTRACT NO.     | EXPIRATION DATE                                                                                                                                                      | EXPIRATION MILES |                    |                 |
|                                                          | RIVERSIDE, CA  |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  |                                                                                                                                                                      |                  |                    |                 |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> |                | TURBO                                                                                                                                                                                                                                                                                                                                                                                                                                                | M/MC             | AIR COND                                                                                                                                                             | P. S.            | TRANS              |                 |
| <input type="checkbox"/> Yes                             |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                      | CVZZ             |                                                                                                                                                                      |                  |                    |                 |
| <input type="checkbox"/> No                              |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  |                                                                                                                                                                      |                  |                    |                 |
|                                                          |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  | MILEAGE                                                                                                                                                              | ADVISOR NO.      | ADVISOR            |                 |
|                                                          |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  | 10,566                                                                                                                                                               | 2038             | JEFF ELKHOURY      |                 |
| RESIDENTIAL PHONE                                        | BUSINESS PHONE | I hereby authorize the repair work to be done along with the necessary materials, and hereby grant your employees permission to operate the vehicle/trailer on any and all state, federal, or private highways or elsewhere for the purpose of reaching another location. Subject to the conditions on the reverse side of this contract. PLEASE READ REVERSE SIDE. COMPANY NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR NATURAL CAUSE. |                  |                                                                                                                                                                      | MILEAGE OUT      | ORIGINAL ESTIMATE  | HAZARDOUS WASTE |
|                                                          |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  |                                                                                                                                                                      | \$               | \$                 |                 |
| CALL WHEN READY <input type="checkbox"/>                 | TIME RECEIVED  | DATE/TIME PROMISED                                                                                                                                                                                                                                                                                                                                                                                                                                   | PRIORITY         | TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended. |                  |                    | AUTHORIZED BY   |
| <input type="checkbox"/> Yes                             | 12:33pm        | 05/08/12                                                                                                                                                                                                                                                                                                                                                                                                                                             | 06:00pm          |                                                                                                                                                                      |                  |                    |                 |
| <input type="checkbox"/> No                              |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  |                                                                                                                                                                      |                  |                    |                 |
| APPOINTMENT <input checked="" type="checkbox"/>          | CELL:          | CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF                                                                                                                                                                                                                                                                                                                                                                                                       |                  |                                                                                                                                                                      | DATE             | TIME               | PHONE#          |
| <input type="checkbox"/> No                              |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                  |                                                                                                                                                                      |                  |                    |                 |

~~ORIGINAL - CUSTOMER - ESTIMATE -~~

**TOTAL**  
0.00

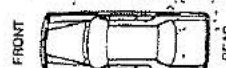
**COMMENTS :**

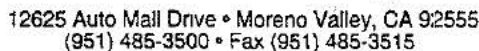
SEE JEFF... SPECIAL ORDER PARTS.

1 W\*99CV1 **RECALL 1**  
PERFORM RECALL # 11342. ENHANCEMENTS FOR SIDE IMPACT.  
POLE PERFORMANCE

2 **W\*99CVZ** **RECALL 2**  
PERFORM RECALL # 12020. DRIVER AIRBAG INSPECTION

3 W\*99CVZ001 **RECALL 3**  
PERFORM RECALL # 11188. ENHANCED 120 VOLT CHARGE  
CORD.





## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION  | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|------------|-----------------------|
| 04/27/12 | 28307        | 10198   | 2038    | 111        | W    | 99CVT      | RECALL 1              |
|          |              |         |         | 111        | W    | 99CVZ      | RECALL 2              |
|          |              |         |         | 111        | W    | 99CVZ001   | RECALL 3              |
|          |              |         |         | 111        | C    | 01CVZ-INSP | 23 POINT INSPECTION   |
|          |              |         |         | 111        | C    | 22CVZ0     | SET TIRE PRESSURES    |
|          |              |         |         | 111        | C    | 22CVZGTIRE | GREEN-LIGHT WEAR      |

SALESPERSON NO. 600

CHARLES L BRADFIELD

S E R V I C E

STATE REG#

|                                                          |  |                 |  |                           |  |                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                              |  |                                                                                                                                                                      |  |                    |  |
|----------------------------------------------------------|--|-----------------|--|---------------------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------|--|
| TERMS                                                    |  | VEHICLE ID NO.  |  | YEAR/MAKE/MODEL           |  | PRODUCTION DATE                                                                                                                                                                                                                                                                                                                                                                                                  |  | STOCK NO.                                    |  | LICENSE NO.                                                                                                                                                          |  | B.O. NO.           |  |
| CASH <input type="checkbox"/>                            |  | 1G1RD6E478U     |  | 11/CHEVROLET/VOLT/4DR SDN |  |                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                              |  |                                                                                                                                                                      |  |                    |  |
| CREDIT CARD <input type="checkbox"/>                     |  |                 |  | CUSTOMER NO.              |  | SERVICE CONTRACT                                                                                                                                                                                                                                                                                                                                                                                                 |  | DELIVERY DATE                                |  | DELIVERY MILES                                                                                                                                                       |  | SELLING DEALER NO. |  |
| CHECK <input type="checkbox"/>                           |  |                 |  |                           |  |                                                                                                                                                                                                                                                                                                                                                                                                                  |  | 03/28/11                                     |  | 18                                                                                                                                                                   |  | 05/07/11           |  |
| OTHER <input type="checkbox"/>                           |  |                 |  | COLOR                     |  | CONTRACT NO.                                                                                                                                                                                                                                                                                                                                                                                                     |  | EXPIRATION DATE                              |  | EXPIRATION MILES                                                                                                                                                     |  | TAG NO.            |  |
| SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> |  | RIVERSIDE, CA   |  |                           |  |                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                              |  |                                                                                                                                                                      |  |                    |  |
| <input type="checkbox"/> Yes                             |  |                 |  | TURBO                     |  | M/MC                                                                                                                                                                                                                                                                                                                                                                                                             |  | AIR COND                                     |  | P/S                                                                                                                                                                  |  | TRANS              |  |
| <input type="checkbox"/> No                              |  |                 |  | CVZZ                      |  |                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                              |  | 10,566                                                                                                                                                               |  | 2038               |  |
|                                                          |  |                 |  |                           |  |                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                              |  | ADVISOR NO.                                                                                                                                                          |  | ADVISOR            |  |
|                                                          |  |                 |  |                           |  |                                                                                                                                                                                                                                                                                                                                                                                                                  |  |                                              |  | JEFF ELKHOURY                                                                                                                                                        |  |                    |  |
| CALL WHEN READY <input type="checkbox"/>                 |  | REPAIR NO. NAME |  | TECHNICIAN NAME           |  | I hereby authorize the repair work to be done along with the necessary material, and hereby grant my employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspections. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. COMPANY NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM. |  | MILEAGE CUT                                  |  | ORIGINAL ESTIMATE                                                                                                                                                    |  | HAZARDOUS WASTE    |  |
| <input type="checkbox"/> Yes                             |  | TIME RECEIVED   |  | DATE/TIME PROMISED        |  | PRIORITY                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                              |  | \$                                                                                                                                                                   |  | \$                 |  |
| <input type="checkbox"/> No                              |  | 12:33pm         |  | 05/08/12 06:00pm          |  | 4                                                                                                                                                                                                                                                                                                                                                                                                                |  |                                              |  |                                                                                                                                                                      |  |                    |  |
| APPOINTMENT <input checked="" type="checkbox"/>          |  | CELL:           |  |                           |  | X                                                                                                                                                                                                                                                                                                                                                                                                                |  | TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE |  | TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended. |  | AUTHORIZED BY      |  |
| <input type="checkbox"/> Yes                             |  |                 |  |                           |  | CUSTOMER SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                               |  |                                              |  | DATE                                                                                                                                                                 |  | TIME               |  |
| <input type="checkbox"/> No                              |  |                 |  |                           |  | NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF                                                                                                                                                                                                                                                                                            |  |                                              |  | PHONE #                                                                                                                                                              |  |                    |  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                       |                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------------------------|
| 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>C * 01CVZ-INSP</b> | <b>23 POINT INSPECTION</b> |
| AT EVERY VISIT A FREE MULTI POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD. AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY OUR CHEVROLET CERTIFIED PROFESSIONALS, THE FOLLOWING VERIFIES THAT YOUR REPAIRS HAVE BEEN SUCCESSFULLY COMPLETED |                       |                            |

5 C \* 22CV20 SET TIRE PRESSURES  
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE  
(CARB), AUTOMOTIVE SERVICE PROVIDERS MUST:  
CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE  
USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING  
LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION  
REFERENCE

6 C \* 22CVZG1IRE GREEN-LIGHT WEAR  
TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED.







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### RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MY | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MY | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

### SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN                      | TYPE                  | OPERATION                                                        | OPERATION DESCRIPTION                                                                             |
|----------|--------------|---------|---------|---------------------------------|-----------------------|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 04/27/12 |              | 10198   | 2038    | 111<br>111<br>111<br>111<br>111 | W<br>W<br>C<br>C<br>C | 99CVT<br>99CVZ<br>99CVZ001<br>01CVZ-INSP<br>22CVZ0<br>22CVZGTIRE | RECALL 1<br>RECALL 2<br>RECALL 3<br>23 POINT INSPECTION<br>SET TIRE PRESSURES<br>GREEN-LIGHT WEAR |

SALESPERSON NO. 600 CHARLES L BRADFIELD **S E R V I C E** STATE REG#

|                                                                                                                                                    |                                               |                                                                                                                        |                                    |                             |                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------|------------------------------------|-----------------------------|---------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE ID NO.<br><b>1G1RD6E47BU</b>          | YEAR/MAKE/MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b>                                                                    | PRODUCTION DATE<br><b>03/28/11</b> | STOCK NO.                   | LICENSE NO.                     |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                     | CUSTOMER NO.                                  | SERVICE CONTRACT                                                                                                       | DELIVERY DATE<br><b>03/28/11</b>   | DELIVERY MILES<br><b>18</b> | SELLING DEALER NO.              |
| CALL WHEN READY<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                     | COLOR<br><b>RIVERSIDE, CA</b>                 | CONTRACT NO.                                                                                                           | EXPIRATION DATE                    | EXPIRATION MILES            | R.O. DATE<br><b>05/07/12</b>    |
| TIME RECEIVED<br><b>12:33pm</b>                                                                                                                    | DATE/TIME PROMISED<br><b>05/08/12 06:00pm</b> | PRIORITY<br><b>4</b>                                                                                                   | TURBO                              | M/MC<br><b>CVZZ</b>         | AIR COND                        |
| APPOINTMENT<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No                                                              | CELL:                                         | NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. | MILEAGE<br><b>10,566</b>           | ADVISOR NO.<br><b>2038</b>  | ADVISOR<br><b>JEFF ELKHOURY</b> |

|                     |                                                                                                                                              |        |              |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------|
| 7                   | <b>C * 08CVZBATGREEN GREEN-PASS BATTERY</b><br><b>CHECK BATTERY PERFORMANCE</b><br><b>BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.</b> | REASON | ADL COSTS \$ |
|                     |                                                                                                                                              | REASON | ADL COSTS \$ |
|                     |                                                                                                                                              | REASON | ADL COSTS \$ |
|                     |                                                                                                                                              | REASON | ADL COSTS \$ |
|                     |                                                                                                                                              | REASON | ADL COSTS \$ |
|                     |                                                                                                                                              | REASON | ADL COSTS \$ |
|                     |                                                                                                                                              | REASON | ADL COSTS \$ |
|                     |                                                                                                                                              | REASON | ADL COSTS \$ |
|                     |                                                                                                                                              | REASON | ADL COSTS \$ |
|                     |                                                                                                                                              | REASON | ADL COSTS \$ |
| <b>WE RECOMMEND</b> |                                                                                                                                              |        |              |
|                     |                                                                                                                                              |        |              |

JEFFREY ELKHOURY

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[Logout](#)

May 7, 2012

Global Warranty Management: Main &gt; Interface With Customer &gt; View Vehicle Summary

INTERFACE WITH  
CUSTOMER

## View Vehicle Summary

This screen allows FWH 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 1G1RD6E47BU [REDACTED] Model [REDACTED]  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PD Status Yes  
 Order Type 60 - RETAIL - SOLD  
 Field Actions [3 Oper](#)

## 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](#)
[Investigate Major Assembly History](#)

## Required Field Actions

Open field actions are highlighted

| Type                          | Number     | Original Nbr | Description                                   | Release Date | Status |
|-------------------------------|------------|--------------|-----------------------------------------------|--------------|--------|
| Customer Satisfaction Program | [REDACTED] | 11342        | ENHANCEMENTS FOR SIDE IMPACT POLE PERFORMANCE | 02/15/2012   | Open   |
| Customer Satisfaction Program | [REDACTED] | 12020        | DRIVER AIRBAG INSPECTION                      | 03/08/2012   | Open   |
| Customer Satisfaction Program | [REDACTED] | 11188        | ENHANCED 120 VOLT CHARGE CORD                 | 03/15/2012   | Open   |
| Customer Satisfaction Program | [REDACTED] | 11137        | PRODUCT ENHANCEMENTS - ** EXPIRES 09/30/13 ** | 08/23/2011   | Closed |

## Branded Title

The VIN information contained herein and information derived therefrom is the proprietary property of the Ford 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 [REDACTED] XM Status Active  
 OnStar Vehicle Diagnostics Y UTM Enabled Y



**Applicable Warranties**

Valid warranties are highlighted

| Valid | Description                             | Start Date | Effective Odometer | End Date   | End Odometer |
|-------|-----------------------------------------|------------|--------------------|------------|--------------|
| ✓     | Emission Limited Warranty               | 03/28/2011 | 18 MI              | 03/28/2014 | 50,018 MI    |
| ✓     | Bumper to Bumper Limited Warranty       | 03/28/2011 | 18 MI              | 03/28/2014 | 36,018 MI    |
| ✓     | Emission Select Component Ltd Wty       | 03/28/2011 | 18 MI              | 03/28/2019 | 80,018 MI    |
| ✓     | Emission Select State Component Lty Wty | 03/28/2011 | 18 MI              | 03/28/2018 | 70,018 MI    |
| ✓     | Powertrain Limited Warranty             | 03/28/2011 | 18 MI              | 03/28/2016 | 100,018 MI   |
| ✓     | Corrosion Limited Warranty              | 03/28/2011 | 18 MI              | 03/28/2017 | 100,018 MI   |
| ✓     | Voltec Component Limited Warranty       | 03/28/2011 | 18 MI              | 03/28/2019 | 100,018 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 |
|---------------|-----------------|--------------------------------|------------------------|--------------------------------------------------------------|------------------|
| 10/28/2011    |                 | ZFAT---Field Action Recall     |                        | V2436 - 11137 - Reprogram Multiple Modules and Install Label | 5,786 MI         |
| 03/28/2011    |                 | ZPDI---Pre-Delivery Inspection |                        | Z6998 - PDI - Dealer Installed - Factory Invoiced Options    | 2 MI             |
| 03/03/2011    |                 | ZPDI---Pre-Delivery Inspection |                        | Z7000 - Pre-Delivery Inspection - Base Time                  | 1 MI             |

Global Warranty Management Site Map

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**Programming Complete.**

**Warranty Claim Code: S1E35**

Record this code on the warranty repair order (if applicable).

**Post Programming Instructions:**

Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to re: the controller.



**Controller Specific Instructions:**

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

VIN: 1G1RD6E47BU101941

Print

Clear DTCs

Proceed with same VIN

New

Cancel



IN 12:23PM 5/09/12  
OUT 12:50PM 5/07/12

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, LLC  
12675 AUTO MALL DR 951-413-6675  
MORENO VALLEY CA 92555-4408 32Y9  
RENTAL TYPE D SOURCE C63569 - 007

RENTAL AGREEMENT

PAGE 1 OF 1

24-HOUR DAY

UNIT 1  
UNIT # 7F2MTC  
LIC#  
MODEL HHR  
COLOR GRAY DK  
IN 35094  
OUT 35001  
V# 3GNBABFW3BS

RENTER  
RIVERSIDE CA  
LOCAL:  
(H)

SUMMARY OF CHARGES  
DAY = 24 HOUR PERIOD  
MILES  
NO CHARGE

2 DAYS @ 35.26 70.53

DR. LICENSE  
STATE CA EXPIRE 4/13/13  
DOB 4/13/51 HT WT  
EYES HAIR  
S.S.#  
EMPLOYER

BILL TO Y CUST #  
MOSS BROS. CHEVROLET  
ATTN: JEFF\*\*  
8146 AUTO DRIVE  
RIVERSIDE CA  
909-485-3500 92504-4003

SALES TAX 7.75 5.47

ADDITIONAL DRIVER  
NONE

CLAIM INFO  
POL/CLAIM/PO#

PERMISSION TO LEAVE STATE  
YES NO X

RO PO 15541  
INSURED

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 76.00

LOSS DATE  
THEFT ACCIDENT

PAYMENT INFORMATION  
AMOUNT PD.BY TYPE DATE AUTH

DEPOSITS  
REFUND

TYPE CAR

BILL TO CUST 76.00

SHOP  
PHONE  
NAME

CLOSED TICKET PAYMENT INFO  
CLOSED TICKET PAYMENT INFO

OPENED BY #938KB CORY A IVERSON  
CLOSED BY #565B3 JACQUELINE D JACK



CHEVROLET

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REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT  
TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

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CELL: [REDACTED]

|                        |                                                  |                              |                            |                     |
|------------------------|--------------------------------------------------|------------------------------|----------------------------|---------------------|
| CUSTOMER NO [REDACTED] | ADVISOR<br>JEFF ELKHOURY 2038                    | INV NO [REDACTED]            | INVOICE DATE<br>05/09/12   | STOCK NO [REDACTED] |
| [REDACTED]             | LABOR RATE [REDACTED]                            | LICENSE NO [REDACTED]        | MILEAGE<br>10,566          | COLOR [REDACTED]    |
| RIVERSIDE, CA          | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11    | DELIVERY MILES<br>18       |                     |
| [REDACTED]             | VEHICLE I.D. NO<br>1G1RD6E47B [REDACTED]         | SELLING DEALER NO [REDACTED] | PRODUCTION DATE [REDACTED] |                     |
| [REDACTED]             | F.T.S. NO [REDACTED]                             | P.O. NO [REDACTED]           | R.O. DATE<br>05/07/12      |                     |
| [REDACTED]             | COMMENTS                                         |                              |                            |                     |

MO: 10574

TOTALS

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

|                 |      |
|-----------------|------|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX.....  | 0.00 |

TOTAL INVOICE \$ 0.00





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REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT  
TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

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CELL: [REDACTED]

|                 |                                                  |                           |                      |                                         |                   |
|-----------------|--------------------------------------------------|---------------------------|----------------------|-----------------------------------------|-------------------|
| CUSTOMER NO     | ADVISOR<br>JEFF ELKHOURY                         | 2038                      | TRG NO               | INVOICE DATE<br>05/09/12                | STOCK NO          |
|                 | LABOR RATE                                       | LICENSE NO                | 10,566               | COLOR                                   |                   |
| RIVERSIDE, CA   | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11 | DELIVERY MILES<br>18 | VEHICLE C D NO<br>1 G 1 R D 6 E 4 7 B U | SELLING DEALER NO |
|                 | F T E NO                                         | P O NO                    | R O DATE<br>05/07/12 | PRODUCTION DATE                         |                   |
| RESIDENCE PHONE | BUSINESS PHONE                                   | COMMENTS                  | MO:                  |                                         |                   |

LABOR & PARTS  
J# 1 99CVT  
RECALL 1  
PERFORM RECALL # 11342. ENHANCEMENTS FOR SIDE IMPACT  
POLE PERFORMANCE  
INSTALLED REINFORCEMENT. REPLACED HY SURGE TANK. REPROGRAMMED  
HYBRID CONTROL MODULE. PERFORMED BLEED PROCEDURE  
TECH(S): 111  
WARRANTY

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-------------|------------|------------|----------|
| JOB # 1                     | 1   | 22920448  | REINFORCE   | 12.980     |            | WARRANTY |
| JOB # 1                     | 1   | 22922225  | BATTERY K   | 2.210      |            | WARRANTY |
| JOB # 1                     | 1   | 19260759  | CONNECTOR   | 2.530      |            | WARRANTY |
| JOB # 1                     | 1   | 88864346  | SEALANT     | 8.800      |            | WARRANTY |
| JOB # 1                     | 3   | 12378390  | COOLANT     | 8.800      |            | WARRANTY |
| JOB # 1 TOTAL PARTS         |     |           |             |            | 0.00       |          |
| JOB # 1 TOTAL LABOR & PARTS |     |           |             |            | 0.00       |          |

J# 2 99CVZ  
RECALL 2  
PERFORM RECALL # 12020. DRIVER AIRBAG INSPECTION  
REMOVED DRIVER AIRBAG, RELOCATED FOAM PAD, INSPECTED  
CONNECTIONS  
TECH(S): 111  
WARRANTY

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

J# 3 99CVZ001  
RECALL 3  
PERFORM RECALL # 11188. ENHANCED 120 VOLT CHARGE  
CORD.  
REPLACED 120 VOLT CHARGE CORD  
TECH(S): 111  
WARRANTY

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-------------|------------|------------|----------|
| JOB # 3                     | 1   | 22914085  | CABLE       | 2.215      |            | WARRANTY |
| JOB # 3 TOTAL PARTS         |     |           |             |            | 0.00       |          |
| JOB # 3 TOTAL LABOR & PARTS |     |           |             |            | 0.00       |          |

J# 4 01CVZ-INSPI  
23 POINT INSPECTION  
AT EVERY VISIT A FREE MULTI POINT VEHICLE INSPECTION IS  
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE  
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST,  
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF  
PICK UP YOU WILL RECEIVE YOUR VEHICLES REPORT CARD.  
AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE  
YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY  
OUR CHEVROLET CERTIFIED PROFESSIONALS. THE FOLLOWING  
VERIFIES THAT YOUR REPAIRS HAVE BEEN SUCCESSFULLY COMPLETED.  
SEE SHEET  
TECH(S): 111

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



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REPAIR ORDER THIS REPAIR ORDER CONTINUATION IS SUBJECT  
TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

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CELL: [REDACTED]

|                 |                                                         |            |                          |                                  |                              |
|-----------------|---------------------------------------------------------|------------|--------------------------|----------------------------------|------------------------------|
| CUSTOMER NO     | ADVISOR<br><b>JEFF ELKHOURY</b>                         | 2038       | TAG NO                   | INVOICE DATE<br><b>05/09/12</b>  | INVOICE NO                   |
| RIVERSIDE, CA   | LABOR RATE                                              | LICENSE NO | MILEAGE<br><b>10,566</b> | COLOR                            | STOCK NO                     |
|                 | YEAR / MAKE / MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b> |            |                          | DELIVERY DATE<br><b>03/28/11</b> | DELIVERY MILES<br><b>18</b>  |
|                 | VEHICLE I.D. NO<br><b>1 G 1 R D 6 E 4 7 B U</b>         |            |                          | SELLING DEALER NO                | PRODUCTION DATE              |
|                 | F.T.E. NO                                               |            |                          | P.O. NO                          | R.O. DATE<br><b>05/07/12</b> |
| RESIDENCE PHONE | BUSINESS PHONE                                          | COMMENTS   |                          |                                  |                              |

MO: [REDACTED]

LABOR & PARTS  
J# 5 22CV/0 SET TIRE PRESSURES TECH(S):111 0.00  
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE  
(CARB). AUTOMOTIVE SERVICE PROVIDERS MUST:  
CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE  
USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING  
LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION  
REFERENCE.  
PERFORM THE TIRE PRESURE SERVICE USING A TIRE PRESSURE  
GAUGE WITH A TOTAL PERMISSIBLE ERROR NO GREATER THAN +/- 2  
POUNDS PER SQUARE INCH (PSI).  
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO  
TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO  
TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO  
TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO  
PERFORMED THE ABOVE SERVICE.  
35 RR 35 RF 35 LR 35 LF

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

J# 6 22CV/01 RF GREEN LIGHT WEAR TECH(S):111 0.00  
TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED.  
PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE TIRES INSPECTED  
REGULARLY.  
A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
JOB # 6 TOTAL PARTS 0.00  
JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 08CV7BATGRFN GREEN PASS BATTERY TECH(S):111 0.00  
CHECK BATTERY PERFORMANCE  
BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.  
PASSED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
JOB # 7 TOTAL PARTS 0.00  
JOB # 7 TOTAL LABOR & PARTS 0.00

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

COMMENTS  
SEE JEFF.... SPECIAL ORDER PARTS.



## INTERACTIVE PROCESSING REPORT

BUSINESS ASSOCIATE CODE: 263336

RO NUMBER: [REDACTED] RO DATE: 05/07/2012 TRANS TYPE: ZFAT CATEGORY:

JOB: 1 LABOR OP: V2533 AUTH#: SRC: DD

VIN: 1G1RD6E47BE [REDACTED] ODOMETER: 10566 ERA CLAIM #: [REDACTED]

OEM SAP TRANSACTION NUMBER [REDACTED] OEM VERSION: 0004

## RETURNED:

AMOUNT: 0.00 REASON:

## DISPOSITION:

STATUS: ACCEPTED AND PAID

CODE: REASON:

PART RETURN REQUIRED: NO

## REVERSAL REASON:

|          |         |                             |                            |
|----------|---------|-----------------------------|----------------------------|
| PAYMENT: | 1090.42 | PENDING/<br>APPROVED AMOUNT | PENDING/<br>APPROVED TAXES |
|          |         | CLAIM:                      | 1090.42 0.00               |
|          |         | LABOR:                      | 674.73 0.00                |
|          |         | PARTS:                      | 221.42 0.00                |
|          |         | HANDLING:                   | 88.57                      |
|          |         | NET ITEMS:                  | 105.70 0.00                |

ADJUSTMENTS: NO

WARRANTY NOTES: 20120604, 15:05, DD, , IC, 0003, 20120604, 15:03, DD, , IC, 0001

## INTERACTIVE PROCESSING REPORT

BUSINESS ASSOCIATE CODE: [REDACTED]

RO NUMBER: [REDACTED] RO DATE: 05/07/2012 TRANS TYPE: ZPAT CATEGORY:

JOB: 2 LABOR OP: V2547 AUTH#: SRC: DD

VIN: 1G1RD6E47BU [REDACTED] ODOMETER: 10566 ERA CLAIM #: [REDACTED]

OEM SAP TRANSACTION NUMBER: [REDACTED] OEM VERSION: 0002

## RETURNED:

AMOUNT: 0.00 REASON:

## DISPOSITION:

STATUS: ACCEPTED AND PAID

CODE: REASON:

PART RETURN REQUIRED: NO

## REVERSAL REASON:

|          |       |                             |                            |
|----------|-------|-----------------------------|----------------------------|
| PAYMENT: | 19.28 | PENDING/<br>APPROVED AMOUNT | PENDING/<br>APPROVED TAXES |
|          |       | CLAIM:                      | 19.28 0.00                 |
|          |       | LABOR:                      | 19.28 0.00                 |
|          |       | PARTS:                      | 0.00 0.00                  |
|          |       | HANDLING:                   | 0.00                       |
|          |       | NET ITEMS:                  | 0.00 0.00                  |

ADJUSTMENTS: NO

WARRANTY NOTES: 20120604, 15:05, DD, , IC, 0001,



## INTERACTIVE PROCESSING REPORT

BUSINESS ASSOCIATE CODE: [REDACTED]

RO NUMBER: [REDACTED] RO DATE: 05/07/2012 TRANS TYPE: ZFAT CATEGORY:

JOB: 3 LABOR OP: V2543 AUTH#: \* SRC: DD

VIN: 1G1RD6E47BU [REDACTED] ODOMETER: 10566 ERA CLAIM # [REDACTED]

OEM SAP TRANSACTION NUMBER: [REDACTED] OEM VERSION: 0002

## RETURNED:

AMOUNT: 0.00 REASON:

## DISPOSITION:

STATUS: ACCEPTED AND PAID

CODE: REASON:

PART RETURN REQUIRED: NO

## REVERSAL REASON:

|          |        |                             |                            |
|----------|--------|-----------------------------|----------------------------|
| PAYMENT: | 460.28 | PENDING/<br>APPROVED AMOUNT | PENDING/<br>APPROVED TAXES |
|          |        | CLAIM:                      | 460.28 0.00                |
|          |        | LABOR:                      | 19.28 0.00                 |
|          |        | PARTS:                      | 315.00 0.00                |
|          |        | HANDLING:                   | 126.00                     |
|          |        | NET ITEMS:                  | 0.00 0.00                  |

ADJUSTMENTS: NO

WARRANTY NOTES: 20120604, 15:05, DD, , IC, 0001,

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CELL: [REDACTED]

|                                    |                                                         |                       |                          |                                  |                             |
|------------------------------------|---------------------------------------------------------|-----------------------|--------------------------|----------------------------------|-----------------------------|
| CUSTOMER NO [REDACTED]             | ADVISOR<br><b>JEFF ELKHOURY</b>                         | 2038                  | TAG NO [REDACTED]        | INVOICE DATE<br><b>06/04/12</b>  | [REDACTED]                  |
| [REDACTED]<br><b>RIVERSIDE, CA</b> | LABOR RATE                                              | LICENSE NO [REDACTED] | MILEAGE<br><b>10,566</b> | COLOR<br><b>/</b>                | [REDACTED]                  |
|                                    | YEAR / MAKE / MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b> |                       |                          | DELIVERY DATE<br><b>03/28/11</b> | DELIVERY MILES<br><b>18</b> |
|                                    | VEHICLE I D NO<br><b>1 G 1 R D 6 E 4 7 B U</b>          |                       |                          | SELLING DEALER NO                | PRODUCTION DATE             |
| P T E NO                           |                                                         | P O NO                |                          | R O DATE<br><b>05/07/12</b>      |                             |
| COMMENTS                           |                                                         |                       |                          |                                  |                             |
| MO: [REDACTED]                     |                                                         |                       |                          |                                  |                             |

**LABOR & PARTS**

J# 1 99CVI RLCALL 1 HOURS: 7.00 TECH(S):111 674.73

| TECH# | DATE     | START | FINISH | ACT             | TIME | DESCRIPTION  |
|-------|----------|-------|--------|-----------------|------|--------------|
| 111   | 05/07/12 | 14.50 | 17.00  | 2.50            | 0.00 | HOLD OTHER   |
| 111   | 05/08/12 | 7.50  | 12.00  | 4.50            | 0.00 | LUNCH/DINNER |
| 111   | 05/09/12 | 8.60  | 8.60   | 0.00            | 0.00 | FINISHED     |
| 111   | 05/09/12 | 0.00  | 0.00   | 0.00            | 7.00 | FINISHED     |
|       |          |       |        | TOTAL TECH TIME | 7.00 | 7.00         |

PERFORM RECALL # 11342. ENHANCEMENTS FOR SIDE IMPACT  
POLE PERFORMANCE  
INSTALLED REINFORCEMENT. REPLACED HV SURGE TANK. REPROGRAMMED  
HYBRID CONTROL MODULE. PERFORMED BLEED PROCEDURE

| PARTS   | QTY | FP | NUMBER   | DESCRIPTION      | U/COST                      | E/COST | U/PRICE |
|---------|-----|----|----------|------------------|-----------------------------|--------|---------|
| JOB # 1 | 1   |    | 22920448 | REINFORCE 12.980 | 148.60                      | 148.60 | 208.04  |
| JOB # 1 | 1   |    | 22922225 | BATTERY K 2.210  | 33.68                       | 33.68  | 47.15   |
| JOB # 1 | 1   |    | 19260759 | CONNECTOR 2.530  | 17.54                       | 17.54  | 24.56   |
| JOB # 1 | 1   |    | 88864346 | SEALANT 8.800    | 7.86                        | 7.86   | 11.00   |
| JOB # 1 | 3   |    | 12378390 | COOLANT 8.800    | 7.20                        | 21.60  | 30.24   |
|         |     |    |          |                  | JOB # 1 COST TOTAL          | 229.28 |         |
|         |     |    |          |                  | JOB # 1 TOTAL PARTS         |        | 320.99  |
|         |     |    |          |                  | JOB # 1 TOTAL LABOR & PARTS |        | 995.72  |

J# 2 99CVZ RLCALL 2 HOURS: 0.20 TECH(S):111 19.28

| TECH# | DATE     | START | FINISH | ACT             | TIME | DESCRIPTION |
|-------|----------|-------|--------|-----------------|------|-------------|
| 111   | 05/09/12 | 8.60  | 8.70   | 0.10            | 0.00 | FINISHED    |
| 111   | 05/09/12 | 0.00  | 0.00   | 0.00            | 0.20 | FINISHED    |
|       |          |       |        | TOTAL TECH TIME | 0.10 | 0.20        |

PERFORM RECALL # 12020. DRIVER AIRBAG INSPECTION  
REMOVED DRIVER AIRBAG. RELOCATED FOAM PAD. INSPECTED  
CONNECTIONS

JOB # 2 TOTAL LABOR & PARTS 19.28

J# 3 99CVZ001 RLCALL 3 HOURS: 0.20 TECH(S):111 19.28

| TECH# | DATE     | START | FINISH | ACT             | TIME | DESCRIPTION |
|-------|----------|-------|--------|-----------------|------|-------------|
| 111   | 05/09/12 | 8.50  | 8.60   | 0.10            | 0.00 | FINISHED    |
| 111   | 05/09/12 | 0.00  | 0.00   | 0.00            | 0.20 | FINISHED    |
|       |          |       |        | TOTAL TECH TIME | 0.10 | 0.20        |

PERFORM RECALL # 11188. ENHANCED 120 VOLT CHARGE  
CORD.  
REPLACED 120 VOLT CHARGE CORD

| PARTS   | QTY | FP | NUMBER   | DESCRIPTION | U/COST                      | E/COST | U/PRICE |
|---------|-----|----|----------|-------------|-----------------------------|--------|---------|
| JOB # 3 | 1   |    | 22914085 | CABLE 2.215 | 315.00                      | 315.00 | 441.00  |
|         |     |    |          |             | JOB # 3 COST TOTAL          | 315.00 |         |
|         |     |    |          |             | JOB # 3 TOTAL PARTS         |        | 441.00  |
|         |     |    |          |             | JOB # 3 TOTAL LABOR & PARTS |        | 460.28  |

| SUBLET  | PO#   | VEND | INV# | INV. DATE | DESCRIPTION  |                      |
|---------|-------|------|------|-----------|--------------|----------------------|
| JOB # 7 | 15541 |      |      | 05/09/12  | 2 DAY RENTAL | 76.00                |
|         |       |      |      |           |              | TOTAL - SUBLET 76.00 |





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CELL: [REDACTED]

|               |            |                           |               |            |            |            |                   |                 |                |
|---------------|------------|---------------------------|---------------|------------|------------|------------|-------------------|-----------------|----------------|
| CUSTOMER NO   | [REDACTED] | ADVISOR                   | JEFF ELKHOURY | 2038       | TRG NO     | [REDACTED] | INVOICE DATE      | 06/04/12        | [REDACTED]     |
| [REDACTED]    |            | LABOR RATE                | [REDACTED]    | LICENSE NO | [REDACTED] | MILEAGE    | 10,566            | COLOR           | /              |
| RIVERSIDE, CA |            | YEAR / MAKE / MODEL       |               |            |            |            | DELIVERY DATE     | 03/28/11        | DELIVERY MILES |
|               |            | 11/CHEVROLET/VOLT/4DR SDN |               |            |            |            | 18                |                 |                |
|               |            | VEHICLE I D NO            |               |            |            |            | SELLING DEALER NO | PRODUCTION DATE |                |
|               |            | 1 G 1 R D 6 E 4 7 B U     |               |            |            |            |                   |                 |                |
|               |            | F T E NO                  |               | P O NO     |            | R O DATE   |                   | 05/07/12        |                |
|               |            | COMMENTS                  |               |            |            |            |                   |                 |                |
|               |            | MO: [REDACTED]            |               |            |            |            |                   |                 |                |

COMMENTS  
SEE JEFF.... SPECIAL ORDER PARTS.

R/O TAX 0.00  
R/O TOTALS 1551.28

WARRANTY CLAIM DETAIL TOTALS

|              |         |
|--------------|---------|
| CLAIM#       | TOTAL   |
| 28579-1      | 1090.42 |
| 28579-2      | 19.28   |
| 28579-3      | 460.28  |
| 28579-7      | 0.00    |
| CLAIM TOTALS | 1569.98 |

APPROVED BY SIGNATURE



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CELL: [REDACTED]

|                 |            |                     |                           |            |            |                |                   |                 |                 |    |
|-----------------|------------|---------------------|---------------------------|------------|------------|----------------|-------------------|-----------------|-----------------|----|
| CUSTOMER NO     | [REDACTED] | ADVISOR             | JEFF ELKHOURY             | 2038       | TRG NO     | [REDACTED]     | INVOICE DATE      | 06/04/12        | [REDACTED]      |    |
| [REDACTED]      |            | LABOR RATE          | [REDACTED]                | LICENSE NO | [REDACTED] | MI/LEAGE       | 10,566            | COLOR           | [REDACTED]      |    |
| [REDACTED]      |            | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |            |            |                | DELIVERY DATE     | 03/28/11        | DELIVERY MILESS | 18 |
| RIVERSIDE, CA   |            | VEHICLE I D NO      | 1 G 1 R D 6 E 4 7 B U     |            |            |                | SELLING DEALER NO | PRODUCTION DATE |                 |    |
| [REDACTED]      |            | F C E NO            | [REDACTED]                |            |            |                | R O DATE          | 05/07/12        |                 |    |
| RESIDENCE PHONE | [REDACTED] |                     | BUSINESS PHONE            | [REDACTED] |            | COMMENTS       |                   |                 |                 |    |
|                 |            |                     |                           |            |            | MO: [REDACTED] |                   |                 |                 |    |

DCS AUDIT SLIP

JOB CARD 28579

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1G1RD6E47BU | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 05/07/2012 |
| ODOMETER           | 10566       | SERVICE ADVISOR GMIN | 446033911  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |          |            |                |      |
|-----|----------|------------|----------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER  |
| 1   | W        | ZFAT       |          |            | 001135975764   | 0004 |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
V2533 7.0

CORRECTION DESCRIPTION: INSTALLED REINFORCEMENT.REPLACED HV SURGE TANK.REPR  
OGRAMMED HYBRID CONTROL MODULE.PERFORMED BLEED PROCEDURE

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|-------------|-----|-----------|---------------------|-------|--------|
| 12378390    | 3   | 7.20      |                     |       |        |
| 19260759    | 1   | 17.54     |                     |       |        |
| 22920448    | 1   | 148.60    |                     |       |        |
| 22922225    | 1   | 33.68     |                     |       |        |

| NET AMOUNT | CODE | INVOICE NO. | DISTANCE | RENTAL VIN OR INFO    | DAYS | REASON |
|------------|------|-------------|----------|-----------------------|------|--------|
| 76.00      | NIC  |             |          | 3GNBABFW3B [REDACTED] | 2    | P      |
| 29.70      | NIM  |             |          | RTV                   |      |        |

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 88.57         |      |         |
| PARTS                | 221.42        | 0.00 | 309.99  |
| LABOR                | 674.73        | 0.00 | 674.73  |
| NET ITEMS            | 105.70        | 0.00 | 105.70  |
| PARTICIPATION AMOUNT |               | (    | 0.00)   |
| TRANSACTION          | 1090.42       | 0.00 | 1090.42 |





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CELL: [REDACTED]

|               |                                                         |                                  |                                 |
|---------------|---------------------------------------------------------|----------------------------------|---------------------------------|
| CUSTOMER NO   | ADVISOR<br><b>JEFF ELKHOURY</b>                         | 2038                             | INVOICE DATE<br><b>06/04/12</b> |
| RIVERSIDE, CA | LABOR RATE                                              | LICENSE NO                       | MILEAGE<br><b>10,566</b>        |
|               | YEAR / MAKE / MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b> | DELIVERY DATE<br><b>03/28/11</b> | DELIVERY MILES<br><b>18</b>     |
|               | VEHICLE I.D. NO.<br><b>1G1RD6E47BU</b>                  | SELLING DEALER NO                | PRODUCTION DATE                 |
|               | P.T.E. NO                                               | P.D. NO                          | R.O. DATE<br><b>05/07/12</b>    |
| COMMENTS      |                                                         |                                  |                                 |

MO: [REDACTED]

DCS AUDIT SLIP

JOB CARD 28579

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1G1RD6E47BU | REPAIRING BAC        | [REDACTED] |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 05/07/2012 |
| ODOMETER           | 10566       | SERVICE ADVISOR GMIN | [REDACTED] |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |          |            |                |      |
|-----|----------|------------|----------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER  |
| 2   | W        | ZFAT       |          |            | 001135976215   | 0002 |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
V2547 0.2

CORRECTION DESCRIPTION: REMOVED DRIVER AIRBAG, RELOCATED FOAM PAD, INSPECTED CONNECTIONS

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 0.00          |      |         |
| PARTS                | 0.00          | 0.00 | 0.00    |
| LABOR                | 19.28         | 0.00 | 19.28   |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 19.28         | 0.00 | 19.28   |



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CELL: [REDACTED]

|               |            |                           |               |            |            |            |                   |                 |                |
|---------------|------------|---------------------------|---------------|------------|------------|------------|-------------------|-----------------|----------------|
| CUSTOMER NO   | [REDACTED] | ADVISOR                   | JEFF ELKHOURY | 2038       | OG NO      | [REDACTED] | INVOICE DATE      | 06/04/12        | [REDACTED]     |
| [REDACTED]    |            | LABOR RATE                | [REDACTED]    | LICENSE NO | [REDACTED] | MILEAGE    | 10,566            | COLOR           | [REDACTED]     |
| RIVERSIDE, CA |            | YEAR / MAKE / MODEL       |               |            |            |            | DELIVERY DATE     | 03/28/11        | DELIVERY MILES |
|               |            | 11/CHEVROLET/VOLT/4DR SDN |               |            |            |            |                   |                 | 18             |
|               |            | VEHICLE I D NO            |               |            |            |            | SELLING DEALER NO | PRODUCTION DATE |                |
|               |            | 1 G 1 R D 6 E 4 7 B U     |               |            |            |            |                   |                 |                |
|               |            | P T E NO                  |               |            |            |            | P O NO            | R O DATE        |                |
|               |            |                           |               |            |            |            |                   | 05/07/12        |                |
| [REDACTED]    |            | COMMENTS                  |               |            |            |            |                   |                 | MO: [REDACTED] |

DCS AUDIT SLIP

JOB CARD 28579

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1GIRD6E47BU | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 05/07/2012 |
| ODOMETER           | 10566       | SERVICE ADVISOR GMIN | 446033911  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |            |            |                |      |
|-----|----------|------------|------------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY   | ERA CLAIM# | OEM SAP TRAN.# | VER  |
| 3   | W        | ZFAT       | [REDACTED] |            | 001135976273   | 0002 |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
V2543 0.2

CORRECTION DESCRIPTION: REPLACED 120 VOLT CHARGE CORD

| PART NUMBER          | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE   | NON-GM |
|----------------------|-----|-----------|---------------------|---------|--------|
| 22914085             | 1   | 315.00    |                     |         |        |
| TOTAL W/O TAX        |     |           |                     |         |        |
| PARTS HANDLING       |     | 126.00    |                     |         |        |
| PARTS                |     | 315.00    | 0.00                | 441.00  |        |
| LABOR                |     | 19.28     | 0.00                | 19.28   |        |
| NET ITEMS            |     | 0.00      | 0.00                | 0.00    |        |
| PARTICIPATION AMOUNT |     |           |                     | ( 0.00) |        |
| TRANSACTION          |     | 460.28    | 0.00                | 460.28  |        |





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CELL: [REDACTED]

|               |                                                  |                           |                           |                |
|---------------|--------------------------------------------------|---------------------------|---------------------------|----------------|
| CUSTOMER NO   | ADVISOR<br>JEFF ELKHOURY                         | 2038                      | INVOICE DATES<br>06/04/12 | INVOICE NO     |
| RIVERSIDE, CA | LABOR RATE                                       | LICENSE NO                | MILEAGE<br>10,566         | COLOR          |
|               | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11 | DELIVERY MILES<br>18      |                |
|               | VEHICLE I D NO<br>1 G 1 R D 6 E 4 7 B U          | SELLING DEALER NO         | PRODUCTION DATE           |                |
|               | F T E NO                                         | P O NO                    | R O DATES<br>05/07/12     |                |
| COMMENTS      |                                                  |                           |                           | MO: [REDACTED] |

DCS AUDIT SLIP

JOB CARD 28579

VIN 1G1RD6E47BU  
ODOMETER INDICATOR M  
ODOMETER 10566  
NON-GM VEHICLE N  
REFERENCE NUMBER

REPAIRING BAC 263336  
JOB CARD OPEN DATE 05/07/2012  
SERVICE ADVISOR GMIN 446033911  
FOREIGN TOURIST

| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | DEM SAP TRAN.# | VER |
|-----|----------|------------|----------|------------|----------------|-----|
| 7   | W        | ZREG       |          | 28579-7    |                |     |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
0

COMPLAINT DESCRIPTION: CHECK BATTERY PERFORMANCE BATTERY TESTED AT OR ABOVE  
BATTERY SPECIFICATIONS.

CORRECTION DESCRIPTION: PASSED

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 0.00          |      |         |
| PARTS                | 0.00          | 0.00 | 0.00    |
| LABOR                | 0.00          | 0.00 | 0.00    |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 0.00          | 0.00 | 0.00    |



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CELL: [REDACTED]

|                                                  |                               |                       |                          |            |
|--------------------------------------------------|-------------------------------|-----------------------|--------------------------|------------|
| CUSTOMER NO                                      | ADVISOR<br>JEFF ELKHOURY 2038 | TAC NO                | INVOICE DATE<br>06/04/12 | INVOICE NO |
| LABOR RATE                                       | LICENSE NO                    | MILEAGE<br>10,566     | COLOR                    | STATE NO   |
| YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11     | DELIVERY MILES<br>18  |                          |            |
| VEHICLE I.D. NO<br>1G1RD6E47BU                   | SELLING DEALER NO             | PRODUCTION DATE       |                          |            |
| P.T.S. NO                                        | P.O. NO                       | R.O. DATE<br>05/07/12 |                          |            |
| COMMENTS                                         |                               |                       |                          |            |

MO: [REDACTED]

LABOR & PARTS--

|                 |          |       |        |      |      |              |        |
|-----------------|----------|-------|--------|------|------|--------------|--------|
| J# 1 99CV1      | RECALL # | START | FINISH | ACT  | TIME | DESCRIPTION  | 6/4/13 |
| TECH#           | DATE     |       |        |      |      |              |        |
| 111             | 05/07/12 | 14.50 | 17.00  | 2.50 | 0.00 | HOLD OTHER   |        |
| 111             | 05/08/12 | 7.50  | 12.00  | 4.50 | 0.00 | LUNCH/DINNER |        |
| 111             | 05/09/12 | 8.60  | 8.60   | 0.00 | 0.00 | FINISHED     |        |
| 111             | 05/09/12 | 0.00  | 0.00   | 0.00 | 7.00 | FINISHED     |        |
| TOTAL TECH TIME |          |       |        | 7.00 | 7.00 |              |        |

PERFORM RECALL # 11342. ENHANCEMENTS FOR SIDE IMPACT  
POLE PERFORMANCE  
INSTALLED REINFORCEMENT, REPLACED HV SURGE TANK, REPROGRAMMED  
HYBRID CONTROL MODULE, PERFORMED BLEED PROCEDURE

| PARTS               | QTY | FP | NUMBER   | DESCRIPTION      | U/COST | E/COST | U/PRICE |
|---------------------|-----|----|----------|------------------|--------|--------|---------|
| JOB # 1             | 1   |    | 22920448 | REINFORCE 12.980 | 148.60 | 148.60 | 208.04  |
| JOB # 1             | 1   |    | 22922225 | BATTERY K 2.210  | 33.68  | 33.68  | 47.15   |
| JOB # 1             | 1   |    | 19260759 | CONNECTOR 2.530  | 17.54  | 17.54  | 24.56   |
| JOB # 1             | 1   |    | 88864346 | SEALANT 8.800    | 7.86   | 7.86   | 11.00   |
| JOB # 1             | 3   |    | 12378390 | COOLANT 8.800    | 7.20   | 21.60  | 30.24   |
| JOB # 1 COST TOTAL  |     |    |          |                  | 229.28 |        |         |
| JOB # 1 TOTAL PARTS |     |    |          |                  |        | 320.99 |         |

JOB # 1 TOTAL LABOR & PARTS 995.72

|                 |          |       |        |      |      |             |       |
|-----------------|----------|-------|--------|------|------|-------------|-------|
| J# 2 99CV1      | RECALL # | START | FINISH | ACT  | TIME | DESCRIPTION | 19.28 |
| TECH#           | DATE     |       |        |      |      |             |       |
| 111             | 05/09/12 | 8.60  | 8.70   | 0.10 | 0.00 | FINISHED    |       |
| 111             | 05/09/12 | 0.00  | 0.00   | 0.00 | 0.20 | FINISHED    |       |
| TOTAL TECH TIME |          |       |        | 0.10 | 0.20 |             |       |

PERFORM RECALL # 12020. DRIVER AIRBAG INSPECTION  
REMOVED DRIVER AIRBAG, RELOCATED FOAM PAD, INSPECTED  
CONNECTIONS

JOB # 2 TOTAL LABOR & PARTS 19.28

|                 |          |       |        |      |      |             |       |
|-----------------|----------|-------|--------|------|------|-------------|-------|
| J# 3 99CV7091   | RECALL # | START | FINISH | ACT  | TIME | DESCRIPTION | 19.28 |
| TECH#           | DATE     |       |        |      |      |             |       |
| 111             | 05/09/12 | 8.50  | 8.60   | 0.10 | 0.00 | FINISHED    |       |
| 111             | 05/09/12 | 0.00  | 0.00   | 0.00 | 0.20 | FINISHED    |       |
| TOTAL TECH TIME |          |       |        | 0.10 | 0.20 |             |       |

PERFORM RECALL # 11188. ENHANCED 120 VOLT CHARGE  
CORD.  
REPLACED 120 VOLT CHARGE CORD

| PARTS               | QTY | FP | NUMBER   | DESCRIPTION | U/COST | E/COST | U/PRICE |
|---------------------|-----|----|----------|-------------|--------|--------|---------|
| JOB # 3             | 1   |    | 22914085 | CABLE 2.215 | 315.00 | 315.00 | 441.00  |
| JOB # 3 COST TOTAL  |     |    |          |             | 315.00 |        |         |
| JOB # 3 TOTAL PARTS |     |    |          |             |        | 441.00 |         |

JOB # 3 TOTAL LABOR & PARTS 460.28

|                |       |      |      |           |              |       |
|----------------|-------|------|------|-----------|--------------|-------|
| SUBLET         | PO#   | VEND | INV# | INV. DATE | DESCRIPTION  |       |
| JOB # 7        | 15541 |      |      | 05/09/12  | 2 DAY RENTAL | 76.00 |
| TOTAL - SUBLET |       |      |      |           |              | 76.00 |





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CELL: [REDACTED]

|                          |            |                                  |               |            |            |            |              |                   |            |                 |            |
|--------------------------|------------|----------------------------------|---------------|------------|------------|------------|--------------|-------------------|------------|-----------------|------------|
| CUSTOMER NO              | [REDACTED] | ADVISOR                          | JEFF ELKHOURY | 2038       | TAG NO     | [REDACTED] | INVOICE DATE | 06/04/12          | INVOICE NO | [REDACTED]      |            |
| RIVERSIDE, CA [REDACTED] |            | LABOR RATE                       | [REDACTED]    | LICENSE NO | [REDACTED] | MILEAGE    | 10,566       | COLOR             | [REDACTED] | REPAIR NO       | [REDACTED] |
|                          |            | YEAR / MAKE / MODEL              |               |            |            |            |              | DELIVERY DATE     | 03/28/11   | DELIVERY MILES  | 18         |
|                          |            | VEHICLE I D NO                   |               |            |            |            |              | SELLING DEALER NO | [REDACTED] | PRODUCTION DATE | [REDACTED] |
|                          |            | 1 G 1 R D 6 E 4 7 B U [REDACTED] |               |            |            |            |              | R O DATE          | 05/07/12   |                 |            |
| RESIDENCE PHONE          |            | BUSINESS PHONE                   |               | P T E NO   |            | P O NO     |              | COMMENTS          |            |                 |            |
| [REDACTED]               |            | [REDACTED]                       |               | [REDACTED] |            | [REDACTED] |              | MO: [REDACTED]    |            |                 |            |

COMMENTS  
SEE JEFF.... SPECIAL ORDER PARTS.

R/O TAX 0.00  
R/O TOTALS 1551.28

WARRANTY CLAIM DETAIL TOTALS-----

|              |           |
|--------------|-----------|
| CLAIM#       | TOTAL.... |
| [REDACTED]   | 1090.42   |
|              | 19.28     |
|              | 460.28    |
|              | 0.00      |
| CLAIM TOTALS | 1569.98   |

APPROVED BY SIGNATURE



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CELL: [REDACTED]

|                                                  |                           |                       |                |                          |          |
|--------------------------------------------------|---------------------------|-----------------------|----------------|--------------------------|----------|
| CUSTOMER NO                                      | ADVISOR<br>JEFF ELKHOURY  | 2038                  | TAG NO         | INVOICE DATE<br>06/04/12 | SALES NO |
| LABOR RATE                                       | LICENSE NO                | 10,566                | MI/LEAGE       | COLOR                    | SALES NO |
| YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11 | DELIVERY MILES<br>18  |                |                          |          |
| VEHICLE I.D NO<br>1G1RD6E47BU                    | SELLING DEALER NO         | PRODUCTION DATE       |                |                          |          |
| F.T.E. NO                                        | P.O. NO                   | R.O. DATE<br>05/07/12 |                |                          |          |
| RESIDENCE PHONE                                  | BUSINESS PHONE            | COMMENTS              | MO: [REDACTED] |                          |          |

DCS AUDIT SLIP

JOB CARD 28579

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1G1RD6E47BU | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 05/07/2012 |
| ODOMETER           | 10566       | SERVICE ADVISOR GMIN | 446033911  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |          |            |                |      |
|-----|----------|------------|----------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | FRA CLAIM# | OEM SAP TRAN.# | VER  |
| 1   | W        | ZFAT       |          |            | 001135975764   | 0004 |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
V2533 7.0

CORRECTION DESCRIPTION: INSTALLED REINFORCEMENT.REPLACED HV SURGE TANK.REPR  
OGRAMMED HYBRID CONTROL MODULE.PERFORMED BLEED PROCEDURE

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|-------------|-----|-----------|---------------------|-------|--------|
| 12378390    | 3   | 7.20      |                     |       |        |
| 19260759    | 1   | 17.54     |                     |       |        |
| 22920448    | 1   | 148.60    |                     |       |        |
| 22922225    | 1   | 33.68     |                     |       |        |

|            |      |             |          |                    |      |        |
|------------|------|-------------|----------|--------------------|------|--------|
| NET AMOUNT | CODE | INVOICE NO. | DISTANCE | RENTAL VIN OR INFO | DAYS | REASON |
| 76.00      | NIC  |             |          | 3GNB8FW38S         | 2    | P      |
| 29.70      | NIM  |             |          | RTV                |      |        |

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 88.57         |      |         |
| PARTS                | 221.42        | 0.00 | 309.99  |
| LABOR                | 674.73        | 0.00 | 674.73  |
| NET ITEMS            | 105.70        | 0.00 | 105.70  |
| PARTICIPATION AMOUNT |               | (    | 0.00)   |
| TRANSACTION          | 1090.42       | 0.00 | 1090.42 |





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CELL: [REDACTED]

|                 |                                                  |                           |                          |            |
|-----------------|--------------------------------------------------|---------------------------|--------------------------|------------|
| CUSTOMER NO     | ADVISOR<br>JEFF ELKHOURY                         | 2038                      | INVOICE DATE<br>06/04/12 | INVOICE NO |
| RIVERSIDE, CA   | LABOR RATE                                       | LICENSE NO<br>6PGR676     | MI/AGE<br>10,566         | COLOR      |
|                 | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11 | DELIVERY MILES<br>18     |            |
|                 | VEHICLE I D NO<br>1 G 1 R D 6 E 4 7 B U          | SELLING DEALER NO         | PRODUCTION DATE          |            |
|                 | F T E NO                                         | P O NO                    | R O DATE<br>05/07/12     |            |
| RESIDENCE PHONE | BUSINESS PHONE                                   | COMMENTS                  |                          |            |
|                 |                                                  | MO: [REDACTED]            |                          |            |

DCS AUDIT SLIP

JOB CARD 28579

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1G1RD6E47BU | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 05/07/2012 |
| ODOMETER           | 10566       | SERVICE ADVISOR GMIN | 446033911  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |          |            |                |      |
|-----|----------|------------|----------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER  |
| 2   | W        | ZFAT       |          | 28579-2    | 001135976215   | 0002 |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
V2547 0.2

CORRECTION DESCRIPTION: REMOVED DRIVER AIRBAG, RELOCATED FOAM PAD, INSPECTED CONNECTIONS

|                      |               |      |         |
|----------------------|---------------|------|---------|
|                      | TOTAL W/O TAX | TAX  | TOTAL   |
| PARTS HANDLING       | 0.00          |      |         |
| PARTS                | 0.00          | 0.00 | 0.00    |
| LABOR                | 19.28         | 0.00 | 19.28   |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 19.28         | 0.00 | 19.28   |



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CELL: [REDACTED]

|                                    |                                                  |                       |                            |                              |
|------------------------------------|--------------------------------------------------|-----------------------|----------------------------|------------------------------|
| CUSTOMER NO [REDACTED]             | ADVISOR<br>JEFF ELKHOURY 2038                    | DOB NO [REDACTED]     | INVOICE DATE<br>06/04/12   | INVOICE NO [REDACTED]        |
| RIVERSIDE, CA [REDACTED]           | LABOR RATE [REDACTED]                            | LICENSE NO [REDACTED] | MILEAGE<br>10,566          | COLOR [REDACTED]             |
|                                    | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN |                       |                            | DELIVERY DATE<br>03/28/11    |
|                                    | VEHICLE I D NO<br>1 G 1 R D 6 E 4 7 B U          |                       |                            | DELIVERY MILES<br>18         |
|                                    | F T E NO [REDACTED] P O NO [REDACTED]            |                       |                            | SELLING DEALER NO [REDACTED] |
| R C DATE<br>05/07/12               |                                                  |                       | PRODUCTION DATE [REDACTED] |                              |
| COMMENTS [REDACTED] MO: [REDACTED] |                                                  |                       |                            |                              |

DCS AUDIT SLIP

JOB CARD [REDACTED]

|                    |                        |                      |            |
|--------------------|------------------------|----------------------|------------|
| VIN                | 1G1RD6E47BU [REDACTED] | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M                      | JOB CARD OPEN DATE   | 05/07/2012 |
| ODOMETER           | 10566                  | SERVICE ADVISOR GMIN | 446033911  |
| NON-GM VEHICLE     | N                      | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |                        |                      |            |

|     |          |            |          |            |                |      |
|-----|----------|------------|----------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER  |
| 3   | W        | ZFAT       |          | 28579-3    | 001135976273   | 0002 |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
V2543 0.2

CORRECTION DESCRIPTION: REPLACED 120 VOLT CHARGE CORD

|                      |        |           |                     |         |        |
|----------------------|--------|-----------|---------------------|---------|--------|
| PART NUMBER          | QTY    | UNIT COST | REPLACEMENT SERIAL# | TRADE   | NON-GM |
| 22914085             | 1      | 315.00    |                     |         |        |
| TOTAL W/O TAX        |        |           | TAX                 | TOTAL   |        |
| PARTS HANDLING       | 126.00 |           |                     |         |        |
| PARTS                | 315.00 | 0.00      |                     | 441.00  |        |
| LABOR                | 19.28  | 0.00      |                     | 19.28   |        |
| NET ITEMS            | 0.00   | 0.00      |                     | 0.00    |        |
| PARTICIPATION AMOUNT |        |           |                     | ( 0.00) |        |
| TRANSACTION          | 460.28 | 0.00      |                     | 460.28  |        |





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CELL: [REDACTED]

|                 |                                                  |            |                       |                           |                      |
|-----------------|--------------------------------------------------|------------|-----------------------|---------------------------|----------------------|
| CUSTOMER NO     | ADVISOR<br>JEFF ELKHOURY                         | 2038       | TAG NO                | INVOICE DATE<br>06/04/12  | INVOICE NO           |
| RIVERSIDE, CA   | LABOR RATE                                       | LICENSE NO | MILEAGE<br>10,566     | COLOR                     |                      |
|                 | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN |            |                       | DELIVERY DATE<br>03/28/11 | DELIVERY MILES<br>18 |
|                 | VEHICLE I.D. NO<br>1G1RD6E47BU                   |            |                       | SELLING DEALER NO         | PRODUCTION DATE      |
|                 | F.T.E. NO                                        | P.O. NO    | R.O. DATE<br>05/07/12 |                           |                      |
| RESIDENCE PHONE | BUSINESS PHONE                                   | COMMENTS   |                       |                           |                      |
|                 |                                                  |            |                       |                           | MO: [REDACTED]       |

DCS AUDIT SLIP

JOB CARD

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1G1RD6E47BU | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 05/07/2012 |
| ODOMETER           | 10566       | SERVICE ADVISOR GMIN | 446033911  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |          |            |                |     |
|-----|----------|------------|----------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER |
| 7   | W        | ZREG       |          | 28579-7    |                |     |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
0

COMPLAINT DESCRIPTION: CHECK BATTERY PERFORMANCE BATTERY TESTED AT OR ABOVE  
BATTERY SPECIFICATIONS.

CORRECTION DESCRIPTION: PASSED

|                      |               |      |         |
|----------------------|---------------|------|---------|
|                      | TOTAL W/O TAX | TAX  | TOTAL   |
| PARTS HANDLING       | 0.00          |      |         |
| PARTS                | 0.00          | 0.00 | 0.00    |
| LABOR                | 0.00          | 0.00 | 0.00    |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 0.00          | 0.00 | 0.00    |

CUSTOMER NAME: \_\_\_\_\_

YEAR/ MODEL: Ch. Volt

DATE: 5/1/12

RO/TAG: \_\_\_\_\_

MILEAGE: 10,566

LICENSE #: \_\_\_\_\_

CHECKED AND OKAY AT THIS TIME

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

#### Check Fluid Levels and Fill

| OK                                  | ADD                      |                                          |
|-------------------------------------|--------------------------|------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine oil                               |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Transmission (if equipped with dipstick) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Brake reservoir                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Power steering                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Coolant recovery reservoir               |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Window washer                            |

Comments: \_\_\_\_\_

#### Check Following systems / Components

|                                     |                                     |                                                                                                      |
|-------------------------------------|-------------------------------------|------------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lights            |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Windshield washer spray, wiper operation and wiper blades                                            |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Windshield for cracks, chips and pitting                                                             |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Radiator, heater and air-conditioning hoses for leaks and damage                                     |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Engine air filter                                                                                    |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Inspect cabin air filter (if equipped)                                                               |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Oil and/or fluid leaks                                                                               |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Constant velocity (CV) drive axle boots (if equipped)                                                |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Exhaust system (leaks, damage, loose parts)                                                          |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Drive shaft transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)          |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Steering and steering linkages                                                                       |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Shocks/struts and other suspension components for leaks and/or damage                                |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Brake system (including lines, hoses and parking brake) and wheel end for end-play and bearing noise |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Engine Cooling system, hoses and clamps                                                              |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Accessory drive belt(s)                                                                              |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Clutch operation (if equipped)                                                                       |

State Inspection Due (If Applicable) \_\_\_\_\_

Comments: \_\_\_\_\_

This Courtesy Inspection Completed by Your Moss Auto Group Quality Service Team!

Service Advisor: \_\_\_\_\_

Technician: \_\_\_\_\_

#### Check Battery

|                                          |                                                      |                                          |                              |
|------------------------------------------|------------------------------------------------------|------------------------------------------|------------------------------|
| <input checked="" type="checkbox"/> GOOD | FACTORY SPEC COLD CRANKING AMPS <input type="text"/> | <input checked="" type="checkbox"/> GOOD | <input type="checkbox"/> BAD |
| <input type="checkbox"/> RECHARGE        | ACTUAL COLD CRANKING AMPS <input type="text"/>       | BATTERY TERMINALS (CLEAN IF NECESSARY)   |                              |
| <input type="checkbox"/> BAD             |                                                      |                                          |                              |

#### Check Brakes Measure Front/Rear Brake Linings

|    |  |    |
|----|--|----|
| LF |  | RF |
| LR |  | RR |

Over 8/32" (Disc) or Over 4/32" (Drum)

7/32" to 4/32" (Disc) or 3/32" (Drum)

Less than 3/32" (Disc) or 2/32" or less (Drum)

Brake Measurements Not Taken This Service Visit: ☐

Comments: \_\_\_\_\_

#### Check Tires

|     |                 |             |                 |     |
|-----|-----------------|-------------|-----------------|-----|
| LF  | 7/32 or Greater | TREAD DEPTH | 7/32 or Greater | RF  |
|     | 4/32 to 6/32    |             | 4/32 to 6/32    |     |
|     | 3/32 or Less    |             | 3/32 or Less    |     |
|     | 7/32 or Greater |             | 7/32 or Greater |     |
|     | 4/32 to 6/32    |             | 4/32 to 6/32    |     |
|     | 3/32 or Less    |             | 3/32 or Less    |     |
| LOR |                 |             |                 | ROR |

|                          |                          |    |                          |    |
|--------------------------|--------------------------|----|--------------------------|----|
| <input type="checkbox"/> | <input type="checkbox"/> | LF | <input type="checkbox"/> | RF |
| <input type="checkbox"/> | <input type="checkbox"/> | LR | <input type="checkbox"/> | RR |

TIRE WEAR INDICATES:

Alignment Check Needed

Wheel Balance Needed

Comments: \_\_\_\_\_

Tire Pressure Set to Factory Recommended

PSI

FRONT: ☐

REAR: ☐

Customer Signature: \_\_\_\_\_



# Moss Bros.

AT MOSS...YOU'RE THE BOSS!

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CELL: [REDACTED]

|                |                     |                           |                   |                 |
|----------------|---------------------|---------------------------|-------------------|-----------------|
| CUSTOMER NO    | ADVISOR             | 2038                      | INVOICE DATE      | 05/09/12        |
|                | JEFF ELKHOURY       |                           |                   |                 |
|                | LABOR RATE          | LICENSE NO                | STOCK NO          |                 |
|                |                     |                           |                   |                 |
|                | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE     | 03/28/11        |
|                | VEHICLE I.D. NO     | 1G1RD6E47BU               | DELIVERY MILES    | 18              |
|                | F.E. NO             | P.O. NO                   | SELLING DEALER NO | PRODUCTION DATE |
|                |                     |                           |                   |                 |
|                |                     |                           | R.C. DATE         | 05/07/12        |
| RESIDENT PHONE | BUSINESS PHONE      | COMMENTS                  |                   |                 |
|                |                     |                           |                   |                 |

MO: [REDACTED]

LABOR & PARTS---  
J# 5 22CV/0 SET TIRE PRESSURE TECH(S):111 0.00  
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE  
(CARB), AUTOMOTIVE SERVICE PROVIDERS MUST:  
CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE  
USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING  
LOCATED ON THE VEHICLE'S DOOR, PLACARD OR THE TIRE INFLATION  
REFERENCE.  
PERFORM THE TIRE PRESURE SERVICE USING A TIRE PRESSURE  
GAUGE WITH A TOTAL PERMISSIBLE ERROR NO GREATER THAN +/- 2  
POUNDS PER SQUARE INCH (PSI).  
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO  
TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO  
TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO  
TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO  
PERFORMED THE ABOVE SERVICE.  
35 RR 35' RF 35 LR 35 LF

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

J# 6 22CV/6TIR GREEN LIGHT WEAR TECH(S):111 0.00  
TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED.  
PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE TIRES INSPECTED  
REGULARLY.  
A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

| PARTS | QTY | FP-NUMBER | DESCRIPTION                 | LIST PRICE | UNIT PRICE |
|-------|-----|-----------|-----------------------------|------------|------------|
|       |     |           | JOB # 6 TOTAL PARTS         |            | 0.00       |
|       |     |           | JOB # 6 TOTAL LABOR & PARTS |            | 0.00       |

J# 7 08CVZBATGREEN GREEN BASS BAT FR TECH(S):111 0.00  
CHECK BATTERY PERFORMANCE  
BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.  
PASSED

| PARTS | QTY | FP-NUMBER | DESCRIPTION                 | LIST PRICE | UNIT PRICE |
|-------|-----|-----------|-----------------------------|------------|------------|
|       |     |           | JOB # 7 TOTAL PARTS         |            | 0.00       |
|       |     |           | JOB # 7 TOTAL LABOR & PARTS |            | 0.00       |

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

COMMENTS  
SEE JEFF.... SPECIAL ORDER PARTS.

## INTERACTIVE PROCESSING REPORT

BUSINESS ASSOCIATE CODE: [REDACTED]

RO NUMBER: [REDACTED] RO DATE: 05/07/2012 TRANS TYPE: ZFAT CATEGORY:

JOB: 1 LABOR OP: V2533

AUTH#:

SRC: DD

VIN: 1G1RD6E47BU [REDACTED]

ODOMETER: 10566

ERA CLAIM #: 28579-1

OEM SAP TRANSACTION NUMBER: 001135975764 OEM VERSION: 0004

## RETURNED:

AMOUNT: 0.00 REASON:

## DISPOSITION:

STATUS: ACCEPTED AND PAID

CODE: REASON:

PART RETURN REQUIRED: NO

## REVERSAL REASON:

| PAYMENT: | 1090.42 | PENDING/<br>APPROVED AMOUNT | PENDING/<br>APPROVED TAXES |
|----------|---------|-----------------------------|----------------------------|
|          |         | CLAIM: 1090.42              | 0.00                       |
|          |         | LABOR: 674.73               | 0.00                       |
|          |         | PARTS: 221.42               | 0.00                       |
|          |         | HANDLING: 88.57             |                            |
|          |         | NET ITEMS: 105.70           | 0.00                       |

ADJUSTMENTS: NO

WARRANTY NOTES: 20120604, 15:05, DD, , IC, 0003, 20120604, 15:03, DD, , IC, 0001



## INTERACTIVE PROCESSING REPORT

BUSINESS ASSOCIATE CODE. 263336

RO NUMBER: [REDACTED] RO DATE: 05/07/2012 TRANS TYPE: ZPAT CATEGORY:

JOB: 2 LABOR OP: V2547 AUTH#: SRC: DD

VIN: 1G1RD6E47BU [REDACTED] ODOMETER: 10566 ERA CLAIM #: 28579-2

OEM SAP TRANSACTION NUMBER: 001135976215 OEM VERSION: 0002

## RETURNED

AMOUNT: 0.00 REASON:

## DISPOSITION:

STATUS: ACCEPTED AND PAID CODE: REASON:

PART RETURN REQUIRED: NO

## REVERSAL REASON:

| PAYMENT.   | 19.28 | PENDING/<br>APPROVED AMOUNT | PENDING/<br>APPROVED TAXES |
|------------|-------|-----------------------------|----------------------------|
| CLAIM:     |       | 19.28                       | 0.00                       |
| LABOR:     |       | 19.28                       | 0.00                       |
| PARTS:     |       | 0.00                        | 0.00                       |
| HANDLING:  |       | 0.00                        |                            |
| NET ITEMS: |       | 0.00                        | 0.00                       |

ADJUSTMENTS: NO

WARRANTY NOTES: 20120604, 15:05, DD, IC, 0001,

## INTERACTIVE PROCESSING REPORT

BUSINESS ASSOCIATE CODE: 263336

RO NUMBER: [REDACTED] RO DATE: 05/07/2012 TRANS TYPE: ZFAT CATEGORY:

JOB: 3 LABOR OP: V2543 AUTH#: SRC: DD

VIN: 1G1RD6E47BU101941 ODOMETER: 10566 ERA CLAIM #: 28579-3

OEM SAP TRANSACTION NUMBER: 001135976273 OEM VERSION: 0002

## RETURNED:

AMOUNT: 0.00 REASON:

## DISPOSITION:

STATUS: ACCEPTED AND PAID

CODE: REASON:

PART RETURN REQUIRED: NO

## REVERSAL REASON:

| PAYMENT: | 460.28 | PENDING/<br>APPROVED AMOUNT | PENDING/<br>APPROVED TAXES |
|----------|--------|-----------------------------|----------------------------|
|          |        | CLAIM: 460.28               | 0.00                       |
|          |        | LABOR: 19.28                | 0.00                       |
|          |        | PARTS: 315.00               | 0.00                       |
|          |        | HANDLING: 126.00            |                            |
|          |        | NET ITEMS: 0.00             | 0.00                       |

ADJUSTMENTS: NO

WARRANTY NOTES: 20120604, 15:05, DD, , IC, 0001,



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## CHEVROLET

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CELL: [REDACTED]

|                           |                   |                 |              |            |
|---------------------------|-------------------|-----------------|--------------|------------|
| CUSTOMER NO               | ADVISOR           | 2038            | INVOICE DATE | INVOICE NO |
| [REDACTED]                | JEFF ELKHOURY     |                 | 06/04/12     | [REDACTED] |
| LABOR RATE                | STOCK NO          | 10,566          | COLOR        | STOCK NO   |
| [REDACTED]                | [REDACTED]        |                 |              | [REDACTED] |
| YEAR / MAKE / MODEL       | DELIVERY DATE     | DELIVERY MILES  |              |            |
| 11/CHEVROLET/VOLT/4DR SDN | 03/28/11          | 18              |              |            |
| VEHICLE ID NO             | SELLING DEALER NO | PRODUCTION DATE |              |            |
| 1 G 1 R D 6 E 4 7 B U     |                   |                 |              |            |
| P T 3 NO                  | P O NO            | P D DATE        |              |            |
|                           |                   | 05/07/12        |              |            |
| RESIDENCE PHONE           | BUSINESS PHONE    | COMMENTS        |              |            |
| [REDACTED]                | [REDACTED]        |                 |              |            |
|                           |                   | MO:             | [REDACTED]   |            |

LABOR & PARTS  
J# 1 99CVT RECALL 1 HOURS: 7.00 TECH(S):111 674.73

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION  |
|-----------------|----------|-------|--------|------|------|--------------|
| 111             | 05/07/12 | 14.50 | 17.00  | 2.50 | 0.00 | HOLD OTHER   |
| 111             | 05/08/12 | 7.50  | 12.00  | 4.50 | 0.00 | LUNCH/DINNER |
| 111             | 05/09/12 | 8.60  | 8.60   | 0.00 | 0.00 | FINISHED     |
| 111             | 05/09/12 | 0.00  | 0.00   | 0.00 | 7.00 | FINISHED     |
| TOTAL TECH TIME |          |       |        | 7.00 | 7.00 |              |

PERFORM RECALL # 11342. ENHANCEMENTS FOR SIDE IMPACT  
POLE PERFORMANCE  
INSTALLED REINFORCEMENT. REPLACED HV SURGE TANK. REPROGRAMMED  
HYBRID CONTROL MODULE. PERFORMED BLEED PROCEDURE

| PARTS                       | QTY | FP | NUMBER   | DESCRIPTION      | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|----|----------|------------------|--------|--------|---------|
| JOB # 1                     | 1   |    | 22920448 | REINFORCE 12.980 | 148.60 | 148.60 | 208.04  |
| JOB # 1                     | 1   |    | 22922225 | BATTERY K 2.210  | 33.68  | 33.68  | 47.15   |
| JOB # 1                     | 1   |    | 19260759 | CONNECTOR 2.530  | 17.54  | 17.54  | 24.56   |
| JOB # 1                     | 1   |    | 88864346 | SEALANT 8.800    | 7.86   | 7.86   | 11.00   |
| JOB # 1                     | 3   |    | 12378390 | COOLANT 8.800    | 7.20   | 21.60  | 30.24   |
| JOB # 1 COST TOTAL          |     |    |          |                  | 229.28 |        |         |
| JOB # 1 TOTAL PARTS         |     |    |          |                  |        |        | 320.99  |
| JOB # 1 TOTAL LABOR & PARTS |     |    |          |                  |        |        | 995.72  |

J# 2 99CVZ RECALL 2 HOURS: 0.20 TECH(S):111 19.28

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |
|-----------------|----------|-------|--------|------|------|-------------|
| 111             | 05/09/12 | 8.60  | 8.70   | 0.10 | 0.00 | FINISHED    |
| 111             | 05/09/12 | 0.00  | 0.00   | 0.00 | 0.20 | FINISHED    |
| TOTAL TECH TIME |          |       |        | 0.10 | 0.20 |             |

PERFORM RECALL # 12020. DRIVER AIRBAG INSPECTION  
REMOVED DRIVER AIRBAG. RELOCATED FOAM PAD. INSPECTED  
CONNECTIONS

JOB # 2 TOTAL LABOR & PARTS 19.28

J# 3 99CVZ001 RECALL 3 HOURS: 0.20 TECH(S):111 19.28

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |
|-----------------|----------|-------|--------|------|------|-------------|
| 111             | 05/09/12 | 8.50  | 8.60   | 0.10 | 0.00 | FINISHED    |
| 111             | 05/09/12 | 0.00  | 0.00   | 0.00 | 0.20 | FINISHED    |
| TOTAL TECH TIME |          |       |        | 0.10 | 0.20 |             |

PERFORM RECALL # 11188. ENHANCED 120 VOLT CHARGE  
CORD.  
REPLACED 120 VOLT CHARGE CORD

| PARTS                       | QTY | FP | NUMBER   | DESCRIPTION | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|----|----------|-------------|--------|--------|---------|
| JOB # 3                     | 1   |    | 22914085 | CABLE 2.215 | 315.00 | 315.00 | 441.00  |
| JOB # 3 COST TOTAL          |     |    |          |             | 315.00 |        |         |
| JOB # 3 TOTAL PARTS         |     |    |          |             |        |        | 441.00  |
| JOB # 3 TOTAL LABOR & PARTS |     |    |          |             |        |        | 460.28  |

SUBLET PO# VEND INV# INV. DATE DESCRIPTION TOTAL - SUBLET

|         |       |  |          |              |       |
|---------|-------|--|----------|--------------|-------|
| JOB # 7 | 15541 |  | 05/09/12 | 2 DAY RENTAL | 76.00 |
|         |       |  |          |              | 76.00 |



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CELL: [REDACTED]

|                 |            |                     |                           |                |            |            |                   |            |                 |            |
|-----------------|------------|---------------------|---------------------------|----------------|------------|------------|-------------------|------------|-----------------|------------|
| CUSTOMER NO     | [REDACTED] | ADVISOR             | JEFF ELKHOURY             | 2038           | TRG NO     | [REDACTED] | INVOICE DATE      | 06/04/12   | INVOICE NO      | [REDACTED] |
| [REDACTED]      | [REDACTED] | LABOR RATE          | [REDACTED]                | LICENSE NO     | [REDACTED] | MILEAGE    | 10,566            | COLOR      | /               | [REDACTED] |
| [REDACTED]      | [REDACTED] | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |                |            |            | DELIVERY DATE     | 03/28/11   | DELIVERY MILES  | 18         |
| RIVERSIDE, CA   | [REDACTED] | VEHICLE I D NO      | 1 G 1 R D 6 E 4 7 B U     |                |            |            | SELLING DEALER NO | [REDACTED] | PRODUCTION DATE | [REDACTED] |
| [REDACTED]      | [REDACTED] | F T E NO            | [REDACTED]                | P O NO         | [REDACTED] | R O DATE   | 05/07/12          | [REDACTED] | [REDACTED]      | [REDACTED] |
| RESIDENCE PHONE | [REDACTED] | BUSINESS PHONE      | [REDACTED]                | COMMENTS       |            |            |                   |            |                 |            |
| [REDACTED]      |            |                     |                           | MO: [REDACTED] |            |            |                   |            |                 |            |

COMMENTS  
SEE JEFF.... SPECIAL ORDER PARTS.

R/O TAX 0.00  
R/O TOTALS 1551.28

WARRANTY CLAIM DETAIL TOTALS

|              |         |
|--------------|---------|
| CLAIM#       | TOTAL   |
| [REDACTED]   | 1090.42 |
| [REDACTED]   | 19.28   |
| [REDACTED]   | 460.28  |
| [REDACTED]   | 0.00    |
| CLAIM TOTALS | 1569.98 |

APPROVED BY SIGNATURE





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CELL: [REDACTED]

|                 |            |                     |               |            |            |            |                           |          |                   |            |                 |            |            |
|-----------------|------------|---------------------|---------------|------------|------------|------------|---------------------------|----------|-------------------|------------|-----------------|------------|------------|
| CUSTOMER NO     | [REDACTED] | ADVISOR             | JEFF ELKHOURY | 2038       | TAG NO     | [REDACTED] | INVOICE DATE              | 06/04/12 | INVOICE NO        | [REDACTED] |                 |            |            |
| [REDACTED]      |            | LABOR RATE          | [REDACTED]    | YICORSE NO | [REDACTED] | MIILEAGE   | 10,566                    | COLOR    | [REDACTED]        | STOCK NO   | [REDACTED]      |            |            |
| RIVERSIDE, CA   |            | YEAR / MAKE / MODEL |               |            |            |            | 11/CHEVROLET/VOLT/4DR SDN |          | DELIVERY DATE     | 03/28/11   | DELIVERY MILES  | 18         |            |
| [REDACTED]      |            | VEHICLE I D NO      |               |            |            |            | 1 G 1 R D 6 E 4 7 B U     |          | SELLING DEALER NO | [REDACTED] | PRODUCTION DATE | [REDACTED] |            |
| [REDACTED]      |            | F T E NO            |               |            |            |            | P O NO                    |          | R O DATE          | 05/07/12   |                 |            |            |
| RESIDENCE PHONE | [REDACTED] | BUSINESS PHONE      | [REDACTED]    | COMMENTS   |            |            |                           |          |                   |            |                 | MO:        | [REDACTED] |

DCS AUDIT SLIP

JOB CARD [REDACTED]

VIN 1G1RD6E47BU [REDACTED]  
ODOMETER INDICATOR M  
ODOMETER 10566  
NON-GM VEHICLE N  
REFERENCE NUMBER

REPAIRING BAC 263336  
JOB CARD OPEN DATE 05/07/2012  
SERVICE ADVISOR GMIN 446033911  
FOREIGN TOURIST

| JOB | PAY TYPE | TRANS TYPE | CATEGORY   | ERA CLAIM# | OEM SAP TRAN.# | VER  |
|-----|----------|------------|------------|------------|----------------|------|
| 1   | W        | ZFAT       | [REDACTED] | [REDACTED] | 001135975764   | 0004 |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
V2533 7.0

CORRECTION DESCRIPTION: INSTALLED REINFORCEMENT.REPLACED HV SURGE TANK.REPR  
OGRAMMED HYBRID CONTROL MODULE.PERFORMED BLEED PROCEDURE

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|-------------|-----|-----------|---------------------|-------|--------|
| 12378390    | 3   | 7.20      |                     |       |        |
| 19260759    | 1   | 17.54     |                     |       |        |
| 22920448    | 1   | 148.60    |                     |       |        |
| 22922225    | 1   | 33.68     |                     |       |        |

| NET AMOUNT | CODE | INVOICE NO. | DISTANCE | RENTAL VIN OR INFO    | DAYS | REASON |
|------------|------|-------------|----------|-----------------------|------|--------|
| 76.00      | NIC  |             |          | 3GNB8FW3BS [REDACTED] | 2    | P      |
| 29.70      | NIM  |             |          | RTV                   |      |        |

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 88.57         |      |         |
| PARTS                | 221.42        | 0.00 | 309.99  |
| LABOR                | 674.73        | 0.00 | 674.73  |
| NET ITEMS            | 105.70        | 0.00 | 105.70  |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 1090.42       | 0.00 | 1090.42 |



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CELL: [REDACTED]

|                            |                                                         |                       |                           |                                  |                              |
|----------------------------|---------------------------------------------------------|-----------------------|---------------------------|----------------------------------|------------------------------|
| CUSTOMER NO [REDACTED]     | ADVISOR<br><b>JEFF ELKHOURY</b>                         | 2038                  | TRD NO [REDACTED]         | INVOICE DATE<br><b>06/04/12</b>  | INVOICE NO [REDACTED]        |
| RIVERSIDE, CA [REDACTED]   | LABOR RATE [REDACTED]                                   | LICENSE NO [REDACTED] | MI/LEAGE<br><b>10,566</b> | COLOR [REDACTED]                 | STOCK NO [REDACTED]          |
|                            | YEAR / MAKE / MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b> |                       |                           | DELIVERY DATE<br><b>03/28/11</b> | DELIVERY MILES<br><b>18</b>  |
|                            | VEHICLE I.D NO<br><b>1G1RD6E47BU [REDACTED]</b>         |                       |                           | SELLING DEALER NO [REDACTED]     | PRODUCTION DATE [REDACTED]   |
|                            | P.T.E. NO [REDACTED]                                    |                       |                           | R.O. NO [REDACTED]               | R.O. DATE<br><b>05/07/12</b> |
| RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED]                               | COMMENTS [REDACTED]   |                           |                                  |                              |

MO: [REDACTED]

DCS AUDIT SLIP

JOB CARD [REDACTED]

VIN 1G1RD6E47BU [REDACTED]  
ODOMETER INDICATOR M  
ODOMETER 10566  
NON-GM VEHICLE N  
REFERENCE NUMBER

REPAIRING BAC 263336  
JOB CARD OPEN DATE 05/07/2012  
SERVICE ADVISOR GMIN 446033911  
FOREIGN TOURIST

| JOB | PAY TYPE | TRANS TYPE | CATEGORY   | FRA CLAIM# | OEM SAP TRAN.# | VER  |
|-----|----------|------------|------------|------------|----------------|------|
| 2   | W        | ZFAT       | [REDACTED] | [REDACTED] | 001135976215   | 0002 |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
V2547 0.2

CORRECTION DESCRIPTION: REMOVED DRIVER AIRBAG, RELOCATED FOAM PAD, INSPECTED CONNECTIONS

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 0.00          |      |         |
| PARTS                | 0.00          | 0.00 | 0.00    |
| LABOR                | 19.28         | 0.00 | 19.28   |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 19.28         | 0.00 | 19.28   |



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CELL: [REDACTED]

|                 |            |                     |                           |                |            |            |                   |            |                 |            |            |
|-----------------|------------|---------------------|---------------------------|----------------|------------|------------|-------------------|------------|-----------------|------------|------------|
| CUSTOMER NO     | [REDACTED] | ADVISOR             | JEFF ELKHOURY             | 2038           | CAG NO     | [REDACTED] | INVOICE DATE      | 06/04/12   | INVOICE NO      | [REDACTED] |            |
| [REDACTED]      | [REDACTED] | LABOR RATE          | [REDACTED]                | LICENSE NO     | [REDACTED] | MILEAGE    | 10,566            | COLOR      | [REDACTED]      | STOCK NO   | [REDACTED] |
| [REDACTED]      | [REDACTED] | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |                |            |            | DELIVERY DATE     | 03/28/11   | DELIVERY MILES  | 18         |            |
| RIVERSIDE, CA   | [REDACTED] | VEHICLE I D X       | 1 G 1 R D 6 E 4 7 B U     |                |            |            | SELLING DEALER NO | [REDACTED] | PRODUCTION DATE | [REDACTED] |            |
| [REDACTED]      | [REDACTED] | P T E X             | [REDACTED]                | P C X          | [REDACTED] | R O DATE   | 05/07/12          |            |                 |            |            |
| RESIDENCE PHONE | [REDACTED] | BUSINESS PHONE      | [REDACTED]                | COMMENTS       |            |            |                   |            |                 |            |            |
|                 |            |                     |                           | MO: [REDACTED] |            |            |                   |            |                 |            |            |

DCS AUDIT SLIP

JOB CARD [REDACTED]

VIN 1G1RD6E47BU  
ODOMETER INDICATOR M  
ODOMETER 10566  
NON-GM VEHICLE N  
REFERENCE NUMBER

REPAIRING BAC 263336  
JOB CARD OPEN DATE 05/07/2012  
SERVICE ADVISOR GMIN 446033911  
FOREIGN TOURIST

| JOB | PAY TYPE | TRANS TYPE | CATEGORY   | ERA CLAIM# | OEM SAP TRAN.# | VER  |
|-----|----------|------------|------------|------------|----------------|------|
| 3   | W        | ZFAT       | [REDACTED] | [REDACTED] | 001135976273   | 0002 |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
V2543 0.2

CORRECTION DESCRIPTION: REPLACED 120 VOLT CHARGE CORD

| PART NUMBER          | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE   | NON-GM |
|----------------------|-----|-----------|---------------------|---------|--------|
| 22914085             | 1   | 315.00    |                     |         |        |
| TOTAL W/O TAX        |     |           |                     |         |        |
| PARTS HANDLING       |     | 126.00    |                     |         |        |
| PARTS                |     | 315.00    | 0.00                | 441.00  |        |
| LABOR                |     | 19.28     | 0.00                | 19.28   |        |
| NET ITEMS            |     | 0.00      | 0.00                | 0.00    |        |
| PARTICIPATION AMOUNT |     |           |                     | ( 0.00) |        |
| TRANSACTION          |     | 460.28    | 0.00                | 460.28  |        |



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## CHEVROLET

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CELL: [REDACTED]

|                 |            |                     |                           |            |            |            |                   |            |                 |            |            |
|-----------------|------------|---------------------|---------------------------|------------|------------|------------|-------------------|------------|-----------------|------------|------------|
| CUSTOMER NO     | [REDACTED] | ADVISOR             | JEFF ELKHOURY             | 2038       | TAG NO     | [REDACTED] | INVOICE DATE      | 06/04/12   | INVOICE NO      | [REDACTED] |            |
| [REDACTED]      | [REDACTED] | LABOR RATE          | [REDACTED]                | LICENSE NO | [REDACTED] | MI LEAGE   | 10,566            | COLOR      | [REDACTED]      | STOCK NO   | [REDACTED] |
| RIVERSIDE, CA   | [REDACTED] | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |            |            |            | DELIVERY DATE     | 03/28/11   | DELIVERY MILES  | 18         |            |
| [REDACTED]      | [REDACTED] | VEHICLE I D NO      | 1 G 1 R D 6 E 4 7 B U     |            |            |            | SELLING DEALER NO | [REDACTED] | PRODUCTION DATE | [REDACTED] |            |
| [REDACTED]      | [REDACTED] | F T E NO            | [REDACTED]                | P C NO     | [REDACTED] | R O DATE   | 05/07/12          | [REDACTED] | [REDACTED]      | [REDACTED] |            |
| RESIDENCE PHONE | [REDACTED] | COMMERCIAL PHONE    | [REDACTED]                | COMMENTS   | [REDACTED] |            |                   |            |                 |            |            |
| MO: [REDACTED]  |            |                     |                           |            |            |            |                   |            |                 |            |            |

### DCS AUDIT SLIP

JOB CARD [REDACTED]

VIN 1G1RD6E47BU  
ODOMETER INDICATOR M  
ODOMETER 10566  
NON-GM VEHICLE N  
REFERENCE NUMBER

REPAIRING BAC 263336  
JOB CARD OPEN DATE 05/07/2012  
SERVICE ADVISOR GMIN 446033911  
FOREIGN TOURIST

| JOB | PAY TYPE | TRANS TYPE | CATEGORY   | ERA CLAIM# | OEM SAP TRAN.# | VER        |
|-----|----------|------------|------------|------------|----------------|------------|
| 7   | W        | ZREG       | [REDACTED] | [REDACTED] | [REDACTED]     | [REDACTED] |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
0

COMPLAINT DESCRIPTION: CHECK BATTERY PERFORMANCE BATTERY TESTED AT OR ABOVE  
BATTERY SPECIFICATIONS.

CORRECTION DESCRIPTION: PASSED

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 0.00          |      |         |
| PARTS                | 0.00          | 0.00 | 0.00    |
| LABOR                | 0.00          | 0.00 | 0.00    |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 0.00          | 0.00 | 0.00    |

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CELL: [REDACTED]

|                 |                                                  |                           |                          |            |
|-----------------|--------------------------------------------------|---------------------------|--------------------------|------------|
| CUSTOMER NO     | ADVISOR<br>JEFF ELKHOURY                         | 2038                      | INVOICE DATE<br>06/04/12 | INVOICE NO |
| RIVERSIDE, CA   | LABOR RATE                                       | 10,566                    | COLOR                    | 18         |
|                 | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11 | DELIVERY MILES           |            |
|                 | VEHICLE I.D. NO.<br>1 G 1 R D 6 E 4 7 B U        | SELLING DEALER NO         | PRODUCTION DATE          |            |
|                 | P.T.E. NO                                        | P.O. NO                   | R.O. DATE<br>05/07/12    |            |
| RESIDENCE PHONE | BUSINESS PHONE                                   | COMMENTS                  |                          |            |
|                 |                                                  | MO: [REDACTED]            |                          |            |

LABOR & PARTS  
J# 1 99CVI RLCALL 1 HOURS: 7.00 HCH(S):111 6/4/12

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION  |
|-----------------|----------|-------|--------|------|------|--------------|
| 111             | 05/07/12 | 14.50 | 17.00  | 2.50 | 0.00 | HOLD OTHER   |
| 111             | 05/08/12 | 7.50  | 12.00  | 4.50 | 0.00 | LUNCH/DINNER |
| 111             | 05/09/12 | 8.60  | 8.60   | 0.00 | 0.00 | FINISHED     |
| 111             | 05/09/12 | 0.00  | 0.00   | 0.00 | 7.00 | FINISHED     |
| TOTAL TECH TIME |          |       |        | 7.00 | 7.00 |              |

PERFORM RECALL # 11342. ENHANCEMENTS FOR SIDE IMPACT  
POLE PERFORMANCE  
INSTALLED REINFORCEMENT. REPLACED HV SURGE TANK. REPROGRAMMED  
HYBRID CONTROL MODULE. PERFORMED BLEED PROCEDURE

| PARTS                       | QTY | FP | NUMBER   | DESCRIPTION      | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|----|----------|------------------|--------|--------|---------|
| JOB # 1                     | 1   |    | 22920448 | REINFORCE 12.980 | 148.60 | 148.60 | 208.04  |
| JOB # 1                     | 1   |    | 22922225 | BATTERY K 2.210  | 33.68  | 33.68  | 47.15   |
| JOB # 1                     | 1   |    | 19260759 | CONNECTOR 2.530  | 17.54  | 17.54  | 24.56   |
| JOB # 1                     | 1   |    | 88864346 | SEALANT 8.800    | 7.86   | 7.86   | 11.00   |
| JOB # 1                     | 3   |    | 12378390 | COOLANT 8.800    | 7.20   | 21.60  | 30.24   |
| JOB # 1 COST TOTAL          |     |    |          |                  | 229.28 |        |         |
| JOB # 1 TOTAL PARTS         |     |    |          |                  |        |        | 320.99  |
| JOB # 1 TOTAL LABOR & PARTS |     |    |          |                  |        |        | 995.72  |

J# 2 99CVZ RLCALL 2 HOURS: 0.20 HCH(S):111 19.28

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |
|-----------------|----------|-------|--------|------|------|-------------|
| 111             | 05/09/12 | 8.60  | 8.70   | 0.10 | 0.00 | FINISHED    |
| 111             | 05/09/12 | 0.00  | 0.00   | 0.00 | 0.20 | FINISHED    |
| TOTAL TECH TIME |          |       |        | 0.10 | 0.20 |             |

PERFORM RECALL # 12020. DRIVER AIRBAG INSPECTION  
REMOVED DRIVER AIRBAG. RELOCATED FOAM PAD. INSPECTED  
CONNECTIONS

JOB # 2 TOTAL LABOR & PARTS 19.28

J# 3 99CVZ RLCALL 3 HOURS: 0.10 HCH(S):111 19.28

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |
|-----------------|----------|-------|--------|------|------|-------------|
| 111             | 05/09/12 | 8.50  | 8.60   | 0.10 | 0.00 | FINISHED    |
| 111             | 05/09/12 | 0.00  | 0.00   | 0.00 | 0.20 | FINISHED    |
| TOTAL TECH TIME |          |       |        | 0.10 | 0.20 |             |

PERFORM RECALL # 11188. ENHANCED 120 VOLT CHARGE  
CORD.  
REPLACED 120 VOLT CHARGE CORD

| PARTS                       | QTY | FP | NUMBER   | DESCRIPTION | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|----|----------|-------------|--------|--------|---------|
| JOB # 3                     | 1   |    | 22914085 | CABLE 2.215 | 315.00 | 315.00 | 441.00  |
| JOB # 3 COST TOTAL          |     |    |          |             | 315.00 |        |         |
| JOB # 3 TOTAL PARTS         |     |    |          |             |        |        | 441.00  |
| JOB # 3 TOTAL LABOR & PARTS |     |    |          |             |        |        | 460.28  |

SUBLET PO# 15541 VEND INV# INV. DATE DESCRIPTION  
J# 7 05/09/12 2 DAY RENTAL 76.00  
TOTAL - SUBLET 76.00



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CELL: [REDACTED]

|                          |            |                                  |               |            |            |            |              |                   |                 |                |            |
|--------------------------|------------|----------------------------------|---------------|------------|------------|------------|--------------|-------------------|-----------------|----------------|------------|
| CUSTOMER NO              | [REDACTED] | ADVISOR                          | JEFF ELKHOURY | 2038       | INV NO     | [REDACTED] | INVOICE DATE | 06/04/12          | INVOICE NO      | [REDACTED]     |            |
| [REDACTED]               |            | LABOR RATE                       | [REDACTED]    | LICENSE NO | [REDACTED] | MILEAGE    | 10,566       | COLOR             | [REDACTED]      | STOCK NO       | [REDACTED] |
| RIVERSIDE, CA [REDACTED] |            | YEAR / MAKE / MODEL              |               |            |            |            |              | DELIVERY DATE     | DELIVERY MILES  |                |            |
|                          |            | 11/CHEVROLET/VOLT/4DR SDN        |               |            |            |            |              | 03/28/11          | 18              |                |            |
|                          |            | VEHICLE I D NO                   |               |            |            |            |              | SELLING DEALER NO | PRODUCTION DATE |                |            |
|                          |            | 1 G 1 R D 6 E 4 7 B U [REDACTED] |               |            |            |            |              |                   |                 |                |            |
| RESIDENCE PHONE          |            | BUSINESS PHONE                   |               | P T E NO   |            | P O NO     |              | R O DATE          |                 |                |            |
| [REDACTED]               |            | [REDACTED]                       |               | [REDACTED] |            | [REDACTED] |              | 05/07/12          |                 |                |            |
| COMMENTS                 |            |                                  |               |            |            |            |              |                   |                 | MO: [REDACTED] |            |

COMMENTS  
SEE JEFF.... SPECIAL ORDER PARTS.

R/O TAX 0.00  
R/O TOTALS 1551.28

WARRANTY CLAIM DETAIL TOTALS

|              |         |
|--------------|---------|
| CLAIM#       | TOTAL   |
| [REDACTED]   | 1090.42 |
|              | 19.28   |
|              | 460.28  |
|              | 0.00    |
| CLAIM TOTALS | 1569.98 |

APPROVED BY SIGNATURE





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CELL: [REDACTED]

|                          |            |                           |               |            |            |                |              |                   |            |                 |            |
|--------------------------|------------|---------------------------|---------------|------------|------------|----------------|--------------|-------------------|------------|-----------------|------------|
| CUSTOMER NO              | [REDACTED] | ADVISOR                   | JEFF ELKHOURY | 2038       | TRG NO     | [REDACTED]     | INVOICE DATE | 06/04/12          | TRUCK NO   | [REDACTED]      |            |
| RIVERSIDE, CA [REDACTED] |            | LABOR RATE                | [REDACTED]    | LICENSE NO | [REDACTED] | MILEAGE        | 10,566       | COLOR             | [REDACTED] | STOCK NO        | [REDACTED] |
|                          |            | YEAR / MAKE / MODEL       |               |            |            |                |              | DELIVERY DATE     | 03/28/11   | DELIVERY MILES  | 18         |
|                          |            | 11/CHEVROLET/VOLT/4DR SDN |               |            |            |                |              | SELLING DEALER NO |            | PRODUCTION DATE |            |
|                          |            | VEHICLE I D NO            |               |            |            |                |              | R C DATE          |            | 05/07/12        |            |
| 1 G 1 R D 6 E 4 7 B U    |            |                           |               |            |            |                |              |                   |            |                 |            |
| RESIDENT PHONE           |            | BUSINESS PHONE            |               | COMMENTS   |            | MO: [REDACTED] |              |                   |            |                 |            |

DCS AUDIT SLIP

JOB CARD

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | IG1RD6E47BU | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 05/07/2012 |
| ODOMETER           | 10566       | SERVICE ADVISOR GMIN | 446033911  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |            |            |                |      |
|-----|----------|------------|------------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY   | FRA CLAIM# | OEM SAP TRAN.# | VER  |
| 1   | W        | ZFAT       | [REDACTED] |            | 001135975764   | 0004 |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
V2533 7.0

CORRECTION DESCRIPTION: INSTALLED REINFORCEMENT.REPLACED HV SURGE TANK.REPR  
OGRAMMED HYBRID CONTROL MODULE.PERFORMED BLEED PROCEDURE

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|-------------|-----|-----------|---------------------|-------|--------|
| 12378390    | 3   | 7.20      |                     |       |        |
| 19260759    | 1   | 17.54     |                     |       |        |
| 22920448    | 1   | 148.60    |                     |       |        |
| 22922225    | 1   | 33.68     |                     |       |        |

| NET AMOUNT | CODE | INVOICE NO. | DISTANCE | RENTAL VIN OR INFO | DAYS | REASON |
|------------|------|-------------|----------|--------------------|------|--------|
| 76.00      | NIC  |             |          | 3GNBABFW3BS        | 2    | P      |
| 29.70      | NIM  |             |          | RTV                |      |        |

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 88.57         |      |         |
| PARTS                | 221.42        | 0.00 | 309.99  |
| LABOR                | 674.73        | 0.00 | 674.73  |
| NET ITEMS            | 105.70        | 0.00 | 105.70  |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 1090.42       | 0.00 | 1090.42 |



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CELL: [REDACTED]

|                 |                                                  |                           |                          |            |
|-----------------|--------------------------------------------------|---------------------------|--------------------------|------------|
| CUSTOMER NO     | ADVISOR<br>JEFF ELKHOURY 2038                    | TRG NO                    | INVOICE DATE<br>06/04/12 | INVOICE NO |
| RIVERSIDE, CA   | LABOR RATE                                       | LICENSE NO                | 10,566                   | STOCK NO   |
|                 | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11 | DELIVERY MILES<br>18     |            |
|                 | VEHICLE I.D. NO<br>1G1RD6E47BU                   | SELLING DEALER NO         | PRODUCTION DATE          |            |
|                 | FTE NO                                           | P.C. NO                   | R.O. DATE<br>05/07/12    |            |
| RESIDENCE PHONE | BUSINESS PHONE                                   | COMMENTS                  |                          |            |
| MO: [REDACTED]  |                                                  |                           |                          |            |

DCS AUDIT SLIP

JOB CARD

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1G1RD6E47BU | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 05/07/2012 |
| ODOMETER           | 10566       | SERVICE ADVISOR GMIN | 446033911  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |          |            |                |      |
|-----|----------|------------|----------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | FRA CLAIM# | OEM SAP TRAN.# | VER  |
| 2   | W        | ZFAT       |          |            | 001135976215   | 0002 |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
V2547 0.2

CORRECTION DESCRIPTION: REMOVED DRIVER AIRBAG, RELOCATED FOAM PAD, INSPECTED CONNECTIONS

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 0.00          |      |         |
| PARTS                | 0.00          | 0.00 | 0.00    |
| LABOR                | 19.28         | 0.00 | 19.28   |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 19.28         | 0.00 | 19.28   |



0301ICVWS28579

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CELL: [REDACTED]

|                 |                                                  |            |                    |                           |                       |
|-----------------|--------------------------------------------------|------------|--------------------|---------------------------|-----------------------|
| CUSTOMER NO     | ADVISOR<br>JEFF ELKHOURY                         | 2038       | TRG NO             | INVOICE DATE<br>06/04/12  | TRAFFIC NO            |
| RIVERSIDE, CA   | LABOR RATE                                       | LICENSE NO | MI LEASE<br>10,566 | COLOR                     | STOCK NO              |
|                 | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN |            |                    | DELIVERY DATE<br>03/28/11 | DELIVERY MILES<br>18  |
|                 | VEHICLE I.D. NO<br>1G1RD6E47BU                   |            |                    | SELLING DEALER NO         | PRODUCTION DATE       |
|                 | P.T.E. NO                                        |            |                    | P.O. NO                   | R.O. DATE<br>05/07/12 |
| RESIDENCE PHONE | BUSINESS PHONE                                   | COMMENTS   |                    |                           |                       |
|                 |                                                  |            |                    |                           | MO: [REDACTED]        |

## DCS AUDIT SLIP

JOB CARD [REDACTED]

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1G1RD6E47BU | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 05/07/2012 |
| ODOMETER           | 10566       | SERVICE ADVISOR GMIN | 446033911  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |          |            |                |      |
|-----|----------|------------|----------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER  |
| 3   | W        | ZFAT       |          |            | 001135976273   | 0002 |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
V2543 0.2

CORRECTION DESCRIPTION: REPLACED 120 VOLT CHARGE CORD

| PART NUMBER          | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|----------------------|-----|-----------|---------------------|-------|--------|
| 22914085             | 1   | 315.00    |                     |       |        |
| TOTAL W/O TAX        |     |           |                     |       |        |
| PARTS HANDLING       |     | 126.00    |                     |       |        |
| PARTS                |     | 315.00    |                     | 0.00  | 441.00 |
| LABOR                |     | 19.28     |                     | 0.00  | 19.28  |
| NET ITEMS            |     | 0.00      |                     | 0.00  | 0.00   |
| PARTICIPATION AMOUNT |     |           |                     | (     | 0.00)  |
| TRANSACTION          |     |           |                     |       |        |
|                      |     | 460.28    |                     | 0.00  | 460.28 |





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CELL: [REDACTED]

|                 |            |                     |                           |                |            |            |                   |            |                 |            |            |
|-----------------|------------|---------------------|---------------------------|----------------|------------|------------|-------------------|------------|-----------------|------------|------------|
| CUSTOMER NO     | [REDACTED] | ADVISOR             | JEFF ELKHOURY             | 2038           | TRD NO     | [REDACTED] | INVOICE DATE      | 06/04/12   | INVOICE NO      | [REDACTED] |            |
| [REDACTED]      | [REDACTED] | LABOR RATE          | [REDACTED]                | LICENSE NO     | [REDACTED] | MI/USAGE   | 10,566            | COLOR      | /               | STOCK NO   | [REDACTED] |
| RIVERSIDE, CA   | [REDACTED] | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |                |            |            | DELIVERY DATE     | 03/28/11   | DELIVERY MILES  | 18         |            |
| [REDACTED]      | [REDACTED] | VEHICLE I D NO      | 1G1RD6E47BU               |                |            |            | SELLING DEALER NO | [REDACTED] | PRODUCTION DATE | [REDACTED] |            |
| [REDACTED]      | [REDACTED] | P T S NO            | [REDACTED]                | P O NO         | [REDACTED] | R O DATE   | 05/07/12          |            |                 |            |            |
| RESIDENCE PHONE | [REDACTED] | BUSINESS PHONE      | [REDACTED]                | COMMENTS       |            |            |                   |            |                 |            |            |
|                 |            |                     |                           | MO: [REDACTED] |            |            |                   |            |                 |            |            |

DCS AUDIT SLIP

JOB CARD [REDACTED]

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1G1RD6E47BU | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 05/07/2012 |
| ODOMETER           | 10566       | SERVICE ADVISOR GMIN | 446033911  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |            |            |                |     |
|-----|----------|------------|------------|------------|----------------|-----|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY   | ERA CLAIM# | OEM SAP TRAN.# | VER |
| 7   | W        | ZREG       | [REDACTED] |            |                |     |

JOB COMPLETION DATE: 05/09/2012  
TECHNICIAN GMIN: 015360943

LABOR OPERATION BASE HOURS  
0

COMPLAINT DESCRIPTION: CHECK BATTERY PERFORMANCE BATTERY TESTED AT OR ABOVE  
BATTERY SPECIFICATIONS.

CORRECTION DESCRIPTION: PASSED

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 0.00          |      |         |
| PARTS                | 0.00          | 0.00 | 0.00    |
| LABOR                | 0.00          | 0.00 | 0.00    |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 0.00          | 0.00 | 0.00    |

CUSTOMER NAME: \_\_\_\_\_

YEAR/ MODEL: Ch. Volt

DATE: 5/1/12

RO/TAG: \_\_\_\_\_

MILEAGE: 10,566

LICENSE # \_\_\_\_\_

CHECKED AND OKAY AT THIS TIME

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

#### Check Fluid Levels and Fill

| OK                                  | ADD                      |                                          |
|-------------------------------------|--------------------------|------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine oil                               |
| <input type="checkbox"/>            | <input type="checkbox"/> | Transmission (if equipped with dipstick) |
| <input type="checkbox"/>            | <input type="checkbox"/> | Brake reservoir                          |
| <input type="checkbox"/>            | <input type="checkbox"/> | Power steering                           |
| <input type="checkbox"/>            | <input type="checkbox"/> | Coolant recovery reservoir               |
| <input type="checkbox"/>            | <input type="checkbox"/> | Window washer                            |

Comments: \_\_\_\_\_

#### Check Following systems / Components

|                                     |                                                                                                      |
|-------------------------------------|------------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> | Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lights            |
| <input checked="" type="checkbox"/> | Windshield washer spray, wiper operation and wiper blades                                            |
| <input checked="" type="checkbox"/> | Windshield for cracks, chips and pitting                                                             |
| <input checked="" type="checkbox"/> | Radiator, heater and air-conditioning hoses for leaks and damage                                     |
| <input checked="" type="checkbox"/> | Engine air filter                                                                                    |
| <input checked="" type="checkbox"/> | Inspect cabin air filter (if equipped)                                                               |
| <input checked="" type="checkbox"/> | Oil and/or fluid leaks                                                                               |
| <input checked="" type="checkbox"/> | Constant velocity (CV) drive axle boots (if equipped)                                                |
| <input checked="" type="checkbox"/> | Exhaust system (leaks, damage, loose parts)                                                          |
| <input checked="" type="checkbox"/> | Drive shaft transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)          |
| <input checked="" type="checkbox"/> | Steering and steering linkages                                                                       |
| <input checked="" type="checkbox"/> | Shocks/struts and other suspension components for leaks and/or damage                                |
| <input checked="" type="checkbox"/> | Brake system (including lines, hoses and parking brake) and wheel end for end-play and bearing noise |
| <input checked="" type="checkbox"/> | Engine Cooling system, hoses and clamps                                                              |
| <input checked="" type="checkbox"/> | Accessory drive belt(s)                                                                              |
| <input checked="" type="checkbox"/> | Clutch operation (if equipped)                                                                       |

State Inspection Due (if Applicable) \_\_\_\_\_

MO / DAY / YEAR

Comments: \_\_\_\_\_

This Courtesy Inspection Completed by Your Moss Auto Group Quality Service Team!

Service Advisor: \_\_\_\_\_

Technician: \_\_\_\_\_

#### Check Battery

|                                          |                                 |                          |                                          |                              |
|------------------------------------------|---------------------------------|--------------------------|------------------------------------------|------------------------------|
| <input checked="" type="checkbox"/> GOOD | FACTORY SPEC COLD CRANKING AMPS | <input type="checkbox"/> | <input checked="" type="checkbox"/> GOOD | <input type="checkbox"/> BAD |
| <input type="checkbox"/> RECHARGE        | ACTUAL COLD CRANKING AMPS       | <input type="checkbox"/> | BATTERY TERMINALS (CLEAN IF NECESSARY)   |                              |
| <input type="checkbox"/> BAD             |                                 |                          |                                          |                              |

#### Check Brakes Measure Front/Rear Brake Linings

|                                                                          |  |    |
|--------------------------------------------------------------------------|--|----|
| LF                                                                       |  | RF |
| LR                                                                       |  | RR |
| Over 8/32" (Disc) or Over 4/32" (Drum)                                   |  |    |
| 7/32" to 4/32" (Disc) or 3/32" (Drum)                                    |  |    |
| Less than 3/32" (Disc) or 2/32" or less (Drum)                           |  |    |
| Brake Measurements Not Taken This Service Visit <input type="checkbox"/> |  |    |

Comments: \_\_\_\_\_

#### Check Tires

|                             |                             |                       |                             |                             |
|-----------------------------|-----------------------------|-----------------------|-----------------------------|-----------------------------|
| LF                          | 7/32 or Greater             | TREAD DEPTH           | RF                          | 7/32 or Greater             |
|                             | 4/32 to 6/32                |                       |                             | 4/32 to 6/32                |
|                             | 3/32 or Less                |                       |                             | 3/32 or Less                |
|                             | 7/32 or Greater             |                       |                             | 7/32 or Greater             |
|                             | 4/32 to 6/32                |                       |                             | 4/32 to 6/32                |
|                             | 3/32 or Less                |                       |                             | 3/32 or Less                |
| LOR                         |                             |                       | ROR                         |                             |
| <input type="checkbox"/> LF | <input type="checkbox"/> LR | WEAR PATTERN / DAMAGE | <input type="checkbox"/> RF | <input type="checkbox"/> RR |

TIRE WEAR INDICATES:

Alignment Check Needed ☐

Wheel Balance Needed ☐

Comments: \_\_\_\_\_

Tire Pressure Set to Factory Recommended

PSI

FRONT ☒

REAR ☒

Customer Signature: \_\_\_\_\_

# Moss Bros. CHEVROLET

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

# SHUTTLE

www.MossBrosChevrolet.com

## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

## SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION      | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|----------------|-----------------------|
| 07/05/13 |              | 25442   | 2038    | 2057       | C    | 45CVZ-002-MOSS | 1ST PREPAID MAINT.    |
|          |              |         |         | 2057       | C    | 01CVZ-INSP     | 23 POINT INSPECTION   |
|          |              |         |         | 2057       | C    | 22CVZ0         | SET TIRE PRESSURES    |
|          |              |         |         | 2057       | C    | 22CVZGTIRE     | GREEN-LIGHT WEAR      |
| 05/07/12 |              | 10566   | 2038    | 111        | W    | 99CVT          | RECALL 1              |
|          |              |         |         | 111        | W    | 99CVZ          | RECALL 2              |

SALESPERSON NO. 600 CHARLES L BRADFIELD **S E R V I C E** STATE REG# ARD00262825

|                                                                                                                                                           |  |                                      |  |                                                     |  |                                           |  |                                         |  |                                                                                                                                                                                  |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------------------------------------|--|-----------------------------------------------------|--|-------------------------------------------|--|-----------------------------------------|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>TERMS</b><br><input type="checkbox"/> CASH<br><input type="checkbox"/> CREDIT CARD<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> OTHER |  | <b>VEHICLE ID NO.</b><br>1G1RD6E47BU |  | <b>YEAR/MAKE/MODEL</b><br>11/CHEVROLET/VOLT/4DR SDN |  | <b>PRODUCTION DATE</b><br>03/28/11        |  | <b>STOCK #</b><br>18                    |  | <b>SELLING DEALER NO</b><br>01/17/14                                                                                                                                             |  |
| <b>SAVE REMOVED PARTS FOR CUSTOMER</b><br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                     |  | <b>RIVERSIDE, CA</b>                 |  | <b>CUSTOMER NO.</b><br>[REDACTED]                   |  | <b>SERVICE CONTRACT</b><br>[REDACTED]     |  | <b>DELIVERY DATE</b><br>03/28/11        |  | <b>EXPIRATION DATE</b><br>[REDACTED]                                                                                                                                             |  |
| <b>CALL WHEN READY</b><br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                     |  | <b>TIME RECEIVED</b><br>08:22am      |  | <b>DATE/TIME PROMISED</b><br>01/17/14 06:00pm       |  | <b>PRIORITY</b><br>4                      |  | <b>EXPIRATION MILES</b><br>[REDACTED]   |  | <b>EXPIRATION MILES</b><br>[REDACTED]                                                                                                                                            |  |
| <b>APPOINTMENT</b><br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No                                                              |  | <b>CELL:</b> [REDACTED]              |  | <b>TURBO</b><br>CVZZ                                |  | <b>AIR COND</b><br>P S                    |  | <b>TRANS</b><br>[REDACTED]              |  | <b>MILEAGE</b><br>29,927                                                                                                                                                         |  |
| <b>ADVISOR NO.</b><br>2134                                                                                                                                |  | <b>ADVISOR</b><br>JUSTIN AMEZQUITA   |  | <b>MILEAGE OUT</b><br>[REDACTED]                    |  | <b>ORIGINAL ESTIMATE</b><br>\$ [REDACTED] |  | <b>HAZARDOUS WASTE</b><br>\$ [REDACTED] |  | <b>TEARDOWN ESTIMATE</b><br>I understand that my vehicle will be reassembled within [REDACTED] days of the date shown above if I choose not to authorize the services [REDACTED] |  |
| <b>DATE</b><br>[REDACTED]                                                                                                                                 |  | <b>TIME</b><br>[REDACTED]            |  | <b>PHONE #</b><br>[REDACTED]                        |  | <b>REASON</b><br>[REDACTED]               |  | <b>ADL COSTS \$</b><br>[REDACTED]       |  | <b>IN PERSON</b> <input type="checkbox"/> <b>BY PHONE #</b> [REDACTED]                                                                                                           |  |

**COMMENTS:**  
BACK UP CAMERA POOR QUALITY

1. **W-99CVT** **RECALL 1**  
N130202 OPEN ZSUB 09/27/2013 12/31/9999  
POWER INVERTER MODULE REPROGRAM

2. **W-23CVZ** **INT / EXT DIAG 1**  
CUSTOMER COMPLAINT THAT THE BACK UP CAMERA IS NOT A CLEAR AS IT USE TO BE - INSPECT AND ADVISE

3. **C-22CVZ0** **SET TIRE PRESSURES**  
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE (CARB), AUTOMOTIVE SERVICE PROVIDERS MUST:  
CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION

*ordered module*  
*PI 1123*

**REVISED** **DATE** **TIME** **AUTH BY**

**REASON** **ADL COSTS \$**

☐ IN PERSON ☐ BY PHONE #

**REVISED** **DATE** **TIME** **AUTH BY**

**REASON** **ADL COSTS \$**

☐ IN PERSON ☐ BY PHONE #

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

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

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

**NO CARS RELEASED AFTER SERVICE HOURS**  
**IMPORTANT. REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE.**  
**NO GUARANTEE ON RUST WORK**  
Due to the nature of body shop repair, we cannot promise a completion date  
Payments for payment in full must be made prior to delivery of vehicle  
FRANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE  
CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT

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

X (DATE) X (INSURED)

FRONT REAR





# Moss Bros. CHEVROLET

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

www.MossBrosChevrolet.com

## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

## SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION      | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|----------------|-----------------------|
| 07/05/13 |              | 25442   | 2038    | 2057       | C    | 45CVZ-002-MOSS | 1ST PREPAID MAINT.    |
|          |              |         |         | 2057       | C    | 01CVZ-INSP     | 23 POINT INSPECTION   |
|          |              |         |         | 2057       | C    | 22CVZ0         | SET TIRE PRESSURES    |
| 05/07/12 |              | 10566   | 2038    | 2057       | C    | 22CVZGTIRE     | GREEN-LIGHT WEAR      |
|          |              |         |         | 111        | W    | 99CVT          | RECALL 1              |
|          |              |         |         | 111        | W    | 99CVZ          | RECALL 2              |

SALESPERSON NO. 600

CHARLES L BRADFIELD

## S E R V I C E

STATE REG# ARD00262825

|                                                                                                                                                           |  |                                                       |  |                                                                                                                               |  |                                                                                                                                                               |  |                                           |  |                                         |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------|--|-----------------------------------------|--|
| <b>TERMS</b><br><input type="checkbox"/> CASH<br><input type="checkbox"/> CREDIT CARD<br><input type="checkbox"/> CHECK<br><input type="checkbox"/> OTHER |  | <b>VEHICLE ID NO.</b><br>1G1RD6E47BU                  |  | <b>YEAR/MAKE/MODEL</b><br>11/CHEVROLET/VOLT/4DR SDN                                                                           |  | <b>PRODUCTION DATE</b><br>03/28/11                                                                                                                            |  | <b>STOCK NO.</b><br>18                    |  | <b>LICENSE NO.</b><br>01/17/14          |  |
| <input type="checkbox"/> SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                   |  | <b>RIVERSIDE, CA</b>                                  |  | <b>CUSTOMER NO.</b><br>[REDACTED]                                                                                             |  | <b>SERVICE CONTRACT</b><br>03/28/11                                                                                                                           |  | <b>DELIVERY MILES</b><br>18               |  | <b>SELLING DEALER NO.</b><br>01/17/14   |  |
| <input type="checkbox"/> CALL WHEN READY<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                   |  | <b>DATE/TIME PROMISED</b><br>08:22am 01/17/14 06:00pm |  | <b>PRIORITY</b><br>4                                                                                                          |  | <b>TURBO</b><br>CVZZ                                                                                                                                          |  | <b>AIR COND</b><br>P S                    |  | <b>TRANS</b><br>29,927                  |  |
| <input checked="" type="checkbox"/> APPOINTMENT<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                            |  | <b>CELL:</b> [REDACTED]                               |  | <b>NOTICE TO CONSUMER:</b> PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF. |  | <b>TEARDOWN ESTIMATE:</b> I understand that my vehicle will be reassembled within [ ] days of the date shown above if I choose not to authorize the services. |  | <b>ORIGINAL ESTIMATE</b><br>\$ [REDACTED] |  | <b>HAZARDOUS WASTE</b><br>\$ [REDACTED] |  |
| <b>APPROVED BY:</b> [REDACTED]                                                                                                                            |  | <b>DATE:</b> [REDACTED]                               |  | <b>TECHNICIAN:</b> [REDACTED]                                                                                                 |  | <b>ADVISOR NO.:</b> 2134                                                                                                                                      |  | <b>ADVISOR:</b> JUSTIN AMEZQUITA          |  | <b>DATE:</b> [REDACTED]                 |  |

## REFERENCE.

**C \* 01CVZ INSP 23 POINT INSPECTION**  
 AT EVERY VISIT A FREE MULTI POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECEIVE YOUR VEHICLES REPORT CARD. AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY OUR CHEVROLET CERTIFIED PROFESSIONALS, THE FOLLOWING VERIFIES THAT YOUR REPAIRS HAVE BEEN SUCCESSFULLY COMPLETED.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |              |             |         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------|---------|
| REVISED                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | DATE         | TIME        | AUTH BY |
| REASON                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ADL COSTS \$ |             |         |
| <input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE #                                                                                                                                                                                                                                                                                                                                                                                                       |              |             |         |
| REVISED                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | DATE         | TIME        | AUTH BY |
| REASON                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | ADL COSTS \$ |             |         |
| <input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE #                                                                                                                                                                                                                                                                                                                                                                                                       |              |             |         |
| <b>SERVICE DEPARTMENT HOURS:</b><br>MONDAY - FRIDAY 7:00 am - 6:00 pm<br>SATURDAY 8:00 am - 4:00 pm                                                                                                                                                                                                                                                                                                                                                                          |              |             |         |
| Checks gladly accepted with two forms of identification<br>The following credit cards are honored:<br>MasterCard VISA Discover                                                                                                                                                                                                                                                                                                                                               |              |             |         |
| Please look over our new and previously-owned cars while you are waiting<br>*By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary*                                                                                                                                                                                                                                     |              |             |         |
| <b>NO CARS RELEASED AFTER SERVICE HOURS</b><br><b>IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE</b><br><b>NO GUARANTEE ON RUST WORK</b><br>Due to the nature of body shop repair, we cannot promise a completion date. Arrangements for payment in full must be made prior to delivery of vehicle.<br><b>INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE.</b><br>CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT |              |             |         |
| <b>POWER OF ATTORNEY</b><br>The undersigned, hereinafter called "insured", for the consideration of repairs made to insured's automobile, does hereby grant to said                                                                                                                                                                                                                                                                                                          |              |             |         |
| <b>MOSS BROS. CHEVROLET</b><br>Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as settlement for insured's claim for damages to the above described automobile.                                                                                                                                                                                                                                   |              |             |         |
| X (DATE)                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |              | X (INSURED) |         |



# Vehicle Report

Printed on: 01/17/2014 11:25:44



VIN: 1G1RD6E47BU [REDACTED] Vehicle Model: 2011 VOLT

Delivery Date: 03/28/2011

Service Consultant: JUSTIN AMEZQUITA

## Vehicle Summary

| OnStar Status     | OVD Enabled | DMN Enabled | Radio Status      | Radio ID |
|-------------------|-------------|-------------|-------------------|----------|
| Equipped - Active | Yes         | Yes         | Equipped - Active | 92WK92CK |

## Required Field Actions

| Number | Type                          | Description                                   | Release Date | Status |
|--------|-------------------------------|-----------------------------------------------|--------------|--------|
| 13202  | Service Update Bulletin       | POWER INVERTER MODULE REPROGRAM               | 09/27/2013   | Open   |
| 11342  | Customer Satisfaction Program | ENHANCEMENTS FOR SIDE IMPACT POLE PERFORMANCE | 02/15/2012   | Closed |
| 12020  | Customer Satisfaction Program | DRIVER AIRBAG INSPECTION                      | 03/08/2012   | Closed |
| 11188  | Customer Satisfaction Program | ENHANCED 120 VOLT CHARGE CORD                 | 03/15/2012   | Closed |
| 11137  | Customer Satisfaction Program | PRODUCT ENHANCEMENTS - ** EXPIRES 09/30/13 ** | 08/23/2011   | Closed |

## Applicable Warranties

| Description                             | Effective Date | Effective Odometer | End Date   | End Warranty Odometer | Status     |
|-----------------------------------------|----------------|--------------------|------------|-----------------------|------------|
| Emission Limited Warranty               | 03/28/2011     | 18 MI              | 03/28/2014 | 50018 MI              | Applicable |
| Bumper to Bumper Limited Warranty       | 03/28/2011     | 18 MI              | 03/28/2014 | 36018 MI              | Applicable |
| Emission Select Component Ltd Wty       | 03/28/2011     | 18 MI              | 03/28/2019 | 80018 MI              | Applicable |
| Emission Select State Component Lty Wty | 03/28/2011     | 18 MI              | 03/28/2018 | 70018 MI              | Applicable |
| Powertrain Limited Warranty             | 03/28/2011     | 18 MI              | 03/28/2016 | 100018 MI             | Applicable |
| Corrosion Limited Warranty              | 03/28/2011     | 18 MI              | 03/28/2017 | 100018 MI             | Applicable |
| Voltac Component Limited Warranty       | 03/28/2011     | 18 MI              | 03/28/2019 | 100018 MI             | Applicable |

## Service Contracts

| Policy Number | Owner Name | Description | Deductible Amount | Daily Rental Allowance | Effective Date | Effective Odometer | Expiration Date | Expiration Odometer |
|---------------|------------|-------------|-------------------|------------------------|----------------|--------------------|-----------------|---------------------|
|---------------|------------|-------------|-------------------|------------------------|----------------|--------------------|-----------------|---------------------|

No information found for this vehicle.

## Service Information

| Type | Number  | Description                                        | Date Posted |
|------|---------|----------------------------------------------------|-------------|
| EI   | PIE0149 | Engine No Crank/No Start Due to Discharged Battery | 07/30/2013  |

## Vehicle Transaction History

| Service Date | R.O. Number | Transaction Type | OP Code | Description                                                              | Odometer Reading | Service Type |
|--------------|-------------|------------------|---------|--------------------------------------------------------------------------|------------------|--------------|
| 05/07/2012   | [REDACTED]  | ZFAT             | V2543   | 11188 - Exchange Charge Cord(s)                                          | 10566 MI         | Warranty     |
| 05/07/2012   | [REDACTED]  | ZFAT             | V2547   | 12020 - Inspect Driver Airbag and Reposition Felt Insulator Patch        | 10566 MI         | Warranty     |
| 05/07/2012   | [REDACTED]  | ZFAT             | V2533   | 11342 - Install Battery Reinforcement Brkt, Coolant Sensor, Coolant Tank | 10566 MI         | Warranty     |

# Vehicle Report

Printed on 01/17/2014 11 25 44



VIN: 1G1RD6E47BU [REDACTED] Vehicle Model: 2011 VOLT

Delivery Date: 03/28/2011

Service Consultant : JUSTIN AMEZQUITA

## Vehicle Transaction History

| Service Date | R.O. Number | Transaction Type | OP Code | Description                                          | Odometer Reading | Service Type |
|--------------|-------------|------------------|---------|------------------------------------------------------|------------------|--------------|
| 10/28/2011   | [REDACTED]  | ZFAT             | V2436   | 11137 - Reprogram Multiple Modules and Install Label | 5786 MI          | Warranty     |
| 03/28/2011   | [REDACTED]  | ZPDI             | Z6998   | PDI - Dealer Installed - Factory Invoiced Options    | 2 MI             | Warranty     |
| 03/03/2011   | [REDACTED]  | ZPDI             | Z7000   | Pre-Delivery Inspection - Base Time                  | 1 MI             | Warranty     |



# Moss Bros.

AT MOSS...YOU'RE THE BOSS!

## AUTO GROUP

### MULTI-POINT INSPECTION REPORT CARD

as recommended by Moss Auto Group

CUSTOMER NAME: \_\_\_\_\_

RO/TAG: \_\_\_\_\_

MILEAGE: \_\_\_\_\_

YEAR/ MODEL: \_\_\_\_\_

LICENSE #: \_\_\_\_\_

DATE: \_\_\_\_\_

Bu101941

#### CHECKED AND OKAY AT THIS TIME

#### MAY REQUIRE FUTURE ATTENTION

#### REQUIRES IMMEDIATE ATTENTION

##### Check Fluid Levels and Fill

| OK                       | ADD                      |                                          |
|--------------------------|--------------------------|------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Engine oil                               |
| <input type="checkbox"/> | <input type="checkbox"/> | Transmission (if equipped with dipstick) |
| <input type="checkbox"/> | <input type="checkbox"/> | Brake reservoir                          |
| <input type="checkbox"/> | <input type="checkbox"/> | Power steering                           |
| <input type="checkbox"/> | <input type="checkbox"/> | Coolant recovery reservoir               |
| <input type="checkbox"/> | <input type="checkbox"/> | Window washer                            |

Comments: \_\_\_\_\_

##### Check Following systems / Components

|                          |                          |                                                                                                      |
|--------------------------|--------------------------|------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lights            |
| <input type="checkbox"/> | <input type="checkbox"/> | Windshield washer spray, wiper operation and wiper blades                                            |
| <input type="checkbox"/> | <input type="checkbox"/> | Windshield for cracks, chips and pitting                                                             |
| <input type="checkbox"/> | <input type="checkbox"/> | Radiator, heater and air-conditioning hoses for leaks and damage                                     |
| <input type="checkbox"/> | <input type="checkbox"/> | Engine air filter                                                                                    |
| <input type="checkbox"/> | <input type="checkbox"/> | Inspect cabin air filter (if equipped)                                                               |
| <input type="checkbox"/> | <input type="checkbox"/> | Oil and/or fluid leaks                                                                               |
| <input type="checkbox"/> | <input type="checkbox"/> | Constant velocity (CV) drive axle boots (if equipped)                                                |
| <input type="checkbox"/> | <input type="checkbox"/> | Exhaust system (leaks, damage, loose parts)                                                          |
| <input type="checkbox"/> | <input type="checkbox"/> | Drive shaft transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)          |
| <input type="checkbox"/> | <input type="checkbox"/> | Steering and steering linkages                                                                       |
| <input type="checkbox"/> | <input type="checkbox"/> | Shocks/struts and other suspension components for leaks and/or damage                                |
| <input type="checkbox"/> | <input type="checkbox"/> | Brake system (including lines, hoses and parking brake) and wheel end for end-play and bearing noise |
| <input type="checkbox"/> | <input type="checkbox"/> | Engine Cooling system, hoses and clamps                                                              |
| <input type="checkbox"/> | <input type="checkbox"/> | Accessory drive belt(s)                                                                              |
| <input type="checkbox"/> | <input type="checkbox"/> | Clutch operation (if equipped)                                                                       |

State Inspection Due (If Applicable) \_\_\_\_\_

MO / DAY / YEAR

Comments: \_\_\_\_\_

BACK UP WIPER  
TUN O.F.

This Courtesy Inspection Completed by Your Moss Auto Group Quality Service Team!

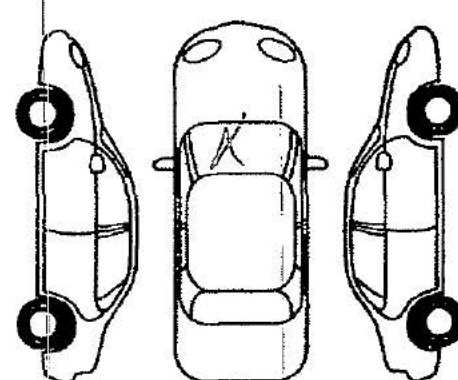
Service Advisor: \_\_\_\_\_

Technician: \_\_\_\_\_

##### Check Battery

|                                   |                                 |                          |                                        |                              |
|-----------------------------------|---------------------------------|--------------------------|----------------------------------------|------------------------------|
| <input type="checkbox"/> GOOD     | FACTORY SPEC COLD CRANKING AMPS | <input type="checkbox"/> | <input type="checkbox"/> GOOD          | <input type="checkbox"/> BAD |
| <input type="checkbox"/> RECHARGE | ACTUAL COLD CRANKING AMPS       | <input type="checkbox"/> | BATTERY TERMINALS (CLEAN IF NECESSARY) |                              |
| <input type="checkbox"/> BAD      |                                 |                          |                                        |                              |

##### Check Brakes Measure Front/Rear Brake Linings

|                          |                                                                                     |                          |
|--------------------------|-------------------------------------------------------------------------------------|--------------------------|
| LF                       |  | RF                       |
| <input type="checkbox"/> |                                                                                     | <input type="checkbox"/> |
| <input type="checkbox"/> |                                                                                     | <input type="checkbox"/> |
| <input type="checkbox"/> |                                                                                     | <input type="checkbox"/> |
| <input type="checkbox"/> |                                                                                     | <input type="checkbox"/> |
| LR                       |                                                                                     | RR                       |

Over 8/32" (Disc) or Over 4/32" (Drum)

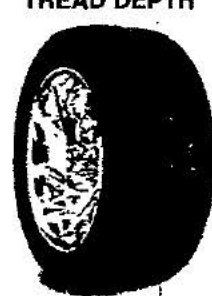
7/32" to 4/32" (Disc) or 3/32" (Drum)

Less than 3/32" (Disc) or 2/32" or less (Drum)

Brake Measurements Not Taken This Service Visit ☐

Comments: \_\_\_\_\_

##### Check Tires

|                                          |                                                                                       |                                          |
|------------------------------------------|---------------------------------------------------------------------------------------|------------------------------------------|
| LF                                       | TREAD DEPTH                                                                           | RF                                       |
| <input type="checkbox"/> 7/32 or Greater |  | <input type="checkbox"/> 7/32 or Greater |
| <input type="checkbox"/> 4/32 to 6/32    |                                                                                       | <input type="checkbox"/> 4/32 to 6/32    |
| <input type="checkbox"/> 3/32 or Less    |                                                                                       | <input type="checkbox"/> 3/32 or Less    |
| <input type="checkbox"/> 7/32 or Greater |                                                                                       | <input type="checkbox"/> 7/32 or Greater |
| <input type="checkbox"/> 4/32 to 6/32    |                                                                                       | <input type="checkbox"/> 4/32 to 6/32    |
| <input type="checkbox"/> 3/32 or Less    |                                                                                       | <input type="checkbox"/> 3/32 or Less    |
| LOR                                      |                                                                                       | ROR                                      |
| <input type="checkbox"/>                 | WEAR PATTERN / DAMAGE                                                                 | <input type="checkbox"/>                 |
| <input type="checkbox"/>                 |                                                                                       | <input type="checkbox"/>                 |

TIRE WEAR INDICATES:

Alignment Check Needed

Wheel Balance Needed

Comments: \_\_\_\_\_

Tire Pressure Set to  
Factory Recommended

PSI

FRONT

REAR

Customer Signature: \_\_\_\_\_



**CHEVROLET**

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

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REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT  
TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

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CELL: [REDACTED]

|                          |            |                     |                                  |            |            |                   |            |                 |            |
|--------------------------|------------|---------------------|----------------------------------|------------|------------|-------------------|------------|-----------------|------------|
| CUSTOMER NO              | [REDACTED] | ADDRESS             | JUSTIN AMEZQUITA 2134            | TAG NO     | [REDACTED] | INVOICE DATE      | 01/17/14   | [REDACTED]      |            |
| [REDACTED]               |            | LABOR RATE          | [REDACTED]                       | RECEIPT NO | [REDACTED] | PRICE             | 29,927     | COLOR           | [REDACTED] |
| RIVERSIDE, CA [REDACTED] |            | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN        |            |            | DELIVERY DATE     | 03/28/11   | DELIVERY MILES  | 18         |
| [REDACTED]               |            | VEHICLE I.D. NO     | 1 G 1 R D 6 E 4 7 B U [REDACTED] |            |            | SELLING DEALER NO | [REDACTED] | PRODUCTION DATE | [REDACTED] |
| [REDACTED]               |            | F.T.E. NO           | [REDACTED]                       | P.O. NO    | [REDACTED] | R.O. DATE         | 01/17/14   | [REDACTED]      | [REDACTED] |
| RESIDENCE PHONE          | [REDACTED] | BUSINESS PHONE      | [REDACTED]                       | COMMENTS   | [REDACTED] |                   |            |                 |            |
| [REDACTED]               |            |                     |                                  | [REDACTED] |            | MO:               |            | [REDACTED]      |            |

**TOTALS**

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

|                 |      |
|-----------------|------|
| TOTAL LABOR.... | 0.00 |
| TOTAL PARTS.... | 0.00 |
| TOTAL SUBLET... | 0.00 |
| TOTAL G.O.G.... | 0.00 |
| TOTAL MISC CHG. | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX.....  | 0.00 |

**TOTAL INVOICE \$ 0.00**

# Moss Bros.

AT MOSS...YOU'RE THE BOSS!

## CHEVROLET

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CELL: [REDACTED]

|                            |                                    |                           |                                 |                                  |
|----------------------------|------------------------------------|---------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO [REDACTED]     | ADVISOR<br><b>JUSTIN AMEZQUITA</b> | 2134                      | INVOICE DATE<br><b>01/17/14</b> | INVOICE NO [REDACTED]            |
| RIVERSIDE, CA [REDACTED]   | LABOR RATE                         | [REDACTED]                | SALES TAX                       | 29,927                           |
|                            | YEAR / MAKE / MODEL                | 11/CHEVROLET/VOLT/4DR SDN |                                 | DELIVERY DATE<br><b>03/28/11</b> |
|                            | VEHICLE I.D. NO                    | 1G1RD6E47BU [REDACTED]    |                                 | DELIVERY MILES<br><b>18</b>      |
|                            | PT. NO.                            | P.O. NO.                  | SELLING DEALER NO               | PRODUCTION DATE                  |
| RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED]          | COMMENTS                  | R.O. DATE<br><b>01/17/14</b>    | MO: [REDACTED]                   |

LABOR & PARTS  
N130202 OPEN ZSUB 09/27/2013 12/31/9999  
POWER INVERTER MODULE REPROGRAM  
PERFORMED RECALL 13202, REPEROGRAMMED POWER INVERTER MODULE  
S1B35

WARRANTY

| PARTS                            | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE |
|----------------------------------|-----|-----------|-------------|------------|------------|
| JOB # 1 TOTAL PARTS 0.00         |     |           |             |            |            |
| JOB # 1 TOTAL LABOR & PARTS 0.00 |     |           |             |            |            |

CUSTOMER COMPLAINT THAT THE BACK UP CAMERA IS NOT A CLEAR AS  
IT USE TO BE - INSPECT AND ADVISE  
REFERRED TO SI AND CHECKED FOR PROPER OPERATION OF CAMERA.  
CAMERA IS OPERATING AS DESIGNED BUT WITH UNCLEAR PICTURE  
IN THE DARK AND IN THE SUN. FOUND BULLETIN PI:1123 FOR THIS  
CONCERN. REQUIRES REPLACEMENT OF REAR CAMERA IMAGE MODULE  
ORDERED MODULE 22883286

| PARTS                               | QTY | FP-NUMBER | DESCRIPTION  | LIST PRICE | UNIT PRICE |
|-------------------------------------|-----|-----------|--------------|------------|------------|
| JOB # 2                             | 0   | 22883286  | MODULE 9.715 |            |            |
| PART ON SPECIAL ORDER               |     |           |              |            |            |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |           |              |            |            |
| JOB # 2 TOTAL PARTS 0.00            |     |           |              |            |            |
| JOB # 2 TOTAL LABOR & PARTS 0.00    |     |           |              |            |            |

IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE  
(CARB), AUTOMOTIVE SERVICE PROVIDERS MUST:  
CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE  
USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING  
LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION  
REFERENCE.  
PERFORM THE TIRE PRESURE SERVICE USING A TIRE PRESSURE  
GAUGE WITH A TOTAL PERMISSIBLE ERROR NO GREATER THAN +/- 2  
POUNDS PER SQUARE INCH (PSI).  
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO  
35  
TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO  
35  
TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO  
35  
TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO  
35  
PERFORMED THE ABOVE SERVICE.

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





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CELL: [REDACTED]

|                 |                                                         |                                  |                              |                                 |                |
|-----------------|---------------------------------------------------------|----------------------------------|------------------------------|---------------------------------|----------------|
| CUSTOMER NO     | ADVISOR<br><b>JUSTIN AMEZQUITA</b>                      | 2134                             | TAG NO                       | INVOICE DATE<br><b>01/17/14</b> | STOCK NO       |
|                 | LABOR RATE                                              | LICENSE NO                       | RELEASE<br><b>29,927</b>     | COLOR                           |                |
| RIVERSIDE, CA   | YEAR / MAKE / MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b> | DELIVERY DATE<br><b>03/28/11</b> | DELIVERY MILES<br><b>18</b>  |                                 |                |
|                 | VEHICLE I.D. NO<br><b>1 G1RD6E47BU</b>                  | SELLING DEALER NO                | PRODUCTION DATE              |                                 |                |
|                 | P.T.E. NO                                               | P.O. NO                          | R.O. DATE<br><b>01/17/14</b> |                                 |                |
| RESIDENCE PHONE | BUSINESS PHONE                                          | COMMENTS                         |                              |                                 | MO: [REDACTED] |

### LABOR & PARTS

J# 4007 2.0L I4 16V 115HP 115HP 2.0L  
AT EVERY VISIT A FREE MULTI POINT VEHICLE INSPECTION IS  
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE  
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST,  
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF  
PICK UP YOU WILL RECEIVE YOUR VEHICLES REPORT CARD.  
AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE  
YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY  
OUR CHEVROLET CERTIFIED PROFESSIONALS. THE FOLLOWING  
VERIFIES THAT YOUR REPAIRS HAVE BEEN SUCCESSFULLY COMPLETED.  
DONE

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

J# 5007 2.0L I4 16V 115HP 115HP 2.0L  
TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED.  
PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE TIRES INSPECTED  
REGULARLY.  
A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE.

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

J# 6007 2.0L I4 16V 115HP 115HP 2.0L  
LIGHT BRAKE WEAR WAS INDICATED-THE BRAKES WERE MEASURED AT  
8/32nds OR ABOVE.  
PREVENTATIVE MAINTENANCE- CONTINUE TO HAVE YOUR  
BRAKES INSPECTED.  
A COURTESY BRAKE INSPECTION IS PERFORMED AT EVERY SERVICE.

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|------------|
| JOB # 6 TOTAL PARTS         |     |           |             | 0.00       |            |
| JOB # 6 TOTAL LABOR & PARTS |     |           |             | 0.00       |            |

J# 7007 2.0L I4 16V 115HP 115HP 2.0L  
CHECK BATTERY PERFORMANCE  
BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|------------|
| JOB # 7 TOTAL PARTS         |     |           |             | 0.00       |            |
| JOB # 7 TOTAL LABOR & PARTS |     |           |             | 0.00       |            |

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

COMMENTS  
BACK UP CAMERA POOR QUALITY

## INTERACTIVE PROCESSING REPORT

BUSINESS ASSOCIATE CODE: 263336

IO NUMBER: [REDACTED] RO DATE: 01/17/2014 TRANS TYPE: ZFAT CATEGORY:

JOB: 1 LABOR OP: 9100140 AUTH#: SRC: DD

VIN 1G1RD6E47BU [REDACTED] ODOMETER: 29927 ERA CLAIM #: [REDACTED]

OEM SAP TRANSACTION NUMBER: 001186276849 OEM VERSION: 0002

## RETURNED

AMOUNT 0.00 REASON:

## DISPOSITION:

STATUS: ACCEPTED AND PAID

CODE REASON:

PART RETURN REQUIRED: NO

## REVERSAL REASON:

| PAYMENT.   | 30.38 | PENDING/<br>APPROVED AMOUNT | PENDING/<br>APPROVED TAXES |
|------------|-------|-----------------------------|----------------------------|
| CLAIM:     |       | 30.38                       | 0.00                       |
| LABOR:     |       | 30.38                       | 0.00                       |
| PARTS:     |       | 0.00                        | 0.00                       |
| HANDLING:  |       | 0.00                        |                            |
| NET ITEMS: |       | 0.00                        | 0.00                       |

ADJUSTMENTS NO

WARRANTY NOTES: 20140120, 17:36, DD, , IC, 0001,



# CHEVROLET

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CELL: [REDACTED]

|               |            |                     |                           |            |            |                   |            |                 |            |
|---------------|------------|---------------------|---------------------------|------------|------------|-------------------|------------|-----------------|------------|
| CUSTOMER NO   | [REDACTED] | ADVISOR             | JUSTIN AMEZQUITA 2134     | TRG NO     | [REDACTED] | INVOICE DATE      | 01/20/14   | INVOICE NO      | [REDACTED] |
| [REDACTED]    |            | LABOR RATE          | [REDACTED]                | LICENSE NO | [REDACTED] | SALES TAX         | 29,927     | COLOR           | [REDACTED] |
| RIVERSIDE, CA |            | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |            |            | DELIVERY DATE     | 03/28/11   | DELIVERY MILES  | 18         |
| [REDACTED]    |            | VEHICLE I.D. NO     | 1 G 1 R D 6 E 4 7 B U     |            |            | SELLING DEALER NO | [REDACTED] | PRODUCTION DATE | [REDACTED] |
| [REDACTED]    |            | PTZ NO              | [REDACTED]                | P.O. NO    | [REDACTED] | P.O. DATE         | 01/17/14   | [REDACTED]      |            |
| [REDACTED]    |            | COMMENTS            |                           |            |            |                   |            | MO: [REDACTED]  |            |

## LABOR & PARTS

| TECH#           | DATE     | START | FINISH | ACT  | TIME  | DESCRIPTION          |       |
|-----------------|----------|-------|--------|------|-------|----------------------|-------|
| 2057            | 01/17/14 | 10.30 | 10.70  | 0.40 | 0.00  | FINISHED             |       |
| 2057            | 01/17/14 | 0.00  | 0.00   | 0.00 | 0.50  | FINISHED             |       |
| 2057            | 01/20/14 | 0.00  | 0.00   | 0.00 | -0.20 | ENTERED IN INVOICING |       |
| TOTAL TECH TIME |          |       |        | 0.40 | 0.30  |                      | 40.39 |

N130202 OPEN ZSUB 09/27/2013 12/31/9999  
POWER INVERTER MODULE REPROGRAM  
PERFORMED RECALL 13202, REPEROGRAMMED POWER INVERTER MODULE  
S1B35

JOB # 1 TOTAL LABOR & PARTS 30.38

| TECH#           | DATE     | START | FINISH | ACT  | TIME  | DESCRIPTION          |      |
|-----------------|----------|-------|--------|------|-------|----------------------|------|
| 2057            | 01/17/14 | 10.70 | 11.10  | 0.40 | 0.00  | FINISHED             |      |
| 2057            | 01/17/14 | 0.00  | 0.00   | 0.00 | 0.30  | FINISHED             |      |
| 2057            | 01/20/14 | 0.00  | 0.00   | 0.00 | -0.30 | ENTERED IN INVOICING |      |
| TOTAL TECH TIME |          |       |        | 0.40 | 0.00  |                      | 0.00 |

CUSTOMER COMPLAINT THAT THE BACK UP CAMERA IS NOT A CLEAR AS  
IT USE TO BE - INSPECT AND ADVISE  
REFERRED TO SI AND CHECKED FOR PROPER OPERATION OF CAMERA.  
CAMERA IS OPERATING AS DESIGNED BUT WITH UNCLEAR PICTURE  
IN THE DARK AND IN THE SUN. FOUND BULLETIN PI:1123 FOR THIS  
CONCERN. REQUIRES REPLACEMENT OF REAR CAMERA IMAGE MODULE  
ORDERED MODULE 22883286

| PARTS   | QTY | FP | NUMBER   | DESCRIPTION | U/COST | E/COST | U/PRICE |        |
|---------|-----|----|----------|-------------|--------|--------|---------|--------|
| JOB # 2 | 0   |    | 22883286 | MODULE      | 9.715  | 77.53  | 0.00    | 108.54 |

\*\* QUANTITY 1 IS SPECIAL ORDERED \*\*

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS  
BACK UP CAMERA POOR QUALITY

R/O TAX 0.00  
R/O TOTALS 30.38

## WARRANTY CLAIM DETAIL TOTALS

| CLAIM#       | TOTAL |
|--------------|-------|
| [REDACTED]   | 30.38 |
| CLAIM TOTALS | 30.38 |

APPROVED BY SIGNATURE





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CELL: [REDACTED]

|                          |            |                     |                           |                |            |                   |            |                 |            |
|--------------------------|------------|---------------------|---------------------------|----------------|------------|-------------------|------------|-----------------|------------|
| CUSTOMER NO              | [REDACTED] | ADVISOR             | JUSTIN AMEZQUITA 2134     | TRG NO         | [REDACTED] | INVOICE DATE      | 01/20/14   | INVOICE NO      | [REDACTED] |
| [REDACTED]               |            | LABOR RATE          | [REDACTED]                | MESSAGE        | 29,927     | COLOR             | /          | STOCK NO        | [REDACTED] |
| RIVERSIDE, CA [REDACTED] |            | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |                |            | DELIVERY DATE     | 03/28/11   | DELIVERY MILES  | 18         |
| [REDACTED]               |            | VEHICLE I.D. NO     | 1G1RD6E47BU [REDACTED]    |                |            | SELLING DEALER NO | [REDACTED] | PRODUCTION DATE | [REDACTED] |
| [REDACTED]               |            | F.T.E. NO           | [REDACTED]                | P.O. NO        | [REDACTED] | R.O. DATE         | 01/17/14   | [REDACTED]      |            |
| RESIDENCE PHONE          | [REDACTED] | BUSINESS PHONE      | [REDACTED]                | COMMENTS       | [REDACTED] |                   |            |                 |            |
|                          |            |                     |                           | MO: [REDACTED] |            |                   |            |                 |            |

DCS AUDIT SLIP

JOB CARD [REDACTED]

|                    |                        |                      |            |
|--------------------|------------------------|----------------------|------------|
| VIN                | 1G1RD6E47BU [REDACTED] | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M                      | JOB CARD OPEN DATE   | 01/17/2014 |
| ODOMETER           | 29927                  | SERVICE ADVISOR GMIN | 637177484  |
| NON-GM VEHICLE     | N                      | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |                        |                      |            |

|     |          |            |          |            |                |      |
|-----|----------|------------|----------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER  |
| 1   | W        | ZFAT       |          | 47765-1    | 001186276849   | 0002 |

JOB COMPLETION DATE: 01/20/2014  
TECHNICIAN GMIN: 502248867

LABOR OPERATION BASE HOURS  
9100140 0.3

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: PERFORMED RECALL 13202, REPEROGRAMMED POWER INVERTE  
R MODULE S1B35

WAIVE DEDUCTIBLE (Y/N) N

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 0.00          |      |         |
| PARTS                | 0.00          | 0.00 | 0.00    |
| LABOR                | 30.38         | 0.00 | 30.38   |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 30.38         | 0.00 | 30.38   |



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CELL: [REDACTED]

|                 |                                                  |                           |                          |            |
|-----------------|--------------------------------------------------|---------------------------|--------------------------|------------|
| CUSTOMER NO     | ADVISOR<br>JUSTIN AMEZQUITA 2134                 | INV NO                    | INVOICE DATE<br>01/20/14 | INVOICE NO |
| RIVERSIDE, CA   | LABOR RATE                                       | MESSAGE<br>29,927         | COLOR                    | STOCK NO   |
|                 | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11 | DELIVERY MILES<br>18     |            |
|                 | VEHICLE I.D. NO<br>1G1RD6E47BU                   | SELLING DEALER NO         | PRODUCTION DATE          |            |
|                 | F.T.E. NO                                        | P.O. NO                   | R.O. DATE<br>01/17/14    |            |
| RESIDENCE PHONE | BUSINESS PHONE                                   | COMMENTS                  |                          |            |
|                 |                                                  | MO: [REDACTED]            |                          |            |

| LABOR & PARTS   |          |       |        |      |       |                      |           |
|-----------------|----------|-------|--------|------|-------|----------------------|-----------|
| TECH#           | DATE     | START | FINISH | ACT  | TIME  | DESCRIPTION          |           |
| 2057            | 01/17/14 | 10.30 | 10.70  | 0.40 | 0.00  | FINISHED             |           |
| 2057            | 01/17/14 | 0.00  | 0.00   | 0.00 | 0.50  | FINISHED             |           |
| 2057            | 01/20/14 | 0.00  | 0.00   | 0.00 | -0.20 | ENTERED IN INVOICING |           |
| TOTAL TECH TIME |          |       |        |      |       |                      | 0.40 0.30 |

N130202 OPEN ZSUB 09/27/2013 12/31/9999  
POWER INVERTER MODULE REPROGRAM  
PERFORMED RECALL 13202. REPEROGRAMMED POWER INVERTER MODULE  
S1B35

JOB # 1 TOTAL LABOR & PARTS 30.38

| LABOR & PARTS   |          |       |        |      |       |                      |           |
|-----------------|----------|-------|--------|------|-------|----------------------|-----------|
| TECH#           | DATE     | START | FINISH | ACT  | TIME  | DESCRIPTION          |           |
| 2057            | 01/17/14 | 10.70 | 11.10  | 0.40 | 0.00  | FINISHED             |           |
| 2057            | 01/17/14 | 0.00  | 0.00   | 0.00 | 0.30  | FINISHED             |           |
| 2057            | 01/20/14 | 0.00  | 0.00   | 0.00 | -0.30 | ENTERED IN INVOICING |           |
| TOTAL TECH TIME |          |       |        |      |       |                      | 0.40 0.00 |

CUSTOMER COMPLAINT THAT THE BACK UP CAMERA IS NOT A CLEAR AS  
IT USE TO BE - INSPECT AND ADVISE  
REFERRED TO SI AND CHECKED FOR PROPER OPERATION OF CAMERA.  
CAMERA IS OPERATING AS DESIGNED BUT WITH UNCLEAR PICTURE  
IN THE DARK AND IN THE SUN. FOUND BULLETIN PI:1123 FOR THIS  
CONCERN. REQUIRES REPLACEMENT OF REAR CAMERA IMAGE MODULE  
ORDERED MODULE 22883286

| PARTS                               | QTY | FP | NUMBER   | DESCRIPTION  | U/COST | E/COST | U/PRICE |      |
|-------------------------------------|-----|----|----------|--------------|--------|--------|---------|------|
| JOB # 2                             | 0   |    | 22883286 | MODULE 9.715 | 77.53  | 0.00   | 108.54  | 0.00 |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |    |          |              |        |        |         |      |
| JOB # 2 TOTAL PARTS                 |     |    |          |              |        |        |         | 0.00 |
| JOB # 2 TOTAL LABOR & PARTS         |     |    |          |              |        |        |         | 0.00 |

COMMENTS  
BACK UP CAMERA POOR QUALITY

R/O TAX 0.00  
R/O TOTALS 30.38

WARRANTY CLAIM DETAIL TOTALS

| CLAIM#       | TOTAL |
|--------------|-------|
| [REDACTED]   | 30.38 |
| CLAIM TOTALS | 30.38 |

APPROVED BY SIGNATURE



CHEVROLET

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(951) 485-3500 • Fax (951) 485-3518

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

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CELL: [REDACTED]

|                 |            |                           |                  |            |            |            |                   |          |                 |            |            |
|-----------------|------------|---------------------------|------------------|------------|------------|------------|-------------------|----------|-----------------|------------|------------|
| CUSTOMER NO     | [REDACTED] | ADVISOR                   | JUSTIN AMEZQUITA | 2134       | TAG NO     | [REDACTED] | INVOICE DATE      | 01/20/14 | TRANSFER NO     | [REDACTED] |            |
| [REDACTED]      |            | LABOR RATE                | [REDACTED]       | LICENSE NO | [REDACTED] | MILEAGE    | 29,927            | COLOR    | /               | STOCK NO   | [REDACTED] |
| RIVERSIDE, CA   |            | YEAR / MAKE / MODEL       |                  |            |            |            | DELIVERY DATE     |          | DELIVERY MILES  |            |            |
|                 |            | 11/CHEVROLET/VOLT/4DR SDN |                  |            |            |            | 03/28/11          |          | 18              |            |            |
|                 |            | VEHICLE I.D. NO           |                  |            |            |            | SELLING DEALER NO |          | PRODUCTION DAYS |            |            |
|                 |            | 1G1RD6E47BU               |                  |            |            |            |                   |          |                 |            |            |
| RESIDENCE PHONE |            | BUSINESS PHONE            |                  | COMMENTS   |            | R.C. DATE  |                   |          |                 |            |            |
| [REDACTED]      |            | [REDACTED]                |                  |            |            | 01/17/14   |                   |          |                 |            |            |
|                 |            |                           |                  |            |            |            |                   |          |                 | MO:        | [REDACTED] |

DCS AUDIT SLIP

JOB CARD

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1G1RD6E47BU | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 01/17/2014 |
| ODOMETER           | 29927       | SERVICE ADVISOR GMIN | 637177484  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |          |            |                |      |
|-----|----------|------------|----------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | FRA CLAIM# | OEM SAP TRAN # | VER  |
| 1   | W        | ZFAT       |          |            | 001186276849   | 0002 |

JOB COMPLETION DATE: 01/20/2014  
TECHNICIAN GMIN: 502248867

LABOR OPERATION BASE HOURS  
9100140 0.3

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: PERFORMED RECALL 13202. REPEROGRAMMED POWER INVERTE  
R MODULE S1B35

WAIVE DEDUCTIBLE (Y/N) N

|                      | TOTAL W/O TAX | TAX  | TOTAL    |
|----------------------|---------------|------|----------|
| PARTS HANDLING       | 0.00          |      |          |
| PARTS                | 0.00          | 0.00 | 0.00     |
| LABOR                | 30.38         | 0.00 | 30.38    |
| NET ITEMS            | 0.00          | 0.00 | 0.00     |
| PARTICIPATION AMOUNT |               |      | ( 0.00 ) |
| TRANSACTION          | 30.38         | 0.00 | 30.38    |



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## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

## SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION  | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|------------|-----------------------|
| 05/07/12 |              | 10566   | 2038    | 111        | W    | 99CVT      | RECALL 1              |
|          |              |         |         | 111        | W    | 99CVZ      | RECALL 2              |
|          |              |         |         | 111        | W    | 99CVZ001   | RECALL 3              |
|          |              |         |         | 111        | C    | 01CVZ-INSP | 23 POINT INSPECTION   |
|          |              |         |         | 111        | C    | 22CVZ0     | SET TIRE PRESSURES    |
|          |              |         |         | 111        | C    | 22CVZGTIRE | GREEN-LIGHT WEAR      |

SALESPERSON NO 600

CHARLES L BRADFIELD

S E R V I C E

STATE REG# ARD00262825

|                                                                                                                                                                   |                                            |                                                                |                                    |                                    |                                   |                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------------------------|------------------------------------|------------------------------------|-----------------------------------|------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK (PAYEE'S ONLY) <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE NO<br><b>1G1RD6E47BU</b>           | YEAR/MAKE/MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b>            | PRODUCTION DATE<br><b>03/28/11</b> | STOCK NO<br><b>18</b>              | LICENSE NO<br><b>07/05/13</b>     | R.O. NO<br><b>07/05/13</b>   |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                    | CUSTOMER NO<br><b>RIVERSIDE, CA</b>        | SERVICE CONTRACT<br><b>CVZZ</b>                                | DELIVERY DATE<br><b>03/28/11</b>   | DELIVERY MILES<br><b>25,442</b>    | SELLING DEALER NO<br><b>2038</b>  | R.O. DATE<br><b>07/05/13</b> |
| CALL WHEN READY<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                                    | RESIDENCE PHONE<br><b>07/05/13 06 00pm</b> | AIR COND <input type="checkbox"/> P S <input type="checkbox"/> | CONTRACT NO<br><b>25,442</b>       | EXPIRATION DATE<br><b>07/05/13</b> | EXPIRATION MILES<br><b>25,442</b> | TAG NO<br><b>07/05/13</b>    |
| APPOINTMENT<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                             | CELL: <b>07/05/13 06 00pm</b>              | TURBO <input type="checkbox"/> M/M/C <input type="checkbox"/>  | TRANS<br><b>CVZZ</b>               | ADVISOR NO<br><b>2038</b>          | ADVISOR<br><b>JEFF ELKHOURY</b>   |                              |

ORIGINAL CUSTOMER ESTIMATE: TOTAL  
75.00

**1ST PREPAID MAINT.**  
PERFORM THE 1ST PREPAID MAINTENANCE  
CHANGE OIL & FILTER LUBE CHASSIS AS NEE  
ROTATE TIRES  
INSPECT FRONT AND REAR BRAKES  
PERFORM OUR 23 POINT INSPECTION  
WITH FREE CAR WASH

**C 01CVZ-INSP 23 POINT INSPECTION**  
AT EVERY VISIT A FREE MULTI POINT VEHICLE INSPECTION IS  
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE  
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST,  
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF  
PICK UP YOU WILL RECEIVE YOUR VEHICLES REPORT CARD.  
AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE.  
YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY  
OUR CHEVROLET CERTIFIED PROFESSIONALS, THE FOLLOWING  
VERIFIES THAT YOUR REPAIRS HAVE BEEN SUCCESSFULLY COMPLETED.

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

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

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

**WARRANTY**  
Please look over our new and previously owned cars while you are waiting.  
By law, you may choose another licensed Smog Check facility to perform  
any needed repairs or adjustments when the Smog Check test indicates  
are necessary.  
NO VARS RELEASED AFTER SERVICE HOURS.  
IMPORTANT! REMOVE ALL PERSONAL PROPERTY AND VALUABLES  
FROM YOUR VEHICLE.  
NO GUARANTEE ON JUST WORK.  
Due to the nature of body shop repairs, we cannot promise a completion date.  
Arrangements for pickup must be made prior to delivery of vehicle.  
INSURANCE DEPENDABLE CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE.  
CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.

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

X \_\_\_\_\_ X \_\_\_\_\_  
(DATE) (INSURED)

FRONT  REAR

# Moss Bros. CHEVROLET

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12625 Auto Mall Drive • Moreno Valley, CA 92555  
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## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

## SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION  | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|------------|-----------------------|
| 05/07/12 |              | 10566   | 2038    | 111        | W    | 99CVT      | RECALL 1              |
|          |              |         |         | 111        | W    | 99CVZ      | RECALL 2              |
|          |              |         |         | 111        | W    | 99CVZ001   | RECALL 3              |
|          |              |         |         | 111        | C    | 01CVZ-INSP | 23 POINT INSPECTION   |
|          |              |         |         | 111        | C    | 22CVZ0     | SET TIRE PRESSURES    |
|          |              |         |         | 111        | C    | 22CVZGTIRE | GREEN-LIGHT WEAR      |

SALESPERSON NO 600

CHARLES L BRADFIELD

## S E R V I C E

STATE REG# ARD00262825

|                                                                                                                                                    |                                   |                                                                                                                                                                                                                                                                                                                                                                          |                                    |                                                                                                                                                               |                                      |                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|------------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE ID#<br><b>TG1RD6E47BU</b> | YEAR/MAKE/MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b>                                                                                                                                                                                                                                                                                                                      | PRODUCTION DATE<br><b>03/28/11</b> | STOCK NO<br><b>18</b>                                                                                                                                         | LICENSE NO<br><b>07/05/13</b>        | R.O. NO<br><b>07/05/13</b>         |
| SALESPERSON<br><b>CHARLES L BRADFIELD</b>                                                                                                          | CUSTOMER NO<br><b>2038</b>        | SERVICE CONTRACT<br><b>25,442</b>                                                                                                                                                                                                                                                                                                                                        | DELIVERY DATE<br><b>03/28/11</b>   | DELIVERY MILES<br><b>18</b>                                                                                                                                   | SELLING DEALER NO<br><b>07/05/13</b> | R.O. DATE<br><b>07/05/13</b>       |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                     | ADDRESS<br><b>RIVERSIDE, CA</b>   | COLOR<br><b>CVZZ</b>                                                                                                                                                                                                                                                                                                                                                     | CONTRACT NO<br><b>25,442</b>       | EXPIRATION DATE<br><b>03/28/11</b>                                                                                                                            | EXPIRATION MILES<br><b>18</b>        | TAG NO<br><b>07/05/13</b>          |
| CALL WHEN READY<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                     | DATE RECEIVED<br><b>10:17am</b>   | DATE TIME PROMISED<br><b>07/05/13 06 00pm</b>                                                                                                                                                                                                                                                                                                                            | PRIORITY<br><b>4</b>               | ADVISOR NO<br><b>2038</b>                                                                                                                                     | ADVISOR<br><b>JEFF ELKHOURY</b>      | HAZARDOUS WASTE<br><b>07/05/13</b> |
| APPOINTMENT<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No                                                              | CELL: <b>661-220-1703</b>         | I hereby authorize the repair work to be done along with the necessary material and hereby grant your employees permission to use the vehicle for the purpose of testing and/or inspection. Subsequent to delivery of the vehicle, the customer shall be responsible for the vehicle. THE COMPANY IS NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE OR VANDALISM. |                                    | TEARDOWN ESTIMATE I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services reassembled. |                                      |                                    |
| CUSTOMER SIGNATURE<br><b>CELL: 661-220-1703</b>                                                                                                    |                                   | TERMS STRICTLY CASH UNLESS OTHERWISE NOTED                                                                                                                                                                                                                                                                                                                               |                                    | DATE<br><b>07/05/13</b>                                                                                                                                       |                                      |                                    |

3 **C \* 22CVZGTIRE** **SET TIRE PRESSURES**  
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE (CARB), AUTOMOTIVE SERVICE PROVIDERS MUST:  
CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE.

4 **C \* 22CVZGTIRE** **GREEN-LIGHT WEAR**  
TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED.

**OIL FILTER CHANGES**

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

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

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

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

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

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

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

X \_\_\_\_\_ X \_\_\_\_\_  
(DATE) (INSURED)

FRONT  REAR



# Vehicle Report

Printed on 07/05/2013 12:17:24

**WORKBENCH**

VIN: 1G1RD6E47BU

Vehicle Model: 2011 VOLT

Delivery Date: 03/28/2011

## Vehicle Summary

| OnStar Status     | OVD Enabled | DMN Enabled | Radio Status      | Radio ID |
|-------------------|-------------|-------------|-------------------|----------|
| Equipped - Active | Yes         | Yes         | Equipped - Active | 92WK92CK |

## Required Field Actions

| Number | Type                          | Description                                   | Release Date | Status |
|--------|-------------------------------|-----------------------------------------------|--------------|--------|
| 11342  | Customer Satisfaction Program | ENHANCEMENTS FOR SIDE IMPACT POLE PERFORMANCE | 02/15/2012   | Closed |
| 12020  | Customer Satisfaction Program | DRIVER AIRBAG INSPECTION                      | 03/08/2012   | Closed |
| 11188  | Customer Satisfaction Program | ENHANCED 120 VOLT CHARGE CORD                 | 03/15/2012   | Closed |
| 11137  | Customer Satisfaction Program | PRODUCT ENHANCEMENTS - ** EXPIRES 09/30/13 ** | 08/23/2011   | Closed |

## Applicable Warranties

| Description                             | Effective Date | Effective Odometer | End Date   | End Odometer | Warranty Status |
|-----------------------------------------|----------------|--------------------|------------|--------------|-----------------|
| Emission Limited Warranty               | 03/28/2011     | 18 MI              | 03/28/2014 | 50018 MI     | Applicable      |
| Bumper to Bumper Limited Warranty       | 03/28/2011     | 18 MI              | 03/28/2014 | 36018 MI     | Applicable      |
| Emission Select Component Ltd Wty       | 03/28/2011     | 18 MI              | 03/28/2019 | 80018 MI     | Applicable      |
| Emission Select State Component Lty Wty | 03/28/2011     | 18 MI              | 03/28/2018 | 70018 MI     | Applicable      |
| Powertrain Limited Warranty             | 03/28/2011     | 18 MI              | 03/28/2016 | 100018 MI    | Applicable      |
| Corrosion Limited Warranty              | 03/28/2011     | 18 MI              | 03/28/2017 | 100018 MI    | Applicable      |
| Voltec Component Limited Warranty       | 03/28/2011     | 18 MI              | 03/28/2019 | 100018 MI    | Applicable      |

## Service Contracts

| Policy Number | Owner Name | Description | Deductible Amount | Daily Effective Rental Date | Effective Odometer | Expiration Date | Expiration Odometer |
|---------------|------------|-------------|-------------------|-----------------------------|--------------------|-----------------|---------------------|
|---------------|------------|-------------|-------------------|-----------------------------|--------------------|-----------------|---------------------|

No information found for this vehicle.

## Service Information

| Type | Number | Description | Date Posted |
|------|--------|-------------|-------------|
|------|--------|-------------|-------------|

No information found for this vehicle

## Vehicle Transaction History

| Service Date | R.O. Number | Transaction Type | OP Code | Description                                                              | Odometer Reading | Service Type |
|--------------|-------------|------------------|---------|--------------------------------------------------------------------------|------------------|--------------|
| 05/07/2012   |             | ZFAT             | V2543   | 11188 - Exchange Charge Cord(s)                                          | 10566 MI         | Warranty     |
| 05/07/2012   |             | ZFAT             | V2547   | 12020 - Inspect Driver Airbag and Reposition Felt Insulator Patch        | 10566 MI         | Warranty     |
| 05/07/2012   |             | ZFAT             | V2533   | 11342 - Install Battery Reinforcement Brkt, Coolant Sensor, Coolant Tank | 10566 MI         | Warranty     |
| 10/28/2011   |             | ZFAT             | V2436   | 11137 - Reprogram Multiple Modules and Install Label                     | 5786 MI          | Warranty     |
| 03/28/2011   |             | ZPDI             | Z6998   | PDI - Dealer Installed - Factory Invoiced Options                        | 2 MI             | Warranty     |



# Vehicle Report

Printed on 07/05/2013 12:17:24



VIN: 1G1RD6E47BU [REDACTED]

Vehicle Model: 2011 VOLT

Delivery Date: 03/28/2011

## Vehicle Transaction History

| Service Date | R.O. Number | Transaction Type | OP Code | Description                         | Odometer Reading | Service Type |
|--------------|-------------|------------------|---------|-------------------------------------|------------------|--------------|
| 03/03/2011   | [REDACTED]  | ZPDI             | Z7000   | Pre-Delivery Inspection - Base Time | 1 MI             | Warranty     |



CHEVROLET

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

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CELL: [REDACTED]

|                           |                    |                 |              |                |
|---------------------------|--------------------|-----------------|--------------|----------------|
| DATE OF SERVICE           | ADVISOR            | 2038            | INVOICE DATE | 07/05/13       |
| [REDACTED]                | JEFF ELKHOURY      |                 |              |                |
| LABOR RATE                | LABOR HOURS        | MILEAGE         | COLOR        | STOCK NO.      |
|                           |                    | 25,442          | /            |                |
| YEAR MAKE / MODEL         | DELIVERY DATE      | DELIVERY MILES  |              |                |
| 11/CHEVROLET/VOLT/4DR SDN | 03/28/11           | 18              |              |                |
| VEHICLE I.D. NO.          | SELLING DEALER NO. | PRODUCTION DATE |              |                |
| 1 G 1 R D 6 E 4 7 B U     |                    |                 |              |                |
| ET & NO.                  | P.O. NO.           | R.O. DATE       |              |                |
|                           |                    | 07/05/13        |              |                |
| ESTIMATE NO.              | BUSINESS NAME      | COMMENTS        |              |                |
|                           |                    |                 |              | MO: [REDACTED] |

| PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-                                                                                                                                 |      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| JOB # 3 TOTAL PARTS                                                                                                                                                                                  | 0.00 |
| JOB # 3 TOTAL LABOR & PARTS                                                                                                                                                                          | 0.00 |
| J# 4 22CVZGTIRE GREEN-LIGHT WEAR (11.11(5) 205/                                                                                                                                                      | 0.00 |
| TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED.<br>PREVENTATIVE MAINTENANCE. CONTINUE TO HAVE TIRES INSPECTED<br>REGULARLY<br>A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE. |      |
| PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-                                                                                                                                 |      |
| JOB # 4 TOTAL PARTS                                                                                                                                                                                  | 0.00 |
| JOB # 4 TOTAL LABOR & PARTS                                                                                                                                                                          | 0.00 |

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$75.00 (+TAX)

| TOTALS-----                                                                                                                                                                                                                                                                                                                                                                               |       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| 12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED<br>PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER<br>WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY<br>REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY<br>MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED.<br>I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE<br>ORIGINAL ESTIMATED PRICE ... |       |
| TOTAL LABOR....                                                                                                                                                                                                                                                                                                                                                                           | 45.99 |
| TOTAL PARTS....                                                                                                                                                                                                                                                                                                                                                                           | 26.35 |
| TOTAL SUBLET...                                                                                                                                                                                                                                                                                                                                                                           | 0.00  |
| TOTAL G.O.G....                                                                                                                                                                                                                                                                                                                                                                           | 0.00  |
| TOTAL MISC CHG.                                                                                                                                                                                                                                                                                                                                                                           | 0.00  |
| TOTAL MISC DISC                                                                                                                                                                                                                                                                                                                                                                           | 0.00  |
| TOTAL TAX.....                                                                                                                                                                                                                                                                                                                                                                            | 2.11  |

TOTAL INVOICE \$ 74.45

# Moss Bros.

AT MOSS...YOU'RE THE BOSS!

## CHEVROLET

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

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

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CELL: [REDACTED]

|                 |                           |                       |                   |                 |
|-----------------|---------------------------|-----------------------|-------------------|-----------------|
| CUSTOMER NO     | ADVISOR                   | 2038                  | INVOICE DATE      | 07/05/13        |
| RIVERSIDE, CA   | JEFF ELKHOURY             | 25,442                | INVOICE NO        |                 |
|                 | LABOR RATE                | LICENSE NO            | MILEAGE           | COLOR           |
|                 | 11/CHEVROLET/VOLT/4DR SDN |                       | 03/28/11          | DELIVERY MILES  |
|                 | YEAR / MAKE / MODEL       | DELIVERY DATE         | DELIVERY MILES    | 18              |
|                 | VEHICLE I.D. NO           | 1 G 1 R D 6 E 4 7 B U | SELLING DEALER NO | PRODUCTION DATE |
|                 | F.T.E. NO                 | P.C. NO               | R.O. DATE         | 07/05/13        |
| PELITRICK PHOTO | BUSINESS PHONE            | COMMENTS              | MO:               |                 |

LABOR & PARTS.....

J# 1 45CVZ-002-MOSS 1ST PREPAID MAINT 11/11/13/2013 41.99

PERFORM THE 1ST PREPAID MAINTENANCE  
CHANGE OIL & FILTER LUBE CHASSIS AS NEEDED  
ROTATE TIRES  
INSPECT FRONT AND REAR BRAKES  
PERFORM OUR 23 POINT INSPECTION  
WITH FREE CAR WASH  
PERFORMED ABOVE MAINTENANCE  
PERFORMED ABOVE SERVICE

| PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- |       |
|----------------------------------------------------------------------|-------|
| JOB # 1 1 55352643 FILTER 1.836 7.63 7.63                            | 7.63  |
| JOB # 1 6 12345610 SW30 OIL 8.800 3.12 3.12                          | 18.72 |
| JOB # 1 TOTAL PARTS                                                  | 26.35 |
| JOB # 1 TOTAL LABOR & PARTS                                          | 72.34 |

J# 2 01CV/ INSP 11/11/13/2013 0.00

AT EVERY VISIT A FREE MULTI POINT VEHICLE INSPECTION IS  
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE  
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST,  
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF  
PICK UP YOU WILL RECEIVE YOUR VEHICLES REPORT CARD.  
AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE  
YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY  
OUR CHEVROLET CERTIFIED PROFESSIONALS. THE FOLLOWING  
VERIFIES THAT YOUR REPAIRS HAVE BEEN SUCCESSFULLY COMPLETED.  
INSPECTED VEHICLE

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

J# 3 22CVZ0 SELF TIRE PRESSURES 11/11/13/2013 1.00

IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE  
(CARB), AUTOMOTIVE SERVICE PROVIDERS MUST:  
CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE  
USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING  
LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION  
REFERENCE.  
PERFORM THE TIRE PRESURE SERVICE USING A TIRE PRESSURE  
GAUGE WITH A TOTAL PERMISSIBLE ERROR NO GREATER THAN +/- 2  
POUNDS PER SQUARE INCH (PSI).  
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO  
35  
TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO  
35  
TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO  
35  
TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO  
35  
PERFORMED THE ABOVE SERVICE.



CUSTOMER NAME: [REDACTED]

YEAR/ MODEL: [REDACTED]

DATE: [REDACTED]

RO/TAG: [REDACTED]

MILEAGE: 25442

LICENSE #: [REDACTED]

CHECKED AND OKAY AT THIS TIME

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

#### Check Fluid Levels and Fill

| OK                                  | ADD                                 |                                          |
|-------------------------------------|-------------------------------------|------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Engine oil                               |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Transmission (if equipped with dipstick) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Brake reservoir                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Power steering                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Coolant recovery reservoir               |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Window washer                            |

Comments: \_\_\_\_\_

#### Check Following systems / Components

|                                     |                          |                                                                                                      |
|-------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lights.           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield washer spray, wiper operation and wiper blades                                            |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield for cracks, chips and pitting                                                             |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Radiator, heater and air-conditioning hoses for leaks and damage                                     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine air filter                                                                                    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Inspect cabin air filter (if equipped)                                                               |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Oil and/or fluid leaks                                                                               |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Constant velocity (CV) drive axle boots (if equipped)                                                |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Exhaust system (leaks, damage, loose parts)                                                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Drive shaft transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Steering and steering linkages                                                                       |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Shocks/struts and other suspension components for leaks and/or damage                                |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Brake system (including lines, hoses and parking brake) and wheel end for end-play and bearing noise |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine Cooling system, hoses and clamps                                                              |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Accessory drive belt(s)                                                                              |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Clutch operation (if equipped)                                                                       |

State Inspection Due (If Applicable) \_\_\_\_\_

Comments: \_\_\_\_\_

This Courtesy Inspection Completed by Your Moss Auto Group Quality Service Team!

Service Advisor: \_\_\_\_\_

Technician: \_\_\_\_\_

#### Check Battery

|                                   |                                 |      |                                        |                              |
|-----------------------------------|---------------------------------|------|----------------------------------------|------------------------------|
| <input type="checkbox"/> GOOD     | FACTORY SPEC COLD CRANKING AMPS | Pass | <input type="checkbox"/> GOOD          | <input type="checkbox"/> BAD |
| <input type="checkbox"/> RECHARGE | ACTUAL COLD CRANKING AMPS       |      | BATTERY TERMINALS (CLEAN IF NECESSARY) |                              |
| <input type="checkbox"/> BAD      |                                 |      |                                        |                              |

#### Check Brakes Measure Front/Rear Brake Linings

| LF                                  |  | RF                                  |
|-------------------------------------|--|-------------------------------------|
| <input type="checkbox"/>            |  | <input type="checkbox"/>            |
| <input type="checkbox"/>            |  | <input type="checkbox"/>            |
| <input checked="" type="checkbox"/> |  | <input checked="" type="checkbox"/> |
| <input type="checkbox"/>            |  | <input type="checkbox"/>            |
| <input type="checkbox"/> LR         |  | <input type="checkbox"/> RR         |

Over 3/32" (Disc) or Over 4/32" (Drum)

7/32" to 4/32" (Disc) or 3/32" (Drum)

Less than 3/32" (Disc) or 2/32" or less (Drum)

Brake Measurements Not Taken This Service Visit

Comments: \_\_\_\_\_

#### Check Tires

| LF                                       | TREAD DEPTH | RF                                                  |
|------------------------------------------|-------------|-----------------------------------------------------|
| <input type="checkbox"/> 7/32 or Greater |             | <input type="checkbox"/> 7/32 or Greater            |
| <input type="checkbox"/> 4/32 to 6/32    |             | <input type="checkbox"/> 4/32 to 6/32               |
| <input type="checkbox"/> 3/32 or Less    |             | <input type="checkbox"/> 3/32 or Less               |
| <input type="checkbox"/> 7/32 or Greater |             | <input checked="" type="checkbox"/> 7/32 or Greater |
| <input type="checkbox"/> 4/32 to 6/32    |             | <input type="checkbox"/> 4/32 to 6/32               |
| <input type="checkbox"/> 3/32 or Less    |             | <input type="checkbox"/> 3/32 or Less               |
| <input type="checkbox"/> LOR             |             | <input type="checkbox"/> ROR                        |

|                             |  |                             |
|-----------------------------|--|-----------------------------|
| <input type="checkbox"/> LF |  | <input type="checkbox"/> RF |
| <input type="checkbox"/> LR |  | <input type="checkbox"/> RR |

TIRE WEAR INDICATES:

Alignment Check Needed

Wheel Balance Needed

Comments: \_\_\_\_\_

Tire Pressure Set to Factory Recommended

35 PSI

FRONT

35

REAR

35

35

Customer Signature: [REDACTED]



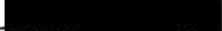
**CHEVROLET** 

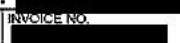
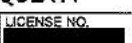
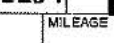
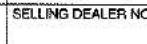
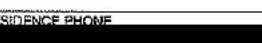
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THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A  
REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT  
TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

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CELL: 

|                                                                                                        |                                                                                                                                      |                                                                                                |                                 |                                                                                                        |
|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|---------------------------------|--------------------------------------------------------------------------------------------------------|
| CUSTOMER NO.          | ADVISOR<br><b>JUSTIN AMEZQUITA</b> 2134                                                                                              | TAG NO.     | INVOICE DATE<br><b>04/08/15</b> | INVOICE NO.         |
| <b>RIVERSIDE, CA</b>  | LABOR RATE                                          | LICENSE NO.  | MILEAGE<br><b>42,881</b>        | COLOR<br><b>/</b>                                                                                      |
|                                                                                                        | YEAR / MAKE / MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b>                                                                              |                                                                                                |                                 | DELIVERY DATE<br><b>03/28/11</b>                                                                       |
|                                                                                                        | VEHICLE ID NO.<br><b>1 G 1 R D 6 E 4 7 B U 1</b>  |                                                                                                |                                 | DELIVERY MILES<br><b>18</b>                                                                            |
|                                                                                                        | F.T.E. NO.                                         |                                                                                                |                                 | SELLING DEALER NO.  |
| RESIDENCE PHONE        | BUSINESS PHONE                                      | P.O. NO.     |                                 | R.O. DATE<br><b>04/08/15</b>                                                                           |
| COMMENTS<br>          |                                                                                                                                      |                                                                                                |                                 |                                                                                                        |

MO: 

**LABOR & PARTS**

J# 1 35CVZ01 RECALL TECH(S): 2091 WARRANTY  
14274 ZCSP 01/23/2015 12/31/9999  
DISPOSITION CODE: OPEN  
LIFTGATE STRUT ROD DETACH  
SOP STRUTS

| PARTS                               | QTY | FP-NUMBER | DESCRIPTION  | LIST PRICE | UNIT PRICE |          |
|-------------------------------------|-----|-----------|--------------|------------|------------|----------|
| JOB # 1                             | 0   | 23282827  | STRUT 12.187 |            |            | WARRANTY |
| PART ON SPECIAL ORDER               |     |           |              |            |            |          |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |           |              |            |            |          |
| JOB # 1                             | 0   | 23282828  | STRUT 12.187 |            |            | WARRANTY |
| PART ON SPECIAL ORDER               |     |           |              |            |            |          |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |           |              |            |            |          |

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 35CVZ02 RECALL TECH(S): 2091 WARRANTY  
14617 ZPSR 04/07/2015 12/31/9999  
DISPOSITION CODE: OPEN  
UNINTENTIONAL ENGINE RUNNING  
REPROGRAMMED BCM WITH UPDATED CALIBRATION AS STATED IN  
CAMPAIGN  
CAMPAIGN COMPLETE  
WARRANTY CODE: S1935

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

J# 3 99CVZ001 RECALL 3 TECH(S): 2091 WARRANTY  
14522 ZSUB 04/06/2015 12/31/9999  
DISPOSITION CODE: OPEN  
EMISSIONS NONCOMPLIANCE  
SOP PARTS

| PARTS                               | QTY | FP-NUMBER | DESCRIPTION    | LIST PRICE | UNIT PRICE |          |
|-------------------------------------|-----|-----------|----------------|------------|------------|----------|
| JOB # 3                             | 0   | 23294932  | CANISTER 3.130 |            |            | WARRANTY |
| PART ON SPECIAL ORDER               |     |           |                |            |            |          |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |           |                |            |            |          |
| JOB # 3                             | 0   | 23342510  | HOSE 3.120     |            |            | WARRANTY |
| PART ON SPECIAL ORDER               |     |           |                |            |            |          |
| ** QUANTITY 1 IS SPECIAL ORDERED ** |     |           |                |            |            |          |

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 14CVZ01 ENGINE DIAGNOSIS TECH(S): 2091 WARRANTY  
CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON  
INSPECT AND ADVISE  
SCANNED AND FOUND DTC P1FFF IN HYBRID CONTROL MODULE 2,  
FOUND UPDATED CALIBRATION FOR ECM TO FIX CONCERN



**CHEVROLET**

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CELL: [REDACTED]

|                 |                                                  |                                 |                           |                      |
|-----------------|--------------------------------------------------|---------------------------------|---------------------------|----------------------|
| CUSTOMER NO.    | ADVISOR<br>JUSTIN AMEZQUITA 2134                 | TAG NO.                         | INVOICE DATE<br>04/08/15  | INVOICE NO.          |
|                 | LABOR RATE                                       | LICENSE NO.                     | MILEAGE<br>42,881         | COLOR<br>/           |
| RIVERSIDE, CA   | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | VEHICLE I.D. NO.<br>1G1RD6E47BU | DELIVERY DATE<br>03/28/11 | DELIVERY MILES<br>18 |
|                 | R.T.E. NO.                                       | P.O. NO.                        | SELLING DEALER NO.        | PRODUCTION DATE      |
| RESIDENCE PHONE | BUSINESS PHONE                                   | COMMENTS                        | R.O. DATE<br>04/08/15     |                      |

MO: [REDACTED]

REPROGRAMMED HYBRID MODULE AS STATED IN DOC ID  
CLEARED DTC AND RETESTED, ALL OK

| PARTS                       | QTY | FP | NUMBER | DESCRIPTION         | LIST PRICE   | UNIT PRICE |
|-----------------------------|-----|----|--------|---------------------|--------------|------------|
| JOB # 4 TOTAL PARTS         |     |    |        |                     |              | 0.00       |
| JOB # 4 TOTAL LABOR & PARTS |     |    |        |                     |              | 0.00       |
| J# 5 89CVZ                  |     |    |        | MULTI POINT INSPECT | TECH(S) 2091 | 0.00       |

AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECIEVE YOUR VEHICLES REPORT CARD IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB) RULE, AUTOMOBILE SERVICE PROVIDERS MUST: CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE REFERENCE GUIDE. SET FRONT AND REAR TIRE PRESSURES TO 38 PSI

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

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

COMMENTS  
LM

| TOTALS                                                                                                                                                                                                                                                                                                                                                                  |      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.... |      |
| TOTAL LABOR....                                                                                                                                                                                                                                                                                                                                                         | 0.00 |
| TOTAL PARTS....                                                                                                                                                                                                                                                                                                                                                         | 0.00 |
| TOTAL SUBLET....                                                                                                                                                                                                                                                                                                                                                        | 0.00 |
| TOTAL G.O.G....                                                                                                                                                                                                                                                                                                                                                         | 0.00 |
| TOTAL MISC CHG....                                                                                                                                                                                                                                                                                                                                                      | 0.00 |
| TOTAL MISC DISC                                                                                                                                                                                                                                                                                                                                                         | 0.00 |
| TOTAL TAX.....                                                                                                                                                                                                                                                                                                                                                          | 0.00 |

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*



# Moss Bros. CHEVROLET

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

www.MossBrosChevrolet.com

## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

## SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION  | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|------------|-----------------------|
| 01/18/14 |              | 29965   | 2134    | 2057       | W    | 23CVZ      | INT / EXT DIAG 1      |
| 01/17/14 |              | 29927   | 2134    | 2057       | C    | 23CVZ0     | SET TIRE PRESSURES    |
|          |              |         |         | 2057       | W    | 99CVT      | RECALL 1              |
|          |              |         |         | 2057       | W    | 23CVZ      | INT / EXT DIAG 1      |
|          |              |         |         | 2057       | C    | 23CVZ0     | SET TIRE PRESSURES    |
|          |              |         |         | 2057       | C    | 01CVZ-INSP | 23 POINT INSPECTION   |

SALESPERSON NO 600

## SERVICE

STATE REG# ARD00262825

|                                                                                                                                                    |                                |                                                  |                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|--------------------------------------------------|-------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE ID# <b>1G1RD6E47BU</b> | YEAR/MAKE/MODEL <b>11/CHEVROLET/VOLT/4DR SDN</b> | PRODUCTION DATE               |
| SALESPERSON <b>JUSTIN AMEZQUITA</b>                                                                                                                | CUSTOMER NAME                  | SERVICE CONTRACT                                 | DELIVERY DATE <b>03/28/11</b> |
| SALESPERSON NO <b>600</b>                                                                                                                          | ADDRESS <b>RIVERSIDE, CA</b>   | CONTRACT NO                                      | DELIVERY MILES <b>18</b>      |
| SALESPERSON PHONE                                                                                                                                  | COLOR                          | EXPIRATION DATE                                  | EXPIRATION MILES              |
| SALESPERSON FAX                                                                                                                                    | TRANSMISSION <b>66,248</b>     | ADVISOR                                          | ADVISOR                       |
| SALESPERSON EMAIL                                                                                                                                  | TELEPHONE                      | ADVISOR                                          | ADVISOR                       |
| SALESPERSON CELL                                                                                                                                   | TELEPHONE                      | ADVISOR                                          | ADVISOR                       |

|                                                                                  |        |
|----------------------------------------------------------------------------------|--------|
| ORIGINAL CUSTOMER ESTIMATE                                                       | TOTAL  |
|                                                                                  | 114.99 |
| <p><i>OK to Change over</i></p> <p><i>OK to repair</i></p> <p><i>8/27/14</i></p> |        |

**SET TIRE PRESSURES**

IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE (CARB), AUTOMOTIVE SERVICE PROVIDERS MUST CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE.

**23 POINT INSPECTION**

AT EVERY VISIT A FREE MULTI POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD AT TIME OF

PAGE 1 OF 2

HAZARDOUS WASTE DISPOSAL. FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE OIL & OIL FILTER.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

SERVICE COPY

BAR # ARD00262825

EPA # CAL000354245

TO REORDER CALL PRINTING SOLUTIONS AT (909) 307-2023

REASON

ADL COSTS \$

IN PERSON ☐ BY PHONE #

REASON

ADL COSTS \$

IN PERSON ☐ BY PHONE #

SERVICE DEPARTMENT HOURS

MONDAY - FRIDAY 7:00 am - 6:00 pm

SATURDAY 8:00 am - 4:00 pm

Checks gladly accepted with two forms of identification

The following credit cards are honored

MasterCard VISA Discover

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

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

NO CARS RELEASED AFTER SERVICE HOURS

IMPORTANT! REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE

NO GUARANTEE ON RUST WORK

Due to the nature of body shop repair, we cannot promise a completion date

Arrangements for payment in full must be made prior to delivery of vehicle

INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE

CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT

POWER OF ATTORNEY

The undersigned hereby certifies that the undersigned is the owner of the vehicle described herein and that the undersigned is the owner of the vehicle described herein

MOSS BROS CHEVROLET

Insures power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any release thereon, as set forth for insured's claim for damages to the above described automobile

X \_\_\_\_\_ X \_\_\_\_\_

(DATE) (INSURED)

FRONT REAR

[CONTINUED ON NEXT PAGE]

# Moss Bros. CHEVROLET

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

www.MossBrosChevrolet.com

## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

## SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION  | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|------------|-----------------------|
| 01/18/14 |              | 29965   | 2134    | 2057       | W    | 23CVZ      | INT / EXT DIAG 1      |
| 01/17/14 |              | 29927   | 2134    | 2057       | C    | 22CVZ0     | SET TIRE PRESSURES    |
|          |              |         |         | 2057       | W    | 99CVT      | RECALL 1              |
|          |              |         |         | 2057       | W    | 23CVZ      | INT / EXT DIAG 1      |
|          |              |         |         | 2057       | C    | 22CVZ0     | SET TIRE PRESSURES    |
|          |              |         |         | 2057       | C    | 01CVZ-INSP | 23 POINT INSPECTION   |

SALESPERSON NO 600

## SERVICE

STATE REG# ARD00262825

|                                                                                                                                                               |                                                         |                                                                                                                                                       |                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| TERMS<br>CASH <input checked="" type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE IDENTIFICATION NUMBER<br><b>1G1RD6E47BU</b>     | YEAR/MAKE/MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b>                                                                                                   | PRODUCTION DATE<br><b>03/28/11</b> |
| SALESPERSON<br><b>RIVERSIDE, CA</b>                                                                                                                           | CUSTOMER NAME<br><b>[REDACTED]</b>                      | SERVICE CONTRACT<br><b>03/28/11</b>                                                                                                                   | DELIVERY MILES<br><b>18</b>        |
| SALESPERSON<br><b>RIVERSIDE, CA</b>                                                                                                                           | COLOR<br><b>CVZZ</b>                                    | CONTRACT NO.<br><b>36,248</b>                                                                                                                         | EXPIRATION DATE<br><b>08/27/14</b> |
| SALESPERSON<br><b>RIVERSIDE, CA</b>                                                                                                                           | TURBO <input type="checkbox"/> MILEAGE<br><b>36,248</b> | ADVISOR<br><b>2134</b>                                                                                                                                | ADVISOR<br><b>JUSTIN AMEZQUITA</b> |
| CALL WHEN READY<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO                                                                                | TEAR DOWN ESTIMATE<br><b>12:44pm 08/27/14 06 00pm</b>   | ORIGINAL ESTIMATE<br><b>06 00pm</b>                                                                                                                   | HAZARDOUS WASTE<br><b>06 00pm</b>  |
| APPOINTMENT<br><input checked="" type="checkbox"/> YES<br><input type="checkbox"/> NO                                                                         | CELL<br><b>[REDACTED]</b>                               | TEAR DOWN ESTIMATE I understand that my vehicle will be reassembled within 30 days of the date shown above. I authorize the services described below. |                                    |

PICK UP YOU WILL RECEIVE YOUR VEHICLES REPORT CARD  
AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE  
YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY  
OUR CHEVROLET CERTIFIED PROFESSIONALS, THE FOLLOWING  
VERIFIES THAT YOUR REPAIRS HAVE BEEN SUCCESSFULLY COMPLETED

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

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

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

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

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

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

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

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

|       |        |      |           |
|-------|--------|------|-----------|
| X     | (DATE) | X    | (INSURED) |
| POINT |        | REAR |           |



PAGE 2 OF 2

SERVICE COPY

HAZARDOUS WASTE DISPOSAL FINAL INVOICE MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE OIL & OIL FILTER  
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE BAR # APD262825 EPA # CAL00034245



CHEVROLET

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CELL: [REDACTED]

|                |                                  |            |                   |                 |
|----------------|----------------------------------|------------|-------------------|-----------------|
| CUSTOMER NO    | ADVISOR                          | DOB NO     | INVOICE DATE      | PROJECT NO      |
| [REDACTED]     | JUSTIN AMEZQUITA 2134            | [REDACTED] | 08/30/14          | [REDACTED]      |
|                | LABOR RATE                       | LICENSE NO | MILEAGE           | COLOR           |
|                | [REDACTED]                       | [REDACTED] | 36,248            | [REDACTED]      |
|                | YEAR / MAKE / MODEL              |            | DELIVERY DATE     | DELIVERY MILES  |
|                | 11/CHEVROLET/VOLT/4DR SDN        |            | 03/28/11          | 18              |
|                | VEHICLE I.D. NO                  |            | SELLING DEALER NO | PRODUCTION DATE |
|                | 1 G 1 R D 6 E 4 7 B U [REDACTED] |            |                   |                 |
|                | F.T. NO                          | P.C. NO    | DATE              |                 |
|                |                                  |            | 08/27/14          |                 |
| CHASSIS ENGINE | CHASSIS DRIVE                    | CONNECTS   |                   | MO: [REDACTED]  |

LABOR & PARTS

J# 1:08C1

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |
|-----------------|----------|-------|--------|------|------|-------------|
| 2172            | 08/27/14 | 12:00 | 15:00  | 2:00 | 0:00 | FINISHED    |
| 2172            | 08/27/14 | 0:00  | 0:50   | 0:00 | 0:50 | FINISHED    |
| TOTAL TECH TIME |          |       |        | 2:00 | 0:50 |             |

SERVICE HIGH VOLTAGE CHARGING SYSTEM LIGHT ON

INSPECT AND ADVISE

LOW COOLANT IN HIGH VOLTAGE BATTERY SYSTEM

CODE P1555

FOLLOW DOC [REDACTED] PRESURE TEST SYSTEM REPLACE LEVEL

SENSOR FILL ALL COOLING SYSTEMS TO PROPER LEVELS

| PARTS                       | QTY | FP NUMBER | DESCRIPTION   | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|-----------|---------------|--------|--------|---------|
| JOB # 1                     | 1   | 22922224  | SENSOR 2 210  | 9.67   | 9.67   | 13.54   |
| JOB # 1                     | 1   | 12378390  | COOLANT 8 800 | 6.27   | 6.27   | 8.78    |
| JOB # 1 COST TOTAL          |     |           |               | 15.94  |        |         |
| JOB # 1 TOTAL PARTS         |     |           |               |        |        | 22.32   |
| JOB # 1 TOTAL LABOR & PARTS |     |           |               |        |        | 72.96   |
| R/O TAX                     |     |           |               |        |        | 0.00    |
| R/O TOTALS                  |     |           |               |        |        | 72.96   |

WARRANTY CLAIM DETAIL TOTALS

|              |       |
|--------------|-------|
| CLAIM#       | TOTAL |
| [REDACTED]   | 72.96 |
| CLAIM TOTALS | 72.96 |

APPROVED BY SIGNATURE





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CELL: [REDACTED]

|                     |                           |                   |                 |                   |
|---------------------|---------------------------|-------------------|-----------------|-------------------|
| INVOICE NO          | CUSTOMER NAME             | 2134              | INVOICE DATE    | 08/30/14          |
| LABOR RATE          | 36,248                    | COLOR             |                 |                   |
| YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE     | 03/28/11        | DELIVERY MILES 18 |
| VEHICLE ID NO       | 1G1RD6E47BU               | SELLING DEALER PO | PRODUCTION DATE |                   |
| P.T.E. NO           |                           | R.D. DATE         | 08/27/14        |                   |
| COMMENTS            |                           |                   |                 |                   |
| MO: [REDACTED]      |                           |                   |                 |                   |

DCS AUDIT SLIP

JOB CARD [REDACTED]  
VIN 1G1RD6E47BU [REDACTED] REPAIRING BAC 263336  
ODOMETER INDICATOR M 36248 JOB CARD OPEN DATE 08/27/2014  
ODOMETER 36248 SERVICE ADVISOR GHIN 693365887  
NON-GM VEHICLE N FOREIGN TOURIST  
REFERENCE NUMBER

| JOB | PAY TYPE | TRANS TYPE | CATEGORY | FRA CLAIM# | OEM SAP TRAN # | VER  |
|-----|----------|------------|----------|------------|----------------|------|
| 1   | W        | ZREG       |          |            | 001210344827   | 0002 |

JOB COMPLETION DATE 08/27/2014  
TECHNICIAN GHIN, 266576069

LABOR OPERATION BASE HOURS  
5021400 0 5

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE 0621  
COMPLAINT DESCRIPTION: SERVICE HIGH VOLTAGE CHARGING SYSTEM LIGHT ON INSPEC  
T AND ADVISE

CAUSE CODE 9090  
CAUSE DESCRIPTION: LOW COOLANT IN HIGH VOLTAGE BATTERY SYSTEM CODE P1FFF

CORRECTION DESCRIPTION FOLLOW DOC # [REDACTED] PRESURE TEST SYSTEM REPLACE LEV  
EL SENSOR FILL ALL COOLING SYSTEMS TO PROPER LEVELS

CAUSAL PART 22922224

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|-------------|-----|-----------|---------------------|-------|--------|
| 12378390    | 1   | 6.27      |                     |       |        |
| 22922224    | 1   | 9.67      |                     |       |        |

WAIVE DEDUCTIBLE (Y/N) N

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 6.38          |      |         |
| PARTS                | 15.94         | 0.00 | 22.32   |
| LABOR                | 50.64         | 0.00 | 50.64   |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 72.96         | 0.00 | 72.96   |



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CELL:

|                     |                           |      |        |                   |               |
|---------------------|---------------------------|------|--------|-------------------|---------------|
| CUSTOMER NAME       | JUSTIN AMEZQUITA          | 2134 | MO     | 08/30/14          | DELIVERY DATE |
| LABOR RATE          |                           |      | 36,248 | COLOR             |               |
| YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |      |        | DELIVERY DATE     | 03/28/11      |
| VEHICLE ID NO       | 1G1RD6E478U               |      |        | SELLING DEALER NO | 18            |
| DATE                | 08/27/14                  |      |        | PRODUCTION DATE   |               |
| COMMENTS            |                           |      |        |                   |               |

MO:

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |
|-----------------|----------|-------|--------|------|------|-------------|
| 2172            | 08/27/14 | 12 90 | 15 80  | 2.00 | 0 00 | FINISHED    |
| 2172            | 08/27/14 | 0.00  | 0 50   | 0 00 | 0 50 | FINISHED    |
| TOTAL TECH TIME |          |       |        |      |      | 2 00 0 50   |

SERVICE HIGH VOLTAGE CHARGING SYSTEM LIGHT ON  
INSPECT AND ADVISE  
LOW COOLANT IN HIGH VOLTAGE BATTERY SYSTEM  
CODE P1FFF  
FOLLOW DOC # [REDACTED] PRESURE TEST SYSTEM.REPLACE LEVEL  
SENSOR FILL ALL COOLING SYSTEMS TO PROPER LEVELS

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION   | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|-----------|---------------|--------|--------|---------|
| JOB # 1                     | 1   | 22922224  | SENSOR 2 210  | 9 67   | 9 67   | 13 54   |
| JOB # 1                     | 1   | 12378390  | COOLANT 8.800 | 6 27   | 6 27   | 8 78    |
| JOB # 1 COST TOTAL          |     |           |               | 15 94  |        |         |
| JOB # 1 TOTAL PARTS         |     |           |               | 22 32  |        |         |
| JOB # 1 TOTAL LABOR & PARTS |     |           |               | 72 96  |        |         |
| R/O TAX                     |     |           |               | 0.00   |        |         |
| R/O TOTALS                  |     |           |               | 72 96  |        |         |

WARRANTY CLAIM DETAIL TOTALS

| CLAIM#       | TOTAL |
|--------------|-------|
|              | 72 96 |
| CLAIM TOTALS | 72 96 |

APPROVED BY SIGNATURE



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CELL: [REDACTED]

|                |                     |                           |                    |          |
|----------------|---------------------|---------------------------|--------------------|----------|
| CUSTOMER NO    | ADVISOR             | 2134                      | INVOICE DATE       | 08/30/14 |
| RIVERSIDE, CA  | LABOR RATE          | 36,248                    | COLOP              |          |
|                | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN | SELLER'S DATE      | 03/28/11 |
|                | VEHICLE ID NO       | 1G1RD6E47BU               | SELLER'S DEALER NO | 18       |
|                | DATE                | 08/27/14                  | PRODUCTION DATE    |          |
| COMMENTS       |                     |                           |                    |          |
| MO: [REDACTED] |                     |                           |                    |          |

DCS AUDIT SLIP

JOB CARD [REDACTED]  
VIN 1G1RD6E47BU [REDACTED] REPAIRING BAC 263336  
ODOMETER INDICATOR M JOB CARD OPEN DATE 08/27/2014  
ODOMETER 36248 SERVICE ADVISOR GWIN 693365887  
NON-GM VEHICLE N FOREIGN TOURIST  
REFERENCE NUMBER

| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN # | VER  |
|-----|----------|------------|----------|------------|----------------|------|
| 1   | W        | ZREG       |          |            | 001210344827   | 0002 |

JOB COMPLETION DATE 08/27/2014  
TECHNICIAN GWIN 266576069

LABOR OPERATION BASE HOURS  
5021400 0.5

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE 0621  
COMPLAINT DESCRIPTION: SERVICE HIGH VOLTAGE CHARGING SYSTEM LIGHT ON INSPEC  
T AND ADVISE

CAUSE CODE: 9090  
CAUSE DESCRIPTION LOW COOLANT IN HIGH VOLTAGE BATTERY SYSTEM CODE P1FFF

CORRECTION DESCRIPTION FOLLOW DOC # [REDACTED] PRESURE TEST SYSTEM REPLACE LEV  
EL SENSOR FILL ALL COOLING SYSTEMS TO PROPER LEVELS

CAUSAL PART 22922224

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|-------------|-----|-----------|---------------------|-------|--------|
| 12378390    | 1   | 6.27      |                     |       |        |
| 22922224    | 1   | 9.67      |                     |       |        |

WAIVE DEDUCTIBLE (Y/N) N

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 6.38          |      |         |
| PARTS                | 15.94         | 0.00 | 22.32   |
| LABOR                | 50.64         | 0.00 | 50.64   |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 72.96         | 0.00 | 72.96   |





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CELL: [REDACTED]

|                 |                     |                           |                   |          |
|-----------------|---------------------|---------------------------|-------------------|----------|
| CUSTOMER NO     | ADVISOR             | 2134                      | INVOICE DATE      | 08/27/14 |
| [REDACTED]      | JUSTIN AMEZQUITA    |                           |                   |          |
|                 | LEASE RATE          | 36,248                    | DELIVERY DATE     | 03/28/11 |
|                 | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN | DELIVERY MILES    | 18       |
| RIVERSIDE, CA   | VEHICLE I.D. NO     | 1G1RD6E47BU               | SELLING DEALER NO |          |
|                 | F.P.C. NO           |                           | S.O. DATE         | 08/27/14 |
| RESIDENCE PHONE | BUSINESS PHONE      | COMMENTS                  | REPRINT#          | 1        |
|                 |                     |                           | MO:               |          |

TOTALS

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

|                 |      |
|-----------------|------|
| TOTAL LABOR     | 0 00 |
| TOTAL PARTS     | 7 50 |
| TOTAL SUBLET    | 0 00 |
| TOTAL G.O.G.    | 0 00 |
| TOTAL MISC CHG  | 0 00 |
| TOTAL MISC DISC | 0 00 |
| TOTAL TAX       | 0 50 |

TOTAL INVOICE \$ 8.10



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CELL: [REDACTED]

|                                                  |                                  |                               |                           |
|--------------------------------------------------|----------------------------------|-------------------------------|---------------------------|
| ADVISOR<br>JUSTIN AMEZQUITA 2134                 | NO. [REDACTED]                   | INVOICE DATE<br>08/27/14      | INVOICE NO.<br>[REDACTED] |
| LABOR RATE<br>[REDACTED]                         | VEHICLE<br>36,248                | COLOR<br>[REDACTED]           | MODEL NO.<br>[REDACTED]   |
| YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11        | DELIVERY MILES<br>18          |                           |
| VEHICLE I.D. NO.<br>1G1RD6E47BU [REDACTED]       | SELLING DEALER NO.<br>[REDACTED] | PRODUCTION DATE<br>[REDACTED] |                           |
| FILE NO.<br>[REDACTED]                           | P.O. NO.<br>[REDACTED]           | R.O. DATE<br>08/27/14         | REPRINT# 1                |
| COMMENTS<br>[REDACTED]                           |                                  |                               | MO: [REDACTED]            |

SERVICE HIGH VOLTAGE CHARGING SYSTEM LIGHT ON  
INSPECT AND ADVISE  
LOW COOLANT IN HIGH VOLTAGE BATTERY SYSTEM  
CODE P1FFF  
FOLLOW DOC # [REDACTED] PRESURE TEST SYSTEM. REPLACE LEVEL  
SENSOR. FILL ALL COOLING SYSTEMS TO PROPER LEVELS

WARRANTY

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION    | LIST PRICE | UNIT PRICE |
|-----------------------------|-----|-----------|----------------|------------|------------|
| JOB # 1                     | 1   | 22922224  | SENSOR 2.210   |            |            |
| JOB # 1                     | 1   | 12378390  | COOLANT 8 800  |            |            |
| JOB # 1                     | 1   | 12538938  | BATTERY 10 485 | 7 50       | 7 50       |
| JOB # 1 TOTAL PARTS         |     |           |                | 7 50       |            |
| JOB # 1 TOTAL LABOR & PARTS |     |           |                | 7 50       |            |

WARRANTY  
WARRANTY  
7 50  
7 50

J#2 22CV2

IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE  
(CARB), AUTOMOTIVE SERVICE PROVIDERS MUST  
CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE  
USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING  
LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION  
REFERENCE.  
PERFORM THE TIRE PRESURE SERVICE USING A TIRE PRESSURE  
GAUGE WITH A TOTAL PERMISSIBLE ERROR NO GREATER THAN +/- 2  
POUNDS PER SQUARE INCH (PSI).  
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO  
TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO  
TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO  
TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO  
PERFORMED THE ABOVE SERVICE

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|------------|
| JOB # 2 TOTAL PARTS         |     |           |             | 0 00       |            |
| JOB # 2 TOTAL LABOR & PARTS |     |           |             | 0 00       |            |

AT EVERY VISIT A FREE MULTI POINT VEHICLE INSPECTION IS  
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE  
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST,  
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF  
PICK UP YOU WILL RECEIVE YOUR VEHICLES REPORT CARD.  
AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE.  
YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY  
OUR CHEVROLET CERTIFIED PROFESSIONALS. THE FOLLOWING  
VERIFIES THAT YOUR REPAIRS HAVE BEEN SUCCESSFULLY COMPLETED

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|------------|
| JOB # 3 TOTAL PARTS         |     |           |             | 0 00       |            |
| JOB # 3 TOTAL LABOR & PARTS |     |           |             | 0 00       |            |

*Handwritten:* 0.2 0.3

*Handwritten:* HWA



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

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CELL: [REDACTED]

|               |                     |                           |         |       |                |
|---------------|---------------------|---------------------------|---------|-------|----------------|
| CUSTOMER NO   | ADVISED             | 2134                      | NO      | DATE  | 08/27/14       |
| RIVERSIDE, CA | LABOR RATE          | MEMBER NO                 | RELEASE | COLOR |                |
|               |                     |                           | 36,248  |       |                |
|               | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |         |       | DELIVERY DATE  |
|               |                     |                           |         |       | 03/28/11       |
|               | VEHICLE I.D. NO.    | 1 G 1 R D 6 E 4 7 B U     |         |       | DELIVERY MILES |
|               |                     |                           |         |       | 18             |
|               | DATE                | 08/27/14                  |         |       | REPRINT# 1     |
|               |                     |                           |         |       | MO: [REDACTED] |

LABOR & PARTS

J# 4-22

Added Operation (3JA @ 08/27/2014 16:20)

TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED  
PREVENTATIVE MAINTENANCE CONTINUE TO HAVE TIRES INSPECTED  
REGULARLY  
A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE

| PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- |      |
|----------------------------------------------------------------------|------|
| JOB # 4 TOTAL PARTS                                                  | 0 00 |
| JOB # 4 TOTAL LABOR & PARTS                                          | 0 00 |

Added Operation (3JA @ 08/27/2014 16:20)

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

| PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- |      |
|----------------------------------------------------------------------|------|
| JOB # 5 TOTAL PARTS                                                  | 0 00 |
| JOB # 5 TOTAL LABOR & PARTS                                          | 0 00 |

J# 6-08CV2BATGREEN

Added Operation (3JA @ 08/27/2014 16:20)

CHECK BATTERY PERFORMANCE  
BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS.

| PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE- |      |
|----------------------------------------------------------------------|------|
| JOB # 6 TOTAL PARTS                                                  | 0 00 |
| JOB # 6 TOTAL LABOR & PARTS                                          | 0 00 |

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$114.99 (+TAX)



# Vehicle Report

Printed on 08/27/2014 15:44:43



VIN: 1G1RD6E47BU

Vehicle Model: 2011 VOLT

Delivery Date: 03/28/2011

Service Consultant: JUSTIN AMEZQUITA

## Vehicle Summary

| OnStar Status     | OVD Enabled | DMN Enabled | Radio Status      | Radio ID |
|-------------------|-------------|-------------|-------------------|----------|
| Equipped - Active | Yes         | Yes         | Equipped - Active | 92WK92CK |

## Required Field Actions

| Number | Type                          | Description                                   | Release Date | Status |
|--------|-------------------------------|-----------------------------------------------|--------------|--------|
| 13202  | Service Update Bulletin       | POWER INVERTER MODULE REPROGRAM               | 09/27/2013   | Closed |
| 11342  | Customer Satisfaction Program | ENHANCEMENTS FOR SIDE IMPACT POLE PERFORMANCE | 02/15/2012   | Closed |
| 12020  | Customer Satisfaction Program | DRIVER AIRBAG INSPECTION                      | 03/08/2012   | Closed |
| 11188  | Customer Satisfaction Program | ENHANCED 120 VOLT CHARGE CORD                 | 03/15/2012   | Closed |
| 11137  | Customer Satisfaction Program | PRODUCT ENHANCEMENTS - ** EXPIRES 09/30/13 ** | 08/23/2011   | Closed |

## Applicable Warranties

| Description                             | Effective Date | Effective Odometer | End Date   | End Odometer | Warranty Status |
|-----------------------------------------|----------------|--------------------|------------|--------------|-----------------|
| Emission Limited Warranty               | 03/28/2011     | 18 MI              | 03/28/2014 | 50018 MI     | Expired         |
| Bumper to Bumper Limited Warranty       | 03/28/2011     | 18 MI              | 03/28/2014 | 36018 MI     | Expired         |
| Emission Select Component Ltd Wty       | 03/28/2011     | 18 MI              | 03/28/2019 | 80018 MI     | Applicable      |
| Emission Select State Component Lty Wty | 03/28/2011     | 18 MI              | 03/28/2018 | 70018 MI     | Applicable      |
| Powertrain Limited Warranty             | 03/28/2011     | 18 MI              | 03/28/2016 | 100018 MI    | Applicable      |
| Corrosion Limited Warranty              | 03/28/2011     | 18 MI              | 03/28/2017 | 100018 MI    | Applicable      |
| Voltac Component Limited Warranty       | 03/28/2011     | 18 MI              | 03/28/2019 | 100018 MI    | Applicable      |

## Service Contracts

| Policy Number                         | Owner Name | Description | Deductible Amount | Daily Effective Rental Allowance | Effective Date | Effective Odometer | Expiration Date | Expiration Odometer |
|---------------------------------------|------------|-------------|-------------------|----------------------------------|----------------|--------------------|-----------------|---------------------|
| No information found for this vehicle |            |             |                   |                                  |                |                    |                 |                     |

## Service Information

| Type                                  | Number | Description | Date Posted |
|---------------------------------------|--------|-------------|-------------|
| No information found for this vehicle |        |             |             |

## Vehicle Transaction History

| Service Date | R.O Number | Transaction Type | OP Code | Description                                      | Odometer Reading | Service Type |
|--------------|------------|------------------|---------|--------------------------------------------------|------------------|--------------|
| 01/18/2014   |            | ZREG             | 8420160 | Rearview Camera Image Display Module Replacement | 29965 MI         | Warranty     |
| 01/17/2014   |            | ZFAT             | 9100140 | N130202 - Reprogram Power Inverter Module        | 29927 MI         | Warranty     |
| 05/07/2012   |            | ZFAT             | V2543   | 11188 - Exchange Charge Cord(s)                  | 10566 MI         | Warranty     |

# Vehicle Report

Printed on 08/27/2014 15:44:43



VIN: 1G1RD6E47BU

Vehicle Model: 2011 VOLT

Delivery Date: 03/28/2011

Service Consultant: JUSTIN AMEZQUITA

## Vehicle Transaction History

| Service Date | R.O. Number | Transaction Type | OP Code | Description                                                              | Odometer Reading | Service Type |
|--------------|-------------|------------------|---------|--------------------------------------------------------------------------|------------------|--------------|
| 05/07/2012   |             | ZFAT             | V2547   | 12020 - Inspect Driver Airbag and Reposition Felt Insulator Patch        | 10566 MI         | Warranty     |
| 05/07/2012   |             | ZFAT             | V2533   | 11342 - Install Battery Reinforcement Brkt, Coolant Sensor, Coolant Tank | 10566 MI         | Warranty     |
| 10/28/2011   |             | ZFAT             | V2436   | 11137 - Reprogram Multiple Modules and Install Label                     | 5786 MI          | Warranty     |
| 03/28/2011   |             | ZPDI             | Z6998   | PDI - Dealer installed - Factory Invoiced Options                        | 2 MI             | Warranty     |
| 03/03/2011   |             | ZPDI             | Z7000   | Pre-Delivery Inspection - Base Time                                      | 1 MI             | Warranty     |

## Repair Order History

|    | R.O. Closure Date | R.O. Number | Service Location | 1st R.O. Job Description Text | R.O. Job Count | Job Type Indicators | Vehicle R.O. Mileage |
|----|-------------------|-------------|------------------|-------------------------------|----------------|---------------------|----------------------|
| 15 | 01/20/2014        |             | CA               | RECALL 1                      | 98             | C,W,U               | 29927 MI             |
| 14 | 01/20/2014        |             | CA               | INT / EXT DIAG 1              | 93             | C,W,U               | 29965 MI             |
| 13 | 07/09/2013        |             | CA               | 1ST PREPAID MAINT             | 94             | C,U                 | 25442 MI             |
| 12 | 05/09/2012        |             | CA               | RECALL 1                      | 7              | C,W                 | 10566 MI             |
| 11 | 04/27/2012        |             | CA               | RECALL 1                      | 7              | C,W                 | 10198 MI             |
| 10 | 10/28/2011        |             | CA               | RECALL 1                      | 6              | C,W                 | 5786 MI              |
| 9  | 03/29/2011        |             | CA               | ACCESSORIES 1                 | 1              | W                   | 2 MI                 |
| 8  | 03/29/2011        |             | CA               | PRE-DELIVERY INSPECT          | 1              | I                   | 2 MI                 |

## #PI0961C: SERVICE HIGH VOLTAGE CHARGING SYSTEM Message Displayed on Driver Information Center (DIC), Hybrid/EV Charging System Disabled, DTCs Set, Revised HV Battery Surge Tank Coolant Fill Level - (Jan 14, 2014)

**Subject:** SERVICE HIGH VOLTAGE CHARGING SYSTEM Message Displayed on  
Driver Information Center (DIC), Hybrid/EV Charging System  
Disabled, DTCs Set, Revised HV Battery Surge Tank Coolant Fill Level



**Models:** 2011-2014 Chevrolet Volt

This PI has been revised to advise the Dealer that they must use a Complaint Code in the GWM User Manual that coincides with HVAC Complaint Codes when using bulletin use only Labor Operation 4480098. Please discard PI0961B.

### Condition / Concern

Some customers may comment that the **SERVICE HIGH VOLTAGE CHARGING SYSTEM** message is displayed in the Driver Information Center (DIC). They may also comment that they cannot complete a plug-in hybrid battery charging event. This is the result of the charging system being disabled under these conditions.

Upon investigation the Technician may observe on a scan tool one or more of the following DTCs set:

**Notice:** Depending on the Model Year of the vehicle: If any of these following DTCs are set, refer to the latest version of #PIC5920A: Vehicle Will Not Charge And Hybrid Loss Of Isolation With DTC P0AA6 And/Or P1F0E, P0DAA in SI

- **DTC P1FFB:** Hybrid/EV Battery Pack Coolant Level Sensor Circuit
- **DTC P1FFC:** Hybrid/EV Battery Pack Coolant Level Sensor Circuit Low Voltage
- **DTC P1FFD:** Hybrid/EV Battery Pack Coolant Level Sensor Circuit High Voltage
- **DTC P1FFE:** Hybrid/EV Battery Pack Coolant Level Low

**Warning:** If the coolant level in the high voltage (HV) battery surge tank is low, the Rechargeable Energy Storage System (RESS) MUST be pressure tested as outlined in this diagnostic, in the section titled: Pressure Test Procedure. The Technician MUST measure and record in mm the level of the coolant below the SEAM (use the seam as the reference point) of the tank on the repair order (R.O.) PRIOR to any repair.

- **DTC P1FFF:** System Isolation / Coolant Level Sensor Fault - Hybrid/EV Battery Charging System Disabled

This Condition/Concern may be caused by:

- A failed drive motor battery coolant level sensor.
- Incomplete solder joints within (internal, cannot be seen) the drive motor battery coolant level sensor resulting in intermittent sensor operation.
- Hybrid/EV Battery Pack Coolant Level Low.

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[https://gsi.ext.gm.com/gsi/showDoc.do?docSyskey=\[REDACTED\]&from=sm](https://gsi.ext.gm.com/gsi/showDoc.do?docSyskey=[REDACTED]&from=sm)

8/27/2014



- Internal breaks in the coolant sensor wiring jumper harness, resulting in intermittent conditions or failure.

### **Diagnostic Aids**

Testing has shown that a drive motor battery coolant level of 1.5 inches (38 mm) or more below the seam of the drive motor battery surge tank will set a: **DTC P1FFE: Hybrid/EV Battery Pack Coolant Level Low**

- ⇒ If DTC P1FFE sets when the drive motor battery coolant level is 1.5 inches (38 mm) or more below the seam, this indicates that the drive motor battery coolant level sensor is operating properly.

### **Recommendation/Instructions**

**Danger:** Before working on any high voltage system, be sure to wear the following Personal Protection Equipment:

- Safety glasses with appropriate side shields when within 50 feet of the vehicle, either indoors or outdoors.
- Certified and up-to-date Class "0" Insulation gloves rated at 1000V with leather protectors.
  - Visually and functionally inspect the gloves before use.
  - Wear the Insulation gloves at all times when working with the high voltage battery assembly, whether the system is energized or not.

Failure to follow the procedure exactly as written may result in serious injury or death.

**Danger:** BEFORE conducting ANY repair to this high voltage cooling system, it is necessary to determine/verify whether any high-voltage system faults exist. If any high-voltage faults exist, follow published DTC diagnostics/repair procedures PRIOR to performing any cooling system repairs. Failure to correct High Voltage Faults before working on the high voltage cooling system could result in personal injury or death.

If the above Condition/Concern is encountered, perform the following actions:

1. Perform the Diagnostic System Check - Vehicle.
  - ⇒ If DTC P1FFB, P1FFC, P1FFD or P1FFE are set, Go to Step 2.
2. Turn the Vehicle Power **OFF**.
3. Remove **ALL** keyless entry transmitters from the vehicle and secure them in a location outside and away from the vehicle.
4. Raise and support the hood with the prop rod.



5. Visually inspect the coolant level in the HV battery surge tank and verify that the coolant level is **at the top of the label (1)** on the side of the surge tank.

**Notice:**

If there is a loss of coolant, it is critical that the Technician follows the **Pressure Test Procedure** as outlined in this Diagnostic Procedure.

When performing the **Drive Motor Battery Cooling System Draining and Filling procedure**, the **Vac-N-Fill procedure** **MUST** be followed in order to purge all air from the system.

If there is a loss of coolant, the Technician should measure and record in mm the level of the coolant below the **SEAM** (use the seam as the reference point) of the tank **PRIOR** to repair on the repair order (R.O.).

- ⇒ If the HV battery surge tank coolant level is **not at the top of the label (1)** on the side of the surge tank, Go to the section titled: **Pressure Test Procedure** in this Diagnostic.
  - ⇒ If the HV battery surge tank coolant level is **at the top of the label (1)** on the side of the surge tank, Go to Step 6.
6. Remove the front compartment front sight shield. Refer to Front Compartment Front Sight Shield Replacement in SI.
7. Remove the anti-tamper coolant cap bracket and the coolant cap. Refer to Coolant Cap Bracket Replacement in SI.
8. Disconnect the drive motor battery coolant level sensor jumper harness.
9. Test the drive motor battery coolant level sensor jumper harness for intermittent conditions and poor connections. Refer to Testing for Intermittent Conditions and Poor Connections in SI.
- Notice: Manipulate the harness when testing for intermittent conditions.**
- ⇒ If the drive motor battery coolant level sensor jumper harness has intermittent conditions or poor connections, replace the jumper harness with P/N 13586114.
  - ⇒ If the drive motor battery coolant level sensor jumper harness does not have intermittent conditions or poor connections, Go to Step 10.
10. Remove the drive motor battery coolant level sensor. Refer to Drive Motor Battery Coolant Level Sensor Replacement in SI.
11. Replace the drive motor battery coolant level sensor with a new drive motor battery coolant level sensor, P/N 22922224. Refer to Drive Motor Battery Coolant Level Sensor Replacement in SI.

**Notice:**

**Always use GM Pre-mixed DEXCOOL® GM Part No. 12378390 (in Canada P/N 10953456) which is a 50/50 mixture of DEXCOOL® and deionized water. This will eliminate the possibility of the introduction of non-deionized water that is used in some aftermarket premixed coolants. DO NOT use 100 percent DEXCOOL® and add ordinary tap water or distilled water. Doing so may cause unwanted DTCs. .**

**After a leak repair or when performing the Vac-N-Fill procedure, always use MORE coolant than is necessary, as this will eliminate air from being drawn into the cooling system. Then the Technician MUST perform this procedure — Drive Motor Battery Cooling System Draining and Filling — Removing Excess Coolant From System in SI.**

**Filling of the Hybrid/EV Battery Pack cooling system due to replacement of any drive motor battery cooling system parts requires the actuation of the Hybrid/EV Battery Pack Coolant Pump Bleed Procedure using the GDS tool.**

12. Fill the drive motor battery cooling system using GM Pre-mixed DEXCOOL® which is a 50/50 mixture of DEXCOOL® and deionized water. Refer to Drive Motor Battery Cooling System Draining and Filling — Vac-N-Fill Procedure in SI.
13. Upon completion of the Hybrid/EV battery pack coolant pump bleed procedure, **adjust** the surge tank coolant level to the **top of the label (1)**, by performing this procedure, — Drive Motor Battery Cooling System Draining and Filling — Removing Excess Coolant From System in SI.
14. Install the coolant cap and the anti-tamper coolant cap bracket. Refer to Coolant Cap Bracket Replacement in SI.
15. Install the front compartment front sight shield. Refer to Front Compartment Front Sight Shield Replacement in SI.
16. Retrieve all of the keyless entry transmitters for the vehicle.
17. Turn the Vehicle Power **ON**.
18. Clear **any** DTCs that may be present with a scan tool
19. **Perform the Diagnostic Repair Verification. Refer to SI.**
20. Secure the prop rod. Lower and secure the hood.

#### **Pressure Test Procedure**

1. Remove the anti-tamper coolant cap bracket and the coolant cap.
2. Place a floor jack under the vehicle, and then raise the left front of the vehicle. Refer to Lifting and Jacking in SI.
3. Use the *EN-24460-A* Cooling System Pressure Tester with the *GE-46143* Radiator Cap and Surge Tank Test Adapter in order to apply pressure of **5 psi (34.4 kPa)** to the cooling system.  
**You MUST allow the vehicle to rest during this pressure test time period for a minimum of 5 minutes.**
4. Raise the vehicle on the hoist. Refer to Lifting and Jacking in SI.
5. Perform the following:
  - 5.1. Remove the high voltage battery (HV) protective aluminum foil patch located on the right rear of the battery tray.
  - 5.2. Using a plastic trim tool or an equivalent, remove the butyl tape patch.
  - 5.3. Remove the rubber inspection plug from the Hybrid/EV Battery Pack housing.
6. Insert a rolled up paper towel into the inspection plug area and twist and turn it in order to determine if there is any coolant present.



- ⇒ If any coolant is present, then you **MUST CALL TAC.**
- ⇒ If coolant is not present, then Go to Step 6.1.
- 6.1. Install the rubber inspection plug into the Hybrid/EV Battery Pack Housing.
- 6.2. Install the butyl tape patch or new butyl tape if the substance is weather worn.
- 6.3. Install the protective aluminum foil patch.

**Parts Information**

| Part Number | Description                                             |
|-------------|---------------------------------------------------------|
| 22922224    | Drive Motor Battery Coolant Level Sensor                |
| 13586114    | Drive Motor Battery Coolant Level Sensor Jumper Harness |

**Warranty Information**

For vehicles repaired under warranty, use:

| Labor Operation                                                                                                                                                                                                                                                                        | Description                                                                                                                                                                               | Labor Time                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| 5021400                                                                                                                                                                                                                                                                                | Drive Motor Battery Coolant Level Sensor Replacement                                                                                                                                      | Use Published Labor Operation Time |
| 5430940                                                                                                                                                                                                                                                                                | Harness Replacement                                                                                                                                                                       | Use Published Labor Operation Time |
| 4480098*                                                                                                                                                                                                                                                                               | Hybrid HV Battery Cooling System Pressure Test<br><b>For this bulletin use only Labor Operation, use a Complaint Code in the GWM User Manual that coincides with HVAC Complaint Codes</b> | 0.6 hr                             |
| Coverage Code: V<br>Chevrolet Volt Battery Components<br>U.S. Volttec Battery Warranty - 8 Years/100,000 Miles<br>Canadian Volttec Battery Warranty - 8 Years/160,000 km<br>*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide. |                                                                                                                                                                                           |                                    |

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION

### MULTI-POINT INSPECTION REPORT CARD

as recommended by Moss Auto Group

CUSTOMER NAME                      YEAR/ MODEL                      DATE                       
 RO/TAG                      MILEAGE 312218 LICENSE #                     

CHECKED AND OKAY AT THIS TIME

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION

#### Check Fluid Levels and Fill

| OK                                  | ADD                                 |                                          |
|-------------------------------------|-------------------------------------|------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Engine oil                               |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Transmission (if equipped with dipstick) |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Brake reservoir                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Power steering                           |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Coolant recovery reservoir               |
| <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Window washer                            |

Comments                     

#### Check Following systems / Components

|                                     |                          |                                                                                                      |
|-------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lights            |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield washer spray, wiper operation and wiper blades                                            |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Windshield for cracks, chips and pitting                                                             |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Radiator, heater and air-conditioning hoses for leaks and damage                                     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine air filter                                                                                    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Inspect cabin air filter (if equipped)                                                               |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Oil and/or fluid leaks                                                                               |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Constant velocity (CV) drive axle boots (if equipped)                                                |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Exhaust system (leaks, damage, loose parts)                                                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Drive shaft transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Steering and steering linkages                                                                       |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Shocks/struts and other suspension components for leaks and/or damage                                |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Brake system (including lines, hoses and parking brake) and wheel end for end-play and bearing noise |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Engine Cooling system, hoses and clamps                                                              |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Accessory drive belt(s)                                                                              |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Clutch operation (if equipped)                                                                       |

State Inspection Due (If Applicable)                      /                      /                     

Comments                     

This Courtesy Inspection Completed by Your Moss Auto Group Quality Service Team!

Service Advisor                     

Technician                     

#### Check Battery

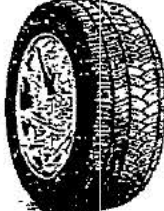
|                                     |          |                                                             |                                     |                                        |                          |     |
|-------------------------------------|----------|-------------------------------------------------------------|-------------------------------------|----------------------------------------|--------------------------|-----|
| <input checked="" type="checkbox"/> | GOOD     | FACTORY SPEC COLD CRANKING AMPS <u>                    </u> | <input checked="" type="checkbox"/> | GOOD                                   | <input type="checkbox"/> | BAD |
| <input type="checkbox"/>            | RECHARGE | ACTUAL COLD CRANKING AMPS <u>                    </u>       | <input type="checkbox"/>            | BATTERY TERMINALS (CLEAN IF NECESSARY) |                          |     |
| <input type="checkbox"/>            | BAD      |                                                             |                                     |                                        |                          |     |

#### Check Brakes Measure Front/Rear Brake Linings

|                                                                                                                                                                                                               |                                     |                          |                          |    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------|--------------------------|----|
| LF                                                                                                                                                                                                            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | RF |
| LR                                                                                                                                                                                                            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | RR |
| Over 8/32" (Disc) or Over 4/32" (Drum)<br>7/32" to 4/32" (Disc) or 3/32" (Drum)<br>Less than 3/32" (Disc) or 2/32" or less (Drum)<br>Brake Measurements Not Taken This Service Visit <input type="checkbox"/> |                                     |                          |                          |    |

Comments                     

#### Check Tires

|     |                                     |                 |                                                                                      |                 |     |
|-----|-------------------------------------|-----------------|--------------------------------------------------------------------------------------|-----------------|-----|
| LF  | <input checked="" type="checkbox"/> | 7/32 or Greater | TREAD DEPTH                                                                          | 7/32 or Greater | RF  |
|     | <input type="checkbox"/>            | 4/32 to 6/32    |  | 4/32 to 6/32    |     |
|     | <input type="checkbox"/>            | 3/32 or Less    |                                                                                      | 3/32 or Less    |     |
| LOR | <input checked="" type="checkbox"/> | 7/32 or Greater |                                                                                      | 7/32 or Greater | ROR |
|     | <input type="checkbox"/>            | 4/32 to 6/32    |                                                                                      | 4/32 to 6/32    |     |
|     | <input type="checkbox"/>            | 3/32 or Less    |                                                                                      | 3/32 or Less    |     |

|                                     |    |                          |                       |                                     |    |
|-------------------------------------|----|--------------------------|-----------------------|-------------------------------------|----|
| <input checked="" type="checkbox"/> | LF | <input type="checkbox"/> | WEAR PATTERN / DAMAGE | <input checked="" type="checkbox"/> | RF |
| <input checked="" type="checkbox"/> | LR | <input type="checkbox"/> |                       | <input checked="" type="checkbox"/> | RR |

#### TIRE WEAR INDICATES

|                          |                        |                          |                      |
|--------------------------|------------------------|--------------------------|----------------------|
| <input type="checkbox"/> | Alignment Check Needed | <input type="checkbox"/> | Wheel Balance Needed |
|--------------------------|------------------------|--------------------------|----------------------|

Comments                     

|                                          |     |       |                             |      |                             |
|------------------------------------------|-----|-------|-----------------------------|------|-----------------------------|
| Tire Pressure Set to Factory Recommended | PSI | FRONT | <u>                    </u> | REAR | <u>                    </u> |
|------------------------------------------|-----|-------|-----------------------------|------|-----------------------------|

Customer Signature

# Moss Bros. CHEVROLET

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

www.MossBrosChevrolet.com

## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

## SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION     | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|---------------|-----------------------|
| 01/17/14 |              | 29927   | 2134    | 2057       | W    | 99CVT         | RECALL 1              |
|          |              |         |         | 2057       | W    | 23CVZ         | INT / EXT DIAG 1      |
|          |              |         |         | 2057       | C    | 22CVZ0        | SET TIRE PRESSURES    |
|          |              |         |         | 2057       | C    | 01CVZ-INSP    | 23 POINT INSPECTION   |
|          |              |         |         | 2057       | C    | 22CVZGTIRE    | GREEN-LIGHT WEAR      |
|          |              |         |         | 2057       | C    | 05CVZ00GREENB | GREEN-LIGHT WEAR      |

SALESPERSON NO. 600

CHARLES L BRADFIELD

S E R V I C E

STATE REG# ARD0026282

|                                                                                                                                                    |                                                                                                                                                                                       |                                                     |                                    |                             |                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|------------------------------------|-----------------------------|--------------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE ID NO.<br><b>1G1RD6E47BU</b>                                                                                                                                                  | YEAR/MAKE/MODEL<br><b>11/CHEVROLET/VOLT/4DR SDN</b> | PRODUCTION DATE<br><b>03/28/11</b> | STOCK NO.<br><b>18</b>      | LICENSE NO.<br><b>01/18/1</b>        |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                     | CUSTOMER NO.<br><b>RIVERSIDE, CA</b>                                                                                                                                                  | SERVICE CONTRACT<br><b>CVZZ</b>                     | DELIVERY DATE<br><b>03/28/11</b>   | DELIVERY MILES<br><b>18</b> | SELLING DEALER NO.<br><b>01/18/1</b> |
| CALL WHEN READY<br><input type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                     | COLOR<br><b>CVZZ</b>                                                                                                                                                                  | CONTRACT NO.                                        | EXPIRATION DATE                    | EXPIRATION MILES            | TAG NO.                              |
|                                                                                                                                                    | TURBO                                                                                                                                                                                 | MM                                                  | AIR COND                           | P S                         | TRANS                                |
|                                                                                                                                                    | MILEAGE<br><b>29,965</b>                                                                                                                                                              | ADVISOR NO.<br><b>2134</b>                          | ADVISOR<br><b>JUSTIN AMEZQUITA</b> |                             |                                      |
|                                                                                                                                                    | I hereby authorize our repair work to be done along with the necessary related and hereby grant your employees permission to operate the vehicle for the duration of the repair work. |                                                     | HAZARDOUS WASTE<br>\$              |                             |                                      |
|                                                                                                                                                    | TEARDOWN ESTIMATE I understand that my vehicle will be reassembled within days of the date shown above if I choose not to authorize the services recommended.                         |                                                     | AUTHORIZED BY                      |                             |                                      |
|                                                                                                                                                    | DATE                                                                                                                                                                                  |                                                     | TIME                               | PHONE #                     |                                      |

ORIGINAL CUSTOMER ESTIMATE TOTAL 0.00

1. W\*23CVZ INT / EXT DIAG 1  
CUSTOMER COMPLAINT THAT BACK UP CAMERA NOT AS CLEAR AS IT US TO BE - INSPECT AND ADVISE

2. C\*22CVZ0 SET TIRE PRESSURES  
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE (CARB), AUTOMOTIVE SERVICE PROVIDERS MUST:  
CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE.

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

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

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

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

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

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

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

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

X (DATE) X (INSURED)

FRONT REAR







CHEVROLET

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

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

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CELL: [REDACTED]

|                           |                                                    |                              |                            |                       |
|---------------------------|----------------------------------------------------|------------------------------|----------------------------|-----------------------|
| CUSTOMER NO [REDACTED]    | ADVISOR<br>JUSTIN AMEZQUITA 2134                   | TAG NO [REDACTED]            | INVOICE DATE<br>01/18/14   | INVOICE NO [REDACTED] |
| [REDACTED]                | LABOR RATE [REDACTED]                              | FEATURE NO [REDACTED]        | MILEAGE<br>29,965          | COLOR<br>/            |
| RIVERSIDE, CA [REDACTED]  | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN   | DELIVERY DATE<br>03/28/11    | DELIVERY MILES<br>18       | STOCK NO [REDACTED]   |
| [REDACTED]                | VEHICLE I D NO<br>1 G 1 R D 6 E 4 7 B U [REDACTED] | SELLING DEALER NO [REDACTED] | PRODUCTION DATE [REDACTED] |                       |
| [REDACTED]                | P T E NO [REDACTED]                                | P O NO [REDACTED]            | R O DATE<br>01/18/14       |                       |
| PERSONAL PHONE [REDACTED] | BUSINESS PHONE [REDACTED]                          | COMMENTS                     |                            | MO: [REDACTED]        |

TOTALS-----

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

|                  |      |
|------------------|------|
| TOTAL LABOR....  | 0.00 |
| TOTAL PARTS....  | 0.00 |
| TOTAL SUBLET.... | 0.00 |
| TOTAL G.O.G....  | 0.00 |
| TOTAL MISC CHG.  | 0.00 |
| TOTAL MISC DISC  | 0.00 |
| TOTAL TAX.....   | 0.00 |

TOTAL INVOICE \$ 0.00



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CELL: [REDACTED]

|                 |                     |                           |        |                   |          |
|-----------------|---------------------|---------------------------|--------|-------------------|----------|
| CUSTOMER NO     | ADVISOR             | 2134                      | ORG NO | INVOICE DATE      | 01/18/14 |
| RIVERSIDE, CA   | JUSTIN AMEZQUITA    |                           |        | LABOR RATE        | 29,965   |
|                 | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |        | DELIVERY DATE     | 03/28/11 |
|                 | VEHICLE ID NO       | 1G1RD6E47BU               |        | DELIVERY MILES    | 18       |
|                 | PT E NO             | P C NO                    |        | SELLING DEALER NO |          |
|                 |                     |                           |        | R O DATE          | 01/18/14 |
| RESIDENCE PHONE | BUSINESS PHONE      | COMMENTS                  |        | MO:               |          |

LABOR & PARTS

CUSTOMER COMPLAINT THAT BACK UP CAMERA NOT AS CLEAR AS IT US  
TO BE - INSPECT AND ADVISE  
CAMERA LENS APPEARS TO HAVE IMPERFECTIONS. COULD NOT FIND  
ANY CIRCUIT SYTEM FAULTS ACCORDING TO SI. FOLLOWED BULLETIN  
PI:1123 AND IT CALLS FOR REPLACEMENT OF IMAGE MODULE  
REMOVED REAR BUMPER FASCIA. REMOVED CAMERA IMAGE MODULE  
FROM INSIDE OF REAR FASCIA. INSTALLED NEW MODULE AND  
REINSTALLED REAR BUMPER FASCIA. CAMERA DISPLAY IS CLEAR  
IN SUNLIGHT AS WELL AS DARKER AREAS.

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION  | LIST PRICE | UNIT PRICE |
|-----------------------------|-----|-----------|--------------|------------|------------|
| JOB # 1                     | 1   | 22883286  | MODULE 9.715 |            |            |
| JOB # 1 TOTAL PARTS         |     |           |              |            | 0.00       |
| JOB # 1 TOTAL LABOR & PARTS |     |           |              |            | 0.00       |

WARRANTY  
0.00

WARRANTY

IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD RULE  
(CARB), AUTOMOTIVE SERVICE PROVIDERS MUST:  
CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE  
USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING  
LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION  
REFERENCE.  
PERFORM THE TIRE PRESURE SERVICE USING A TIRE PRESSURE  
GAUGE WITH A TOTAL PERMISSIBLE ERROR NO GREATER THAN +/- 2  
POUNDS PER SQUARE INCH (PSI).  
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO  
TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO  
TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO  
TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO  
PERFORMED THE ABOVE SERVICE.

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

0.00  
0.00

ESTIMATE

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

INTERACTIVE PROCESSING REPORT

BUSINESS ASSOCIATE CODE: 263336

RO NUMBER: [REDACTED]

RO DATE: 01/18/2014 TRANS TYPE: ZREG CATEGORY:

JOB: 1 LABOR OP 6420160 AUTH#:

SRC: DD

VIN: 1G1RD6E47B1 [REDACTED]

ODOMETER: 29965

ERA CLAIM # [REDACTED]

OEM SAP TRANSACTION NUMBER. 001186272089 OEM VERSION: 0002

RETURNED:

AMOUNT: 0.00 REASON:

DISPOSITION

STATUS: ACCEPTED AND PAID

CODE: REASON:

PART RETURN REQUIRED: NO

REVERSAL REASON:

PAYMENT: 219.94

|            | PENDING/<br>APPROVED AMOUNT | PENDING/<br>APPROVED TAXES |
|------------|-----------------------------|----------------------------|
| CLAIM:     | 219.94                      | 0.00                       |
| LABOR:     | 111.40                      | 0.00                       |
| PARTS:     | 77.53                       | 0.00                       |
| HANDLING:  | 31.01                       |                            |
| NET ITEMS: | 0.00                        | 0.00                       |

ADJUSTMENTS: NO

WARRANTY NOTES: 20140120, 17:14, DD, , IC, 0001,





CHEVROLET

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CELL: [REDACTED]

|                 |            |                     |                           |            |            |            |                   |            |                 |            |
|-----------------|------------|---------------------|---------------------------|------------|------------|------------|-------------------|------------|-----------------|------------|
| CUSTOMER NO     | [REDACTED] | ADVISOR             | JUSTIN AMEZQUITA          | 2134       | TAG NO     | [REDACTED] | INVOICE DATE      | 01/20/14   | [REDACTED]      |            |
| [REDACTED]      | [REDACTED] | LABOR RATE          | [REDACTED]                | LICENSE NO | [REDACTED] | MILEAGE    | 29,965            | COLOR      | [REDACTED]      |            |
| [REDACTED]      | [REDACTED] | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |            |            |            | DELIVERY DATE     | 03/28/11   | DELIVERY MILES  | 18         |
| RIVERSIDE, CA   | [REDACTED] | VEHICLE I D NO      | 1 G 1 R D 6 E 4 7 B U     |            |            |            | SELLING DEALER NO | [REDACTED] | PRODUCTION DATE | [REDACTED] |
| [REDACTED]      | [REDACTED] | P T E NO            | [REDACTED]                | P O NO     | [REDACTED] | R O DATE   | 01/18/14          | [REDACTED] | [REDACTED]      | [REDACTED] |
| RESIDENCE PHONE | [REDACTED] | BUSINESS PHONE      | [REDACTED]                | COMMENTS   | [REDACTED] |            |                   |            |                 |            |

MO: [REDACTED]

| LABOR & PARTS |                 |          |       |        |      |      |
|---------------|-----------------|----------|-------|--------|------|------|
| J# 1/23CV7    | TECH#           | DATE     | START | FINISH | ACT  | TIME |
|               | 2057            | 01/18/14 | 11.10 | 12.10  | 1.00 | 0.00 |
|               | 2057            | 01/18/14 | 0.00  | 0.00   | 0.00 | 1.00 |
|               | 2057            | 01/20/14 | 0.00  | 0.00   | 0.00 | 0.10 |
|               | TOTAL TECH TIME |          |       |        | 1.00 | 1.10 |

CUSTOMER COMPLAINT THAT BACK UP CAMERA NOT AS CLEAR AS IT US  
TO BE - INSPECT AND ADVISE  
CAMERA LENS APPEARS TO HAVE IMPERFECTIONS. COULD NOT FIND  
ANY CIRCUIT SYTEM FAULTS ACCORDING TO SI. FOLLOWED BULLETIN  
PI:1123 AND IT CALLS FOR REPLACEMENT OF IMAGE MODULE  
REMOVED REAR BUMPER FASCIA. REMOVED CAMERA IMAGE MODULE  
FROM INSIDE OF REAR FASCIA. INSTALLED NEW MODULE AND  
REINSTALLED REAR BUMPER FASCIA. CAMERA DISPLAY IS CLEAR  
IN SUNLIGHT AS WELL AS DARKER AREAS.

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION  | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|-----------|--------------|--------|--------|---------|
| JOB # 1                     | 1   | 22883286  | MODULE 9.715 | 77.53  | 77.53  | 108.54  |
| JOB # 1 COST TOTAL          |     |           |              | 77.53  |        |         |
| JOB # 1 TOTAL PARTS         |     |           |              |        |        | 108.54  |
| JOB # 1 TOTAL LABOR & PARTS |     |           |              |        |        | 219.94  |
| R/O TAX                     |     |           |              |        | 0.00   |         |
| R/O TOTALS                  |     |           |              |        |        | 219.94  |

WARRANTY CLAIM DETAIL TOTALS

CLAIM# [REDACTED] TOTAL  
219.94  
CLAIM TOTALS 219.94

APPROVED BY SIGNATURE

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CELL: [REDACTED]

|               |            |                     |                  |            |            |            |                           |                   |            |                 |            |
|---------------|------------|---------------------|------------------|------------|------------|------------|---------------------------|-------------------|------------|-----------------|------------|
| CUSTOMER NO   | [REDACTED] | ADVISOR             | JUSTIN AMEZQUITA | 2134       | TAG NO     | [REDACTED] | INVOICE DATE              | 01/20/14          | INVOICE NO | [REDACTED]      |            |
| [REDACTED]    |            | LABOR RATE          | [REDACTED]       | LICENSE NO | [REDACTED] | PIEAGE     | 29,965                    | COLOR             | /          | STOCK NO        | [REDACTED] |
| RIVERSIDE, CA |            | YEAR / MAKE / MODEL |                  |            |            |            | 11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE     | 03/28/11   | DELIVERY MILES  | 18         |
| [REDACTED]    |            | VEHICLE I.D. NO     |                  |            |            |            | 1 G 1 R D 6 E 4 7 B U     | SELLING DEALER NO | [REDACTED] | PRODUCTION DATE | [REDACTED] |
| [REDACTED]    |            | P.T.E. NO           |                  |            |            |            | [REDACTED]                | P.O. NO           | [REDACTED] | R.O. DATE       | 01/18/14   |
| [REDACTED]    |            | COMMENTS            |                  |            |            |            | MO: [REDACTED]            |                   |            |                 |            |

### DCS AUDIT SLIP

JOB CARD [REDACTED]

VIN 1G1RD6E47BU [REDACTED]  
ODOMETER INDICATOR M  
ODOMETER 29965  
NON-GM VEHICLE N  
REFERENCE NUMBER

REPAIRING BAC 263336  
JOB CARD OPEN DATE 01/18/2014  
SERVICE ADVISOR GMIN 637177484  
FOREIGN TOURIST

| JOB | PAY TYPE | TRANS TYPE | CATEGORY   | ERA CLAIM# | OEM SAP TRAN.# | VER  |
|-----|----------|------------|------------|------------|----------------|------|
| 1   | W        | ZREG       | [REDACTED] | [REDACTED] | 001186272089   | 0002 |

JOB COMPLETION DATE: 01/20/2014  
TECHNICIAN GMIN: 502248867

LABOR OPERATION BASE HOURS DIAGNOSIS  
6420160 .8 .3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0590

COMPLAINT DESCRIPTION: CUSTOMER COMPLAINT THAT BACK UP CAMERA NOT AS CLEAR  
AS IT US TO BE - INSPECT AND ADVISE

CAUSE CODE: 9090

CAUSE DESCRIPTION: CAMERA LENS APPEARS TO HAVE IMPERFECTIONS. COULD NOT FIN  
D ANY CIRCUIT SYTEM FAULTS ACCORDING TO SI. FOLLOWED BULLETIN PI:1123 AND  
AND IT CALLS FOR REPLACEMENT OF IMAGE MODULE

CORRECTION DESCRIPTION: REMOVED REAR BUMPER FASCIA. REMOVED CAMERA IMAGE MO  
DULE FROM INSIDE OF REAR FASCIA. INSTALLED NEW MODULE AND REINSTALLED REAR  
REAR BUMPER FASCIA. CAMERA DISPLAY IS CLEAR IN SUNLIGHT AS WELL AS DARKER  
KER AREAS.

CAUSAL PART: 22883286

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|-------------|-----|-----------|---------------------|-------|--------|
| 22883286    | 1   | 77.53     |                     |       |        |

WAIVE DEDUCTIBLE (Y/N) N

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 31.01         |      |         |
| PARTS                | 77.53         | 0.00 | 108.54  |
| LABOR                | 111.40        | 0.00 | 111.40  |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 219.94        | 0.00 | 219.94  |



0301ICVWS47822

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CELL: [REDACTED]

|                           |                       |                 |                |
|---------------------------|-----------------------|-----------------|----------------|
| CUSTOMER NO               | ADVISOR               | TRC NO          | INVOICE DATE   |
| [REDACTED]                | JUSTIN AMEZQUITA 2134 | [REDACTED]      | 01/20/14       |
| LABOR RATE                | LICENSE NO            | MILEAGE         | COLOR          |
| [REDACTED]                | [REDACTED]            | 29,965          | [REDACTED]     |
| YEAR / MAKE / MODEL       | DELIVERY DATE         | DELIVERY MILES  |                |
| 11/CHEVROLET/VOLT/4DR SDN | 03/28/11              | 18              |                |
| VEHICLE I.D. NO           | SELLING DEALER NO     | PRODUCTION DATE |                |
| 1 G 1 R D 6 E 4 7 B U     | [REDACTED]            |                 |                |
| P.T.S. NO                 | P.O. NO               | R.O. DATE       |                |
| [REDACTED]                | [REDACTED]            | 01/18/14        |                |
| PREVIOUS WORK             | REPAIRS               | COMMENTS        | MO: [REDACTED] |
| [REDACTED]                | [REDACTED]            | [REDACTED]      |                |

| LABOR & PARTS | DATE     | START           | FINISH | ACT  | TIME | DESCRIPTION          |
|---------------|----------|-----------------|--------|------|------|----------------------|
| TECH#         | 01/18/14 | 11.10           | 12.10  | 1.00 | 0.00 | FINISHED             |
| 2057          | 01/18/14 | 0.00            | 0.00   | 0.00 | 1.00 | FINISHED             |
| 2057          | 01/20/14 | 0.00            | 0.00   | 0.00 | 0.10 | ENTERED IN INVOICING |
|               |          | TOTAL TECH TIME |        | 1.00 | 1.10 |                      |

CUSTOMER COMPLAINS THAT BACK UP CAMERA NOT AS CLEAR AS IT US  
TO BE - INSPECT AND ADVISE  
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FROM INSIDE OF REAR FASCIA. INSTALLED NEW MODULE AND  
REINSTALLED REAR BUMPER FASCIA. CAMERA DISPLAY IS CLEAR  
IN SUNLIGHT AS WELL AS DARKER AREAS.

| PARTS                       | QTY | FP NUMBER | DESCRIPTION  | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|-----------|--------------|--------|--------|---------|
| JOB # 1                     | 1   | 22883286  | MODULE 9.715 | 77.53  | 77.53  | 108.54  |
| JOB # 1 COST TOTAL          |     |           |              | 77.53  |        |         |
| JOB # 1 TOTAL PARTS         |     |           |              |        |        | 108.54  |
| JOB # 1 TOTAL LABOR & PARTS |     |           |              |        |        | 219.94  |
| R/O TAX                     |     |           |              |        | 0.00   |         |
| R/O TOTALS                  |     |           |              |        |        | 219.94  |

## WARRANTY CLAIM DETAIL TOTALS

|              |        |
|--------------|--------|
| CLAIM#       | TOTAL  |
| [REDACTED]   | 219.94 |
| CLAIM TOTALS | 219.94 |

APPROVED BY SIGNATURE





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CELL: [REDACTED]

|                 |                                                  |                           |                          |            |
|-----------------|--------------------------------------------------|---------------------------|--------------------------|------------|
| CUSTOMER NO     | ADVISOR<br>JUSTIN AMEZQUITA 2134                 | TRG NO                    | INVOICE DATE<br>01/20/14 | SERVICE NO |
| RIVERSIDE, CA   | LABOR RATE                                       | 29,965                    | COLOR                    | STOCK NO   |
|                 | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11 | DELIVERY MILES<br>18     |            |
|                 | VEHICLE I.D. NO<br>1G1RD6E47BU                   | SELLING DEALER NO         | PRODUCTION DATE          |            |
|                 | P.T.S. NO                                        | P.O. NO                   | R.O. DATE<br>01/18/14    |            |
| RESIDENCE PHONE | BUSINESS PHONE                                   | COMMENTS                  |                          |            |
|                 |                                                  | MO: [REDACTED]            |                          |            |

DCS AUDIT SLIP

JOB CARD [REDACTED]

|                    |             |                    |                |
|--------------------|-------------|--------------------|----------------|
| VIN                | 1G1RD6E47BU | REPAIRING BAC      | 263336         |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE | 01/18/2014     |
| ODOMETER           | 29965       | SERVICE ADVISOR    | GMIN 637177484 |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST    |                |
| REFERENCE NUMBER   |             |                    |                |

|     |          |            |          |            |                |      |
|-----|----------|------------|----------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN.# | VER  |
| 1   | W        | ZREG       |          |            | 001186272089   | 0002 |

JOB COMPLETION DATE: 01/20/2014  
TECHNICIAN GMIN: 502248867

|                 |            |           |
|-----------------|------------|-----------|
| LABOR OPERATION | BASE HOURS | DIAGNOSIS |
| 6420160         | .8         | .3        |

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0590

COMPLAINT DESCRIPTION: CUSTOMER COMPLAINT THAT BACK UP CAMERA NOT AS CLEAR  
AS IT US TO BE - INSPECT AND ADVISE

CAUSE CODE: 9090

CAUSE DESCRIPTION: CAMERA LENS APPEARS TO HAVE IMPERFECTIONS. COULD NOT FIND ANY CIRCUIT SYSTEM FAULTS ACCORDING TO SI. FOLLOWED BULLETIN PI:1123 AND AND IT CALLS FOR REPLACEMENT OF IMAGE MODULE

CORRECTION DESCRIPTION: REMOVED REAR BUMPER FASCIA. REMOVED CAMERA IMAGE MODULE FROM INSIDE OF REAR FASCIA. INSTALLED NEW MODULE AND REINSTALLED REAR REAR BUMPER FASCIA. CAMERA DISPLAY IS CLEAR IN SUNLIGHT AS WELL AS DARKER AREAS.

CAUSAL PART: 22883286

|             |     |           |                     |       |        |
|-------------|-----|-----------|---------------------|-------|--------|
| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
| 22883286    | 1   | 77.53     |                     |       |        |

WAIVE DEDUCTIBLE (Y/N) N

|                      |               |      |         |
|----------------------|---------------|------|---------|
|                      | TOTAL W/O TAX | TAX  | TOTAL   |
| PARTS HANDLING       | 31.01         |      |         |
| PARTS                | 77.53         | 0.00 | 108.54  |
| LABOR                | 111.40        | 0.00 | 111.40  |
| NET ITEMS            | 0.00          | 0.00 | 0.00    |
| PARTICIPATION AMOUNT |               |      | ( 0.00) |
| TRANSACTION          | 219.94        | 0.00 | 219.94  |

CUSTOMER NAME [REDACTED] SERIAL NO. 1G1RD6E47BU [REDACTED]  
TOTAL R/O'S 12 TOTAL SERV. DAYS 22 MAKE CV CHEVROLET

| LN# | RO. NO.    | RO. DATE.. | MILES. | ADV/TECH J# | T | OPERATION                       | CODE. | DESCRIPTION..... |
|-----|------------|------------|--------|-------------|---|---------------------------------|-------|------------------|
| 9   | [REDACTED] | 04/27/2012 | 10198  | ****        |   | REPAIR ORDER PURGED FROM SYSTEM | ****  |                  |
| 10  | [REDACTED] | 10/28/2011 | 5786   | ****        |   | REPAIR ORDER PURGED FROM SYSTEM | ****  |                  |
| 11  | [REDACTED] | 03/28/2011 | 13     | ****        |   | REPAIR ORDER PURGED FROM SYSTEM | ****  |                  |
| 12  | [REDACTED] | 03/28/2011 | 13     | ****        |   | REPAIR ORDER PURGED FROM SYSTEM | ****  |                  |

(E=ENTER) (P=PAGE) (LINE#) (S=SUMMARY PRINT) (DV=DOCUMENT VIEW) (HO=HOSTS)

\* Susan - there are 4 old RO's  
that show purged from a system.  
I tried but only one could be retrieved.  
RO # [REDACTED] is included but RO's [REDACTED] [REDACTED] [REDACTED]  
have been purged —

# MOSS BROS. CHEVROLET

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

www.MossBrosChevrolet.com

## RECOMMENDED SERVICES

| OPERATION NO. | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION NO. | OPERATION DESCRIPTION | MO/MI | TOTAL |
|---------------|-----------------------|-------|-------|---------------|-----------------------|-------|-------|
|               |                       |       |       |               |                       |       |       |

## SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 04/16/15 |              | 43028   | 2134    | 2091       | W    | 12CV201   | ELECTRICAL DIAGNOSIS  |
|          |              |         |         | 2091       | W    | 14CV201   | ENGINE DIAGNOSIS      |
|          |              |         |         | 2091       | W    | 89CV2     | MULTI POINT INSPECT.  |
|          |              |         |         | 2091       | W    | 37CV209   | SUBLET - RENTAL CAR   |
|          |              |         |         | 2091       | W    | 15CV213   | TIRE - GREEN          |
|          |              |         |         | 2091       | W    | 15CV202   | BATTERY TEST - PASS   |

SALESPERSON NO. 3000600

## SERVICE

STATE REG# ARD00262825

|        |             |                           |                 |          |               |          |
|--------|-------------|---------------------------|-----------------|----------|---------------|----------|
| TERMS  | 161RD6E47BU | 11/CHEVROLET/VOLT/4DR SDN | PRODUCTION DATE | 03/28/11 | DELIVERY DATE | 09/20/13 |
| EX-100 |             |                           |                 |          |               |          |
| EX-101 |             |                           |                 |          |               |          |
| EX-102 |             |                           |                 |          |               |          |
| EX-103 |             |                           |                 |          |               |          |
| EX-104 |             |                           |                 |          |               |          |
| EX-105 |             |                           |                 |          |               |          |
| EX-106 |             |                           |                 |          |               |          |
| EX-107 |             |                           |                 |          |               |          |
| EX-108 |             |                           |                 |          |               |          |
| EX-109 |             |                           |                 |          |               |          |
| EX-110 |             |                           |                 |          |               |          |
| EX-111 |             |                           |                 |          |               |          |
| EX-112 |             |                           |                 |          |               |          |
| EX-113 |             |                           |                 |          |               |          |
| EX-114 |             |                           |                 |          |               |          |
| EX-115 |             |                           |                 |          |               |          |
| EX-116 |             |                           |                 |          |               |          |
| EX-117 |             |                           |                 |          |               |          |
| EX-118 |             |                           |                 |          |               |          |
| EX-119 |             |                           |                 |          |               |          |
| EX-120 |             |                           |                 |          |               |          |
| EX-121 |             |                           |                 |          |               |          |
| EX-122 |             |                           |                 |          |               |          |
| EX-123 |             |                           |                 |          |               |          |
| EX-124 |             |                           |                 |          |               |          |
| EX-125 |             |                           |                 |          |               |          |
| EX-126 |             |                           |                 |          |               |          |
| EX-127 |             |                           |                 |          |               |          |
| EX-128 |             |                           |                 |          |               |          |
| EX-129 |             |                           |                 |          |               |          |
| EX-130 |             |                           |                 |          |               |          |
| EX-131 |             |                           |                 |          |               |          |
| EX-132 |             |                           |                 |          |               |          |
| EX-133 |             |                           |                 |          |               |          |
| EX-134 |             |                           |                 |          |               |          |
| EX-135 |             |                           |                 |          |               |          |
| EX-136 |             |                           |                 |          |               |          |
| EX-137 |             |                           |                 |          |               |          |
| EX-138 |             |                           |                 |          |               |          |
| EX-139 |             |                           |                 |          |               |          |
| EX-140 |             |                           |                 |          |               |          |
| EX-141 |             |                           |                 |          |               |          |
| EX-142 |             |                           |                 |          |               |          |
| EX-143 |             |                           |                 |          |               |          |
| EX-144 |             |                           |                 |          |               |          |
| EX-145 |             |                           |                 |          |               |          |
| EX-146 |             |                           |                 |          |               |          |
| EX-147 |             |                           |                 |          |               |          |
| EX-148 |             |                           |                 |          |               |          |
| EX-149 |             |                           |                 |          |               |          |
| EX-150 |             |                           |                 |          |               |          |
| EX-151 |             |                           |                 |          |               |          |
| EX-152 |             |                           |                 |          |               |          |
| EX-153 |             |                           |                 |          |               |          |
| EX-154 |             |                           |                 |          |               |          |
| EX-155 |             |                           |                 |          |               |          |
| EX-156 |             |                           |                 |          |               |          |
| EX-157 |             |                           |                 |          |               |          |
| EX-158 |             |                           |                 |          |               |          |
| EX-159 |             |                           |                 |          |               |          |
| EX-160 |             |                           |                 |          |               |          |
| EX-161 |             |                           |                 |          |               |          |
| EX-162 |             |                           |                 |          |               |          |
| EX-163 |             |                           |                 |          |               |          |
| EX-164 |             |                           |                 |          |               |          |
| EX-165 |             |                           |                 |          |               |          |
| EX-166 |             |                           |                 |          |               |          |
| EX-167 |             |                           |                 |          |               |          |
| EX-168 |             |                           |                 |          |               |          |
| EX-169 |             |                           |                 |          |               |          |
| EX-170 |             |                           |                 |          |               |          |
| EX-171 |             |                           |                 |          |               |          |
| EX-172 |             |                           |                 |          |               |          |
| EX-173 |             |                           |                 |          |               |          |
| EX-174 |             |                           |                 |          |               |          |
| EX-175 |             |                           |                 |          |               |          |
| EX-176 |             |                           |                 |          |               |          |
| EX-177 |             |                           |                 |          |               |          |
| EX-178 |             |                           |                 |          |               |          |
| EX-179 |             |                           |                 |          |               |          |
| EX-180 |             |                           |                 |          |               |          |
| EX-181 |             |                           |                 |          |               |          |
| EX-182 |             |                           |                 |          |               |          |
| EX-183 |             |                           |                 |          |               |          |
| EX-184 |             |                           |                 |          |               |          |
| EX-185 |             |                           |                 |          |               |          |
| EX-186 |             |                           |                 |          |               |          |
| EX-187 |             |                           |                 |          |               |          |
| EX-188 |             |                           |                 |          |               |          |
| EX-189 |             |                           |                 |          |               |          |
| EX-190 |             |                           |                 |          |               |          |
| EX-191 |             |                           |                 |          |               |          |
| EX-192 |             |                           |                 |          |               |          |
| EX-193 |             |                           |                 |          |               |          |
| EX-194 |             |                           |                 |          |               |          |
| EX-195 |             |                           |                 |          |               |          |
| EX-196 |             |                           |                 |          |               |          |
| EX-197 |             |                           |                 |          |               |          |
| EX-198 |             |                           |                 |          |               |          |
| EX-199 |             |                           |                 |          |               |          |
| EX-200 |             |                           |                 |          |               |          |

|                                  |       |      |
|----------------------------------|-------|------|
| ORIGINAL CUSTOMER ESTIMATE       | TOTAL | 0.00 |
| 14527 ZCSP 01/23/2015 12/31/9999 |       |      |
| DISPOSITION CODE OPEN            |       |      |
| LIFTGATE STRUT ROD DETACH        |       |      |
| 14522 ZSUB 04/06/2015 12/31/9999 |       |      |
| DISPOSITION CODE OPEN            |       |      |
| EMISSIONS NONCOMPLIANCE          |       |      |
| 14527 ZCSP 01/23/2015 12/31/9999 |       |      |
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| 14522 ZSUB 04/06/2015 12/31/9999 |       |      |
| DISPOSITION CODE OPEN            |       |      |
| EMISSIONS NONCOMPLIANCE          |       |      |
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| DISPOSITION CODE OPEN            |       |      |
| LIFTGATE STRUT ROD DETACH        |       |      |
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| DISPOSITION CODE OPEN            |       |      |
| EMISSIONS NONCOMPLIANCE          |       |      |
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| DISPOSITION CODE OPEN            |       |      |
| LIFTGATE STRUT ROD DETACH        |       |      |
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| DISPOSITION CODE OPEN            |       |      |
| EMISSIONS NONCOMPLIANCE          |       |      |
| 14527 ZCSP 01/23/2015 12/31/9999 |       |      |
| DISPOSITION CODE OPEN            |       |      |
| LIFTGATE STRUT ROD DETACH        |       |      |
| 14522 ZSUB 04/06/2015 12/31/9999 |       |      |
| DISPOSITION CODE OPEN            |       |      |
| EMISSIONS NONCOMPLIANCE          |       |      |
| 14527 ZCSP 01/23/2015 12/31/9999 |       |      |
| DISPOSITION CODE OPEN            |       |      |
| LIFTGATE STRUT ROD DETACH        |       |      |
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| DISPOSITION CODE OPEN            |       |      |
| EMISSIONS NONCOMPLIANCE</        |       |      |





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

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

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CELL: [REDACTED]

|                      |                            |        |                     |          |
|----------------------|----------------------------|--------|---------------------|----------|
| TECH#                | JUSTIN AMEZQUITA           | 2134   | INVOICE DATE        | 05/31/15 |
| LAST RATE            |                            | 43,799 | DELIVERY DATE       | 03/28/11 |
| VEHICLE MAKE / MODEL | 1.1/CHEVROLET/VOLT/4DR SDN |        | DELIVERY MILES      | 18       |
| VEHICLE I.D.#        | 1 G 1 R D 6 E 4 7 B U      |        | RECALLING DEALER NO |          |
| DATE                 |                            |        | DATE                | 05/20/15 |
| ADDRESS              |                            |        | MO: [REDACTED]      |          |

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |
|-----------------|----------|-------|--------|------|------|-------------|
| 2110            | 05/20/15 | 12 70 | 13 80  | 0 60 | 0 00 | FINISHED    |
| 2110            | 05/20/15 | 0 00  | 0 00   | 0 00 | 0 20 | FINISHED    |
| TOTAL TECH TIME |          |       |        | 0 60 | 0 20 |             |

14274 ZCSP 01/23/2015 12/31/9999  
DISPOSITION CODE OPEN  
LIFTGATE STRUT ROD DETACH  
RECALL 14274  
PERFORMED RECALL 14274

| PARTS                       | QTY | FP NUMBER | DESCRIPTION  | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|-----------|--------------|--------|--------|---------|
| JOB # 1                     | 1   | 23282827  | STRUT 12 187 | 9 77   | 9 77   | 13 68   |
| JOB # 1                     | 1   | 23282828  | STRUT 12 187 | 9 77   | 9 77   | 13 68   |
| JOB # 1 COST TOTAL          |     |           |              | 19 54  |        |         |
| JOB # 1 TOTAL PARTS         |     |           |              |        | 27 36  |         |
| JOB # 1 TOTAL LABOR & PARTS |     |           |              |        | 48 12  |         |

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |
|-----------------|----------|-------|--------|------|------|-------------|
| 2110            | 05/20/15 | 13 80 | 14 20  | 0 20 | 0 00 | FINISHED    |
| 2110            | 05/20/15 | 0 00  | 0 00   | 0 00 | 0 50 | FINISHED    |
| TOTAL TECH TIME |          |       |        | 0 20 | 0 50 |             |

14522 ZSUB 04/05/2015 12/31/9999  
DISPOSITION CODE OPEN  
EMISSIONS NONCOMPLIANCE  
RECALL 14522  
PERFORMED RECALL 14522

| PARTS                       | QTY | FP NUMBER | DESCRIPTION    | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|-----------|----------------|--------|--------|---------|
| JOB # 2                     | 1   | 23294932  | CANISTER 3 130 | 140 94 | 140 94 | 197 32  |
| JOB # 2                     | 1   | 23342510  | HOSE 3 120     | 33 37  | 33 37  | 46 72   |
| JOB # 2 COST TOTAL          |     |           |                | 174 31 |        |         |
| JOB # 2 TOTAL PARTS         |     |           |                |        | 244 04 |         |
| JOB # 2 TOTAL LABOR & PARTS |     |           |                |        | 295 94 |         |

R/O TAX 0 00  
R/O TOTALS 344 06

WARRANTY CLAIM DETAIL TOTALS

| CLAIM#       | TOTAL  |
|--------------|--------|
| [REDACTED]   | 48 12  |
| [REDACTED]   | 295 94 |
| CLAIM TOTALS | 344 06 |

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CELL: [REDACTED]

|               |                           |          |            |            |
|---------------|---------------------------|----------|------------|------------|
| CUSTOMER NO   | TECHNICIAN                | DATE     | INVOICE NO | SALES NO   |
| [REDACTED]    | DUSTIN AMEZQUITA 2134     | 05/31/15 | [REDACTED] | [REDACTED] |
| ADDRESS       | DATE                      | PRICE    | DATE       | PRICE      |
| RIVERSIDE, CA | 11/CHEVROLET/VOLT/4DR SDN | 43,799   | 03/28/11   | 18         |
|               | VIN 1G1RD6E47BU           |          |            |            |
|               |                           |          | 05/20/15   |            |

DCS AUDIT SLIP

JOB CARD [REDACTED]  
VIN 1G1RD6E47BU  
ODOMETER INDICATOR M  
ODOMETER 43799  
NON-GM VEHICLE N  
REFERENCE NUMBER  
REPAIRING BAC 263336  
JOB CARD OPEN DATE 05/29/2015  
SERVICE ADVISOR GHIN 68365887  
FOREIGN TOURIST

| JOB | PAY TYPE | TRANS TYPE | CATEGORY | FRA CLAIM# | OEM SAP TRAN # | VER  |
|-----|----------|------------|----------|------------|----------------|------|
| 1   | W        | ZFAT       |          |            | 001247175681   | 0002 |

JOB COMPLETION DATE 05/20/2015  
TECHNICIAN GHIN 172897185

LABOR OPERATION BASE HOURS  
9101157 0 2

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION PERFORMED RECALL 14274

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|-------------|-----|-----------|---------------------|-------|--------|
| 23282827    | 1   | 9 77      |                     |       |        |
| 23282828    | 1   | 9 77      |                     |       |        |

WAIVE DEDUCTIBLE (Y/N) N

|                      | TOTAL W/O TAX | TAX  | TOTAL |
|----------------------|---------------|------|-------|
| PARTS HANDLING       | 7 82          |      |       |
| PARTS                | 19 54         | 0 00 | 27 35 |
| LABOR                | 20 76         | 0 00 | 20 76 |
| NET ITEMS            | 0 00          | 0 00 | 0 00  |
| PARTICIPATION AMOUNT |               | (    | 0 00) |
| TRANSACTION          | 48 12         | 0 00 | 48 12 |



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CELL: [REDACTED]

|               |                           |      |        |          |                  |            |
|---------------|---------------------------|------|--------|----------|------------------|------------|
| CUSTOMER NO   | JUSTIN AMEZQUITA          | 2134 | PLS NO | 05/31/15 | CELL NO          | [REDACTED] |
| ADDRESS       | [REDACTED]                |      | 43,799 |          | CELL NO          | [REDACTED] |
| RIVERSIDE, CA | 11/CHEVROLET/VOLT/4DR SDN |      |        | 03/28/11 | DELIVERY MILES   | 18         |
|               | 1 G 1 R D 6 E 4 7 B U     |      |        |          | PRODUCT DEV DATE |            |
|               |                           |      |        | 05/20/15 |                  |            |
|               |                           |      |        |          |                  |            |

DCS AUDIT SLIP

JOB CARD

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1G1RD6E47BU | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 05/20/2015 |
| ODOMETER           | 43799       | SERVICE ADVISOR GHIN | 693365887  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

|     |          |            |          |            |                |      |
|-----|----------|------------|----------|------------|----------------|------|
| JOB | PAY TYPE | TRANS TYPE | CATEGORY | FRA CLAIMS | DEM SAP TRAN # | VER  |
| 2   | M        | ZFAT       |          |            | 001247175684   | 0002 |

JOB COMPLETION DATE 05/20/2015  
TECHNICIAN GHIN 172897185

LABOR OPERATION BASE HOURS  
9101063 0 5

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION PERFORMED RECALL 14522

|             |     |           |                     |       |        |
|-------------|-----|-----------|---------------------|-------|--------|
| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
| 23294932    | 1   | 140 94    |                     |       |        |
| 23342510    | 1   | 33 37     |                     |       |        |

WAIVE DEDUCTIBLE (Y/N) N

|                      |               |      |        |
|----------------------|---------------|------|--------|
| PARTS HANDLING       | TOTAL W/O TAX | TAX  | TOTAL  |
| PARTS                | 69 73         |      |        |
| LABOR                | 174 31        | 0 00 | 244 04 |
| NET ITEMS            | 51 90         | 0 00 | 51 90  |
| PARTICIPATION AMOUNT | 0 00          | 0 00 | 0 00   |
| TRANSACTION          | 295 94        | 0 00 | 295 94 |





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CELL: [REDACTED]

|                            |                                                   |                          |                            |
|----------------------------|---------------------------------------------------|--------------------------|----------------------------|
| OWNER'S NAME<br>[REDACTED] | LAST NAME<br>JUSTIN AMEZQUITA                     | DOB<br>2134              | INSURANCE DATE<br>05/31/15 |
| ADDRESS<br>[REDACTED]      | LAST NAME<br>[REDACTED]                           | INSURANCE<br>43,799      | INSURANCE<br>[REDACTED]    |
| CITY<br>RIVERSIDE, CA      | VEHICLE MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | VEHICLE YEAR<br>03/28/11 | VEHICLE COLOR<br>18        |
|                            | VEHICLE VIN<br>1G1RD6E47BU                        | VEHICLE DECISION NO      | VEHICLE DECISION DATE      |
|                            |                                                   | VEHICLE DECISION NO      | VEHICLE DECISION DATE      |
|                            |                                                   | VEHICLE DECISION NO      | VEHICLE DECISION DATE      |

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |
|-----------------|----------|-------|--------|------|------|-------------|
| 2110            | 05/20/15 | 12 70 | 13 80  | 0 60 | 0 00 | FINISHED    |
| 2110            | 05/20/15 | 0 00  | 0 00   | 0 00 | 0 20 | FINISHED    |
| TOTAL TECH TIME |          |       |        | 0 60 | 0 20 |             |

14274 ZCSP 01/23/2015 12/31/9999  
DISPOSITION CODE OPEN  
LIFTGATE STRUT ROD DETACH  
RECALL 14274  
PERFORMED RECALL 14274

| PARTS                       | QTY | FP NUMBER | DESCRIPTION  | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|-----------|--------------|--------|--------|---------|
| JOB # 1                     | 1   | 23282827  | STRUT 12 187 | 9 77   | 9 77   | 13 68   |
| JOB # 1                     | 1   | 23282828  | STRUT 12 187 | 9 77   | 9 77   | 13 68   |
| JOB # 1 COST TOTAL          |     |           |              | 19 54  |        |         |
| JOB # 1 TOTAL PARTS         |     |           |              |        | 27 36  |         |
| JOB # 1 TOTAL LABOR & PARTS |     |           |              |        | 48 12  |         |

| TECH#           | DATE     | START | FINISH | ACT  | TIME | DESCRIPTION |
|-----------------|----------|-------|--------|------|------|-------------|
| 2110            | 05/20/15 | 13 80 | 14 20  | 0 20 | 0 00 | FINISHED    |
| 2110            | 05/20/15 | 0 00  | 0 00   | 0 00 | 0 50 | FINISHED    |
| TOTAL TECH TIME |          |       |        | 0 20 | 0 50 |             |

14522 ZSUB 04/06/2015 12/31/9999  
DISPOSITION CODE OPEN  
EMISSIONS NONCOMPLIANCE  
RECALL 14522  
PERFORMED RECALL 14522

| PARTS                       | QTY | FP NUMBER | DESCRIPTION    | U/COST | E/COST | U/PRICE |
|-----------------------------|-----|-----------|----------------|--------|--------|---------|
| JOB # 2                     | 1   | 23294932  | CANISTER 3 130 | 140 94 | 140 94 | 197 32  |
| JOB # 2                     | 1   | 23342510  | HOSE 3 120     | 33 37  | 33 37  | 46 72   |
| JOB # 2 COST TOTAL          |     |           |                | 174 31 |        |         |
| JOB # 2 TOTAL PARTS         |     |           |                |        | 244 04 |         |
| JOB # 2 TOTAL LABOR & PARTS |     |           |                |        | 295 94 |         |
| R/O TAX                     |     |           |                |        | 0 00   |         |
| R/O TOTALS                  |     |           |                |        | 344 06 |         |

WARRANTY CLAIM DETAIL TOTALS

| CLAIM#       | TOTAL  |
|--------------|--------|
| [REDACTED]   | 48 12  |
| [REDACTED]   | 295 94 |
| CLAIM TOTALS | 344 06 |

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CELL: [REDACTED]

|                     |                           |      |                |          |
|---------------------|---------------------------|------|----------------|----------|
| CUSTOMER NAME       | JUSTIN AMEZQUITA          | 2134 | MOBILE         | 05/31/15 |
| LABOR RATE          | 43,799                    |      |                |          |
| YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |      | DELIVERY DATE  | 03/28/11 |
| VEHICLE ID NO       | 1G1RD6E478U               |      | DELIVERY MILES | 18       |
| DELIVERY DATE       | 05/20/15                  |      |                |          |

OCS AUDIT SLIP

JOB CARD [REDACTED]  
VIN 161RD6E478U REPAIRING BAC 263336  
ODOMETER INDICATOR M JOB CARD OPEN DATE 05/20/2015  
ODOMETER 43799 SERVICE ADVISOR GWIN 693365887  
NON-GM VEHICLE N FOREIGN TOURIST  
REFERENCE NUMBER

| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN # | VER  |
|-----|----------|------------|----------|------------|----------------|------|
| 1   | W        | ZFAT       |          |            | 001247175661   | 0002 |

JOB COMPLETION DATE 05/20/2015  
TECHNICIAN GWIN 172897185

LABOR OPERATION BASE HOURS  
9101157 0 2

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION PERFORMED RECALL 14274

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|-------------|-----|-----------|---------------------|-------|--------|
| 23282827    | 1   | 9 77      |                     |       |        |
| 23282828    | 1   | 9 77      |                     |       |        |

WAIVE DEDUCTIBLE (Y/N) N

|                      | TOTAL W/O TAX | TAX  | TOTAL |
|----------------------|---------------|------|-------|
| PARTS HANDLING       | 7 82          |      |       |
| PARTS                | 19 54         | 0 00 | 27 36 |
| LABOR                | 20 76         | 0 00 | 20 76 |
| NET ITEMS            | 0 00          | 0 00 | 0 00  |
| PARTICIPATION AMOUNT |               | (    | 0 00) |
| TRANSACTION          | 48 12         | 0 00 | 48 12 |



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|                                   |                                  |                                  |             |                               |                     |          |                                 |
|-----------------------------------|----------------------------------|----------------------------------|-------------|-------------------------------|---------------------|----------|---------------------------------|
| SEARCHED <input type="checkbox"/> | INDEXED <input type="checkbox"/> | JUSTIN AMEZQUITA                 | 2134        | DATE <input type="checkbox"/> | INVOICE DATE        | 05/31/15 | ISSUED <input type="checkbox"/> |
| [REDACTED]                        |                                  | SEARCH DATE                      | SEARCHED BY | RELEASE                       | 43,799              | COLOR    | [REDACTED]                      |
| [REDACTED]                        |                                  | YEAR / MAKE / MODEL              |             |                               | EXPIRATION DATE     | 03/28/11 | DELIVERY MILES                  |
| RIVERSIDE, CA [REDACTED]          |                                  | 11/CHEVROLET/VOLT/4DR SDN        |             |                               |                     |          | 18                              |
|                                   |                                  | VEHICLE I.D. NO.                 |             |                               | VEHICLE CHASSIS NO. |          | REGISTRATION STATE              |
|                                   |                                  | 1 G I R D 6 E 4 7 B U [REDACTED] |             |                               |                     |          |                                 |
|                                   |                                  | P I E NO                         |             | P C NO                        |                     | T O DATE | 05/20/15                        |
| [REDACTED]                        |                                  | [REDACTED]                       |             | [REDACTED]                    |                     | MO:      |                                 |

## DCS AUDIT SLIP.

JOB CARD

|                    |             |                      |            |
|--------------------|-------------|----------------------|------------|
| VIN                | 1G1RD6E47B0 | REPAIRING BAC        | 263336     |
| ODOMETER INDICATOR | M           | JOB CARD OPEN DATE   | 05/20/2015 |
| ODOMETER           | 43799       | SERVICE ADVISOR GWIN | 693365887  |
| NON-GM VEHICLE     | N           | FOREIGN TOURIST      |            |
| REFERENCE NUMBER   |             |                      |            |

| JOB | PAY TYPE | TRANS TYPE | CATEGORY | FRA CLAIM# | OEM SAP TRAN # | VER  |
|-----|----------|------------|----------|------------|----------------|------|
| 2   | W        | ZFAT       |          |            | 001247175684   | 0002 |

JOB COMPLETION DATE 05/20/2015  
TECHNICIAN GMIN 172897185

|                 |            |
|-----------------|------------|
| LABOR OPERATION | BASE HOURS |
| 9101063         | 0 5        |

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION PERFORMED RECALL 14522

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|-------------|-----|-----------|---------------------|-------|--------|
| 23294932    | 1   | 140 94    |                     |       |        |
| 23342510    | 1   | 33 37     |                     |       |        |

WAIVE DEDUCTIBLE (Y/N) N

|                      | TOTAL W/O TAX | TAX  | TOTAL  |
|----------------------|---------------|------|--------|
| PARTS HANDLING       | 69 73         |      |        |
| PARTS                | 174 31        | 0 00 | 244 04 |
| LABOR                | 51 90         | 0 00 | 51 90  |
| NET ITEMS            | 0 00          | 0 00 | 0 00   |
| PARTICIPATION AMOUNT |               |      | 0 00   |
| TRANSACTION          | 295 94        | 0 00 | 295 94 |





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|----------------------|---------------------------|------|-----------------|----------|
| CUSTOMER NO          | JUSTIN AMEZQUITA          | 2134 | DATE OF SERVICE | 05/20/15 |
| SALES PRICE          | 43,799                    |      | REASON          |          |
| VEHICLE MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |      | DELIVERY DATE   | 03/28/11 |
| VEHICLE I.D. NO      | 1G1RD6E47BU               |      | DELIVERY MILE   | 18       |
| SALES DEALER NO      |                           |      | PREVIOUS DATE   |          |
| DATE OF SALE         | 05/20/15                  |      |                 |          |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |           |                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----------|----------------|
| LABOR & PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     | MO:       |                |
| JOB # 1 3SCVZ01 14274 ZCSP 01/23/2015 12/31/9999                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |     |           |                |
| DISPOSITION CODE OPEN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |     |           |                |
| LIFTGATE STRUT ROD DETACH                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |           |                |
| RECALL 14274                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |     |           |                |
| PERFORMED RECALL 14274                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |           |                |
| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | QTY | FP-NUMBER | DESCRIPTION    |
| JOB # 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 1   | 23282827  | STRUT 12 187   |
| JOB # 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 1   | 23282828  | STRUT 12 187   |
| JOB # 1 TOTAL PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |           | 0 00           |
| JOB # 1 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |           | 0 00           |
| JOB # 2 3SCVZ01 14522 ZSUS 04/06/2015 12/31/9999                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |     |           |                |
| DISPOSITION CODE OPEN                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |     |           |                |
| EMISSIONS NONCOMPLIANCE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |     |           |                |
| RECALL 14522                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |     |           |                |
| PERFORMED RECALL 14522                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |           |                |
| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | QTY | FP-NUMBER | DESCRIPTION    |
| JOB # 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 1   | 23294932  | CANISTER 3 130 |
| JOB # 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 1   | 23342510  | HOSE 3 120     |
| JOB # 2 TOTAL PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |           | 0 00           |
| JOB # 2 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |           | 0 00           |
| JOB # 3 1SCVZ02 14522 MULTIPOINT INSPECTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |           |                |
| AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECEIVE YOUR VEHICLE'S REPORT CARD. IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB) RULE, AUTOMOBILE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE REFERENCE GUIDE. |     |           |                |
| INSPECTION INSPECTED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |     |           |                |
| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | QTY | FP-NUMBER | DESCRIPTION    |
| JOB # 3 TOTAL PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |           | 0 00           |
| JOB # 3 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |           | 0 00           |
| JOB # 4 1SCVZ02 14522 BATTERY TEST                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |     |           |                |
| Added Operation (3.3A @ 05/20/2015 14:36)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |           |                |
| CHECK BATTERY PERFORMANCE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |           |                |
| BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |     |           |                |
| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | QTY | FP-NUMBER | DESCRIPTION    |



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|              |               |               |                       |               |          |          |
|--------------|---------------|---------------|-----------------------|---------------|----------|----------|
| CUSTOMER NO  | MOSS          | SALES         | JUSTIN AMEZQUITA      | 2134          | DATE     | 05/20/15 |
| ADDRESS      | RIVERSIDE, CA | LABOR RATE    | 15.00                 | PRICE         | 43,799   | COOPER   |
| VEHICLE MAKE | CHEVROLET     | VEHICLE MODEL | VOLT/4DR SDN          | DELIVERY DATE | 03/28/11 | 18       |
| VEHICLE YEAR | 11            | VEHICLE COLOR | 1 G 1 R D 6 E 4 7 8 U | DELIVERY DATE | 05/20/15 |          |
| VEHICLE VIN  |               | VEHICLE MAKE  |                       | VEHICLE MODEL |          |          |
| VEHICLE YEAR |               | VEHICLE COLOR |                       | VEHICLE MAKE  |          |          |

|                                                                                                                                                                                                                                                                                                                                                                      |  |      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------|
| JOB # 4 TOTAL PARTS                                                                                                                                                                                                                                                                                                                                                  |  | 0.00 |
| JOB # 4 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                                                                          |  | 0.00 |
| Added Operation (3JA @ 05/20/2015 14:36)                                                                                                                                                                                                                                                                                                                             |  |      |
| LIGHT BRAKE WEAR WAS INDICATED THE BRAKES WERE MEASURED AT 8/32nds OR ABOVE                                                                                                                                                                                                                                                                                          |  |      |
| PREVENTATIVE MAINTENANCE CONTINUE TO HAVE YOUR BRAKES INSPECTED                                                                                                                                                                                                                                                                                                      |  |      |
| A COURTESY BRAKE INSPECTION IS PERFORMED AT EVERY SERVICE                                                                                                                                                                                                                                                                                                            |  |      |
| PARTS QTY-PP-NUMBER-DESCRIPTION-LIST PRICE UNIT PRICE                                                                                                                                                                                                                                                                                                                |  |      |
| JOB # 5 TOTAL PARTS                                                                                                                                                                                                                                                                                                                                                  |  | 0.00 |
| JOB # 5 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                                                                          |  | 0.00 |
| Added Operation (3JA @ 05/20/2015 14:36)                                                                                                                                                                                                                                                                                                                             |  |      |
| TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED                                                                                                                                                                                                                                                                                                          |  |      |
| PREVENTATIVE MAINTENANCE CONTINUE TO HAVE TIRES INSPECTED REGULARLY                                                                                                                                                                                                                                                                                                  |  |      |
| A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE                                                                                                                                                                                                                                                                                                             |  |      |
| PARTS QTY-PP-NUMBER-DESCRIPTION-LIST PRICE UNIT PRICE                                                                                                                                                                                                                                                                                                                |  |      |
| JOB # 6 TOTAL PARTS                                                                                                                                                                                                                                                                                                                                                  |  | 0.00 |
| JOB # 6 TOTAL LABOR & PARTS                                                                                                                                                                                                                                                                                                                                          |  | 0.00 |
| ESTIMATE                                                                                                                                                                                                                                                                                                                                                             |  |      |
| CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)                                                                                                                                                                                                                                                                                            |  |      |
| TOTALS                                                                                                                                                                                                                                                                                                                                                               |  |      |
| 12 MONTH & OR 12000 MILE WARRANTY ON ALL DEALER INSTALLED PARTS, WHICH EVER COMES FIRST. THIS SUPERSEDES ALL OTHER WRITTEN WARRANTIES ON THIS INVOICE. IN CASE OF WARRANTY REPAIR OUTSIDE OF THIS FACILITY MUST BE AUTHORIZED BY MANAGEMENT PRIOR TO REPAIRS BEING PERFORMED. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. |  |      |
| TOTAL LABOR                                                                                                                                                                                                                                                                                                                                                          |  | 0.00 |
| TOTAL PARTS                                                                                                                                                                                                                                                                                                                                                          |  | 0.00 |
| TOTAL SUBLET                                                                                                                                                                                                                                                                                                                                                         |  | 0.00 |
| TOTAL G.O.G.                                                                                                                                                                                                                                                                                                                                                         |  | 0.00 |
| TOTAL MISC CHG                                                                                                                                                                                                                                                                                                                                                       |  | 0.00 |
| TOTAL MISC DISC                                                                                                                                                                                                                                                                                                                                                      |  | 0.00 |
| TOTAL TAX                                                                                                                                                                                                                                                                                                                                                            |  | 0.00 |
| TOTAL INVOICE \$                                                                                                                                                                                                                                                                                                                                                     |  | 0.00 |

# MOSS BROS. CHEVROLET

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

www.MossBrosChevrolet.com

## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|
|           |                       |       |       |

## SERVICE HISTORY

| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 03/16/15 |              | 45028   | 2134    | 2091       | W    | 12CVZ01   | ELECTRICAL DIAGNOSIS  |
|          |              |         |         | 2091       | W    | 14CVZ01   | ENGINE DIAGNOSIS      |
|          |              |         |         | 2091       | C    | 89CVZ     | MULTI POINT INSPECT I |
|          |              |         |         | 2091       | W    | 87CVZ09   | SUBLET - RENTAL CAR   |
|          |              |         |         | 2091       | W    | 15CVZ13   | TIRE - GREEN          |
|          |              |         |         | 2091       | C    | 15CVZ02   | BATTERY TEST - PASS   |

SALESPERSON NO 3000500

## SERVICE

STATE REG# ARD00262825

|                    |  |                           |          |                 |                  |
|--------------------|--|---------------------------|----------|-----------------|------------------|
| TERMS: 1G1RD6E47BU |  | 11/CHEVROLET/VOLT/4DR SDN |          | PRODUCTION DATE |                  |
| CREDIT CARD        |  | DELIVERY DATE             | 03/28/11 | DELIVERY MILE   | 18               |
| SALES OFFICE       |  | SELLING DEALER NO         |          | DATE            | 03/20/15         |
| RIVERSIDE, CA      |  | CONTRACT NO               |          | EXPIRATION DATE |                  |
| EXTENDED WARRANTY  |  | COLOUR                    |          | EXPIRATION DATE |                  |
| CALL WHEN READY    |  | TURBO                     | CVZ      | ADVISOR         | 2134             |
| APPOINTMENT        |  | PRICE                     | 43,799   | ADVISOR         | JUSTIN AMEZQUITA |
| CELL               |  | DATE                      | 03/20/15 | TIME            | 06:00pm          |

RULE, AUTOMOBILE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE REFERENCE GUIDE

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

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

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

Please look over our new and previously-owned cars while you are waiting.  
By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments when the Smog Check test indicates a're necessary."

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

NO GUARANTEE ON RUST WORK  
Due to the nature of body and paint work, a warranty does not exist on rust work. Rust is not covered by the warranty. INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE F01038 IS TO BE CHARGED ON ACCOUNT.

POWER OF ATTORNEY  
The undersigned hereby authorizes, ratifies, and confirms the actions of the undersigned in connection with the sale of the vehicle described herein to the undersigned.

MOSS BROS. CHEVROLET  
The undersigned hereby authorizes, ratifies, and confirms the actions of the undersigned in connection with the sale of the vehicle described herein to the undersigned.

HAZARDOUS WASTE DISPOSAL FEE. \*VOICES MAY REFLECT A CHARGE FOR DISPOSAL OF HAZARDOUS WASTE INCLUDING BUT NOT LIMITED TO WASTE ANTIFREEZE, OIL & OIL FILTER. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. BAR # ARD25825 EPA # C1400384246

10 / EMISSIONS CALL PRINTING SOLUTIONS AT (951) 307-2027



VIN: 1G1RD6E47BU

Vehicle Model: CHEVROLET

Delivery Date: 03/28/2011

Service Consultant: JUSTIN AMEZQUITA

Mileage: 43799

18146 Auto Drive • Riverside, CA 92504  
12625 Auto Mall Drive • Moreno Valley, CA 92655  
(951) 485-3500 • Fax (951) 485-3518

### Vehicle Summary

www.MossBrosChevrolet.com

| RECOMMENDED SERVICES   | IN Progress | NOT IN Progress | OPERATION DESCRIPTION | MO/M     | TOTAL |
|------------------------|-------------|-----------------|-----------------------|----------|-------|
| Equipped - Active      | Yes         | Yes             | Equipped - Active     | 92WK920K |       |
| Required Field Actions |             |                 |                       |          |       |

| Number | Type                          | Description                  | Release Date | Status |
|--------|-------------------------------|------------------------------|--------------|--------|
| 14274  | Customer Satisfaction Program | LIFTGATE STRUT ROD DETACH    | 01/23/2015   | Open   |
| 14617  | Product Safety Recall         | UNINTENTIONAL ENGINE RUNNING | 04/07/2015   | Closed |

|       |                         |                         |            |      |
|-------|-------------------------|-------------------------|------------|------|
| 14522 | Service Update Bulletin | EMISSIONS NONCOMPLIANCE | 04/08/2015 | Open |
|-------|-------------------------|-------------------------|------------|------|

| TERMS | DESCRIPTION                   | DATE                          | STATUS     | IN Q NO | IN Q DATE |
|-------|-------------------------------|-------------------------------|------------|---------|-----------|
| 12021 | Customer Satisfaction Program | DRIVER AIRBAG INSPECTION      | 03/08/2012 | Closed  |           |
| 11185 | Customer Satisfaction Program | ENHANCED 120 VOLT CHARGE CORD | 03/15/2012 | Closed  |           |
| 11185 | Customer Satisfaction Program | PRODUCT ENHANCEMENTS          | 08/23/2013 | Closed  |           |

| DESCRIPTION                             | EFFECTIVE DATE | EFFECTIVE ODOMETER | END DATE   | END ODOMETER | WARRANTY STATUS |
|-----------------------------------------|----------------|--------------------|------------|--------------|-----------------|
| Bumper to Bumper Limited Warranty       | 03/28/2011     | 18 MI              | 03/28/2017 | 100018 MI    | Applicable      |
| Corrosion Limited Warranty              | 03/28/2011     | 18 MI              | 03/28/2017 | 100018 MI    | Applicable      |
| Emission Limited Warranty               | 03/28/2011     | 18 MI              | 03/28/2017 | 100018 MI    | Expired         |
| Emission Select Component Ltd Wty       | 03/28/2011     | 18 MI              | 03/28/2017 | 100018 MI    | Applicable      |
| Emission Select State Component Ltd Wty | 03/28/2011     | 18 MI              | 03/28/2017 | 100018 MI    | Applicable      |
| Powertrain Limited Warranty             | 03/28/2011     | 18 MI              | 03/28/2017 | 100018 MI    | Applicable      |
| Special Coverage 14232                  | 03/28/2011     | 18 MI              | 03/28/2017 | 100018 MI    | Applicable      |

| Policy Number                         | Owner Name | Description | Deductible Amount | Daily Rental Allowance | Effective Date | Effective Expiration | Expiration Date |
|---------------------------------------|------------|-------------|-------------------|------------------------|----------------|----------------------|-----------------|
| No information found for this vehicle |            |             |                   |                        |                |                      |                 |

| Type                                  | Number | Description |
|---------------------------------------|--------|-------------|
| No information found for this vehicle |        |             |

| Service Date | R O Number | Transaction Type | OP Code | Description                             |
|--------------|------------|------------------|---------|-----------------------------------------|
| 04/16/2015   |            | ZREG             | 5021400 | Drive Motor Battery Coolant Replacement |

Please Note: This document may be considered current for 24 hours from the time it was printed.



VIN 1G1RD6E47BU

Vehicle Model: CHEVROLET

Delivery Date 03/28/2011

Service Consultant: JUSTIN AMEZQUIT

Mileage: 43799

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(951) 485-3500 • Fax (951) 485-3516

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### RECOMMENDED SERVICES

| OPERATION DATE | OPERATION DESCRIPTION | OPERATION MILEAGE | OPERATION TOTAL                                      |
|----------------|-----------------------|-------------------|------------------------------------------------------|
| 04/08/2015     | 84916 ZREG            | 4025390           | Engine Control Module Replacement                    |
| 04/08/2015     | 84916 ZFAT            | 9101384           | N143617 - Body Control Module Reprogramming with SP  |
| 08/27/2014     | 55896 ZREG            | 5021400           | Drive Motor Battery Coolant Level Sensor Replacement |

### SERVICE HISTORY

| DATE       | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION                                    | OPERATION DESCRIPTION |
|------------|--------------|---------|---------|------------|------|----------------------------------------------|-----------------------|
| 01/17/2014 | 47766        | ZFAT    | 9100140 |            |      | N130202 - Reprogram Power Inverter Module    | 29927 MI Warranty     |
| 05/07/2012 | 28579        | ZFAT    | V2543   |            |      | 11188 - Exchange Charge Cord(s)              | 10566 MI Warranty     |
| 05/07/2012 | 28579        | ZFAT    | V2547   |            |      | 12020 - Inspect Driver Airbag and Reposition | 10566 MI Warranty     |

|            |             |                  |       |      |          |            |      |                                                      |                       |
|------------|-------------|------------------|-------|------|----------|------------|------|------------------------------------------------------|-----------------------|
| TERMS      | VEHICLE NO. | REPAIR ORDER NO. | DATE  | TIME | LOCATION | TECHNICIAN | TYPE | OPERATION                                            | OPERATION DESCRIPTION |
| 05/07/2012 | 28579       | ZFAT             | V2543 |      |          |            |      | 11542 - Install Battery Reinforcement Brkt           | 10566 MI Warranty     |
| 01/28/2011 | 22733       | ZFAT             | V2436 |      |          |            |      | 11137 - Reprogram Multiple Modules and Install Label | 5786 MI Warranty      |
| 09/28/2011 | 16844       | ZPDI             | Z6898 |      |          |            |      | PDI - Dealer Installed - Factory Invoiced            | 2 MI Warranty         |
| 03/03/2011 | A0194       | ZPDI             | Z7006 |      |          |            |      | PDI - Dealer Installed - Base Time                   | 1 MI Warranty         |

### Repair Order History

| Date       | Number | Location | Job Type             | Vehicle R O |
|------------|--------|----------|----------------------|-------------|
| 05/14/2015 |        | CA       | ELECTRICAL DIAGNOSIS |             |
| 08/30/2014 |        | CA       | ELECTRICAL DIAG 2    |             |
| 01/20/2014 |        | CA       | RECALL 1             |             |
| 01/20/2014 |        | CA       | INT / EXT DIAG 1     |             |
| 07/09/2013 |        | CA       | 1ST PREPAID MAINT    |             |
| 05/08/2012 |        | CA       | RECALL 1             |             |
| 04/27/2012 |        | CA       | RECALL 1             |             |
| 10/28/2011 |        | CA       | RECALL 1             |             |
| 03/29/2011 |        | CA       | ACCESSORIES 1        |             |
| 03/29/2011 |        | CA       | PRE-DELIVERY INSPECT |             |

|        |       |          |           |
|--------|-------|----------|-----------|
| REASON | Count | TIME     | ADL COSTS |
| 40     | C.W.U | 43028 MI |           |
| 38     | C.W.U | 36248 MI |           |
| 58     | C.W.U | 29927 MI |           |
| 93     | C.W.U | 29955 MI |           |
| 7      | C.W.U | 25442 MI |           |
| 7      | C.W.U | 05863 MI |           |
| 7      | C.W.U | 06198 MI |           |

Please look over our new and previously owned vehicles while you are waiting.  
By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.  
NO CARS RELEASED AFTER SERVICE HOURS  
IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE.  
NO GUARANTEE ON REPEAT WORK.  
Due to the nature of body shop work, no dealer provides a completion date. Arrangements for payment in full must be made prior to delivery of vehicle.  
INSURANCE: INSURANCE OR CLAIM MUST BE FILED UPON DELIVERY OF VEHICLE. CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.  
POWER OF ATTORNEY  
I, the undersigned, hereby authorize the repair of my vehicle at the location of the repair shop.  
MOSSBROS. CHEVROLET  
I hereby authorize the repair of my vehicle at the location of the repair shop.  
I, the undersigned, hereby authorize the repair of my vehicle at the location of the repair shop.

|      |        |
|------|--------|
| DATE | SIGNED |
|      |        |



# Moss Bros. CHEVROLET

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## RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MOBIL | TOTAL | OPERATION | OPERATION DESCRIPTION | MOBIL | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           |                       |       |       |           |                       |       |       |

## SERVICE HISTORY

| DATE     | REF # | ORDER | RELEASE | ADVIS | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|-------|-------|---------|-------|------------|------|-----------|-----------------------|
| 08/27/14 |       |       | 136248  | 2134  | 2091       | W    | 95CVZ001  | RECALL S              |
|          |       |       |         |       | 2091       | W    | 09CVZ     | ENGINE DIAG 1         |
|          |       |       |         |       | 2091       | C    | 09CVZ     | MULTI POINT INSPECTI  |
|          |       |       |         |       | 300217     | W    | 08CVZ1    | ELECTRICAL DIAG 2     |

SALESPERSON NO: 30006000 STATE REG # ARD0026285

1G1RD0E47BU

11 CHEVROLET VOLT 4DR SDN

1FRP2 03/28/11 18 04.16.5

RIVERSIDE, CA

CVZZ

13,078 2134

0511A RVL26L17A

08:34am 04.16 15. 06 00pm

## COMMENTS SERVICE

1. W\*09CVZ ELECTRICAL DIAG 1  
CIS SERVICE HIGH VOLTAGE CHARGING SYSTEM LIGHT DISPLAYS AND  
WONT CHARGE

2. W\*09CVZ ENGINE DIAG 1  
CHECK ENGINE LIGHT IS ON  
INSPECT AND ADVISE

3. C\*09CVZ MULTI POINT INSPECTI  
AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS  
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE  
VEHICLE NEEDS THIS INSPECTION INCLUDES A FREE BATTERY TEST  
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD AT TIME OF  
PICK UP YOU WILL RECEIVE YOUR VEHICLES REPORT CARD

FOR ALL PARTS AND SERVICE  
PLEASE CALL 1-800-4-A-CAR  
OR VISIT WWW.4ACAR.COM

Please follow my car to the nearest 4ACAR location  
to get a free car wash and wax  
Offer valid 10/1/14 - 12/31/14

MOBILE TELEPHONES ARE USED  
FOR ALL PARTS AND SERVICE  
CALL 1-800-4-A-CAR  
OR VISIT WWW.4ACAR.COM

FOR INFORMATION

MOBILE TELEPHONES ARE USED



PAGE 1 OF 2

SERVICE COPY

(CONTINUE ON NEXT PAGE)





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CELL

|                 |                           |               |                  |              |              |               |    |
|-----------------|---------------------------|---------------|------------------|--------------|--------------|---------------|----|
| DATE OF SERVICE | 10/11/15                  | TECHNICIAN    | JUSTIN AMEZQUITA | 2134         | MOBILE PHONE | 05/07/15      |    |
| VEHICLE MAKE    | CHEVROLET                 | VEHICLE MODEL | VOLT             | VEHICLE YEAR | 2011         | VEHICLE COLOR | 18 |
| VEHICLE VIN     | 1G1RD6E47BU               |               |                  |              |              |               |    |
| VEHICLE LICENSE | 43,028                    |               |                  |              |              |               |    |
| VEHICLE MAKE    | 11/CHEVROLET/VOLT/4DR SDN |               |                  |              |              |               |    |
| VEHICLE MODEL   | 03/28/11                  |               |                  |              |              |               |    |
| VEHICLE YEAR    | 04/16/15                  |               |                  |              |              |               |    |
| VEHICLE COLOR   | MO                        |               |                  |              |              |               |    |

| TECH# | DATE     | START           | FINISH | ACT  | TIME | DESCRIPTION |
|-------|----------|-----------------|--------|------|------|-------------|
| 2091  | 04/21/15 | 16 70           | 16 70  | 0 00 | 0 00 | FINISHED    |
| 2091  | 04/21/15 | 0 00            | 0 00   | 0 00 | 0 00 | FINISHED    |
|       |          | TOTAL TECH TIME |        | 0 00 | 0 00 |             |

C/S SERVICE HIGH VOLTAGE CHARGING SYSTEM LIGHT DISPLAYS AND  
WONT CHARGE  
RELATED TO LINE 2

JOB # 1 TOTAL LABOR & PARTS 0 00

| TECH# | DATE     | START           | FINISH | ACT  | TIME  | DESCRIPTION          |
|-------|----------|-----------------|--------|------|-------|----------------------|
| 2091  | 04/17/15 | 16 40           | 17 00  | 0 60 | 0 00  | NON WORKING          |
| 2091  | 04/18/15 | 7 00            | 12 50  | 5 50 | 0 00  | LUNCH/DINNER         |
| 2091  | 04/18/15 | 13 50           | 16 00  | 2 50 | 0 00  | NON WORKING          |
| 2091  | 04/20/15 | 8 00            | 8 20   | 0 20 | 0 00  | HOLD PARTS           |
| 2091  | 04/21/15 | 16 60           | 16 70  | 0 10 | 0 00  | FINISHED             |
| 2091  | 04/21/15 | 0 00            | 0 00   | 0 00 | 0 00  | FINISHED             |
| 2091  | 05/07/15 | 0 00            | 0 00   | 0 00 | -0 30 | ENTERED IN INVOICING |
|       |          | TOTAL TECH TIME |        | 8 90 | 0 50  |                      |

CHECK ENGINE LIGHT IS ON  
INSPECT AND ADVISE  
SCANNED AND FOUND DTC P1557 AND P1500. CONTACTED TECH ASSIST  
AND WAS ADVISED TO REPLACE HYBRID COOLANT RESERVOIR LEVEL  
SENSOR CONNECTOR. REPLACED CONNECTOR AND DTC CAME BACK.  
CALLED TAG AGAIN AND WAS ADVISED TO TEST SENSOR CIRCUIT AND  
THEN REPLACE LEVEL SENSOR. DTC ID 2488839  
REPLACED HYBRID RESERVOIR LEVEL SENSOR AND CONNECTOR.  
Cleared DTC AND RETESTED. ALL OK AFTER REPAIR  
CASE 71-1465613999

| PARTS   | QTY | FP NUMBER | DESCRIPTION     | U/COST                      | E/COST | U/PRICE |
|---------|-----|-----------|-----------------|-----------------------------|--------|---------|
| JOB # 2 | 1   | 22922224  | SENSOR 2 210    | 9 67                        | 9 67   | 13 54   |
| JOB # 2 | 1   | 13586114  | CONNECTOR 1 203 | 17 57                       | 17 57  | 24 60   |
|         |     |           |                 | JOB # 2 COST TOTAL          | 27 24  |         |
|         |     |           |                 | JOB # 2 TOTAL PARTS         | 38 14  |         |
|         |     |           |                 | JOB # 2 TOTAL LABOR & PARTS | 90 04  |         |

Added Operation (4JV @ 04/18/2015 11 07)

| TECH# | DATE     | START           | FINISH | ACT  | TIME | DESCRIPTION |
|-------|----------|-----------------|--------|------|------|-------------|
| 2091  | 04/21/15 | 16 70           | 16 70  | 0 00 | 0 00 | FINISHED    |
| 2091  | 04/21/15 | 0 00            | 0 00   | 0 00 | 0 00 | FINISHED    |
|       |          | TOTAL TECH TIME |        | 0 00 | 0 00 |             |

JOB # 4 TOTAL LABOR & PARTS 0 00

COMMENTS  
SERVICE



CHEVROLET

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CELL [REDACTED]

|                     |                           |      |        |                 |            |                  |            |
|---------------------|---------------------------|------|--------|-----------------|------------|------------------|------------|
| NAME                | JUSTIN AMEZQUITA          | 2134 | DOB    | 05/07/15        | PHONE NO   | [REDACTED]       |            |
| DATE                | [REDACTED]                | TIME | 43,028 | DATE            | [REDACTED] | [REDACTED]       |            |
| YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |      |        | DELIVERY DATE   | 03/28/11   | DELIVERY MILEAGE | 18         |
| VEHICLE F.O.B.      | 1 G 1 R D 5 E 4 7 B U     |      |        | SELLING DECK NO | [REDACTED] | FINANCING DATE   | [REDACTED] |
| DATE                | 04/16/15                  |      |        |                 |            |                  |            |
| APPROVED BY         |                           |      |        | MO:             |            |                  |            |

R/O TAX 0 00  
R/O TOTALS 90 04

WARRANTY CLAIM DETAIL TOTALS-----

|              |       |
|--------------|-------|
| CLAIM#       | TOTAL |
| [REDACTED]   | 90 04 |
| CLAIM TOTALS | 90 04 |

APPROVED BY SIGNATURE \_\_\_\_\_



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REPAIR ORDER THIS REPAIR ORDER CONTINUATION IS SUBJECT  
TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER

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CELL

|                      |                           |
|----------------------|---------------------------|
| DATE                 | 05/07/15                  |
| TECHNICIAN           | JUSTIN AMEZQUITA 2134     |
| LABOR RATE           | 43,028                    |
| VEHICLE MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |
| VEHICLE YEAR         | 03/28/11                  |
| VEHICLE VIN          | 1G1RD6E478U               |
| VEHICLE COLOR        | MO                        |
| VEHICLE TYPE         | 18                        |
| VEHICLE MAKE         |                           |
| VEHICLE MODEL        |                           |
| VEHICLE YEAR         |                           |
| VEHICLE VIN          |                           |
| VEHICLE COLOR        |                           |
| VEHICLE TYPE         |                           |

OCS AUDIT SLIP

JOB CARD

VIN 1G1RD6E478U REPAIRING BAC 263336  
ODOMETER INDICATOR M JOB CARD OPEN DATE 04/16/2015  
ODOMETER 43028 SERVICE ADVISOR GHIN 693365887  
NON-GM VEHICLE N FOREIGN TOURIST  
REFERENCE NUMBER

JOB PAY TYPE TRANS TYPE CATEGORY EBA CLAIM# GEN SAP TRAN # VER  
2 W ZREG 001244311897 0001

JOB COMPLETION DATE 05/07/2015  
TECHNICIAN GHIN 948935911

LABOR OPERATION BASE HOURS  
5430880 0 5

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE 0321  
COMPLAINT DESCRIPTION CHECK ENGINE LIGHT IS ON INSPECT AND ADVISE

CAUSE CODE 6581

CAUSE DESCRIPTION SCANNED AND FOUND DTC P1557 AND P1500. CONTACTED TECH AS  
SIST AND WAS ADVISED TO REPLACE HYBRID COOLANT RESERVOIR LEVEL SENSOR CONN  
CONNECTOR. REPLACED CONNECTOR AND DTC CAME BACK. CALLED TAC AGAIN AND WAS  
ADVISED TO TEST SENSOR CIRCUIT AND THEN REPLACE LEVEL SENSOR DOC ID 2  
ID

CORRECTION DESCRIPTION REPLACED HYBRID RESERVOIR LEVEL SENSOR AND CONNECT  
OR. CLEARED DTC AND RETESTED ALL OK AFTER REPAIR CASE

CAUSAL PART 13586114

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON-GM |
|-------------|-----|-----------|---------------------|-------|--------|
| 13586114    | 1   | 17 57     |                     |       |        |
| 22922224    | 1   | 9 67      |                     |       |        |

WAIVE DEDUCTIBLE (Y/N) N

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 10 90         |      |         |
| PARTS                | 27 24         | 0 00 | 38 14   |
| LABOR                | 51 90         | 0 00 | 51 90   |
| NET ITEMS            | 0 00          | 0 00 | 0 00    |
| PARTICIPATION AMOUNT |               |      | ( 0 00) |
| TRANSACTION          | 90 04         | 0 00 | 90 04   |





CHEVROLET

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

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

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CELL:

|                     |                           |                    |          |               |    |
|---------------------|---------------------------|--------------------|----------|---------------|----|
| CUSTOMER NO         | JUSTIN AMEZQUITA          | 2134               | DATE     | 05/07/15      |    |
| LAST NAME           | AMEZQUITA                 | 43,028             | MI       |               |    |
| YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE      | 03/28/11 | DELIVERY MILE | 18 |
| VIN                 | 1G1RD6E47BU               | SALES TO DEALER NO |          | SALES TO DATE |    |
| DATE                | 04/16/15                  |                    |          |               |    |
| MO                  |                           |                    |          |               |    |

| TECH#                                                                                                                                                                                                                                                                                                                                                                                                                                                     | DATE     | START           | FINISH   | ACT                         | TIME   | DESCRIPTION          |         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------------|----------|-----------------------------|--------|----------------------|---------|
| 2091                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 04/21/15 | 16 70           | 16 70    | 0 00                        | 0 00   | FINISHED             |         |
| 2091                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 04/21/15 | 0 00            | 0 00     | 0 00                        | 0 00   | FINISHED             |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          | TOTAL TECH TIME |          | 0 00                        | 0 00   |                      |         |
| C/S SERVICE HIGH VOLTAGE CHARGING SYSTEM LIGHT DISPLAYS AND<br>WONT CHARGE<br>RELATED TO LINE 2                                                                                                                                                                                                                                                                                                                                                           |          |                 |          |                             |        |                      |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          |                 |          | JOB # 1 TOTAL LABOR & PARTS |        | 0 00                 |         |
| TECH#                                                                                                                                                                                                                                                                                                                                                                                                                                                     | DATE     | START           | FINISH   | ACT                         | TIME   | DESCRIPTION          |         |
| 2091                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 04/17/15 | 16 40           | 17 00    | 0 60                        | 0 00   | NON WORKING          |         |
| 2091                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 04/18/15 | 7 00            | 12 50    | 5 50                        | 0 00   | LUNCH/DINNER         |         |
| 2091                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 04/18/15 | 13 50           | 16 00    | 2 50                        | 0 00   | NON WORKING          |         |
| 2091                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 04/20/15 | 8 00            | 8 20     | 0 20                        | 0 00   | HOLD PARTS           |         |
| 2091                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 04/21/15 | 16 60           | 16 70    | 0 10                        | 0 00   | FINISHED             |         |
| 2091                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 04/21/15 | 0 00            | 0 00     | 0 00                        | 0 80   | FINISHED             |         |
| 2091                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 05/07/15 | 0 00            | 0 00     | 0 00                        | 0 30   | ENTERED IN INVOICING |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          | TOTAL TECH TIME |          | 8 90                        | 0 50   |                      |         |
| CHECK ENGINE LIGHT IS ON<br>INSPECT AND ADVISE<br>SCANNED AND FOUND DTC P1557 AND P1500. CONTACTED TECH ASSIST<br>AND WAS ADVISED TO REPLACE HYBRID COOLANT RESERVOIR LEVEL<br>SENSOR CONNECTOR. REPLACED CONNECTOR AND DTC CAME BACK<br>CALLED TAC AGAIN AND WAS ADVISED TO TEST SENSOR CIRCUIT AND<br>THEN REPLACE LEVEL SENSOR. DTC ID<br>REPLACED HYBRID RESERVOIR LEVEL SENSOR AND CONNECTOR<br>CLEARED DTC AND RETESTED ALL OK AFTER REPAIR<br>CASE |          |                 |          |                             |        |                      |         |
| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                     | QTY      | PP              | NUMBER   | DESCRIPTION                 | U/COST | E/COST               | U/PRICE |
| JOB # 2                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 1        |                 | 22922224 | SENSOR 2 210                | 9 67   | 9 67                 | 13 54   |
| JOB # 2                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 1        |                 | 13586114 | CONNECTOR 1 203             | 17 57  | 17 57                | 24 60   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          |                 |          | JOB # 2 COST TOTAL          | 27 24  |                      |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          |                 |          | JOB # 2 TOTAL PARTS         |        | 38 14                |         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                           |          |                 |          | JOB # 2 TOTAL LABOR & PARTS |        | 90 04                |         |

Added Operation (43V @ 04/18/2015 11 07)

| TECH# | DATE     | START           | FINISH | ACT                         | TIME | DESCRIPTION |
|-------|----------|-----------------|--------|-----------------------------|------|-------------|
| 2091  | 04/21/15 | 16 70           | 16 70  | 0 00                        | 0 00 | FINISHED    |
| 2091  | 04/21/15 | 0 00            | 0 00   | 0 00                        | 0 00 | FINISHED    |
|       |          | TOTAL TECH TIME |        | 0 00                        | 0 00 |             |
|       |          |                 |        | JOB # 4 TOTAL LABOR & PARTS |      | 0 00        |

COMMENTS  
SERVICE



CHEVROLET

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CELL: [REDACTED]

|                                                  |                               |                        |                         |                          |
|--------------------------------------------------|-------------------------------|------------------------|-------------------------|--------------------------|
| CUSTOMER ID                                      | NAME<br>JUSTIN AMEZQUITA 2134 | PHONE NO<br>[REDACTED] | MOBILE DATE<br>05/07/15 | INVOICE NO<br>[REDACTED] |
| DATE / TIME                                      | PRICE<br>43,028               | PIECES                 | 1                       | REPAIRS<br>[REDACTED]    |
| YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/4DR SDN | DELIVERY DATE<br>03/28/11     | DELIVERY MILES<br>18   |                         |                          |
| VEHICLE ID NO<br>1G1RD6E47BU                     | REPAIRING REPAIR NO           | PRODUCT EST. DATE      |                         |                          |
| DATE TO<br>[REDACTED]                            | DATE TO<br>[REDACTED]         | DATE TO<br>04/16/15    |                         |                          |
| REPAIRING NAME<br>[REDACTED]                     | REPAIRING STATE<br>[REDACTED] | REPAIRING              | MO [REDACTED]           |                          |

R/O TAX 0 00  
R/O TOTALS 90 04

WARRANTY CLAIM DETAIL TOTALS.....

|              |       |
|--------------|-------|
| CLAIM#       | TOTAL |
| [REDACTED]   | 90 04 |
| -----        |       |
| CLAIM TOTALS | 90 04 |

APPROVED BY SIGNATURE



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CELL

|                    |            |                     |                           |            |                |                   |            |                 |            |
|--------------------|------------|---------------------|---------------------------|------------|----------------|-------------------|------------|-----------------|------------|
| CHECKED BY         | [REDACTED] | ARREST NO.          | DUSTIN AMEZQUITA          | 2134       | NO. [REDACTED] | ISSUED DATE       | 05/07/15   | STATUS          | [REDACTED] |
| [REDACTED]         | [REDACTED] | DATE                | [REDACTED]                | [REDACTED] | PLATE          | 43,028            | PRICE      | [REDACTED]      | [REDACTED] |
| [REDACTED]         | [REDACTED] | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |            |                | DELIVERY DATE     | 03/28/11   | DELIVERED PRICE | 18         |
| RIVERSIDE, CA      | [REDACTED] | VEHICLE ID #        | 1G1RD6E47BU               |            |                | RELAY'S DEALER TO | [REDACTED] | "BUYER'S" DATE  | [REDACTED] |
| [REDACTED]         | [REDACTED] | P - E NO.           | [REDACTED]                | T O NO.    | [REDACTED]     | P O DATE          | 04/16/15   | [REDACTED]      | [REDACTED] |
| APPROVED SIGNATURE | [REDACTED] | APPROVED DATE       | [REDACTED]                | APPROVED   | [REDACTED]     | [REDACTED]        | [REDACTED] | MO              | [REDACTED] |

## DCS AUDIT SLIP

JOB CARD

|                    |             |                       |            |
|--------------------|-------------|-----------------------|------------|
| VIN                | 1G1RD6E478U | REPAIRING BAC         | 263336     |
| ODDMETER INDICATOR | N           | JOB CARD OPEN DATE    | 04/16/2015 |
| ODDMETER           | 43026       | SERVICE ADVISOR GM IN | 693365887  |
| NON GM VEHICLE     | N           | FOREIGN TOURIST       |            |
| REFERENCE NUMBER   |             |                       |            |

| JOB | PAY TYPE | TRANS TYPE | CATEGORY | ERA CLAIM# | OEM SAP TRAN # | VER  |
|-----|----------|------------|----------|------------|----------------|------|
| 2   | W        | ZREG       |          |            | 001244311897   | 0001 |

JOB COMPLETION DATE 05/07/2015  
TECHNICIAN GMIN 948935911

LABOR OPERATION BASE HOURS  
5430880 0 5

OTHER LABOR OPS (Y/R) N

COMPLAINT CODE 0321

COMPLAINT DESCRIPTION CHECK ENGINE LIGHT IS ON INSPECT AND ADVISE

CAUSE CODE 6581

CAUSE DESCRIPTION SCANNED AND FOUND DTC P155F AND P1500. CONTACTED TECH AS  
SIST AND WAS ADVISED TO REPLACE HYBRID COOLANT RESERVOIR LEVEL SENSOR CONN  
CONNECTOR. REPLACED CONNECTOR AND DTC CAME BACK. CALLED TAC AGAIN AND WAS  
WAS ADVISED TO TEST SENSOR CIRCUIT AND THEN REPLACE LEVEL SENSOR. DOC ID 2  
10

CORRECTION DESCRIPTION: REPLACED HYBRID RESERVOIR LEVEL SENSOR AND CONNECTOR. CLEARED DTC AND RETESTED. ALL OK AFTER REPAIR. CASE # [REDACTED]

CAUSAL PART 13586114

| PART NUMBER | QTY | UNIT COST | REPLACEMENT SERIAL# | TRADE | NON GM |
|-------------|-----|-----------|---------------------|-------|--------|
| 13586114    | 1   | 17 57     |                     |       |        |
| 22922224    | 1   | 9 67      |                     |       |        |

NAIVE DEDUCTIBLE (Y/N) N

|                      | TOTAL W/O TAX | TAX  | TOTAL   |
|----------------------|---------------|------|---------|
| PARTS HANDLING       | 10 90         |      |         |
| PARTS                | 27 24         | 0 00 | 38 14   |
| LABOR                | 51 90         | 0 00 | 51 90   |
| NET ITEMS            | 0 00          | 0 00 | 0 00    |
| PARTICIPATION AMOUNT |               |      | ( 0 00) |
| TRANSACTION          | 90 04         | 0 00 | 90 04   |





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CELL

|                     |                           |                  |        |                 |              |                |
|---------------------|---------------------------|------------------|--------|-----------------|--------------|----------------|
| CUSTOMER NO.        | ADT ID                    | JUSTIN AMEZQUITA | 2134   | INC NO.         | INVOICE DATE | 04/21/15       |
| SALES TAX           | FINANCE CHG               | RELEASE          | 43,028 | COLOR           | MODEL        |                |
| YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |                  |        | DELIVERY DATE   | 03/28/11     | DELIVERY MILES |
| VEHICLE ID NO.      | 1G1RD6E47BU               |                  |        | SALES TAX       | 1.8          |                |
| DATE                | 04/16/15                  |                  |        | PRODUCTION DATE |              |                |

LABOR & PARTS...  
C/S SERVICE HIGH VOLTAGE CHARGING SYSTEM LIGHT DISPLAYS AND  
MONT CHARGE  
RELATED TO LINE 2

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION     | LIST PRICE | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-----------------|------------|------------|----------|
| JOB # 1                     | 1   | 13586114  | CONNECTOR 1 203 |            |            | 0.00     |
| JOB # 1 TOTAL PARTS         |     |           |                 |            |            | 0.00     |
| JOB # 1 TOTAL LABOR & PARTS |     |           |                 |            |            | 0.00     |

CHECK ENGINE LIGHT IS ON  
INSPECT AND ADVISE  
SCANNED AND FOUND DTC P1557 AND P1500. CONTACTED TECH ASSIST  
AND WAS ADVISED TO REPLACE HYBRID COOLANT RESERVOIR LEVEL  
SENSOR CONNECTOR. REPLACED CONNECTOR AND DTC CAME BACK.  
CALLED TAC AGAIN AND WAS ADVISED TO TEST SENSOR CIRCUIT AND  
THEN REPLACE LEVEL SENSOR. DTC ID  
REPLACED HYBRID RESERVOIR LEVEL SENSOR AND CONNECTOR,  
Cleared DTC and RETESTED. ALL OK AFTER REPAIR  
CASE

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION  | LIST PRICE | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|--------------|------------|------------|----------|
| JOB # 2                     | 1   | 22922224  | SENSOR 2 210 |            |            | 0.00     |
| JOB # 2 TOTAL PARTS         |     |           |              |            |            | 0.00     |
| JOB # 2 TOTAL LABOR & PARTS |     |           |              |            |            | 0.00     |

AT EVERY VISIT A FREE 23 POINT VEHICLE INSPECTION IS  
PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE  
VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST  
BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF  
PICK UP YOU WILL RECEIVE YOUR VEHICLE'S REPORT CARD.  
IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB)  
RULE, AUTOMOBILE SERVICE PROVIDERS MUST CHECK AND INFLATE  
TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE  
MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S  
DOOR PLACARD OR THE TIRE REFERENCE GUIDE.  
SET FRONT AND REAR TIRE PRESSURES TO 35 PSI.

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

Added Operation (43V @ 04/18/2015 11:07)

| PARTS               | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | WARRANTY |
|---------------------|-----|-----------|-------------|------------|------------|----------|
| JOB # 4 TOTAL PARTS |     |           |             |            |            | 0.00     |



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CELL #

|               |                     |                           |      |       |               |
|---------------|---------------------|---------------------------|------|-------|---------------|
| CUSTOMER NO   | ADVISOR             | JUSTIN AMEZQUITA          | 2134 | DATE  | 04/21/15      |
|               | LABOR RATE          |                           |      | PRICE | 43,028        |
| RIVERSIDE, CA | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |      |       | DELIVERY DATE |
|               | VEHICLE I.D. NO.    | 1 G 1 R D 6 E 4 7 B U     |      |       | DELIVERY MILE |
|               | DATE                | 04/16/15                  |      |       | 18            |
|               | COMMENTS            | MO                        |      |       |               |

JOB # 4 TOTAL LABOR & PARTS 0 00  
#15+22CVZGTIRE GREEN LIGHT MEAT  
Added Operation (3JA @ 04/21/2015 16 51)

TIRE TREAD DEPTH MEASURED 7/32 OR OVER-LIGHT WEAR INDICATED  
PREVENTATIVE MAINTENANCE CONTINUE TO HAVE TIRES INSPECTED  
REGULARLY  
A COURTESY TIRE INSPECTION IS PERFORMED AT EVERY SERVICE

PARTS-----QTY--FP NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
JOB # 5 TOTAL PARTS 0 00

JOB # 5 TOTAL LABOR & PARTS 0 00

#W:6-08CVZBATGREEN GREEN PASS-BATTE  
Added Operation (3JA @ 04/21/2015 16 51)

CHECK BATTERY PERFORMANCE  
BATTERY TESTED AT OR ABOVE BATTERY SPECIFICATIONS

PARTS-----QTY--FP NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
JOB # 6 TOTAL PARTS 0 00

JOB # 6 TOTAL LABOR & PARTS 0 00

#F:740SCVZ00GREEN GREEN LIGHT MEAT  
Added Operation (3JA @ 04/21/2015 16 51)

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

PARTS-----QTY--FP NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-  
JOB # 7 TOTAL PARTS 0 00

JOB # 7 TOTAL LABOR & PARTS 0 00

SUBLET-----PO#-----VEND INV#-INV DATE-DESCRIPTION-----TOTAL SUBLET 0 00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0 00 (+TAX)

COMMENTS-----  
SERVICE



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CELL

|               |                     |                           |      |           |               |
|---------------|---------------------|---------------------------|------|-----------|---------------|
| COMPANY NO.   | OUTSIDE             | JUSTIN AMEZQUITA          | 2134 | ISSUE NO. | 04/21/15      |
|               | CARD RATE           |                           |      | RELEASE   | 43.028        |
| RIVERSIDE, CA | YEAR / MAKE / MODEL | 11/CHEVROLET/VOLT/4DR SDN |      |           | DELIVERY YEAR |
|               | VEHICLE I.D. NO.    | 1G1RD6E478U               |      |           | 18            |
|               | DATE NO.            | 04/16/15                  |      |           |               |
|               |                     |                           |      |           | MO            |

TOTALS

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

|                 |      |
|-----------------|------|
| TOTAL LABOR     | 0.00 |
| TOTAL PARTS     | 0.00 |
| TOTAL SUBLET    | 0.00 |
| TOTAL G.O.G.    | 0.00 |
| TOTAL MISC CHG  | 0.00 |
| TOTAL MISC DISC | 0.00 |
| TOTAL TAX       | 0.00 |

TOTAL INVOICE \$ 0.00



# Moss Bros. CHEVROLET

RECORDS NEED TO BE KEPT

FOR 12 MONTHS

| OPERATION | OPERATION DESCRIPTION | MO/M | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/M | TOTAL |
|-----------|-----------------------|------|-------|-----------|-----------------------|------|-------|
|           |                       |      |       |           |                       |      |       |

STATION HISTORY

| DATE     | REF. OR DEL. | MILEAGE | ADVISOR | TECHNICIAN | TYP | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|-----|-----------|-----------------------|
| 04/28/11 |              | 30218   | 2131    | 2091       | M   | PRVZ001   | PRVZ                  |
|          |              |         |         | 2091       | M   | PRVZ      | PRVZ                  |
|          |              |         |         | 2091       | M   | PRVZ      | PRVZ                  |
|          |              |         |         | 2091       | M   | PRVZ      | PRVZ                  |

SALESPERSON NO. 30006000 STATE REC# AR000262875

1G1RD6E47BU - 11/2/2008 - 11/05/11 - 04/28/11 - 18 - 01-16/13  
RIVERSIDE, CA

08:34am 04/16/11 06:00pm

X 08:34am 04/16/11 06:00pm

IN ACCORDANCE TO THE CALIFORNIA AIR RESOURCE BOARD (CARB) RULE, AUTOMOBILE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURERS RECOMMENDED RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE REFERENCE GUIDE

MONDAY 04/28/11 7:55 AM

04/28/11 7:55 AM

04/28/11 7:55 AM

04/28/11 7:55 AM

04/28/11 7:55 AM

04/28/11 7:55 AM

04/28/11 7:55 AM

04/28/11 7:55 AM

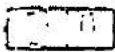
04/28/11 7:55 AM

04/28/11 7:55 AM



PAGE 2 OF 2

SERVICE COPY



## 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 800-558-3600

|                              |                       |                      |
|------------------------------|-----------------------|----------------------|
| OnStar Equipped Y            |                       | OnStar Status Active |
| XM Equipped Y                | XM Radio ID: 92WK92CK | XM Status Active     |
| OnStar Vehicle Diagnostics Y |                       | DMN Enabled Y        |

## Applicable Warranties

Valid warranties are highlighted

| Valid | Description                             | Start Date | Effective Odometer | End Date              | End Odometer         |
|-------|-----------------------------------------|------------|--------------------|-----------------------|----------------------|
|       | Vehicle Component Limited Warranty      | 03/28/2011 | 18 MI              | 03/28/2019            | 100,018 MI           |
|       | Bumper to Bumper Limited Warranty       | 03/28/2011 | 18 MI              | 03/28/2014            | <del>36,018 MI</del> |
|       | Corrosion Limited Warranty              | 03/28/2011 | 18 MI              | 03/28/2017            | 100,018 MI           |
|       | Emission Limited Warranty               | 03/28/2011 | 18 MI              | <del>03/28/2014</del> | 50,018 MI            |
|       | Emission Select Component Ltd Wty       | 03/28/2011 | 18 MI              | 03/28/2019            | 80,018 MI            |
|       | Emission Select State Component Ltd Wty | 03/28/2011 | 18 MI              | 03/28/2018            | 70,018 MI            |
|       | Powertrain Limited Warranty             | 03/28/2011 | 18 MI              | 03/28/2016            | 100,018 MI           |
|       | Special Coverage 14232                  | 03/28/2011 | 18 MI              | 03/28/2021            | 150,018 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 |
|---------------|-----------------|----------------------------------|------------------------|----------------------------------------------------------------------------------|------------------|
| 04/08/2015    |                 | ZREG—Regular Vehicle Transaction |                        | 4025390 - Engine Control Module Replacement                                      | 42,881 MI        |
| 04/08/2015    |                 | ZFAT—Field Action Recall         |                        | 9101384 - N140617 - Body Control Module Reprogramming with SPS                   | 42,881 MI        |
| 08/27/2014    |                 | ZREG—Regular Vehicle Transaction |                        | 5021400 - Drive Motor Battery Coolant Level Sensor Replacement                   | 36,248 MI        |
| 01/18/2014    |                 | ZREG—Regular Vehicle Transaction |                        | 6420160 - Rearview Camera Image Display Module Replacement                       | 29,965 MI        |
| 01/17/2014    |                 | ZFAT—Field Action Recall         |                        | 9100140 - N130202 - Reprogram Power Inverter Module                              | 29,927 MI        |
| 05/07/2012    |                 | ZFAT—Field Action Recall         |                        | V2543 - 11188 - Exchange Charge Cord(s)                                          | 10,566 MI        |
| 05/07/2012    |                 | ZFAT—Field Action Recall         |                        | V2547 - 12020 - Inspect Driver Airbag and Reposition Belt Insulator Patch        | 10,586 MI        |
| 05/07/2012    |                 | ZFAT—Field Action Recall         |                        | V2533 - 11342 - Install Battery Reinforcement Brkt, Coolant Sensor, Coolant Tank | 10,566 MI        |
| 10/29/2011    |                 | ZFAT—Field Action Recall         |                        | V2436 - 11137 - Reprogram Multiple Modules and Install Label                     | 5,786 MI         |
| 03/28/2011    |                 | ZPD—Pre-Delivery Inspection      |                        | Z6998 - PDI - Dealer Installed - Factory Invoiced Options                        | 2 MI             |
| 03/03/2011    |                 | ZPD—Pre-Delivery Inspection      |                        | Z7000 - Pre-Delivery Inspection - Base Time                                      | 1 MI             |

Global Warranty Management Site Map

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MONICA RODRIGUEZ

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May 14, 2015

Global Warranty Management Main &gt; Interface With Customer &gt; View Vehicle Summary

INTERFACE WITH  
CUSTOMER

## View Vehicle Summary

This screen allows JVH 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 1G1RD06E478U

Model 1RC68-2011 VOLT

Service Contract No

Branded Title No

Warranty Block No

PDI Status Yes

Order Type 60 - RETAIL - SOLD

Field Actions [2 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](#)[Investigate Major](#)[Assembly History](#)

## Required Field Actions

Open field actions are  
highlighted

| Type                                | Number  | Original<br>Nbr | Description                                      | Release<br>Date | Status |
|-------------------------------------|---------|-----------------|--------------------------------------------------|-----------------|--------|
| Service Update<br>Bulletins         | N130202 | 13202           | POWER INVERTER MODULE<br>REPROGRAM               | 09/27/2013      | Closed |
| Customer<br>Satisfaction<br>Program | N140274 | 14274           | LIFTGATE STRUT ROD DETACH                        | 01/23/2015      | Open   |
| Product Safety<br>Recall            | N140617 | 14617           | UNINTENTIONAL ENGINE RUNNING                     | 04/07/2015      | Closed |
| Service Update<br>Bulletins         | N140522 | 14522           | EMISSIONS NONCOMPLIANCE                          | 04/06/2015      | Open   |
| Customer<br>Satisfaction<br>Program | N110342 | 11342           | ENHANCEMENTS FOR SIDE IMPACT<br>POLE PERFORMANCE | 02/15/2012      | Closed |
| Customer<br>Satisfaction<br>Program | N120020 | 12020           | DRIVER AIRBAG INSPECTION                         | 03/08/2012      | Closed |
| Customer<br>Satisfaction<br>Program | N110188 | 11188           | ENHANCED 120 VOLT CHARGE<br>CORD                 | 03/15/2012      | Closed |
| Customer<br>Satisfaction<br>Program | N110137 | 11137           | PRODUCT ENHANCEMENTS - **<br>EXPIRES 09/30/13 ** | 08/23/2011      | 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

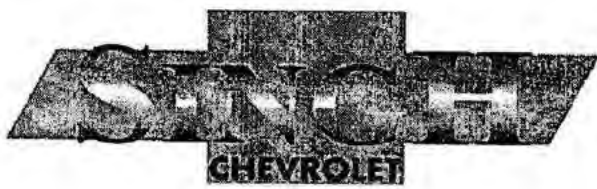
## Warranty Block

Vehicle has no current record of warranty block

## Service Information

Vehicle has no current record of outstanding service information





8200 AUTO DRIVE  
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e-mail service@singhchevrolet.com



**Goodwrench  
Service**

BAR# AG195326  
EPA# CAD981374291  
CELL: 951-233-9536

|                 |                                                 |                                 |                       |                          |                 |
|-----------------|-------------------------------------------------|---------------------------------|-----------------------|--------------------------|-----------------|
| CUSTOMER NO.    | ADVISOR<br>JAMES WOOD                           | 2617                            | TAG NO.               | INVOICE DATE<br>09/26/16 | INVOICE NO.     |
|                 | LABOR RATE                                      | LICENSE NO.                     | MILEAGE<br>59,417     | COLOR<br>white/          | STOCK NO.       |
| RIVERSIDE, CA   | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/5DR HB | VEHICLE I.D. NO.<br>1G1RD6E47BU |                       | DELIVERY DATE            | DELIVERY MILES  |
|                 | F.T.E. NO.                                      | P.O. NO.                        | R.O. DATE<br>09/22/16 | SELLING DEALER NO.       | PRODUCTION DATE |
| RESIDENCE PHONE | BUSINESS PHONE                                  | COMMENTS                        |                       | REPRINT# 1               | MO:             |

JOB# 1 CHARGES

LABOR

J# 1 52CV213

TRIM ELECT. RECALL TECH(S): 2698  
CUSTOMER STATES THE AIRBAG LIGHT IS STILL COMING ON CHECK-  
ADVISE  
HISTORY CODE DTC U017-00--CHECKED CONNECTION AND WIRING  
STARTED CASE  
RECOMMEND PPS MODULE  
CUSTOMER DECLINED

INTERNAL

**NOTICE TO CONSUMER: PLEASE  
READ IMPORTANT WARRANTY IN-  
FORMATION ON BACK.**

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL

0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$126.00 (+TAX)

COMMENTS

CUSTOMER DECLINED  
ROAD TEST VEHICLE 85 MILES COULD NOT DUPLICATE CONCERN

RECOMMENDATIONS

PPS MODULE \$780

TOTALS

\*\*\*\*\*  
\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\*  
\* [ ] AMER XPRESS [ ] OTHER [ ] A/R \*  
\*  
\* DATE PAID [ / / ] CASHIER INITIALS [ ] \*  
\*\*\*\*\*

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

**TOTAL INVOICE \$ 0.00**

ONLY ONE OUTCOME IS REALLY IMPORTANT ---  
"YOUR" COMPLETE SATISFACTION !!

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

CUSTOMER SIGNATURE

**ALL PARTS ARE NEW  
UNLESS OTHERWISE  
SPECIFIED.**

**WARNING**

Products sold here may contain detectable  
amounts of chemicals known to the State of  
California to cause cancer, birth defects or other  
reproductive harm. (Proposition 65, California  
Health and Safety Code Section 252495 et seq.)



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e-mail: service@singhchevrolet.com



Goodwrench  
Service



BAR# AG105320  
EPA# CA0061374291

CELL#

|                 |                          |          |        |          |                   |
|-----------------|--------------------------|----------|--------|----------|-------------------|
| CUSTOMER NO     | ADVISOR<br>EDWARD FRANCO | 2654     | TAG NO | 03/21/16 | DATE              |
| LABOR RATE      | LICENSE NO               | 53,472   | COLOR  | white/   | STOCK NO          |
| YEAR/MAKE/MODEL | 11/CHEVROLET/VOLT/5DR HB |          |        |          | DELIVERY DATE     |
| VEHICLE ID NO   | 1G1RD6E47BU              |          |        |          | SELLING DEALER NO |
| F.T.E NO        | P.O NO                   | 03/21/16 |        |          | PRODUCTION DATE   |
| RESIDENCE PHONE | COMMENTS                 |          |        |          | MO:               |

JOB# 1 SERVICES

LABOR  
J# 1 52CVZ TRIM ELECTRICAL TECH(S):2698 WARRANTY  
CUSTOMER STATES VEHICLE AIR BAG LIGHT WILL GO ON AND OFF WIL  
L FLASH AND SERVICE AIRBAG COMES ON15642: Special Coverage  
RECALL  
REMOVE RT AND LT FRONT SEAT SIAB CONNECTOR INSP OK

NOTICE TO CONSUMER: PLEASE  
READ IMPORTANT WARRANTY IN-  
FORMATION ON BACK.

| PARTS         | QTY | FP | NUMBER  | DESCRIPTION   | LIST PRICE | UNIT PRICE | WARRANTY |
|---------------|-----|----|---------|---------------|------------|------------|----------|
|               | 8   |    | 5297428 | CLIP Y 13.090 |            |            | 0.00     |
| TOTAL - PARTS |     |    |         |               |            |            | 0.00     |

JOB# 1 TOTALS  
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

TOTALS  
\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] A/R \*  
\* DATE PAID [ / / ] CASHIER INITIALS [ ] \*  
\*\*\*\*\*  
TOTAL LABGR... 0.00  
TOTAL PARTS... 0.00  
TOTAL SUBLET... 0.00  
TOTAL G.O.G... 0.00  
TOTAL MISC CHG... 0.00  
TOTAL MISC DISC... 0.00  
TOTAL TAX... 0.00  
TOTAL INVOICE \$ 0.00

ONLY ONE OUTCOME IS REALLY IMPORTANT, ---  
"YOUR" COMPLETE SATISFACTION !!

"The Factory Warranty Constitutes All  
Of The Warranties With Respect To  
The Sale Of This Item/Items. The Seller  
Hereby Expressly Disclaim All Warrant-  
ties, Either Express Or Implied, Including  
Any Implied Warranty Of Merchantability  
Or Fitness For A Particular Purpose And  
The Seller Neither Assumes Nor Author-  
izes Any Other Person To Assume For  
It Any Liability In Connection With The  
Sale Of This Item/Items."

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

ALL PARTS ARE NEW  
UNLESS OTHERWISE  
SPECIFIED.

TRAINING

Products sold here have certain automatic  
warranty of originality. In order to use them, and  
California to cause damage or destruction of any  
reproductive harm. (Proposition 65, California  
Health and Safety Code Section 25240.1 et seq.)



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**Goodwrench  
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BAR # AG195326  
EPA # CAD981374291

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
|           | JUAN                  |       | 3.00  |           |                       |       |       |

SERVICE HISTORY

| DATE            | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|-----------------|--------------|---------|---------|------------|------|-----------|-----------------------|
|                 |              |         |         |            |      |           |                       |
| SALESPERSON NO. |              |         |         | SERVICE    |      |           | STATE REG# RG195326   |

1G1RD6E47BU

11/CHEVROLET/VOLT/5DR HB

|                                                                                                                                                                     |                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                               |                         |                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|-------------------------|------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK (PRIOR APPROVAL) <input type="checkbox"/><br>OTHER <input type="checkbox"/> | VEHICLE NO. [REDACTED]<br>RIVERSIDE, CA [REDACTED] | YEAR/MAKE/MODEL<br>[REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | PRODUCTION DATE<br>[REDACTED] | STOCK NO.<br>[REDACTED] | DATE<br>03/21/16 |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO                                                                      | DATE/TIME PROMISED<br>03/21/16                     | TIME RECEIVED<br>07:43am                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | DATE/TIME PROMISED<br>03:00pm | PRIORITY<br>3           |                  |
| APPOINTMENT<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                               | CELL: [REDACTED]                                   | I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. I AGREE THAT SINGH CHEVROLET SHALL HAVE LIEN ON THE ABOVE DESCRIBED VEHICLE FOR ITS CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER. IF I FAIL TO PAY THOSE CHARGES, I AGREE THAT THE VEHICLE MAY BE SOLD AFTER 20 DAYS NOTICE. IN THE MANNER PROVIDED IN SECTIONS 3071-3075 OF CIVIL CODE OF CALIFORNIA. I HEREBY ACKNOWLEDGE RECEIPT OF PRELIMINARY ESTIMATE. |                               |                         |                  |

|     |                                                                                                                                                                                  |                                                                                                            |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| JOB | ORIGINAL CUSTOMER ESTIMATE: TOTAL                                                                                                                                                | KNOWLEDGES RECEIPT OF A COPY HEREOF                                                                        |
| X   |                                                                                                                                                                                  | ORIGINAL ESTIMATE \$ [REDACTED]<br>HAZARDOUS WASTE EST \$ [REDACTED]                                       |
| 1   | W 52CVZ TRIM ELECTRICAL<br>CUSTOMER STATES VEHICLE AIR BAG LIGHT WILL GO ON AND OFF WIL<br>L FLASH AND SERVICE AIRBAG COMES ON 15642: Special Coverage<br>7698 9900785 1.03 Done | REVISED EST \$ [REDACTED]<br>ADDITIONAL COSTS \$ [REDACTED]                                                |
|     |                                                                                                                                                                                  | REASON [REDACTED]<br>CONTACTED BY [REDACTED]<br>DATE [REDACTED]<br>TIME [REDACTED]                         |
|     |                                                                                                                                                                                  | AUTHORIZED BY [REDACTED]<br><input type="checkbox"/> PERSON<br><input type="checkbox"/> PHONE # [REDACTED] |
|     |                                                                                                                                                                                  | ESTIMATES DO NOT INCLUDE SALES TAX<br>REVISED ESTIMATE \$ [REDACTED]<br>ADDITIONAL COSTS \$ [REDACTED]     |
|     |                                                                                                                                                                                  | REASON [REDACTED]<br>CONTACTED BY [REDACTED]<br>DATE [REDACTED]<br>TIME [REDACTED]                         |
|     |                                                                                                                                                                                  | AUTHORIZED BY [REDACTED]<br><input type="checkbox"/> PERSON<br><input type="checkbox"/> PHONE # [REDACTED] |
|     |                                                                                                                                                                                  | WE RECOMMEND                                                                                               |
|     |                                                                                                                                                                                  | LEFT FRONT<br>PSI                                                                                          |
|     |                                                                                                                                                                                  | RIGHT FRONT<br>PSI                                                                                         |
|     |                                                                                                                                                                                  | LEFT REAR<br>PSI                                                                                           |
|     |                                                                                                                                                                                  | RIGHT REAR<br>PSI                                                                                          |





| 1. Complaint Or Problem      | MECH. # | 1. Complaint Or Problem      | MECH. # | 1. Complaint Or Problem      | MECH. # | 1. Complaint Or Problem      | MECH. # |
|------------------------------|---------|------------------------------|---------|------------------------------|---------|------------------------------|---------|
|                              |         |                              |         |                              |         |                              |         |
| 2. What Caused The Trouble?  |         | 2. What Caused The Trouble?  |         | 2. What Caused The Trouble?  |         | 2. What Caused The Trouble?  |         |
| 3. What Was Done To Correct? |         | 3. What Was Done To Correct? |         | 3. What Was Done To Correct? |         | 3. What Was Done To Correct? |         |



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EPA# CAD981374291

CELL: [REDACTED]

|                            |                                                      |            |                       |                          |                        |
|----------------------------|------------------------------------------------------|------------|-----------------------|--------------------------|------------------------|
| CUSTOMER NO. [REDACTED]    | ADVISOR<br>JAMES WOOD                                | 2617       | TAG NO. [REDACTED]    | INVOICE DATE<br>08/15/16 | INVOICE NO. [REDACTED] |
| [REDACTED]                 | LABOR RATE [REDACTED]                                | [REDACTED] | MILEAGE<br>58,131     | COLOR<br>white/          | STOCK NO. [REDACTED]   |
| RIVERSIDE, CA [REDACTED]   | YEAR / MAKE / MODEL<br>11/CHEVROLET/VOLT/5DR HB      |            |                       | DELIVERY DATE            | DELIVERY MILE          |
|                            | VEHICLE I.D. NO.<br>1 G 1 R D 6 E 4 7 B U [REDACTED] |            |                       | SELLING DEALER NO.       | PRODUCTION DATE        |
|                            | F.T.E. NO.                                           | P.O. NO.   | R.O. DATE<br>08/15/16 |                          |                        |
| RESIDENCE PHONE [REDACTED] | COMMENTS                                             |            |                       |                          |                        |

MO: [REDACTED]

JOB# 1 CHARGES

LABOR  
J# 1 51CVZ BODY ELECTRICAL TECH(S): 2698 0.00  
CUSTOMER STATES THE AIRBAG LIGHT WILL COME ON INTERMITTENTLY  
WHILE DRIVING--SEE LAST REPAIRS ATTACHED CHECK-ADVISE  
STORED CODE FOR LOST COMMUNICATION  
TESTED SYSTEM OK AT THIS TIME

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$126.00 (+TAX)

TOTALS

|                                            |                         |             |
|--------------------------------------------|-------------------------|-------------|
| *****                                      | TOTAL LABOR....         | 0.00        |
| * [ ] CASH [ ] CHECK CK NO. [ ] *          | TOTAL PARTS....         | 0.00        |
| * [ ] VISA [ ] MASTERCARD [ ] DISCOVER *   | TOTAL SUBLET....        | 0.00        |
| * [ ] AMER XPRESS [ ] OTHER [ ] A/R *      | TOTAL G.O.G....         | 0.00        |
| * DATE PAID [ / / ] CASHIER INITIALS [ ] * | TOTAL MISC CHG....      | 0.00        |
| *****                                      | TOTAL MISC DISC         | 0.00        |
|                                            | TOTAL TAX.....          | 0.00        |
|                                            | <b>TOTAL INVOICE \$</b> | <b>0.00</b> |

ONLY ONE OUTCOME IS REALLY IMPORTANT  
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NOTICE TO CONSUMER: PLEASE  
READ IMPORTANT WARRANTY IN-  
FORMATION ON BACK.

"The Factory Warranty Constitutes All  
Of The Warranties With Respect To  
The Sale Of This Item/Items. The Seller  
Hereby Expressly Disclaim All Warrant-  
ties, Either Express Or Implied, Including  
Any Implied Warranty Of Merchantability  
Or Fitness For A Particular Purpose And  
The Seller Neither Assumes Nor Author-  
izes Any Other Person To Assume For  
It Any Liability In Connection With The  
Sale Of This Item/Items."

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

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UNLESS OTHERWISE  
SPECIFIED.

WARNING  
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amounts of chemicals known to the State of  
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e-mail: service@singhchevy.com

BAR # AG195326  
EPA # CAD981374291

RECOMMENDED SERVICES

| OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-----------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| Ln 13     |                       |       |       |           |                       |       |       |

SERVICE HISTORY

| DATE | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|------|--------------|---------|---------|------------|------|-----------|-----------------------|
|      |              |         |         |            |      |           |                       |

SALESPERSON NO. \_\_\_\_\_ SERVICE STATE REG# RG195326

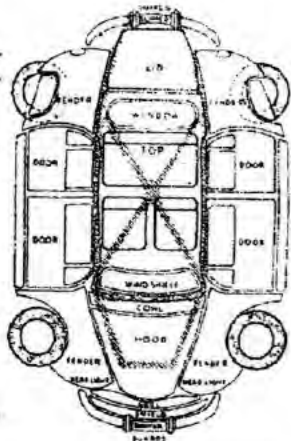
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                |                                                                                                                         |                 |                 |                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|------------------------------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK (PRIOR APPROVAL) <input type="checkbox"/><br>OTHER <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                   | VEHICLE NO. <b>1G1RD6E47BU</b> | YEAR/MAKE/MODEL <b>11/CHEVROLET/VOLT/5DR HB</b>                                                                         | PRODUCTION DATE | STOCK NO.       |                                    |
| SAVE REMOVED PARTS FOR CUSTOMER<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | RIVERSIDE, CA                  | CU <b>White/</b>                                                                                                        | DELIVERY DATE   | DELIVERY MILES  | SELLING DEALER NO. <b>08/15/16</b> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                | TURBO <b>CVZ</b> AIR COND. <b>P.S.V</b> TRANS <b>A</b> MILEAGE <b>58,131</b> ADVE <b>2617</b> ADVISOR <b>JAMES WOOD</b> | CONTRACT NO.    | EXPIRATION DATE | EXPIRATION MILES                   |
| I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. I AGREE THAT SINGH CHEVROLET SHALL HAVE LIEN ON THE ABOVE DESCRIBED VEHICLE FOR ITS CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER. IF I FAIL TO PAY THOSE CHARGES, I AGREE THAT THE VEHICLE MAY BE SOLD AFTER 20 DAYS NOTICE IN THE MANNER PROVIDED IN SECTIONS 3071-3075 OF CIVIL CODE OF CALIFORNIA. I HEREBY ACKNOWLEDGE RECEIPT OF PRELIMINARY ESTIMATE. |                                |                                                                                                                         |                 |                 |                                    |
| SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                |                                                                                                                         |                 |                 |                                    |
| APPOINTMENT<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | CELL: _____                    | X _____                                                                                                                 |                 |                 |                                    |

CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

|                                                                                                                                                      |                                    |                                                                     |                     |      |
|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|---------------------------------------------------------------------|---------------------|------|
| ORIGINAL CUSTOMER ESTIMATE: TOTAL 126.00                                                                                                             | ORIGINAL ESTIMATE \$               | HAZARDOUS WASTE EST \$                                              |                     |      |
| <b>C 51CVZ BODY ELECTRICAL</b><br>CUSTOMER STATES THE AIRBAG LIGHT WILL COME ON INTERMITTENTLY WHILE DRIVING--SEE LAST REPAIRS ATTACHED CHECK-ADVISE | REVISED EST \$                     | ADDITIONAL COSTS \$                                                 |                     |      |
|                                                                                                                                                      | REASON                             | CONTACTED BY                                                        |                     |      |
|                                                                                                                                                      | AUTHORIZED BY                      | <input type="checkbox"/> PERSON<br><input type="checkbox"/> PHONE # | DATE                | TIME |
|                                                                                                                                                      | ESTIMATES DO NOT INCLUDE SALES TAX | 2ND REVISED ESTIMATE \$                                             | ADDITIONAL COSTS \$ |      |
|                                                                                                                                                      | REASON                             | ADDITIONAL COSTS \$                                                 | CONTACTED BY        |      |
|                                                                                                                                                      | AUTHORIZED BY                      | <input type="checkbox"/> PERSON<br><input type="checkbox"/> PHONE # | DATE                | TIME |
| WE RECOMMEND                                                                                                                                         |                                    |                                                                     |                     |      |
| U0170-00 1st Comm with PPS module                                                                                                                    |                                    |                                                                     |                     |      |
| U0073-00 Can Bus Communication                                                                                                                       |                                    |                                                                     |                     |      |
| LEFT FRONT                                                                                                                                           | RIGHT FRONT                        |                                                                     |                     |      |
| _____ PSI                                                                                                                                            | _____ PSI                          |                                                                     |                     |      |
| LEFT REAR                                                                                                                                            | RIGHT REAR                         |                                                                     |                     |      |
| _____ PSI                                                                                                                                            | _____ PSI                          |                                                                     |                     |      |







WARRANTY CO. \_\_\_\_\_  
 POLICY # \_\_\_\_\_  
 AUTH. BY \_\_\_\_\_  
 DATE OF AUTH. \_\_\_\_\_  
 AUTH. # \_\_\_\_\_  
 AMOUNT AUTH. \_\_\_\_\_

DAMAGED WHERE MARKED ☐

RATTLE WHERE MARKED ☐

4. Get Serial Numbers Of Unit You Are Working On.

ENGINE \_\_\_\_\_

TRANS. \_\_\_\_\_

DIFF. \_\_\_\_\_

### EQUIPPED WITH: (CIRCLE)

- |                     |                             |
|---------------------|-----------------------------|
| (1) A/C             | (9) AM/FM/STERO/TAPE        |
| (2) P/S             | (10) PORT INJECTION         |
| (3) A.I.R.          | (11) REAR A/C               |
| (4) C.C.C.          | (12) STD. TRANS. _____      |
| (5) SKID PLATES     | (13) AUTO TRANS. _____      |
| (6) REM. CONT. MIR. | (14) SGL./D EHX.            |
| (7) CRUISE CONT.    | (15) ENG./TRANS. OIL COOLER |
| (8) FLR/CNSL/SHFT.  | (16) OTHER _____            |

| PARTS TURNED IN | RECV. BY | MECH. # | TIME CLOCK |
|-----------------|----------|---------|------------|
|                 |          |         | ON         |
|                 |          |         | OFF        |
|                 |          |         | ON         |
|                 |          |         | OFF        |
|                 |          |         | ON         |
|                 |          |         | OFF        |
|                 |          |         | ON         |
|                 |          |         | OFF        |

MISC. FLAGS

| 1. Complaint Or Problem      | MECH. # | 1. Complaint Or Problem      | MECH. # | 1. Complaint Or Problem      | MECH. # | 1. Complaint Or Problem      | MECH. # |
|------------------------------|---------|------------------------------|---------|------------------------------|---------|------------------------------|---------|
| <b>A</b>                     |         | <b>B</b>                     |         | <b>C</b>                     |         | <b>D</b>                     |         |
| 2. What Caused The Trouble?  |         | 2. What Caused The Trouble?  |         | 2. What Caused The Trouble?  |         | 2. What Caused The Trouble?  |         |
| 3. What Was Done To Correct? |         | 3. What Was Done To Correct? |         | 3. What Was Done To Correct? |         | 3. What Was Done To Correct? |         |



8200 AUTO DRIVE  
RIVERSIDE, CA 92504  
(951) 688-8111  
FAX (951) 352-9590

**Goodwrench  
Service**

www.singhchevrolet.com  
www.singhchevy.com

e-mail: service@singhchevy.com

BAR # AG195326  
EPA # CAD981374291

RECOMMENDED SERVICES

| OPERATION   | OPERATION DESCRIPTION | MO/MI | TOTAL | OPERATION | OPERATION DESCRIPTION | MO/MI | TOTAL |
|-------------|-----------------------|-------|-------|-----------|-----------------------|-------|-------|
| <i>Guar</i> | <i>Volt</i>           |       |       |           |                       |       |       |

SERVICE HISTORY

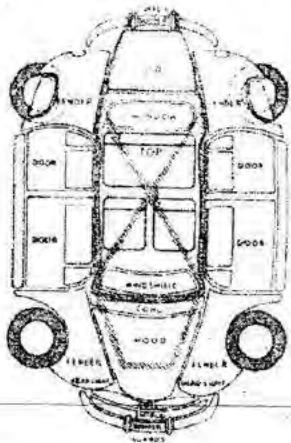
| DATE     | REPAIR ORDER | MILEAGE | ADVISOR | TECHNICIAN | TYPE | OPERATION | OPERATION DESCRIPTION |
|----------|--------------|---------|---------|------------|------|-----------|-----------------------|
| 03/21/16 |              | 53472   | 2654    | 2698       | W    | 52CVZ     | TRIM ELECTRICAL       |

SALESPERSON NO. \_\_\_\_\_ SERVICE STATE REG# RG105326

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |                                                                                                           |  |                 |                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------------------------------------------------------------------------------------------------------|--|-----------------|-----------------|
| TERMS<br>CASH <input type="checkbox"/><br>CREDIT CARD <input type="checkbox"/><br>CHECK <input type="checkbox"/><br>PRIOR APPROVAL <input type="checkbox"/><br>OTHER <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  | 1G1RD6E47B11 [REDACTED] 14/CHEVROLET/VOLT/5DR HB                                                          |  | PRODUCTION DATE | STOCK NO.       |
| SAVE<br>REMOVED<br>PARTS FOR<br>CUSTOMER<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  | RIVERSIDE, CA [REDACTED]                                                                                  |  | DELIVERY DATE   | DELIVERY MILES  |
| APPOINTMENT<br><input type="checkbox"/> YES<br><input type="checkbox"/> NO                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  | CELL: [REDACTED]                                                                                          |  | CONTRACT NO.    | EXPIRATION DATE |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  | TUNO <i>CVZ</i> AIR COND. P.S.V. TRAVS MILEAGE <i>59,417</i> ADVICE <i>2617</i> ADVISOR <i>JAMES WOOD</i> |  |                 |                 |
| I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. I AGREE THAT SINGH CHEVROLET SHALL HAVE LIEN ON THE ABOVE DESCRIBED VEHICLE FOR ITS CHARGES FOR PARTS AND LABOR FURNISHED UNDER THIS REPAIR ORDER IF I FAIL TO PAY THOSE CHARGES. I AGREE THAT THE VEHICLE MAY BE SOLD AFTER 20 DAYS NOTICE IN THE MANNER PROVIDED IN SECTIONS 3071-3075 OF CIVIL CODE OF CALIFORNIA. I HEREBY ACKNOWLEDGE RECEIPT OF PRELIMINARY ESTIMATE. SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE. |  |                                                                                                           |  |                 |                 |
| CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |                                                                                                           |  |                 |                 |

|                                                                     |                                    |                        |
|---------------------------------------------------------------------|------------------------------------|------------------------|
| ORIGINAL CUSTOMER ESTIMATE: TOTAL 126.00                            | ORIGINAL ESTIMATE \$               | HAZARDOUS WASTE EST \$ |
| 52CVZ13 TRIM ELECT RECALL                                           | REVISION <i>800</i>                | ADDITIONAL COSTS \$    |
| CUSTOMER STATES THE AIRBAG LIGHT IS STILL COMING ON CHECK-ADVISE    | REASON                             | CONTACTED BY           |
| <i>Drove with nothing in the passenger seat and still goes off.</i> | AUTHORIZED BY                      | DATE                   |
| <i>8698. 205</i>                                                    | ESTIMATES DO NOT INCLUDE SALES TAX | ADDITIONAL COSTS \$    |
| <i>Decline Mitch</i>                                                | REASON                             | CONTACTED BY           |
|                                                                     | AUTHORIZED BY                      | DATE                   |
|                                                                     | WE RECOMMEND                       |                        |
|                                                                     | <i>SDM U0170-00</i>                |                        |
|                                                                     | <i>last conn with</i>              |                        |
|                                                                     | <i>PPS made</i>                    |                        |
|                                                                     | LEFT FRONT                         | RIGHT FRONT            |
|                                                                     | PSI                                | PSI                    |
|                                                                     | LEFT REAR                          | RIGHT REAR             |
|                                                                     | PSI                                | PSI                    |





WARRANTY CO. \_\_\_\_\_

POLICY # \_\_\_\_\_

AUTH. BY \_\_\_\_\_

DATE OF AUTH. \_\_\_\_\_

AUTH. # \_\_\_\_\_

AMOUNT AUTH. \_\_\_\_\_

DAMAGED WHERE MARKED ☐

RATTLE WHERE MARKED ☐

4. Get Serial Numbers Of Unit You Are Working On.

ENGINE \_\_\_\_\_

TRANS. \_\_\_\_\_

DIFF \_\_\_\_\_

EQUIPPED WITH: (CIRCLE)

|                     |                             |
|---------------------|-----------------------------|
| (1) A/C             | (9) AM/FM/STERO/TAPE        |
| (2) P/S             | (10) PORT INJECTION         |
| (3) A.I.R.          | (11) REAR A/C               |
| (4) C.C.C.          | (12) STD. TRANS.            |
| (5) SKID PLATES     | (13) AUTO TRANS.            |
| (6) REM. CONT. MIR. | (14) SGL./D EHX.            |
| (7) CRUISE CONT.    | (15) ENG./TRANS. OIL COOLER |
| (8) FLR/CNSL/SHFT.  | (16) OTHER _____            |

| PARTS TURNED IN | RECV. BY | MECH. # | TIME CLOCK |
|-----------------|----------|---------|------------|
|                 |          |         | ON         |
|                 |          |         | OFF        |
|                 |          |         | ON         |
|                 |          |         | OFF        |
|                 |          |         | ON         |
|                 |          |         | OFF        |
|                 |          |         | ON         |
|                 |          |         | OFF        |

MISC. FLAGS \_\_\_\_\_

| 1. Complaint Or Problem      | MECH. # | 1. Complaint Or Problem      | MECH. # | 1. Complaint Or Problem      | MECH. # | 1. Complaint Or Problem                                   | MECH. # |
|------------------------------|---------|------------------------------|---------|------------------------------|---------|-----------------------------------------------------------|---------|
| <b>A</b>                     |         | <b>B</b>                     |         | <b>C</b>                     |         | <b>D</b>                                                  |         |
| 2. What Caused The Trouble?  |         | 2. What Caused The Trouble?  |         | 2. What Caused The Trouble?  |         | 2. What Caused The Trouble?                               |         |
|                              |         |                              |         |                              |         | History DTC<br>U017-00                                    |         |
| 3. What Was Done To Correct? |         | 3. What Was Done To Correct? |         | 3. What Was Done To Correct? |         | 3. What Was Done To Correct?                              |         |
|                              |         |                              |         |                              |         | CASE #<br>[REDACTED]<br>Replace FPS<br>module<br>Decline. |         |

1.0

STRAIGHT TIME (HOURS)

FLAT RATE

[REDACTED]



**Table 1**

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

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 this vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Co-seller, "Sales" (hereinafter "we" or "us" in this contract), the Amount, Principal and Finance Charges on U.S. funds according to the payment schedule below. We will issue your finance charge on a year basis. The Truth-in-Lending Disclosures below are part of this contract.

FEDERAL TRUTH-IN-LENDING DISCLOSURES      STATEMENT OF INSURANCE

|                               |                    |                          |                      |                 |
|-------------------------------|--------------------|--------------------------|----------------------|-----------------|
| YOUR PAYMENT SCHEDULE WILL BE |                    | (*) means an estimate    | S. N/A, Dad's Office | N/A, Mr. S. N/A |
| Number of installments        | Amount of Payments | in First Business Day of | Month First          | S. N/A, Linda   |
|                               |                    |                          |                      | Mr. S. N/A      |

**Rate Change:** If you need refinancing within 90 days after closing, you will pay a late charge of 5% of balance of the payment that is late. If you pay off all your debt early, you may be charged a prepayment finance charge.

1. Total Cash Price 443.00

3. Other (Monte Carlo) \_\_\_\_\_  
Describe: N/A \_\_\_\_\_ S: N/A \_\_\_\_\_

|   |                                                                |  |  |
|---|----------------------------------------------------------------|--|--|
| C | (Company) That Delivers Service To whom you are N/A \$ N/A (C) |  |  |
| D | (Company) That Delivers Service To whom you are N/A \$ N/A (D) |  |  |
| E | (Company) That Delivers Service To whom you are N/A \$ N/A (E) |  |  |

|   |                                                      |    |         |    |                                                                                                                                                                                                                                             |
|---|------------------------------------------------------|----|---------|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| H | (3 points) Service Protection Product (to whom paid) | \$ | N/A     | 00 | Enter the customer and credit account numbers as requested to obtain credit. Your decision to buy or not to buy could affect credit quality ratings and not be a factor in the credit account ratings. This will not be provided unless you |
| I | Sales Tax (on taxable items in A through G)          | \$ | 3820.91 | 87 |                                                                                                                                                                                                                                             |
| J | Net Total (Net) (Sum of A through I)                 | \$ | 29      | 00 | 12                                                                                                                                                                                                                                          |

|    |                                            |     |    |     |    |
|----|--------------------------------------------|-----|----|-----|----|
| 13 | Contractor Service Contract (to whom paid) | N/A | \$ | N/A | NY |
| 14 | Contractor Service Contract (to whom paid) | N/A | \$ | N/A | NY |

☐ (Original) Rep Contract (to whom paid) K/A 9 K/A (C)

7. Amounts Paid to Public Officials \$ 48138.91 (H)

|                                     |           |     |  |
|-------------------------------------|-----------|-----|--|
| <input type="checkbox"/> Cash       | \$ 604.75 |     |  |
| <input type="checkbox"/> Other      |           |     |  |
| Total Contract Price (A, through G) | \$ 604.75 | (H) |  |

|   |                                                  |   |          |      |                                                                                                                                                                                                     |
|---|--------------------------------------------------|---|----------|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4 | Group Certificate of Insurance Fee Paid to State | 5 | Net Pay  | (4)  | included where you sign below and agree to pay the additional charge if we choose to use a pay contract. The charge is shown in item 12 of the Declaration of Assured Financial Security agreement. |
| 5 | Subcontract (if applicable)                      | 6 | 48743.66 | (34) |                                                                                                                                                                                                     |
| 6 | Total Compensation                               |   |          |      |                                                                                                                                                                                                     |

**NAME OF CURS CONTRACT:**

I want to buy a gap contract!

|                    |                       |                                                                                                      |
|--------------------|-----------------------|------------------------------------------------------------------------------------------------------|
| F Other <i>N/A</i> | \$ <i>N/A</i> (F)     | Company's tax identification number shown below for the charges shown at Ref. 11, 12, 13, 14, and 15 |
| G Cash             | \$ <i>2000.00</i> (G) |                                                                                                      |

**SECURITY DISCLOSURE** **AUTO BROKER FEE DISCLOSURE**

Amount \$ N/A Financial Charge \$ N/A  
Total \$ N/A Payable to N/A

BY ACCEPTING TO RENT, I Agree and Acknowledge that the contents of this Book do not replace on its own

OPTION ☐ You pay no income taxes if the Annual Exemption form 1 is sent in to your broker / A

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE IS SUBJECT TO THE LIMITS, EXCLUSIONS AND CONDITIONS OF THE POLICY.

Physical Agreement: Seller effect an indication from you either the acceptance in terms of your order or intends to agree to the physical contract documents issued by the Authority of Approval, Promoted as the "Buy Order" will be a binding "Sole contract to sell the

Notice to Buyer: (1) Do not sign this agreement before you read it and it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can cancel this bill of sale down under this agreement at any time. MSRP is indicated on the information of every automobile.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You cannot force us to agree to any change, and it is not our obligation to agree to the seller's or lender's request for a change.

**THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION.** I/WE AGREE TO THE TERMS OF THIS CONTRACT. YOU

REGARD BOTH SIDES OF THIS CONTRACT, INCLUDING THE ASSOCIATION CLAUSE AND THE FEES AND COSTS, BEFORE SIGNING. DO NOT CHANGE THAT SIDE WITHOUT FIRST READING IT.

**Other Dealer Questions:**

Quintiles agrees not to assign any of this Quotient, or any of the Grant's components, to non-Quintiles stock and debt, and transfers of the Grant to non-Quintiles stock and debt, and any transfers, assignments or other dispositions of the Grant to non-Quintiles stock and debt, shall be null and void, and the Grant shall remain in full force and effect, and the Grant shall be deemed to have been assigned to Quintiles.

Seller Sign: **MOSS BROS. CHEVROLET** Date: **03/28/11** By: **OK** To: **MANAGER**

ORIGINAL MANUSCRIPT

[illegible]



STOCK #:

APPLICATION FOR  
REGISTRATION OF NEW VEHICLE

A Public Service Agency

|                                                                                                                                                                                                                                                                                                                                                                                 |                                      |                                   |                                                       |                         |                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|-----------------------------------|-------------------------------------------------------|-------------------------|----------------------------|
| DATE FIRST SOLD AS A NEW VEHICLE (MO./DAY/YR.)                                                                                                                                                                                                                                                                                                                                  |                                      | DATE FIRST OPERATED (MO./DAY/YR.) |                                                       | VIN/VIN0                |                            |
| 03/28/2011                                                                                                                                                                                                                                                                                                                                                                      |                                      | 03/28/2011                        |                                                       |                         |                            |
| MAKE                                                                                                                                                                                                                                                                                                                                                                            | YEAR MODEL                           | BODY TYPE                         | MOTIVE POWER                                          | NUMBER OF AXLES         | UNLADEN WEIGHT             |
| CHEVROLET                                                                                                                                                                                                                                                                                                                                                                       | 2011                                 | 4D                                | Q                                                     | 2                       |                            |
| VEHICLE IDENTIFICATION NUMBER                                                                                                                                                                                                                                                                                                                                                   |                                      |                                   | M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER |                         |                            |
| 1G1RD6E47B1                                                                                                                                                                                                                                                                                                                                                                     |                                      |                                   | 52                                                    |                         |                            |
| FOR CAMP TRAILERS<br>AND TRAILER COACHES                                                                                                                                                                                                                                                                                                                                        |                                      | LENGTH IN INCHES                  | WIDTH IN INCHES                                       |                         | COUNTY OF RESIDENCE        |
|                                                                                                                                                                                                                                                                                                                                                                                 |                                      |                                   |                                                       |                         | RIVERSIDE                  |
| SOLD TO PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW                                                                                                                                                                                                                                                                            |                                      |                                   | EQUIPMENT NUMBER                                      |                         | DRIVER LICENSE OR CARD NO. |
| (1) [REDACTED]                                                                                                                                                                                                                                                                                                                                                                  |                                      |                                   |                                                       |                         | [REDACTED]                 |
| <input type="checkbox"/> AND                                                                                                                                                                                                                                                                                                                                                    |                                      |                                   | FIRST                                                 |                         | MIDDLE                     |
| <input checked="" type="checkbox"/> OR (2) [REDACTED]                                                                                                                                                                                                                                                                                                                           |                                      |                                   |                                                       |                         | DRIVER LICENSE OR CARD NO. |
| BUSINESS OR RESIDENCE ADDRESS                                                                                                                                                                                                                                                                                                                                                   |                                      |                                   | APT. NUMBER                                           | CITY                    | STATE ZIP CODE             |
| [REDACTED]                                                                                                                                                                                                                                                                                                                                                                      |                                      |                                   |                                                       | RIVERSIDE               | CA [REDACTED]              |
| MAILING ADDRESS—IF DIFFERENT FROM ABOVE OR LOCATION (FOR TRAILER COACH/VESSEL)                                                                                                                                                                                                                                                                                                  |                                      |                                   | APT. NUMBER                                           | CITY                    | STATE ZIP CODE             |
| [REDACTED]                                                                                                                                                                                                                                                                                                                                                                      |                                      |                                   |                                                       |                         |                            |
| LESSOR OR LEGAL OWNER—PRINT TRUE FULL NAME                                                                                                                                                                                                                                                                                                                                      |                                      |                                   | ELECTRONIC LESSOR HOLDER ID #                         |                         |                            |
| NONE                                                                                                                                                                                                                                                                                                                                                                            |                                      |                                   | ELT#                                                  |                         |                            |
| BUSINESS OR RESIDENCE ADDRESS                                                                                                                                                                                                                                                                                                                                                   |                                      |                                   | APT. NUMBER                                           | CITY                    | STATE ZIP CODE             |
| [REDACTED]                                                                                                                                                                                                                                                                                                                                                                      |                                      |                                   |                                                       |                         |                            |
| LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE                                                                                                                                                                                                                                                                                                              |                                      |                                   | APT. NUMBER                                           | CITY                    | STATE ZIP CODE             |
| [REDACTED]                                                                                                                                                                                                                                                                                                                                                                      |                                      |                                   |                                                       |                         |                            |
| If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?                                                                                                                                                                                                                                             |                                      |                                   |                                                       |                         |                            |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No                                                                                                                                                                                                                                                                                                             |                                      |                                   |                                                       |                         |                            |
| APPLICANT'S CERTIFICATION: I certify under penalty of perjury under the laws of the State of California that the foregoing information is true and correct.                                                                                                                                                                                                                     |                                      |                                   |                                                       |                         |                            |
| DATE                                                                                                                                                                                                                                                                                                                                                                            |                                      | BUYER'S SIGNATURE                 |                                                       |                         |                            |
| 03/28/2011                                                                                                                                                                                                                                                                                                                                                                      |                                      | (1) [REDACTED] (2) X              |                                                       |                         |                            |
| CERTIFICATE OF COST—The dealer signing this certificate certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges). |                                      |                                   |                                                       |                         |                            |
| VOLT                                                                                                                                                                                                                                                                                                                                                                            |                                      | DATE PURCHASED/ACQUIRED           |                                                       | COST                    |                            |
| A—Cost of vehicle purchased as a <input checked="" type="checkbox"/> Complete vehicle <input type="checkbox"/> Chassis only <input type="checkbox"/> Cab and chassis                                                                                                                                                                                                            |                                      | 03/28/2011                        |                                                       | 44184.00 ✓              |                            |
| B—Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.)                                                                                                                                                                                                                                  |                                      | CUST# [REDACTED]                  |                                                       | 596.00                  |                            |
| ODOMETER DISCLOSURE STATEMENT                                                                                                                                                                                                                                                                                                                                                   |                                      |                                   |                                                       |                         |                            |
| Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.                                                                                                                                                                                                  |                                      |                                   |                                                       |                         |                            |
| The odometer reading is [ ] [ ] [ ] [ ] [ ] [ ] (no tenth) miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked:                                                                                                                                                                                                 |                                      |                                   |                                                       |                         |                            |
| WARNING— <input type="checkbox"/> Is not the actual mileage <input type="checkbox"/> Mileage exceeds the odometer mechanical limits                                                                                                                                                                                                                                             |                                      |                                   |                                                       |                         |                            |
| I/we certify under penalty of perjury under the laws of the State of California that the information entered on this form is true and correct.                                                                                                                                                                                                                                  |                                      |                                   |                                                       |                         |                            |
| DATE                                                                                                                                                                                                                                                                                                                                                                            | SIGNATURE OF SELLER OR COMPANY AGENT | MOSS BROS. CHEVROLET              |                                                       | 12625 AUTOMALL DR       |                            |
| 03/28/2011                                                                                                                                                                                                                                                                                                                                                                      | [REDACTED]                           | [REDACTED]                        |                                                       | MORENO VALLEY CA 92555  |                            |
| DATE                                                                                                                                                                                                                                                                                                                                                                            | SIGNATURE OF BUYER OR COMPANY AGENT  | PRINT BUYER'S TRUE FULL NAME      |                                                       | [REDACTED]              |                            |
| 03/28/2011                                                                                                                                                                                                                                                                                                                                                                      | [REDACTED]                           | [REDACTED]                        |                                                       | RIVERSIDE CA [REDACTED] |                            |

REG-397 (REV 7/2003)

— DMV copy —





A Public Service Agency

## VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

This form is not the ownership certificate. It must accompany the titling document or application for a duplicate title  
INSTRUCTIONS ON REVERSE SIDE ALL SIGNATURES MUST BE IN INK PHOTOCOPIES NOT ACCEPTED

## SECTION 1: Vehicle/Vessel Description

| IDENTIFICATION NUMBER | YEAR MODEL  | MAKE      | LICENSE PLATE/CF # | MOTORCYCLE ENGINE # |
|-----------------------|-------------|-----------|--------------------|---------------------|
| 1G1RD6E47BU           | 2011<br>VOL | CHEVROLET |                    |                     |

## SECTION 2: Bill of Sale

I/We **MOSS BROS. CHEVROLET** (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to **[REDACTED]** (PRINT BUYER'S NAME(S)) on **03** **28** **20** **11** for the amount of **\$** **[REDACTED]** (SELLING PRICE)

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

## SECTION 3: Odometer Disclosure Statement (Void if Mileage is Altered or Erased)

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

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

## WARNING—ODOMETER DISCREPANCY

- ☐ Odometer reading is NOT the actual mileage ☐ Mileage exceeds the odometer mechanical limits
- Explain odometer discrepancy \_\_\_\_\_

## SECTION 4: Buyer and Seller (MUST print his or her name, date and sign this section.)

## BUYER

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

|                 |            |           |            |                   |                   |
|-----------------|------------|-----------|------------|-------------------|-------------------|
| PRINT NAME      | [REDACTED] | DATE      | 03/28/11   | DL ID OR DEALER # | [REDACTED]        |
| PRINT NAME      | [REDACTED] | DATE      | 03/28/11   | DL ID OR DEALER # | [REDACTED]        |
| PRINT NAME      | [REDACTED] | SIGNATURE | [REDACTED] | DATE              | DL ID OR DEALER # |
| MAILING ADDRESS | CITY       |           | STATE      | ZIP               | DAYTIME PHONE #   |
| [REDACTED]      | RIVERSIDE  |           | CA         | [REDACTED]        | [REDACTED]        |

## SELLER

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

|                 |                      |           |            |            |                 |                   |       |
|-----------------|----------------------|-----------|------------|------------|-----------------|-------------------|-------|
| PRINT NAME      | MOSS BROS. CHEVROLET | SIGNATURE | X          | DATE       | 03/28/11        | DL ID OR DEALER # | 47321 |
| PRINT NAME      | [REDACTED]           | SIGNATURE | [REDACTED] | DATE       |                 | DL ID OR DEALER # |       |
| PRINT NAME      | [REDACTED]           | SIGNATURE | X          | DATE       |                 | DL ID OR DEALER # |       |
| MAILING ADDRESS | CITY                 |           | STATE      | ZIP        | DAYTIME PHONE # |                   |       |
| [REDACTED]      | MORENO VALLEY        |           | CA         | [REDACTED] | [REDACTED]      |                   |       |

## SECTION 5: Power of Attorney

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

Signature required by person appointing Power of Attorney **[REDACTED]** DATE **03/28/2011**

Signature of Attorney **[REDACTED]** DATE **03/28/2011**

## Susan Hight (C)

---

From: Joanie Sanchez <[jsanchez@mosssavings.com](mailto:jsanchez@mosssavings.com)>  
Sent: Thursday, November 17, 2016 11:43 AM  
To: Susan Hight (C)  
Cc: aali (mosssavings.com); Joan Sanchez (Moss Bros. Buick-Gmc)  
Subject: [EXTERNAL] Re: CEC-Request for Documentation: [REDACTED], [REDACTED], [REDACTED]  
Attachments: Attached Image; Attached Image; Attached Image; Attached Image; Attached Image

Here are the requested docs. Please note that the 3 RO's from 2011 have been purged from our system and I cannot retrieve those for you.

---

**From:** "Susan Hight, C" <[susan.hight@gm.com](mailto:susan.hight@gm.com)>  
**To:** "Joanie Sanchez" <[jsanchez@mosssavings.com](mailto:jsanchez@mosssavings.com)>  
**Cc:** "Amer Ali" <[aali@mosssavings.com](mailto:aali@mosssavings.com)>  
**Sent:** Thursday, November 17, 2016 7:18:43 AM  
**Subject:** CEC-Request for Documentation: [REDACTED]

RE: Customer Last Name: [REDACTED]  
Vehicle: 2011 Chevrolet Volt1G1RD6E47BU [REDACTED]  
Vehicle Identification Number:  
Service Request: [REDACTED]

Dear Joan,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3108. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5700, extension 5921238.

Your cooperation is greatly appreciated.

Sincerely,

Susan Hight  
(p) 866-790-5700 x5921238  
(f) 866-857-3108  
Chevrolet CA Customer Engagement Center

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.



## Susan Hight (C)

---

From: Steve Franklin  
Sent: Monday, November 28, 2016 12:03 PM  
To: Susan Hight (C)  
Cc: Corwin Keal (C)  
Subject: RE: URGENT – CA CEC Early Response Approval; [REDACTED] Singh Chevrolet, [REDACTED]

Susan,

– Available information reviewed. The vehicle is not a candidate for repurchase. It's our recommendation that the owner continues to work with the GM Dealership for any current or future diagnosis and/or repairs as outlined in the NVLW

Steve Franklin  
Business Resource Technical Manager  
General Motors - Western Region  
steve.franklin@gm.com  
805.208.9245

---

From: Susan Hight (C)  
Sent: Friday, November 25, 2016 7:20 AM  
To: Steve Franklin <steve.franklin@gm.com>  
Cc: Corwin Keal (C) <corwin.keal@gm.com>  
Subject: URGENT – CA CEC Early Response Approval; [REDACTED] Singh Chevrolet, [REDACTED]

Dear Steve,

This email is being sent to obtain approval/denial of a Straight Repurchase or Trade Repurchase for the above referenced case. I have included some additional information that will be of assistance to you:

- **Involved Dealership:** Singh Chevrolet, BAC 160051, Riverside CA
- **Dealership Contact:** Steve King
- **VIN:** 1G1RD6E47BU [REDACTED]
- **Vehicle:** 1RC68-2011 VOLT
- **Mileage:** 60,000

Summary of vehicle concern:

Airbag light is on. Took vehicle to dealer and repairs were done but it did not resolve the issue. Vehicle will not charge sometimes. If he is parked downhill and puts vehicle in reverse it jumps back into park.

Facts supporting recommendation:

Denial Recommended

9 visits for wnty concerns since purchase with 17 DOS.

Less than 4 visits for the same concern and less than 2 visits for the same safety related concern inside wnty.

However, there are several repeat complaints. 2 visits for the back up camera not being clear, resolved on the 2nd visit; 2 visits for CEL and SVC High Voltage Charging System. Customers primary concern is that the Svc Airbag light comes on, this started at 53,472 mile, outside the factory warranty. The 1st visit was an inspection, covered by Special Coverage 15642. On the 3rd & most recent visit replacement of the PPS module was recommended, customer declined.

Note: There are 6 prior service requests but the customer does not request repurchase or repair assistance in any of them.

- SR # [REDACTED] Business Unit: Volt. Opened 04/04/11 – Closed 06/13/11: Concern: Proactive Outbound - Post delivery follow up
- SR # [REDACTED] Business Unit: Volt. Opened 06/13/11 – Closed 12/19/11: Concern: Proactive Outbound - 2-6 Month Ownership follow up
- SR # [REDACTED] Business Unit: Volt. Opened 09/20/11 – Closed 12/17/11: Concern: RFI Product Update 11137 Volt Software Update / RO# [REDACTED]
- SR # [REDACTED] Business Unit: Volt. Opened 02/05/12 – Closed 02/05/12: Concern: RFI Vehicle, Enhancement – updated email address
- SR # [REDACTED] Business Unit: TAC US. Opened 04/17/15 – Closed 04/30/15: Concern: Svc High Voltage charging msg. Times in/Days Down: 2/2. Dlr Comments: Has his U codes but current codes are p1fff p1ffd p1e00. The coolant is at the correct level both times vehicle has been in. TAC Recommendations: Suggest to ck harness & suspect open in this harness pn 13586114
- SR # [REDACTED] Business Unit: TAC US. Opened 09/23/16 – Close: N/A: Concern: SIR light on again. Times in/Days Down: 2/2. Dlr Comments: SDM U0170 Cleared code first visit. Verified pwr/ground, serial data & terminal tension. Going after the PPS but wanted to discuss with TAC. TAC Recommendations: Not a lot of problems with the PPS but if all is as said and the power and ground was load tested. TAC does not disagree with his decision.

#### Vehicle Transaction History:

| Job Card Date | Job Card Number | Transaction Type                   | Transaction Adjustment | Labour Operation                                                                        | Odometer Reading |
|---------------|-----------------|------------------------------------|------------------------|-----------------------------------------------------------------------------------------|------------------|
| 03/21/2016    | [REDACTED]      | ZREG---Regular Vehicle Transaction |                        | 9900285 - N150642 - Driver or Passenger Seat SIAB Connector Removal                     | 53,472 MI        |
| 05/20/2015    | [REDACTED]      | ZFAT---Field Action Recall         |                        | 9101063 - N140522 - Replace Evaporative Emission Canister and Evaporative Emission Hose | 43,799 MI        |
| 05/20/2015    | [REDACTED]      | ZFAT---Field Action Recall         |                        | 9101157 - N140274 - Liftgate Strut Replacement (all struts)                             | 43,799 MI        |
| 04/16/2015    | [REDACTED]      | ZREG---Regular Vehicle Transaction |                        | 5021400 - Drive Motor Battery Coolant Level Sensor Replacement                          | 43,028 MI        |
| 04/08/2015    | [REDACTED]      | ZREG---Regular Vehicle Transaction |                        | 4025390 - Engine Control Module Replacement                                             | 42,881 MI        |
| 04/08/2015    | [REDACTED]      | ZFAT---Field Action Recall         |                        | 9101384 - N140617 - Body Control Module Reprogramming with SPS                          | 42,881 MI        |
| 08/27/2014    | [REDACTED]      | ZREG---Regular Vehicle Transaction |                        | 5021400 - Drive Motor Battery Coolant Level Sensor Replacement                          | 36,248 MI        |
| 01/18/2014    | [REDACTED]      | ZREG---Regular Vehicle Transaction |                        | 6420160 - Rearview Camera Image Display Module Replacement                              | 29,965 MI        |
| 01/17/2014    | [REDACTED]      | ZFAT---Field Action Recall         |                        | 9100140 - N130202 - Reprogram Power Inverter Module                                     | 29,927 MI        |
| 05/07/2012    | [REDACTED]      | ZFAT---Field Action Recall         |                        | V2543 - 11188 - Exchange Charge Cord(s)                                                 | 10,566 MI        |
| 05/07/2012    | [REDACTED]      | ZFAT---Field Action Recall         |                        | V2547 - 12020 - Inspect Driver Airbag and Reposition Felt Insulator Patch               | 10,566 MI        |
| 05/07/2012    | [REDACTED]      | ZFAT---Field Action Recall         |                        | V2533 - 11342 - Install Battery Reinforcement Brkt, Coolant Sensor, Coolant Tank        | 10,566 MI        |
| 10/28/2011    | [REDACTED]      | ZFAT---Field Action Recall         |                        | V2436 - 11137 - Reprogram Multiple Modules and Install Label                            | 5,786 MI         |
| 03/28/2011    | [REDACTED]      | ZPDI---Pre-Delivery Inspection     |                        | Z6998 - PDI - Dealer Installed - Factory Invoiced Options                               | 2 MI             |
| 03/03/2011    | [REDACTED]      | ZPDI---Pre-Delivery Inspection     |                        | Z7000 - Pre-Delivery Inspection - Base Time                                             | 1 MI             |

If you have any questions or concerns, I may be reached by calling 866-790-5700 extension 5921238.

Sincerely,

Susan Hight

## Susan Hight (C)

---

From: Susan Hight (C)  
Sent: Thursday, November 17, 2016 10:19 AM  
To: 'jsanchez@mosssavings.com'  
Cc: Amer Ali (aali@mosssavings.com)  
Subject: CEC-Request for Documentation [REDACTED], [REDACTED] [REDACTED]

RE: Customer Last Name: [REDACTED]  
Vehicle: 2011 Chevrolet Volt1G1RD6E47BU [REDACTED]  
Vehicle Identification Number:  
Service Request: [REDACTED]

Dear Joan,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3108. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5700, extension 5921238.

Your cooperation is greatly appreciated.

Sincerely,

Susan Hight  
(p) 866-790-5700 x5921238  
(f) 866-857-3108  
Chevrolet CA Customer Engagement Center



Susan Hight (C)

---

From: Susan Hight (C)  
Sent: Thursday, November 17, 2016 10:16 AM  
To: 'sking@singhchevrolet.com'  
Subject: CA CEC-Request for Documentation: [REDACTED]

RE: Customer Last Name: [REDACTED]  
Vehicle: 2011 Chevrolet Volt1G1RD6E47BU [REDACTED]  
Vehicle Identification Number:  
Service Request: [REDACTED]

Dear Steve,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

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Your cooperation is greatly appreciated.

Sincerely,

Susan Hight  
(p) 866-790-5700 x5921238  
(f) 866-857-3108  
Chevrolet CA Customer Engagement Center

## Susan Hight (C)

---

From: Susan Hight (C)  
Sent: Friday, November 25, 2016 10:20 AM  
To: Steve Franklin  
Cc: Corwin Keal (C)  
Subject: URGENT – CA CEC Early Response Approval; [REDACTED] Singh Chevrolet, [REDACTED]  
Attachments: 1. Case Assessment ([REDACTED]).xls

Dear Steve,

This email is being sent to obtain approval/denial of a Straight Repurchase or Trade Repurchase for the above referenced case. I have included some additional information that will be of assistance to you:

- **Involved Dealership:** Singh Chevrolet, BAC 160051, Riverside CA
- **Dealership Contact:** Steve King
- **VIN:** 1G1RD6E47BU[REDACTED]
- **Vehicle:** 1RC68-2011 VOLT
- **Mileage:** 60,000

Summary of vehicle concern:

Airbag light is on. Took vehicle to dealer and repairs were done but it did not resolve the issue. Vehicle will not charge sometimes. If he is parked downhill and puts vehicle in reverse it jumps back into park.

Facts supporting recommendation:

Denial Recommended

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Note: There are 6 prior service requests but the customer does not request repurchase or repair assistance in any of them.

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| 05/20/2015    |                 | ZFAT---Field Action Recall         |                        | 9101063 - N140522 - Replace Evaporative Emission Canister and Evaporative Emission Hose | 43,799 MI        |
| 05/20/2015    |                 | ZFAT---Field Action Recall         |                        | 9101157 - N140274 - Liftgate Strut Replacement (all struts)                             | 43,799 MI        |
| 04/16/2015    |                 | ZREG---Regular Vehicle Transaction |                        | 5021400 - Drive Motor Battery Coolant Level Sensor Replacement                          | 43,028 MI        |
| 04/08/2015    |                 | ZREG---Regular Vehicle Transaction |                        | 4025390 - Engine Control Module Replacement                                             | 42,881 MI        |
| 04/08/2015    |                 | ZFAT---Field Action Recall         |                        | 9101384 - N140617 - Body Control Module Reprogramming with SPS                          | 42,881 MI        |
| 08/27/2014    |                 | ZREG---Regular Vehicle Transaction |                        | 5021400 - Drive Motor Battery Coolant Level Sensor Replacement                          | 36,248 MI        |
| 01/18/2014    |                 | ZREG---Regular Vehicle Transaction |                        | 6420160 - Rearview Camera Image Display Module Replacement                              | 29,965 MI        |
| 01/17/2014    |                 | ZFAT---Field Action Recall         |                        | 9100140 - N130202 - Reprogram Power Inverter Module                                     | 29,927 MI        |
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| 05/07/2012    |                 | ZFAT---Field Action Recall         |                        | V2547 - 12020 - Inspect Driver Airbag and Reposition Felt Insulator Patch               | 10,566 MI        |
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| 10/28/2011    |                 | ZFAT---Field Action Recall         |                        | V2436 - 11137 - Reprogram Multiple Modules and Install Label                            | 5,786 MI         |
| 03/28/2011    |                 | ZPDI---Pre-Delivery Inspection     |                        | Z6998 - PDI - Dealer Installed - Factory Invoiced Options                               | 2 MI             |
| 03/03/2011    |                 | ZPDI---Pre-Delivery Inspection     |                        | Z7000 - Pre-Delivery Inspection - Base Time                                             | 1 MI             |

If you have any questions or concerns, I may be reached by calling 866-790-5700 extension 5921238.

Sincerely,

Susan Hight





# Service Bulletin

## SPECIAL COVERAGE

**SUBJECT:** Special Coverage Adjustment - Side Impact Airbag Connectors

**MODELS:** 2011 Chevrolet Volt

### CONDITION

On some 2011 model year Chevrolet Volt vehicles, the airbag indicator may illuminate. This may be caused by the sensing and diagnostic module (SDM) monitoring an increase in the resistance of the driver or passenger side-impact airbag deployment loop circuits. This increased resistance may be caused by loose terminal crimps in either the driver or passenger seat mounted side-impact airbag wiring harness connectors.

### SPECIAL COVERAGE ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Dealers are to inspect for the presence of specific Diagnostic Trouble Codes (DTCs) and, if necessary, bypass the harness connectors and repair wiring in the driver and/or passenger front side-impact airbag deployment loop circuits. The repairs will be made at no charge to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after December 18, 2015, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to December 18, 2015, must be submitted to the Service Contract provider.

### VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Applicable Warranties section in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

## PART INFORMATION

For U.S., Canada, and Export: Parts required to complete this recall are to be obtained from General Motors Customer Care and Aftersales (GMCCA). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a DRO = Daily Replenishment Order. In an emergency situation, parts should be ordered on a CSO = Customer Special Order.

| Part Number             | Description                              | Quantity/Vehicle                     |
|-------------------------|------------------------------------------|--------------------------------------|
| 05297428                | Clip, Wrg Harn Splice (Pack of 10)       | 4 Per Seat                           |
| 12355010                | Tubing, Shrink (1/8" Black) (Pack of 10) | 1 Per Seat                           |
| *1089482<br>(Preferred) | Woven Polyester Electrical Tape (PET)    | As Required,<br>(Submit in Net Item) |
| *90235<br>(Preferred)   | Yellow Electrical Tape                   | As Required,<br>(Submit in Net Item) |
| Obtain Locally          | Wire, Jumper (0.8 mm / 18 gauge)         | As Required,<br>(Submit in Net Item) |

\* To obtain the PET and Yellow tape, contact Kent Automotive at 1-888-937-5368 or [www.kent-automotive.com](http://www.kent-automotive.com). Do not order from GMCCA.

## SERVICE PROCEDURE

Verify that DTC B0014 04 Driver Side Air Bag Deployment Loop Open, or DTC B0014 0D Driver Side Air Bag Deployment Loop High Resistance and/or B0021 04 Passenger Side Air Bag Deployment Loop Open, or DTC B0021 0D Passenger Side Air Bag Deployment Loop High Resistance are set as Current or in History. Refer to the appropriate diagnostic information in SI.

- If the above listed DTCs are not set as Current or in History, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
- Using the above DTC information, determine which seat needs to be serviced using the repair procedure below.

## REPAIR PROCEDURE

Use the following steps to remove existing yellow seat cushion to seat back mated connector pair and splice the remaining wires together using splice clips, jumper wire, solder and heat shrink.

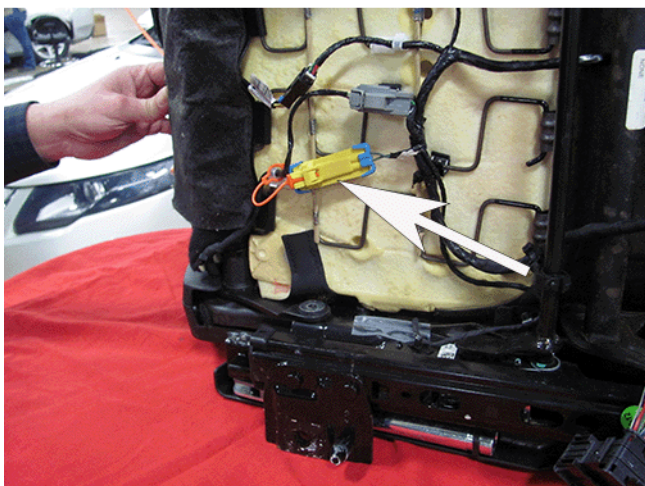
**Warning:** When performing service on or near the SIR components or the SIR wiring, the SIR system must be disabled. Failure to observe the correct procedure could cause deployment of the SIR components. Serious injury can occur. Failure to observe the correct procedure could also result in unnecessary SIR system repairs.

1. Disable the Supplemental Inflatable Restraints (SIR) system. Refer to *SIR Disabling and Enabling* in SI.
2. Remove the affected seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.
3. Place the seat on a clean, covered work surface. Position the seat so you can access the yellow Side Impact Airbag (SIAB) harness connectors on the underside of the seat cushion.





4. Remove the protective fabric as necessary.

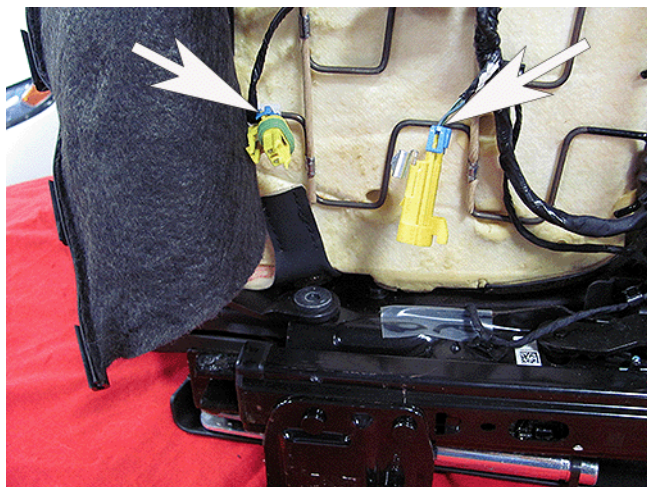


5. Locate the yellow Side Impact Airbag (SIAB) harness connector.



6. Remove the connector from the seat spring by releasing the metal clip.

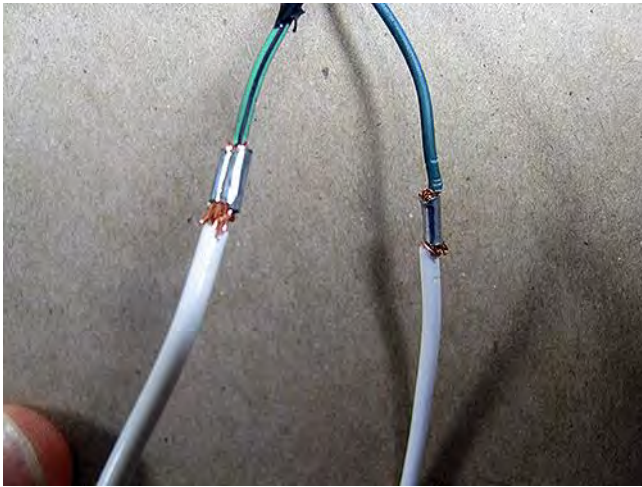




7. Using side cutters, cut the connectors from both sides of the seat harness as close to the connector as possible.
8. Strip off approximately 13 mm (1/2 in) of insulation from the wiring ends. Fold the wires.
9. Add one approximate 38 mm (1.5 in) section of heat shrink tube to each of the four wires.



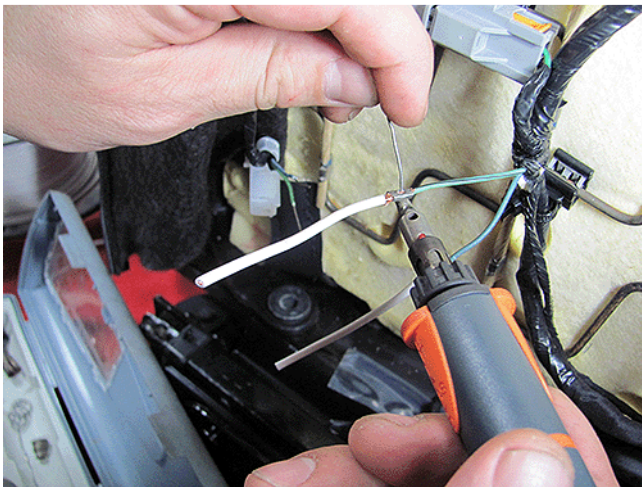
10. Prepare two approximate 75 mm (3.0 in) length jumper wires. Use locally sourced 0.8 sq mm (18 gauge) wire for the jumper wires. Strip off approximately 13 mm (1/2 in) of insulation from the wiring ends. Fold the wires as shown.
11. Insert the two jumper wires between the four harness wires. Ensure the correct wire colors are aligned.



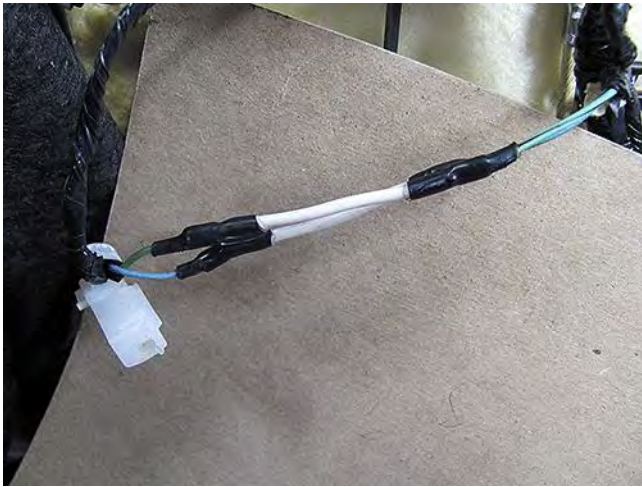
**Note:** Keep the heat shrink tube below the splice when soldering the splice to ensure that the heat shrink is not prematurely shrunk and closed down over the wire or splice area due to the heat from the soldering iron.

12. Crimp a splice clip over the joined wires using Special Tool J-38125-8, nest F. Verify the crimp quality. Repeat this crimp process on all four wire connections.

**Warning:** DO NOT use soldering equipment that is battery or electric powered. These types of soldering irons can induce voltage into the circuit, which may cause inflator module deployment and/or damage to electrical components. Use only the J-38125-5A Ultra Torch or another butane fueled soldering iron when working on SIR circuits.



13. Solder all four crimp and splice clips using the Ultratorch, part number J-38125-5, or another butane fueled soldering iron.



14. Center the heat shrink tube over all four splices and shrink/seal the heat shrink tube securely over the splice crimp and insulated wires.
15. Wrap woven polyester electrical tape (PET) or equivalent anti-abrasion tape around the spliced section of both wires.

**Warning:** Ensure yellow tape is wrapped around the splice section of the seat wire harness to properly identify supplemental inflatable restraint (SIR) wiring. Failure to properly identify SIR wiring could cause deployment of the SIR components, personal injury, or unnecessary SIR system repairs.

16. Wrap yellow electrical tape over the polyester electrical tape.
17. Reinstall the protective fabric as necessary.
18. Reinstall the seat. Refer to *Driver or Passenger Seat Removal and Installation* in SI.
19. Enable the Supplemental Inflatable Restraints (SIR) system. Refer to *SIR Disabling and Enabling* in SI.
20. Clear any sensing and diagnostic module (SDM) DTCs using a scan tool. Verify that the airbag indicator is NOT displayed on the instrument panel cluster (IPC). If DTCs appear after clearing the SDM, refer to the appropriate diagnostic information in SI.

#### CUSTOMER REIMBURSEMENT - For US

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer by December 31, 2016, unless otherwise specified by state law. If this is not convenient for the customer, the customer may mail the completed Customer Reimbursement Request Form and all required documents to the GM Customer Assistance Center. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 120,000 miles, whichever occurs first.

**All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.**

When a customer requests reimbursement, they must provide the following:



- A completed Customer Reimbursement Request Form. This form is mailed to the customer or can be obtained through GM GlobalConnect.
- The name and address of the person who paid for the repair.
- Paid receipt confirming the amount of the repair expense, a description of the repair, and the person or entity performing the repair.

**IMPORTANT:** GM requires dealers to approve or deny a reimbursement request within 30 days of receipt. If a reimbursement request is approved, the dealer should immediately issue a check to the customer and submit an appropriate warranty transaction for the incurred expense. If a reimbursement request is denied, the dealer MUST provide the customer with a clear and concise explanation, in writing, as to why the request was denied. The bottom portion of the Customer Reimbursement Request Form may be used for this purpose. If the denial was due to missing documents, the customer can resubmit the request when the missing documents are obtained, as long as it is still within the allowed reimbursement period.

Warranty transactions for customer reimbursement of previously paid repairs are to be submitted as required by GM Global Warranty Management. Additional information can also be found in Warranty Administration Bulletin 11-00-89-004.

#### CUSTOMER REIMBURSEMENT - For Export

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by December 31, 2016. Repairs must have occurred within the 10 years of the date the vehicle was originally placed in service, or 193,000 kilometers, whichever occurs first.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s) (including Service Contract deductibles), a description of the repair, and the person or entity performing the repair.

All reasonable and customary costs to correct the condition described in this bulletin should be considered for reimbursement. Any questions or concerns should be reviewed with your GM representative prior to processing the request.

#### COURTESY TRANSPORTATION – For US

The General Motors Courtesy Transportation program is intended to minimize customer inconvenience when a vehicle requires a repair that is covered by the New Vehicle Limited Warranties. The availability of courtesy transportation to customers whose vehicles are within the warranty coverage period and involved in a product program is very important in maintaining customer satisfaction. Dealers are to ensure that these customers understand that shuttle service or some other form of courtesy transportation is available and will be provided at no charge. Dealers should refer to the General Motors Service Policies and Procedures Manual for Courtesy Transportation guidelines.

**WARRANTY TRANSACTION INFORMATION**

Submit a transaction using the table below. All transactions should be submitted as a ZREG transaction type, unless noted otherwise.

| <b>Vehicles <u>Still Covered</u> Under Applicable New Vehicle Limited Warranties</b> |                                                                         |                   |                 |
|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------|-----------------|
| <b>Labor Code</b>                                                                    | <b>Description</b>                                                      | <b>Labor Time</b> | <b>Net Item</b> |
| 6459939                                                                              | Electronics/Airbags - Customer Concern Not Duplicated (CCND)            | 0.1-0.3           | N/A             |
| 6480268                                                                              | Driver or Passenger Seat SIAB Connector Removal<br>ADD: For Second Seat | 0.7<br>0.6        | *               |

**Note:** For reimbursements on vehicles covered under warranty, refer to the Policies and Procedures Manual.

| <b>Vehicles <u>No Longer Covered</u> Under Applicable New Vehicle Limited Warranties</b> |                                                                         |                   |                 |
|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------|-----------------|
| <b>Labor Code</b>                                                                        | <b>Description</b>                                                      | <b>Labor Time</b> | <b>Net Item</b> |
| 9900284                                                                                  | Electronics/Airbags - Customer Concern Not Duplicated (CCND)            | 0.1-0.3           | N/A             |
| 9900285                                                                                  | Driver or Passenger Seat SIAB Connector Removal<br>ADD: For Second Seat | 0.7<br>0.6        | *               |
| 9900286                                                                                  | Customer Reimbursement Approved                                         | 0.2               | **              |
| 9900287                                                                                  | Customer Reimbursement Denied - For US dealers only                     | 0.1               | N/A             |

**Note:** To avoid having to "H" route the customer reimbursement transaction for approval, it must be submitted prior to the repair transaction.

- \* The amount identified in "Net Item" should represent the actual cost of the woven polyester electrical tape (PET), jumper wire, and yellow tape needed to perform the required repairs, not to exceed \$0.85 USD.
- \*\* The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

**CUSTOMER NOTIFICATION**

General Motors will notify customers of this special coverage on their vehicles (see copy of typical customer letter included with this bulletin - actual divisional letter may vary slightly).

January 2016

This notice applies to your vehicle, **VIN:** \_\_\_\_\_

Dear General Motors Customer:

As the owner of a 2011 model year Volt, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2011 Volt vehicles, may have a condition where the airbag indicator may illuminate. This may be caused by the sensing and diagnostic module (SDM) monitoring an increase in the resistance of the driver or passenger side-impact airbag deployment loop circuits. This increased resistance may be caused by loose terminal crimps in either the driver or passenger seat mounted side-impact airbag wiring harness connectors.

**Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.**

**What We Have Done:** General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2011 model year Volt within 10 years of the date your vehicle was originally placed in service or 120,000 miles (193,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

**What You Should Do:** If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

**Reimbursement:** If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by December 31, 2016, unless state law specifies a longer reimbursement period.

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

| Division              | Number         | Text Telephones<br>(TTY) |
|-----------------------|----------------|--------------------------|
| Chevrolet             | 1-800-222-1020 | 1-800-833-2438           |
| Puerto Rico – English | 1-800-496-9992 |                          |
| Puerto Rico – Español | 1-800-496-9993 |                          |
| Virgin Islands        | 1-800-496-9994 |                          |



We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch  
Executive Director  
Global Connected Customer Experience

Enclosure  
15642

Connecting.....A live chat agent is now entering the chat.

Caller English

System [10:53:32 PM]:

Welcome to chat.

Lakeshia [10:53:41 PM]:

Thank you for contacting GM Customer Assistance. My name is Lakeshia. How may I assist you today? Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

[REDACTED] [10:54:19 PM]:

I have a 2013 Chevy Volt and I just pass my 36000 mark

[REDACTED] [10:55:36 PM]:

I had two things go wrong on it and they are not covered because the 36,000 miles came first

Lakeshia [10:56:13 PM]:

I am certainly sorry to hear about your vehicle concerns, [REDACTED]

[REDACTED] [10:56:32 PM]:

This first is the water pump and the second is the PPS module

Lakeshia [10:57:04 PM]:

I am going to refer you to our Chevrolet Volt Customer Service Team at 1-888-865-8496

[REDACTED] [10:57:51 PM]:

Been there, done that! No help, but very courteous.

Lakeshia [10:58:14 PM]:

I apologize, our Volt team handles our Volt vehicles.

[REDACTED] [10:59:28 PM]:

It is a shame how they have a attitude of hands off after the miles come first, then everythings seems to fall apart

[REDACTED] [11:01:05 PM]:

It is such a bad after taste, I love the car. I wish I had of known about the extended mileage contracts, I would of opted for that

Lakeshia [11:01:41 PM]:

I certainly apologize that you are not happy with the outcome.

[REDACTED] [11:01:57 PM]:

I travel 110 miles everyday and I work 5 days per week

Lakeshia [11:02:37 PM]:

Because the vehicle was reowned claim would be denied.

Lakeshia [11:03:05 PM]:

I apologize, I need to reiterate the resolution you were given earlier today.

[REDACTED] [11:03:17 PM]:

I'm compelled return to the dealer for the repairs

Lakeshia [11:06:38 PM]:

Are you still there, Geno? I'm still here to answer any questions you may have.

[REDACTED] [11:06:39 PM]:

Lakeshia, if I have the vehicle fixed there. Can I get extended mileage warranty

Lakeshia [11:07:30 PM]:

There are options for extended warranties. Please refer to your dealers finance department for plan packages and prices.

[REDACTED] [11:07:55 PM]:

after the 2 problems are fixed or would they say no to an extended mileage service plan?

Lakeshia [11:08:33 PM]:

I would advise that you refer to your dealership.

Lakeshia [11:08:55 PM]:

I'm sure those preexisting concerns will be out of pocket.

[REDACTED] [11:09:49 PM]:



I have been following this car since 2008, I know the history behind it. It is still in its infancy and they can learn about what could go wrong and prepare for it in the future.

Lakeshia [11:10:08 PM]:

Absolutely.

Lakeshia [11:10:23 PM]:

Please keep this number for reference

Lakeshia [11:10:26 PM]:

8- [REDACTED]

[REDACTED] [11:10:42 PM]:

what is that number for

Lakeshia [11:11:18 PM]:

It is a service request number. A reference number for your chat today.

[REDACTED] [11:13:01 PM]:

Ok. Well, thank you for hearing me vent. I love the car, and there are only a few places and mechanics that can work on it

Lakeshia [11:13:18 PM]:

You are most welcome! Is there anything else that I can assist you with today?

[REDACTED] [11:14:20 PM]:

You done more than enough, have a great night. I'm out. Take care.

Lakeshia [11:14:36 PM]:

Thank you for contacting Chevrolet Customer Service. Enjoy the rest of your week! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Thanks for visiting us

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit [it.support.gm.com](https://it.support.gm.com) for more support options.

Connecting.....A live chat agent is now entering the chat.

Caller English

System [1:04:22 PM]:

Welcome to chat.

Scott [1:04:40 PM]:

Thank you for contacting Chevrolet Customer Assistance, [REDACTED] My name is Scott. Your safety is very important to us at Chevrolet, so please remember to not use any hand held device whenever you're driving. How can I assist you today?

[REDACTED] [1:04:45 PM]:

I am a little dissatisfied regarding my CHEvy Volt

[REDACTED] [1:05:14 PM]:

We just purchased our Leased Volt and I took it in because it had some warning lights come bad

[REDACTED] [1:05:45 PM]:

The dealer wants to charge us 400 dollars to update modules

[REDACTED] [1:06:01 PM]:

We bought it less than 20 days ago

Scott [1:07:15 PM]:

I apologize to hear you are experiencing this concern, [REDACTED]

Scott [1:07:21 PM]:

Can you provide the VIN?

[REDACTED] [1:09:06 PM]:

1G1RA6E43DU [REDACTED]

Scott [1:10:28 PM]:

I appreciate you providing that information, [REDACTED]

Scott [1:11:41 PM]:

How many miles are on the vehicle?

[REDACTED] [1:12:54 PM]:

58,000

Scott [1:13:57 PM]:

I appreciate you providing that information, [REDACTED]

Scott [1:14:08 PM]:

When was the vehicle at the dealership for this concern?

[REDACTED] [1:14:25 PM]:

Today

Scott [1:15:46 PM]:

What is the name of the dealership?

[REDACTED] [1:16:37 PM]:

Go chevrolet North

Scott [1:17:19 PM]:

What I am going to do is reach out to the Customer Experience Manager over at the dealership, explain your situation, we then can work together to see what options are available to us to resolve this concern.

[REDACTED] [1:17:42 PM]:

She told me when I questioned it, "That's just the way it is"

Scott [1:21:08 PM]:

What modules need to be updated?

[REDACTED] [1:21:36 PM]:

She said there was a bunch

[REDACTED] [1:21:41 PM]:

Which told me nothing

[REDACTED] [1:22:17 PM]:

I also asked if it would hinder the ability of the vehicle operation she was very cryptic about that as well



[REDACTED] [1:23:10 PM]:

I had an airbag sensor light come on she said the front seat was confused about the weight that was in the front seat and caused it then she said if it happened again they would have to charge to update that?!?

Scott [1:23:35 PM]:

Thank you for providing that information, [REDACTED]

[REDACTED] [1:25:17 PM]:

I spent 500.00 at your dealership to buy my Vehicle and really all they had to do was fill out a form They said I had to sell the car to them and then they sell it back to me. Well if you are selling a used vehicle you do a safety inspection clean it and make sure it's good to go I didn't get any of that.

[REDACTED] [1:25:30 PM]:

We could have turned the vehicle in and been far better off

[REDACTED] [1:26:09 PM]:

I am also not asking for all that to be done but you guys made money and didn't even have to do all that

[REDACTED] [1:26:58 PM]:

We had our own financing but because of complications had to finance with you guys and so now you are even making interest at a 5.1% rate

[REDACTED] [1:27:17 PM]:

Could have put 1000.00 down and went with State farm at 3.2%

[REDACTED] [1:27:52 PM]:

I'm not angry with you, Sir just stating the facts and I appreciate your help.

Scott [1:29:39 PM]:

I'm sorry to hear you are experiencing such frustrations, [REDACTED] What I am going to do is reach out to the customer experience manager to see if there is any type of assistance to assist you with these repairs.

[REDACTED] [1:30:10 PM]:

k

Scott [1:30:27 PM]:

Your case number is [REDACTED].

Scott [1:30:40 PM]:

Do you prefer to be contacted by phone or email?

[REDACTED] [1:32:23 PM]:

Phone s good

[REDACTED] [1:32:35 PM]:

[REDACTED]

Scott [1:32:54 PM]:

I appreciate you providing that information, [REDACTED]

Scott [1:33:50 PM]:

Is there anything else I can assist you with today, [REDACTED]

[REDACTED] [1:34:36 PM]:

no

[REDACTED] [1:34:42 PM]:

thank you

Scott [1:35:04 PM]:

Thank you for chatting in with us today, [REDACTED] Your case number is [REDACTED]. If you have additional questions, please feel free to chat in with us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. Have a great day!

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit [it.support.gm.com](https://it.support.gm.com) for more support options.

**Customer**

[REDACTED]

**Vehicle**

Chevrolet Volt 2012  
 1G1RD6E45CU [REDACTED]  
 Mileage Now: 112000 mi  
 Warranty Start: 03/03/2012

**Status of vehicle/concern**

A GM Dealer has diagnosed the current concern  
 Vehicle is operable for this concern and is able to be driven

**Key Points**

| <b>Supporting Factors</b>                                                                                                                                                                                                                                                                                                                        | <b>Limiting Factors</b>                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Original Owner<br>First Time Vehicle Owner                                                                                                                                                                                                                                                                                                       | Vehicle has > 100,000 miles                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <i>Please consider these additional questions:</i><br>Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)<br>Did cust buy an extd svc contract, but it's expired or n/a?<br>Is this a loyal service customer? (to involved dealer)<br>Are high dollar customer-pay ROs on record for this cust?<br>Is this a conquest buyer? | <i>Please consider these additional questions:</i><br>Is vehicle way beyond all applicable expiration limits?<br>Does veh have an active <u>aftermarket</u> Extd Svc Contract?<br>Did customer buy vehicle outside of warranty?<br>Does it seem customer doesn't take care of the vehicle?<br>Is cause not normally covered by warranty?<br>Is cause due to an accident insurance won't cover?<br>Is cause due to damage by independent repair facility? |

**Additional key points**

This customer has purchased these GM vehicles: 12 Chevy Volt

**Reference**

CAC SR# [REDACTED]  
 Tier 2 CAC advisor: Roshelle Jones --> 1-866-790-5700 Ext # 5921097



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



CHECK NO. [REDACTED]

DATE

03/31/17

788 DOLLARS

75 CENTS

AMOUNT

788.75

NOT VALID AFTER  
180 DAYS FROM DATE

PAY TO THE  
ORDER OF

Watsonville CA

General Motors LLC  
Disbursement Account

JPMorgan Chase Bank N.A.  
Syracuse, New York

AUDIT

SIGNATURE

VENDOR: [REDACTED]  
DUNS NO: [REDACTED]  
VENDOR NAME: [REDACTED]  
1 General Motors LLC  
PO BOX 62530  
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK  
CHECK NO [REDACTED]

PAYMENT  
DATE 03/31/17

| REGISTER NO:<br>DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC  | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|-----------------------------|--------------|-----------------------|---------|----------------|--------------|------------|
| 161RH6E40DU                 | 03/30/17     | [REDACTED]            | 00.0000 | 788.75         | .00          | 788.75     |
| TOTAL                       |              |                       |         | 788.75         | .00          | 788.75     |

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782



Better Business Bureau

20300 W 12 Mile Rd, Ste 202  
Southfield MI 48076-6409  
(248) 223-9400  
bbb.org/detroit

**Case #:** [REDACTED]

**Sent to Business on:** 03/07/2017

**Business Info:**

General Motors Corporation  
PO Box 33170  
Detroit, MI 48232  
(313) 556-3723

<http://www.gm.com>

**Consumer Info:**

Wessling, Ritchie  
867 Calabasas Road  
Watsonville, CA 95076  
831-687-0216  
rich@wessling.com

**Nature of the Complaint:** Repair Issues

**Consumer's Original Complaint:**

The display on my 2013 Chevy Volt alerted me to "service airbag" so I took it to the local dealer, Chevrolet of Watsonville. Diagnosis was passenger side airbag sensor failed and needed to be replaced because of the safety issue. I instructed them to do the repair. They found that the sensor was "open and shorted out." The bill was \$888.75 which I paid. Following instructions in the manual, I contacted GM to complain about the premature failure of a part that should have lasted much longer. According to the manual, the airbag system needs no maintenance unless deployed.

**Consumer's Desired Resolution:**

GM should cover at least part of the repair bill because the part was clearly defective.





CUSTOMER #: [REDACTED]

\*INVOICE\*


 490 Auto Center Drive  
 Watsonville, CA 95076  
 831-722-4122

WWW.CHEVROLETOWATSONVILLE.COM

PAGE 1

WATSONVILLE, CA

HOME [REDACTED]

BUS: [REDACTED]

CONT: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 130 BOB ROSS

|            |  |            |                |               |             |         |                  |         |           |
|------------|--|------------|----------------|---------------|-------------|---------|------------------|---------|-----------|
| COLOR      |  | YEAR       | MAKE/MODEL     |               | VIN         | LICENSE | MILEAGE IN / OUT |         | TAG       |
| RED        |  | 13         | CHEVROLET VOLT |               | 1G1RH6E40DU |         | 26847/26879      |         |           |
| DEL. DATE  |  | PROD. DATE | WARR. EXP.     | PROMISED      |             | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 01JAN13 DD |  |            |                | 17:00 20FEB17 |             |         |                  | CASH    | 01MAR17   |

R.O. OPENED [REDACTED] READY [REDACTED] OPTIONS: ENG:1.4\_Liter\_MFI\_DOHC

09:45 20FEB17 13:09 01MAR17

| LINE                                                                  | OPCODE | TECH | TYPE | HOURS | LIST                | NET    | TOTAL  |
|-----------------------------------------------------------------------|--------|------|------|-------|---------------------|--------|--------|
| A                                                                     |        |      |      |       |                     |        |        |
| A CUSTOMER STATES AIR BAG WARNING LAMP CAME ON DISPLAY                |        |      |      |       |                     |        |        |
| CAUSE: SCANNED SYSTEM SET CODE B0081 PASS SIDE SEAT LOWER SENSOR OPEN |        |      |      |       |                     |        |        |
| AND SHORTED OUT                                                       |        |      |      |       |                     |        |        |
| 26 ELECTRICAL REPAIRS                                                 |        |      |      |       |                     |        |        |
|                                                                       |        |      |      | 10866 | CP                  | 270.00 | 270.00 |
|                                                                       |        |      |      | 1     | 22968438 MODULE KIT | 500.00 | 500.00 |
| SUBL INSTALL SEAT MODULE                                              |        |      |      |       |                     |        |        |
|                                                                       |        |      |      | CP    |                     | 75.00  | 75.00  |
| REPLACED PASS SIDE LOWER SEAT SENSOR AND FOAM CLEARED CODES           |        |      |      |       |                     |        |        |

\*\*\*\*\*

EST



Online: https://clover.com/p/

 Ref # [REDACTED]  
 Auth [REDACTED]  
 MID [REDACTED]  
 AID [REDACTED]  
 Aithwknm: VISA  
 SIGNATURE VERIFIED

 01-Mar-2017 2:18:54P  
 \$888.75 Method: EMV  
 VISA CREDIT XXXXXXXXXXXX [REDACTED]

Retain this copy for statement validation

 Total \$888.75  
 CREDIT CARD SALE \$888.75  
 VISA 4020

Transaction 002710

Cashier: MELVIN COOPER

 CHEVY OF WATSONVILLE  
 490 AUTO CENTER DRIVE  
 WATSONVILLE, CA 95076  
 8317224122

545

CASE # [REDACTED]

The selling dealer makes no warranty of any kind whatsoever as to the merchantability of the products listed hereon or as to their fitness for any particular purpose. Any warranty which may exist is an agreement solely between the manufacturer and the purchaser.

| DESCRIPTION            | TOTALS |
|------------------------|--------|
| LABOR AMOUNT           | 270.00 |
| PARTS AMOUNT           | 500.00 |
| GAS, OIL, LUBE         | 0.00   |
| SUBLET AMOUNT          | 75.00  |
| MISC. CHARGES          | 0.00   |
| TOTAL CHARGES          | 845.00 |
| LESS INSURANCE         | 0.00   |
| SALES TAX              | 43.75  |
| PLEASE PAY THIS AMOUNT | 888.75 |

CUSTOMER SIGNATURE

DATE

Notice to Consumer: Please read important information on back.

BAR # ARD256174

EPA # CAL000336423



March 31, 2017

State of California  
Local Better Business Bureau  
Attention: Constance Stevens

Customer [REDACTED]  
Reference number: [REDACTED]  
Service request: [REDACTED]  
Customer Relationship Specialist: Javad

Dear Constance Stevens:

Thank you for your recent correspondence regarding Mr. [REDACTED] and concerns with his 2013 Chevrolet Volt.

We have reviewed Mr. [REDACTED] situation. As a customer relations measure to Wessling, General Motors has offered and he has accepted reimbursement of \$788.75 for out-of-pocket expenses for repairs to the driver side passenger airbag sensor on his vehicle. Accordingly, GM will close its file on this matter.

We apologize for any inconvenience Mr. Wessling may have experienced.

If you have further questions, please contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be pleased to assist you.

Sincerely,

General Motors

Mar 28 17:11:43a

p.1

|                               |  |                 |  |                 |  |
|-------------------------------|--|-----------------|--|-----------------|--|
| REGISTRATION VALID FROM       |  | TYPE            |  | LICENSE NUMBER  |  |
| 10/26/2016 TO 10/26/2017      |  | 11              |  | [REDACTED]      |  |
| VEHICLE IDENTIFICATION NUMBER |  |                 |  |                 |  |
| 1G1RH6E40DU [REDACTED]        |  |                 |  |                 |  |
| BODY TYPE MODEL               |  | DATE FIRST SOLD |  | CLASS           |  |
| 4D                            |  | 00/00/2013      |  | LR              |  |
| DATE ISSUED                   |  | TYPE VEH.       |  | MAKE            |  |
| 10/21/2016                    |  | 120             |  | CHEV            |  |
|                               |  | MP              |  | Yr. Model       |  |
|                               |  | Q               |  | 2013            |  |
|                               |  | AX              |  |                 |  |
|                               |  | WC              |  |                 |  |
|                               |  | UNLADEN WT/GW   |  | TOTAL FEES PAID |  |
|                               |  |                 |  | \$293           |  |
|                               |  |                 |  | 4400            |  |

REGISTERED  
OWNER

[REDACTED]  
WATSONVILLE CA [REDACTED]



STATE OF CALIFORNIA  
DEPARTMENT OF MOTOR VEHICLES  
VALIDATED REGISTRATION CARD  
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

0  
LICENSING

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



CHECK No. [REDACTED]

DATE  
06/23/17

25,000 DOLLARS

00 CENTS

AMOUNT  
25,000.00

NOT VALID AFTER  
180 DAYS FROM DATE

PAY TO THE  
ORDER OF

Milwaukee WI [REDACTED]

General Motors LLC  
Disbursement Account

JPMorgan Chase Bank N.A.  
Syracuse, New York

AUDIT

SIGNATURE [REDACTED]

VENDOR  
DUNS NO: BB [REDACTED]

VENDOR NAME [REDACTED]

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

DETACH BEFORE DEPOSITING CHECK  
CHECK NO [REDACTED]

PAYMENT  
DATE 06/23/17

| REGISTER NO.<br>DESCRIPTION | INVOICE DATE | DOC | REFERENCE NUMBER | % DISC  | INVOICE AMOUNT | DISC AMOUNT | NET AMOUNT |
|-----------------------------|--------------|-----|------------------|---------|----------------|-------------|------------|
| 1G1RD6E45EU [REDACTED]      | 06/22/17     |     |                  | 00.0000 | 25,000.00      | 00          | 25,000.00  |
| TOTAL                       |              |     |                  |         | 25,000.00      | 00          | 25,000.00  |

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

W3



## **RELEASE OF CLAIM**

I, [REDACTED], (hereinafter referred to as "Releasor"), on behalf of myself/ourselves and my/our assigns, heirs and executors, in consideration of \$ 3,000.00 paid by General Motors LLC, hereby releases and discharges General Motors LLC, General Motors Company, General Motors Corporation, Motors Liquidation Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasees") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase repair, maintenance, operation, alteration, or use of Releasor «SR\_MODEL\_YEAR\_X» «SR\_MAKE\_X» «SR\_MODEL\_X» bearing Vehicle Identification Number «SERIAL\_NUMBER\_X» ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor has initiated any court, arbitration or other proceeding against Releasees, Releasor immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is \_\_\_\_\_ on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and Releasees, and Releasor is not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I agree to the terms of this Release of All Claims

DATE SIGNED: \_\_\_\_\_

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Claimant's Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
City, State, Zip Code

STATE OF \_\_\_\_\_

COUNTY OF \_\_\_\_\_

Sworn to (or affirmed) and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_,  
by Stephen Fischer.

\_\_\_\_\_  
Signature of Notary Public

\_\_\_\_\_  
Print, type or stamp Commissioned Name of Notary Public

Personally Known \_\_\_\_\_ OR Produced identification \_\_\_\_\_

Type of identification \_\_\_\_\_

My commission expires: \_\_\_\_\_

CC: File



VIA FAX ONLY

April 04, 2017

[REDACTED]  
Sussex, WI. [REDACTED]

RE:

[REDACTED]  
Service Request [REDACTED]  
2014 Chevrolet Volt  
Vehicle Identification Number: 1G1RD6E45EU [REDACTED]  
Customer Relationship Specialist: Carey Gibson

Dear Mr. [REDACTED]

We regret that you are dissatisfied with your «SR\_MODEL\_YEAR\_X» «SR\_MAKE\_X» «SR\_MODEL\_X» and that several attempts by the dealer to resolve the concerns have not met your expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by you.

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 you and reinforce General Motors' commitment to its customers

A cash settlement of \$ 3,000.00.

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 you) to show proof of ownership.

You would retain the vehicle.

If this offer is acceptable to you, please 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 you do not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

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

cc: FILE



Attach.

---

Odometer

---

Client's Signature

---

Date

---

Client's Signature

---

Date





General Motors Corporation  
Business Resource Center  
PO Box 33170  
Detroit, MI 48232-5170

**VIA FAX ONLY**

November 21, 2019

[REDACTED]  
Sussex, WI [REDACTED]

RE: [REDACTED]  
Service Request: [REDACTED]  
2014 Chevrolet Volt  
Vehicle Identification Number: 1G1RD6E45EU [REDACTED]  
Customer Relationship Specialist: Carey Gibson

Dear Mr. [REDACTED]

This is to advise that General Motors is in receipt of the above referenced case received 03/10/17. 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: Release of Lien

☒ Finance agreement  
☒ Buyer's agreement

General Motors Corporation  
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 4:30 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) (Client's Social Security Number)

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 Corporation, 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

LG0006  
V08012008



## Request for Taxpayer Identification Number and Certification

Give Form to the  
requester. Do not  
send to the IRS.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.  
[Redacted]

2 Business name/disregarded entity name, if different from above  
[Redacted]

3 Check appropriate box for federal tax classification; check only **one** of the following seven boxes:  
☒ Individual/sole proprietor or single-member LLC  
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶  
**Note.** For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.  
☐ Other (see instructions) ▶  
☐ C Corporation  
☐ S Corporation  
☐ Partnership  
☐ Trust/estate

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  
Exempt payee code (if any) \_\_\_\_\_  
Exemption from FATCA reporting code (if any) \_\_\_\_\_  
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)  
[Redacted]

6 City, state, and ZIP code  
MILWAUKEE, WI [Redacted]

7 List account number(s) here (optional)  
[Redacted]

8 Requester's name and address (optional)  
[Redacted]

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

|                                |  |  |  |  |  |  |  |  |
|--------------------------------|--|--|--|--|--|--|--|--|
| Social security number         |  |  |  |  |  |  |  |  |
| [Redacted]                     |  |  |  |  |  |  |  |  |
| or                             |  |  |  |  |  |  |  |  |
| Employer identification number |  |  |  |  |  |  |  |  |
|                                |  |  |  |  |  |  |  |  |

### Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

|           |                                       |               |
|-----------|---------------------------------------|---------------|
| Sign Here | Signature of U.S. person ▶ [Redacted] | Date ▶ 6/8/17 |
|-----------|---------------------------------------|---------------|

### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/fw9](http://www.irs.gov/fw9).

### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.



2014 CHEVROLET VOLT  
 GBN WHITE DIAMOND TRICOAT /L4G  
 AFJ PEBBLE BEIGE  
 ORDER NO. RFKSG1/TRE STOCK NO.  
 VIN 1G1 RD6E 45 EU [REDACTED]  
 \*\*\*\*\*2470\*\*\*\*\*13\*47603S

GENERAL MOTORS LLC  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE [REDACTED]

| MODEL & FACTORY OPTIONS                                                                                                                                                                                                | MSRP         | INV AMT      | RETAIL - STOCK                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|--------------|--------------------------------------|
| 1RC68 CHEVROLET VOLT                                                                                                                                                                                                   | 34185.00     | 32817.61     | INVOICE 09/16/13                     |
| FE9 50-STATE EMISSIONS                                                                                                                                                                                                 | N/C          | N/C          | SHIPPED 09/16/13                     |
| GBN WHITE DIAMOND TRICOAT                                                                                                                                                                                              | 995.00       | 875.60       | EXP I/T 09/20/13                     |
| LUU ENGINE, RANGE EXTENDER, 1.4L<br>INTERNAL COMBUSTION ENGINE                                                                                                                                                         | N/C          | N/C          | INT COM 09/20/13<br>PRC EFF 09/13/13 |
| PCQ PREMIUM TRIM PKG INCLUDES:                                                                                                                                                                                         | 1395.00      | 1227.60      | KEYS Z5407 Z5407                     |
| * DRIVER & FRONT PASSENGER<br>HEATED SEATS                                                                                                                                                                             |              |              | WFP-S QTR OPT-1                      |
| * ARMREST, REAR CENTER W/ REAR<br>SEAT PASS THRU, CUPHOLDERS                                                                                                                                                           |              |              | BANK: WELLS FARGO                    |
| * SEAT TRIM, LEATHER APPOINTED                                                                                                                                                                                         |              |              | CHG-TO 47-603                        |
| RTN POLISHED ALUMINUM WHEELS                                                                                                                                                                                           | 595.00       | 523.60       | SHIP WT: 3748                        |
| UHQ AUDIO SYSTEM W/ NAVIGATION,<br>AM/FM CD PLAYER W/ 7" COLOR<br>TOUCHSCREEN                                                                                                                                          | 895.00       | 787.60       | HP: 13.4                             |
| * XM NAV TRAFFIC                                                                                                                                                                                                       |              |              | PREFER: 39259.05                     |
| UQA BOSE PREMIUM SPEAKER SYSTEM                                                                                                                                                                                        | 495.00       | 435.60       | MRM: 40710.00                        |
| VAV FLOOR MATS, ALL WEATHER FRONT<br>AND REAR (DEALER INSTALLED)                                                                                                                                                       | 110.00       | 96.80        | DAN: VOLT                            |
| V7X SAFETY PACKAGE #1 INCLUDES:                                                                                                                                                                                        | 575.00       | 506.00       | ALLOW: 392.06                        |
| * INSIDE REARVIEW MIRROR, AUTO<br>DIMMING                                                                                                                                                                              |              |              |                                      |
| * REAR VISION CAMERA                                                                                                                                                                                                   |              |              |                                      |
| * REAR PARK ASSIST                                                                                                                                                                                                     |              |              |                                      |
| V7Y SAFETY PACKAGE #2 INCLUDES:                                                                                                                                                                                        | 595.00       | 523.60       |                                      |
| * FRONT PARK ASSIST                                                                                                                                                                                                    |              |              |                                      |
| * FORWARD COLLISION ALERT                                                                                                                                                                                              |              |              |                                      |
| * LANE DEPARTURE WARNING                                                                                                                                                                                               |              |              |                                      |
| * CAMERA FRONT VIEW                                                                                                                                                                                                    |              |              |                                      |
| W2D CARGO NET<br>(DEALER INSTALLED)                                                                                                                                                                                    | 60.00        | 52.80        |                                      |
| <br>TOTAL MODEL & OPTIONS                                                                                                                                                                                              | <br>39900.00 | <br>37846.81 | <br>ACT 231 37459.81                 |
| DESTINATION CHARGE                                                                                                                                                                                                     | 810.00       | 810.00       | H/B 261 1197.00                      |
| DEALER IMR CONTRIBUTION                                                                                                                                                                                                |              | 399.00       | ADV 261 399.00                       |
| LMA GROUP CONTRIBUTION                                                                                                                                                                                                 |              | 399.00       | EXP 65A 399.00                       |
| <br>TOTAL                                                                                                                                                                                                              | <br>40710.00 | <br>39454.81 | <br>PAY 310 39454.81                 |
| MEMO: TOTAL LESS HOLDBACK AND<br>APPROX WHOLESALE FINANCE CREDIT                                                                                                                                                       |              | 37745.03     |                                      |
| *****                                                                                                                                                                                                                  |              |              |                                      |
| INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER<br>REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO<br>DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE. |              |              |                                      |
| *****                                                                                                                                                                                                                  |              |              |                                      |

HEISER CHEVROLET, INC.



## CONFIRMATION OF OWNERSHIP

|                                                     |                                 |                             |                               |                                  |                                    |  |
|-----------------------------------------------------|---------------------------------|-----------------------------|-------------------------------|----------------------------------|------------------------------------|--|
| Vehicle Identification Number<br><b>1G1RD6E45EU</b> | Year<br><b>2014</b>             | Make<br><b>CHEVROLET</b>    |                               |                                  |                                    |  |
| Title Number<br>[REDACTED]                          | Issue Date<br><b>10/31/2013</b> | Chassis Type<br><b>AUTO</b> | Odometer Reading<br><b>10</b> | Odometer Status<br><b>ACTUAL</b> | Odometer Date<br><b>10/21/2013</b> |  |
| Product Number<br>[REDACTED]                        | Body Style<br><b>4DR HATCH</b>  | Color                       | Fleet No.                     |                                  |                                    |  |

### Titled Owner(s)

SUSSEX, WI [REDACTED]

In accordance with s. 342(1)(b) Wis.Stats, your title has been delivered to the first lien holder (lender) shown on this document. The department will not be responsible for false or fraudulent odometer statements made in the assignment of the Certificate of Title or for errors in reporting mileage, brand disclosures or the history of the vehicle. The department has no actual knowledge about the history of the vehicle and makes no warranty that the title brands or mileage disclosures on prior titles have been carried forward onto this document.

1G1RD6E45EU [REDACTED]

### Lien Holder(s)

00003023 ALLY FINANCIAL, COCKEYSVILLE

### Additional Vehicle Detail

### THIS IS NOT A TITLE: Title Sent to Lien Holder

This document is not valid for transfer of ownership. The title has been delivered to the lien holder listed first on this Confirmation of Ownership. You will receive your valid Wisconsin title once all liens have been paid.

**Please read the reverse side of this document for more information.**



MAIL ADDRESS:  
Wisconsin Department of Transportation  
PO Box 7949, Madison, WI 53707-7949  
or

T056S 6/2012

QUESTIONS:  
Contact the Division of Motor Vehicles at:  
414-266-1000, 608-286-1466  
[www.dot.wisconsin.gov](http://www.dot.wisconsin.gov)  
320300

Carey Gibson (C)

---

From: Carey Gibson (C)  
Sent: Thursday, June 08, 2017 9:59 AM  
To: 'mary.sontag@gm.com'  
Subject: BRC-Legal Notification of Resolution for [REDACTED]

Service Request: [REDACTED]  
Customer Last Name: [REDACTED]  
Involved Dealership:  
HEISER CHEVROLET, INC.  
10200 W ARTHUR AVE  
WEST ALLIS WI 53227-2005  
4143272300  
Dealership Contact: Quinn Mihalski  
VIN: 1G1RD6E45EU [REDACTED]  
Automobile: 2014 Chevrolet Volt  
Mileage: 39412

Dear Ms. Sontag,

This email is being sent to notify you of the resolution of the above referenced legal matter. After negotiation with the plaintiff's counsel, the final offer of a Cash Settlement in the amount of \$25,000.00 was accepted.

There is no need to reply to this email as it is being sent to you for notification purposes only. If you have further questions, I may be reached by calling 866-790-5700, extension 59221015.

Sincerely,

Carey Gibson

## Carey Gibson (C)

---

From: Mary Sontag  
Sent: Wednesday, March 15, 2017 6:53 PM  
To: Carey Gibson (C)  
Subject: RE: BRC-Legal Initial Notification of NISM for [REDACTED]

Hi Carey –

Per prior conversation, am not familiar with concerns on this vehicle....

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

## Mary Sontag

District Manager Aftersales  
Chevrolet – Milwaukee (5117 5171)  
CCA North Central Region  
[mary.sontag@chevrolet.com](mailto:mary.sontag@chevrolet.com)  
(608) 346 3670



---

From: Carey Gibson (C)  
Sent: Tuesday, March 14, 2017 7:17 AM  
To: Mary Sontag <[mary.sontag@chevrolet.com](mailto:mary.sontag@chevrolet.com)>  
Subject: BRC-Legal Initial Notification of NISM for [REDACTED]

Service Request: [REDACTED]  
Customer Last Name: [REDACTED]  
Involved Dealership:  
HEISER CHEVROLET, INC.  
10200 W ARTHUR AVE  
WEST ALLIS WI 53227-2005  
4143272300  
Dealership Contact: Quinn Mihalski  
VIN: 1G1RD6E45EU [REDACTED]  
Automobile: 2014 Chevrolet Volt  
Mileage: 19439

Dear Ms. Sontag,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has been involved ([REDACTED]). Due to time constraints, a response to this e-mail is required within 48 hours.

This is a Not in Suit Matter. A demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to

repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

It is important that whichever selection is made, you should not communicate directly with the customer as we are required to work through their attorney.

Please reply by email with one of the above options within 48 hours. If a response is not received within 48 hours, the default option will be "B". Your written feedback will be documented and email will be attached to our case as an important step in our timely case resolution. Once a settlement has been reached, you will be notified of the final resolution.

Sincerely,

*Carey Gibson*

Mediation Liaison

General Motors Business Resource Center Legal Team

866-790-5700 xt 5921015

Fax 866-852-1530

[carey.gibson@gm.com](mailto:carey.gibson@gm.com)



**CERTIFIED MAIL**



1000

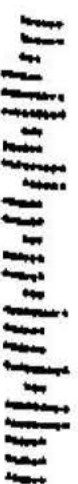


CHEVROLET CUSTOMER ASSOCIATION

P.O. Box 33170

DETROIT, MI 48232-5170

RECEIVED MAR 10 2017



# Motor Vehicle Lemon Law Notice

## Demand for relief under s. 218.0171, Wisconsin Statutes

Print & complete, or click on first line. Tab to next field. Enter only as much text as will fit on a line.

Pursuant to the Wisconsin Lemon Law, I am notifying General Motors / Chevrolet Division of the following:  
(check one) manufacturer

- ☒ My vehicle has been made available for repair at least 4 times for the same defect during its first year of warranty.
- ☒ My vehicle has been out of service at least 30 days because of one or more defects during its first year of warranty.

Vehicle make Chevrolet Model Volt Year 2014 VIN (17 digits) 1G1RD6E45EU

Name and city/state of selling or leasing dealer or leasing company Heiser Chevrolet, West Allis, Wisconsin

Date of vehicle delivery 10/21/2013 Today's date 3/1/2017

Name of financial institution that financed/leased vehicle Ally Financial Loan account # [REDACTED]  
By providing this information, I authorize the manufacturer to contact this financial institution for financing information needed to calculate a refund. Authorization expires 35 days after the date of this form.

→ See back for vehicle defect and repair information ←

My vehicle has a defect(s) that substantially impairs its use, value or safety. I demand that the manufacturer give me one of the following within 30 days:

(check one)

- ☐ A comparable new vehicle in accordance with the Lemon Law, plus collateral costs
- ☒ A refund calculated in accordance with the Lemon Law, plus collateral costs

Description of collateral costs I have incurred in connection with vehicle repairs. (Examples include alternative transportation, towing costs.) None

Description of non-removable options that have been added to my vehicle after the sale, but not included in the vehicle purchase price. (Examples include sunroof, rustproofing, roof rack, pinstriping, etc.)

Bosch Charge \$544.42 Cargo Mat \$81.32

Description of missing equipment or serious unrepaired vehicle damage. (Do not include normal wear and tear such as minor dents, scratches, pitted glass, soiled carpets, minor stains or tears.) None

I offer to return my vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief.

Owner name [REDACTED] Co-owner (if any) \_\_\_\_\_

Address [REDACTED] Sussex, Wisconsin [REDACTED]

Home phone (optional) [REDACTED] Work phone (optional) [REDACTED]

Fax (optional) [REDACTED] Owner signature [REDACTED]

## Vehicle repair information

I have made my vehicle available to an authorized dealership for repair because of the defect(s) on these dates:

| Date in/out  | Mileage | Dealership name  | Problems you reported                        |
|--------------|---------|------------------|----------------------------------------------|
| 10/24/2013   | 56      | Heiser Chevrolet | Charging issues, Bluetooth Phone book issue. |
| 2/4/2014     | 2341    | Heiser Chevrolet | Charging issues, Bluetooth Phone book issue. |
| 2/11/14      | 2516    | Heiser Chevrolet | Charging issues, Bluetooth Phone book issue. |
| 5/1/14       | 5010    | Heiser Chevrolet | Charging issues, Bluetooth Phone book issue. |
| 5/13/14      | 5368    | Heiser Chevrolet | Charging issues, Bluetooth Phone book issue. |
| 5/14/14      | 5388    | Heiser Chevrolet | Charging issues, Bluetooth Phone book issue. |
| 5/4-5/22/14  | 5412    | Heiser Chevrolet | Charging issues, Bluetooth Phone book issue. |
| 7/12/14      | 6928    | Heiser Chevrolet | Charging issues, Bluetooth Phone book issue. |
| 7/14-7/21/14 | 6948    | Heiser Chevrolet | Charging issues, Bluetooth Phone book issue. |

**We recommend you send this notice to the manufacturer by certified mail.**

**Keep a copy for your records.**

## Vehicle repair information

I have made my vehicle available to an authorized dealership for repair because of the defect(s) on these dates:

| Date in/out    | Mileage | Dealership name  | Problems you reported |
|----------------|---------|------------------|-----------------------|
| 8/7/14         | 7031    | Heiser Chevrolet | Charging issues.      |
| 8/13/14        | 7051    | Heiser Chevrolet | Charging issues.      |
| 8/14/14        | 7051    | Heiser Chevrolet | Charging issues.      |
| 8/16/14        | 7071    | Heiser Chevrolet | Charging issues.      |
| 8/22-8/28/14   | 7096    | Heiser Chevrolet | Charging issues.      |
| 9/8/14         | 7364    | Heiser Chevrolet | Charging issues.      |
| 1/22-1/29/2015 | 11948   | Heiser Chevrolet | Charging issues.      |
| 2/17/15        | 12580   | Heiser Chevrolet | Charging issues.      |
| 4/2-4/6/15     | 14065   | Heiser Chevrolet | Charging issues.      |

**We recommend you send this notice to the manufacturer by certified mail.**

**Keep a copy for your records.**



**Date 10/24/13 with 56 miles on Volt. No Repair Order written.**

I stopped and talked with Mike in service. Bluetooth and phone book not working. Also there is a smell when charging with 110 volt charger. GM knows of these problems, no fixes at this time.

**Date 2/4/14 with 2341 miles on Volt. No Repair Order written.**

I stopped and talked with Pete in service. Bluetooth and phone book not working. Also there is a smell when charging with 110 volt charge. GM knows of these problems, no fixes at this time.

**Date 2/11/14 with 2516 miles on Volt. No Repair Order written.**

I stopped at Heiser was told noise was normal.

**Date 5/1/14 with 5010 miles on Volt. No Repair order written.**

I stopped at Heiser, spoke with service and Brian and George in Sales. Volt was not charging and that the Bluetooth and phone book were not working.

**Date 5/13/14** Called Heiser spoke with Ryan in service department. I told him Volt is making a funny noise. I was told to bring it in ASAP.

**Date 5/14/14 with 5388 miles on Volt. No Repair order written.**

I stopped at Heiser, was told that they were very busy and made appointment was made for 5/15/14.

**Date 5/15-5/22/14 with 5412 miles on Volt. Repair Order # [REDACTED]**

**Date 7/12/14** Called Heiser spoke with service department. Check Engine light is on, I was told to bring it in on 7/14/14.

**Date 7/14-7/21/14 with 6948 miles on Volt. Repair Order # [REDACTED]**

**Date 8/7/14** Called Heiser spoke with Dan in service department made appointment for 8/8/14. Mike in service calls back later in the day to chance appointment to 8/13/14.

**Date 8/13/14 with 7051 miles on Volt. Repair Order # [REDACTED]**

**Date 8/14/14** I picked up the Volt. I also spoke with Brian and Quinn about updates made to the 220 volt charger that Heiser and I have.

**Date 8/16/14** I stopped at Heiser, showed Mike in service pictures where the Volt was plugged in to the charger and no status lights are on. I was told to wait until SOP are here.

**Date 8/22-8/28/14 with 7096 miles on Volt. Repair Order # [REDACTED]**

**Date 9/8/14 with 7364 miles on Volt. Repair Order # [REDACTED]**

**Date 10/21/14** Volt is one year one.

**Date 1/22-1/29/15 with 11948 miles on Volt. Repair Order # [REDACTED]**

**Date 2/17/15** Stopped in at Heiser, talked with Rich in sales about issues with the volt. He told me that the charging problems were corrected in the new 2016 model that he saw at the Chicago auto show.

**Date 4/2-4/6/15 with 14065 miles on Volt. Repair Order #** [REDACTED]

Spoke with Mike Catanese in service talked about charging issues. (Not listed on R.O.) On 4/7/15 I went to pick up volt when I was there, I plugged the volt in to the dealerships charge and the volt would not charge. (Volt showed outside temperature to be 38 degrees) I went and got Mike and showed him it was not charging, he suggested that I take a picture and email it to him.

**Date 4/29/15** Stopped in at Boucher Chevy, talked with Rae Ann and Oily about the Volt not charging was given several TSB that were about charging issues.

**Date 5/20-6/2/15 with 15633 miles on Volt. Repair Order #** [REDACTED]

The air bag light is on, charges issues, phone book issues.

**Date 6/26/15 with 16468 miles on Volt. Repair Order #** [REDACTED]

Emission recall, charging issue, replace parts broken on pervious repair.

**Date 9/24/15 with 19439 miles on Volt. Repair Order #** [REDACTED]

Charging issue, Maintenance.



# BOSCH

## ATTENTION!

Note New Lockbox  
Remit To Address

Phone : 866-640-7305  
Fax : 800-962-8734  
Intl Fax: 586-578-7377

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### CUSTOMER INVOICE

Delivered To:

Sussex, WI

SUSSEX, WI

\*\*\* PLEASE REFERENCE INVOICE NUMBER [REDACTED] WITH YOUR PAYMENT \*\*\*

Sales Order No : [REDACTED]  
Order Date : 11-01-2013  
Customer PO : [REDACTED]  
Payment Terms : CREDIT CARD

Customer : [REDACTED]  
Invoice Date : 11-01-2013  
Final Due Date : 11-08-2013

PLEASE REMIT TO:  
Bosch Auto Svc Solutions  
P.O. BOX 71479  
Chicago, IL 60694-1479

| Trans      | Description             | Ordered | Shipped | Price     | Amount |
|------------|-------------------------|---------|---------|-----------|--------|
| [REDACTED] | STATION, LEVEL 2 CHARGE | 1       | 1.00 EA | 490.00 EA | 490.00 |

#### TAX SUMMARY

| Tax Authority | Rate  | Amount |
|---------------|-------|--------|
| State         | 5.000 | 25.90  |
| County        | 0.100 | 0.52   |

|              |   |        |
|--------------|---|--------|
| Gross Amount | : | 490.00 |
| Sub Total    | : | 190.00 |
| Shipping     | : | 28.00  |

Shipped Via : BEST WAY GROUND

Shipment Tracking: [REDACTED]

Title passes to the Buyer at the point of Shipment  
unless otherwise agreed in writing.

Taxes : 26.42

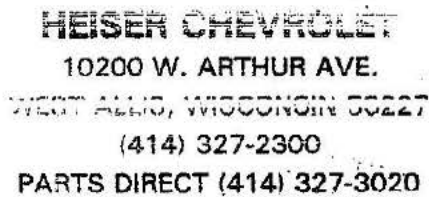
TOTAL AMOUNT DUE USD : 0.00  
Paid By Cr Card Ending in 1674 544.42

All claims for error or shortage must be made within 10 days from the date of the invoice.

Permission must be obtained before returning any material.

Each NSF Check will be charged a \$35.00 Fee.

All Commodities, technology and software must be exported in accordance with the U.S. Export administration Regulations.  
Non-export contrary to U.S. Law is prohibited. Buyer responsible to be knowledgeable in, and to comply with, all U.S. Export Laws.



צורת חתונה