

Carey Gibson (C)

From: Lawrence Towers <towerslaw@aol.com>
Sent: Wednesday, April 19, 2017 12:54 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: [EXTERNAL] [REDACTED] / Chevrolet Volt

Hi Carey,

I understand that you reviewed [REDACTED] Chevy Volt claim, offered \$3,000, and that [REDACTED] declined that offer.

[REDACTED] brought the case to me and I have now reviewed it. This is an "Old Law" double damage claim and, for that reason, is a fairly valuable lemon law claim (perhaps \$80,000+ and attorney's fees).

I understand that this Chevy Volt was used by [REDACTED] wife, [REDACTED] to commute to and from work and that it had, from new, a charging problem. [REDACTED] explained that he has 220 Volt chargers both at his home and at his shop and that he had problems with charging with both 220 volt charging systems, also using standard 110 volt charging, and using Heiser Chevrolet's own charging system. He has a picture of it failing to charge at Heiser.

My review finds four repair opportunities reflected on repair orders during the first year (5/15/14, 7/14/14, 8/13/14 and 8/22/14) as well as multiple repair opportunities thereafter establishing that the fourth repair opportunity was unsuccessful (e/g. 1/22/15). It also looks like he can establish 30 days out of service under the "Old Lemon Law." So I think it is a winnable case.

You and I have forged a good relationship and I think we view things similarly that cases should be resolved early before two sets of attorneys and their fees take the case to untenable heights. At the same time, we have disagreed with each other's assessments at times and we can agree to disagree. This might be one of those cases but I wanted to give you the opportunity to look at it again with my input before I take it into litigation.

I settled a case with Bowman & Brooke's Roshan R. and you concerning a Chevrolet pickup truck some years ago that was a very, very strong case. If I remember correctly, I suspected I could win on summary judgment it was so clear. This Chevy Volt case is solid but not as strong as that case. With compromise on both sides, there might be settlement possibilities.

I discussed with [REDACTED] and he agreed, to accept a "constructive buyback" wherein the current value of the Volt is deducted from the buyback and he keeps the Volt. I think that might help get the parties to "yes." (Of course, attorney's fees would have to be paid but they are low right now.) Since this is a freezing ambient air problem by a process of elimination, he believes the problem must be in the car's charging receptacle. So he might be able to get it repaired based on his input or efforts and that is why he is willing to do a constructive buyback.

Let me know if you want me to present a formal offer along the lines that I described. As I mentioned, if you don't, no harm/no foul.

Larry Towers

Carey Gibson (C)

From: Carey Gibson (C)
Sent: Wednesday, April 05, 2017 9:59 AM
To: [REDACTED]
Subject: RE: [EXTERNAL] Re: Customer Last Name: [REDACTED]
Attachments: [REDACTED] - Offer 04-05.doc; [REDACTED] - Release 04-05.doc

Good morning Mr. [REDACTED]

Thank you for your email reminder. I believe I have everything I currently need except a copy of the current registration for your vehicle.

Additionally, I have attached an offer and release for your current vehicular concern.

Please let me know at your earliest convenience.

Thank you

Carey Gibson

From: [REDACTED]
Sent: Tuesday, April 04, 2017 3:26 PM
To: Carey Gibson (C)
Subject: [EXTERNAL] Re: Customer Last Name: [REDACTED]

Good Afternoon Mr. Gibson,

I am checking to see if you need any more information from me.

[REDACTED]

From: Carey Gibson (C)
Sent: Tuesday, March 14, 2017 7:09 AM
To: [REDACTED]
Subject: Customer Last Name: [REDACTED]

RE: Customer Last Name: [REDACTED]
Service Request: [REDACTED]
Vehicle: 2014 Chevrolet Volt
Vehicle Identification Number: 1G1RD6E45EU [REDACTED]

Good morning Mr. [REDACTED]

Attached you will find a letter of acknowledgement for your recent lemon law claim. Should you have any questions at this time, feel free to contact me at one of the listings below.

Carey Gibson

Mediation Liaison
General Motors Business Resource Center Legal Team

866-790-5700 xt 5921015

Fax 866-852-1530

carey.gibson@gm.com

If you have further questions, please contact Advisor Carey at 866-790-5700 xt 5921015 or by fax at 866-852-1530. 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.

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.

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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 2014 Chevrolet Volt 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

LG0044



Attach.

Odometer

Client's Signature

Date

Client's Signature

Date

CUSTOMER #:

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

PAGE 1

HOME:

CONT:N/A

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 3227 RICH BRUSKY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU		10/10	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
DD			16:30 04OCT13		CASH	16OCT13
R.O. OPENED	DATE OFFERED BACK	OPTIONS:	STK:	DLR:	147603	

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

A PREP ONLY

NVP NEW VEHICLE PREP VOLT

7189IPREP 0.00 1.50 3867 15750 157.50 157.50

B INSTALL CARGO NET

CAUSE: PDI ADD ON

CONCERN CODE: 0490

0590032 INSTALL CARGO NET, FLOOR MATS

7189 W40 0.00 0.20 516 2885 28.85 28.85

FC: 1027 PART#: COUNT:

CLAIM TYPE: ZPDI

AUTH CODE:

516 2885 TLABOR

C CHECK ALL FLUID LEVELS FOR DELIVERY

CAUSE: LOW FLUID

CONCERN CODE: 0490

0590052 ADD WASHER FLUID

7189 W40 0.00 0.00 0 0 0.00 0.00

1 1051515 OPTIKLEEN 114 160 0 8.03 1.60 1.60

FC: 1027

PART#: 1051515

COUNT: 1

CLAIM TYPE: ZPDI

AUTH CODE:

0 0 TLABOR

10 ADD WASHER FLUID**D REPLACE AIR IN ALL FOUR TIRES WITH NITROGEN**

INTRO REPLACE AIR IN ALL FOUR TIRES WITH NITROGEN

7189IPREP 0.00 0.00 0 0 0.00 0.00

E ZURICH SHIELD PROTECTION

SHIELD ZURICH SHIELD PROTECTION

7189 IZUR 0.00 0.00 0 5500 55.00 55.00

SERVICE HOURS**MONDAY - FRIDAY**

7:00 A.M. - 6:00 P.M.

SATURDAY

8:00 A.M. - 4:30 P.M.

PARTS HOURS**MONDAY - FRIDAY**

7:30 A.M. - 5:30 P.M.

SATURDAY

8:00 A.M. - 3:00 P.M.

Completed Service Vehicles can be
picked-up at Cashiers Office until
8:30 p.m. Monday - Friday and
Saturday until 4:30 p.m.**FREE SHUTTLE SERVICE**

Low Cost Rental Cars

24 Hour Towing

(414) 476-8697

FREE BODY SHOP ESTIMATES
CALL (414) 327-2300**EXCLUSION OF WARRANTIES**

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

CUSTOMER SIGNATURE

ACCOUNTING COPY**DESCRIPTION****TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. / ENVIRONMENTAL

TOTAL CHARGES

SALES TAX

**PLEASE PAY
THIS AMOUNT**

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

* Repair price or additional authorization information may be on a separate form which is linked to the repair order by number or other unique identification.

CUSTOMER #: [REDACTED]

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

SUSSEX, WI

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

** PRE-INVOICE **

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU[REDACTED]		5412/5412	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21OCT13 DD			16:30 15MAY14		CASH	22MAY14

R.O. OPENED	DATE OFFERED BACK	OPTIONS	STK: [REDACTED]	DLR: 147603
09:29 15MAY14	08:15 22MAY14			

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

A CUSTOMER STATES INTERMITTENTLY WHILE DRIVING DOWN THE ROAD THE VEHICLE WILL START MAKING A "DINGING" NOISE. ONSTAR UNABLE TO MAKE DIAGNOSTICS, PLEASE ADVISE. CUSTOMER MENTIONED THIS MORNING WHILE DRIVING IN WHILE THE CHIME WAS GOING ON THE SEAT BELT WARNING LIGHT COMES ON. HE GIGGLED THE SEAT BELT IN THE RECEIVER AND THE CHIMING STOPPED.

CAUSE: SHORTED BUCKLE

CONCERN CODE: 0190

6440020 DIAGNOSE AND REPLACE LEFT FRONT SEAT BUCKLE

6661	W40	0.00	0.40	1334	5914				59.14	59.14
1	19260773	F-BELT KIT		5700	7980	0	95.00		79.80	79.80
FC: 6573										
PART#: 19260773										
COUNT: 1				5700	7980	TPARTS				
CLAIM TYPE: ZREG										
AUTH CODE:										

MISC WARRANTY OVERNIGHT CHARGE

WOVN	1610	1610			16.10	16.10
------	------	------	--	--	-------	-------

FC: ?

B CUSTOMER STATES WHILE CHARGING THE VEHICLE MAKES A BUZZING NOISE ABOUT HALFWAY THROUGH CHARGE, ALSO WHEN COLD OUT THE IT TAKES VERY LOW TO CHARGE, PLEASE ADVISE.

UTV NO ABNORMAL NOISE HEARD

6661	ISP60	0.00	0.00	0	0			0.00	0.00
------	-------	------	------	---	---	--	--	------	------

C LOANER VEHICLE - CUSTOMER RESPONSIBLE FOR FUEL

CAUSE: LOANER FOR CUSTOMER SATISFACTION

CONCERN CODE: 0222

Z7902 LOANER FOR CUSTOMER SATISFACTION

6661	WL	0.00	0.00	0	7600			76.00	76.00
FC: 6581	PART#: COUNT:			0	0	TPARTS			
CLAIM TYPE: ZREG									
AUTH CODE:									

SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.
SATURDAY
8:00 A.M. - 3:00 P.M.

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Saturday until 4:30 p.m.

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EXCLUSION OF WARRANTIES

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CUSTOMER SIGNATURE

ACCOUNTING COPY

DESCRIPTION**TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. / ENVIRONMENTAL

TOTAL CHARGES

SALES TAX

PLEASE PAY
THIS AMOUNT

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CUSTOMER #: [REDACTED]

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

SEX, WI

ME:

S:

CONT:

CELL:

** PRE-INVOICE **

SERVICE ADVISOR: 731 MICHAEL CATANESE

PAGE 2

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
N WHITE	14	CHEVROLET VOLT	1G1RD6E45EU		5412/5412	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
OCT13 DD			16:30 15MAY14		CASH	22MAY14

R.O. OPENED	DATE OFFERED BACK	OPTIONS:	STK:	DLR:147603
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NE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
						0		7600	TLABOR	

112 LOANER FOR CUSTOMER SATISFACTION

CUSTOMER STATES INTERMITTENTLY VEHICLE'S PHONE BOOK WILL JUST
DISAPPEAR. COMES BACK ON IT'S OWN. SOMETIMES WHEN TURNING
VEHICLE OFF AND BACK ON IT'S FINE, OTHER TIMES THE PHONE BOOK
MUST BE RESET AND PHONE SYNC'D, PLEASE ADVISE.

USE: OUT OF CALIBRATION 803D0,80739

NCERN CODE: 0222

2810335 BASE PROGRAMING AND USB REPROGRAM

6661 W40 0.00 0.60 2001 8871 88.71 88.71

FC: 6581 PART#: COUNT:

0

0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

2001

8871 TLABOR

COMPLIMENTARY MULTI POINT INSPECTION

MPI COMPLIMENTARY MULTI POINT INSPECTION

6661ISP60 0.00 0.00 0 0 0.00 0.00

TAKE IT EASY!

We service most makes and models
So don't drive all over town getting your
other vehicles serviced.

GT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/57200	14785	3335		5/54600	7980	5700	
5/76710	1610	1610		5/57300	0	0	
5/21070	7600	0		5/11400	31975	*****	
5/77500	0	*****					

COST, SALE, & COMP TOTALS 10645 31975 0

SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.
SATURDAY
8:00 A.M. - 3:00 P.M.

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EXCLUSION OF WARRANTIES

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

CUSTOMER SIGNATURE

ACCOUNTING COPY

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

OR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM.
E. ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF
E AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN
53708-8911.
Fair price or additional authorization information may be on a separate form which is linked
repair order by number or other unique identification.

CUSTOMER #: [REDACTED]

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

SUSSEX, WI [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED] ** PRE-INVOICE **

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU[REDACTED]	[REDACTED]	6948/6948	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21OCT13 DD			16:30 14JUL14		CASH	21JUL14

R.O. OPENED	DATE OFFERED BACK	OPTIONS:	STK:	DLR:
12:08 14JUL14	07:54 21JUL14		[REDACTED]	147603

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

A CUSTOMER STATES VEHICLE'S ENGINE LIGHT IS ON, THERE IS A VERY UNUSUAL NOISE WHILE VEHICLE IS DONE CHARGING, VERY HIGH PITCHED NOISE, PLEASE ADVISE.

CAUSE: OUT OF CALIBRATION CODE CADAC

CONCERN CODE: 0321

2810285 BATTERY CHARGER REPROGRAMMING WITH SPS

6661	W40	0.00	0.30	1001	4436	44.36	44.36
------	-----	------	------	------	------	-------	-------

FC: 6581 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

1001 4436 TLABOR

6948 TECH TWO TEST CODE P0D3F,PIEE6 REPROGRAM BATTERY CHARGER

CONTROL MODULE SEE BULLETIN 12-08+45001A CHARGE VEHICLE OVER NIGHT WITH

CUSTOMER CHARGER NO NOISE HEARD

B HEISER LOANER UNIT #C4393

CAUSE: LOANER FOR CUSTOMER SATIFACTION

CONCERN CODE: 0321

Z7901 LOANER FOR CUSTOMER SATISFACTION

6661	WL	0.00	0.00	0	3800	38.00	38.00
------	----	------	------	---	------	-------	-------

FC: 6581 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

0 3800 TLABOR

6948 LOANER FOR CUSTOMER SATISFACTION

C COMPLIMENTARY MULTI POINT INSPECTION

MPI COMPLIMENTARY MULTI POINT INSPECTION

6661	ISP60	0.00	0.00	0	0	0.00	0.00
------	-------	------	------	---	---	------	------

TAKE IT EASY!

We service most makes and models

So don't drive all over town getting your

other vehicles serviced.

SERVICE HOURS

MONDAY - FRIDAY

7:00 A.M. - 6:00 P.M.

SATURDAY

8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

SATURDAY

8:00 A.M. - 3:00 PM

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CUSTOMER SIGNATURE

X
ACCOUNTING COPY

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. / ENVIRONMENTAL

TOTAL CHARGES

SALES TAX

PLEASE PAY
THIS AMOUNT

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STOMER #: [REDACTED]

ACCOUNTING

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

SEX, WI [REDACTED]

PAGE 2

ME:

CONT: [REDACTED]

** PRE-INVOICE **

S:

CELL: [REDACTED]

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
N WHITE	14	CHEVROLET VOLT	1G1RD6E45EU [REDACTED]	[REDACTED]	6948/6948	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
OCT13 DD			16:30 14JUL14		CASH	21JUL14

R.O. OPENED DATE OFFERED BACK OPTIONS: STK: C4230 DLR: 147603

NE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
GT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL			
5/57200	4436	1001		5/21070	3800	0				
5/57300	0	0		5/11400	8236	*****				
5/77500	0	*****								

COST, SALE, & COMP TOTALS

1001

8236

0

SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.
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Saturday until 4:30 p.m.

FREE SHUTTLE SERVICE

Low Cost Rental Cars

24 Hour Towing
(414) 476-8697

FREE BODY SHOP ESTIMATES
CALL (414) 327-2300

EXCLUSION OF WARRANTIES

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

CUSTOMER SIGNATURE

ACCOUNTING COPY

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM.
REG. ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF
INDUSTRY AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN
53708-0911.
Fair price or additional authorization information may be on a separate form which is linked
repair order by number or other unique identification.

CUSTOMER #:

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

DUPLICATE 1

PAGE 1

SUSSEX, WI

HOME:

CONT:

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU		7051/7051	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21OCT13 DD			16:30 13AUG14		CASH	13AUG14

R.O. OPENED DATE OFFERED BACK OPTIONS: STK: DLR: 147603

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

A CUSTOMER STATES THE GREEN LIGHT GOES OUT ABOUT HALF WAY THROUGH CHARGING, CUSTOMER CONTACTED VOLT ASSISTANCE AND THEY CAN NOT COMMUNICATE WITH VEHICLE. CUSTOMER HAS USED DIFFERENT OUTLITS AND CHARGES. CONCERN HAPPENS WITH ALL EQUIPMENT, PLEASE ADVISE.

ELEC SCAN TEST NO CODES CHARGE BATTERY NO PROBLEM FOUND

6320ISP60	0.00	0.00	0	0	0.00	0.00
-----------	------	------	---	---	------	------

B CUSTOMER STATES THERE IS A RATTLE FROM THE RIGHT BACK OF THE TAILGATE AROUND WHERE IT HITS THE BODY. CUSTOMER REMOVED ALL OBJECTS IN THE BACK AND RATTLE PERSISTS. CAN HERE IT DRIVING ON ARTHUR AVENUE, PLEASE ADVISE.

POO ORDER TRUNK BUMPERS

6320ISP60	0.00	0.00	0	0	0.00	0.00
-----------	------	------	---	---	------	------

C LOANER VEHICLE - CUSTOMER RESPONSIBLE FOR FUEL
CAUSE: LOANER FOR CUSTOMER SATISFACTION
CONCERN CODE: 0827

Z7901 LOANER FOR CUSTOMER SATISFACTION

6320 WL	0.00	0.00	0	3800	38.00	38.00
---------	------	------	---	------	-------	-------

FC: 9090 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

0 3800 TLABOR

D COMPLIMENTARY MULTI POINT INSPECTION

MPI COMPLIMENTARY MULTI POINT INSPECTION

6320ISP60	0.00	0.00	0	0	0.00	0.00
-----------	------	------	---	---	------	------

THANK YOU FOR CHOOSING HEISER TAKE IT EASY!

CHEVY STEPHEN!!!

We service most makes and models
So don't drive all over town getting your
other vehicles serviced.

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/57300	0	0		5/21070	3800	0	
5/77500	0	*****		5/11400	3800	*****	

SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.
SATURDAY
8:00 A.M. - 3:00 P.M.

Completed Service Vehicles can be
picked-up at Cashier's Office until
8:30 p.m. Monday - Friday and
Saturday until 4:30 p.m.

FREE SHUTTLE SERVICE

Low Cost Rental Cars

24 Hour Towing
(414) 476-8697

FREE BODY SHOP ESTIMATES
CALL (414) 327-2300

EXCLUSION OF WARRANTIES

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CUSTOMER SIGNATURE

ACCOUNTING COPY**DESCRIPTION****TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. / ENVIRONMENTAL

TOTAL CHARGES

SALES TAX

PLEASE PAY
THIS AMOUNT

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

* Repair price or additional authorization information may be on a separate form which is linked to the repair order by number or other unique identification.

STOMER #: [REDACTED]

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

DUPLICATE 1

PAGE 2

SSEX, WI [REDACTED]

ME:

CONT:

** PRE-INVOICE **

S:

CELL:

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL			VIN	LICENSE	MILEAGE IN / OUT	TAG	
N WHITE	14	CHEVROLET VOLT			1G1RD6E45EU		7051/7051		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		PAYMENT	INV. DATE	
OCT13 DD			16:30 13AUG14				CASH	13AUG14	
R.O. OPENED		DATE OFFERED BACK		OPTIONS:	STK: DLR:147603				
:22 13AUG14		19:49 13AUG14							
NE OPCODE	TECH	TYPE A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

COST, SALE, & COMP TOTALS

0 3800 0

SERVICE HOURS
MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

Completed Service Vehicles can be
picked-up at Cashier's Office until
8:30 p.m. Monday - Friday and
Saturday until 4:30 p.m.

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Low Cost Rental Cars

24 Hour Towing
(414) 476-8697

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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. / ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

FOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM.
E. ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF
DE AND CONSUMER PROTECTION, P.O. BOX 3911, MADISON, WISCONSIN
53708-8911.

Repair price or additional authorization information may be on a separate form which is linked
to repair order by number or other unique identification.

X
ACCOUNTING COPY

CUSTOMER #:

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

SUSSEX, WI

PAGE 1

HOME:

CONT:

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU		7096/7096	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21OCT13 DD			16:30 22AUG14		CASH	28AUG14

R.O. OPENED DATE OFFERED BACK OPTIONS: STK: DLR: 147603

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

A CUSTOMER STATES ABOUT HALF WAY THROUGH CHARGING THE INDICATOR LIGHT JUST GOES OUT. WILL BE A PARTIAL CHARGE. UNPLUGGING AND REPLUGGING IN IT WILL START CHARGING AGAIN. 110 PORTALBLE CHARGER IF LIGHT COMES ON WITH THIS THE LIGHT WILL ALSO COME ON WITH THE 220. IF YOU LOOSE THE 220 FIRST THE 110 WILL NOT WORK, PLEASE ADVISE.

UTV UNABLE TO VERIFY COMPLAINT NO PROBLEM FOUND

4790ISP60 0.00 0.00 0 0 0.00 0.00

B CUSTOMER STATES THERE IS A RATTILING NOISE OVER BUMPS FROM THE TAILGATE AREA, PLEASE INSTALL SOP

CAUSE: LOOSE FIT

CONCERN CODE: 0890

1414700 REPLACE LIFTGATE BUMPERS

4790 W40 0.00 0.20 300 2957 29.57 29.57

2 22936953 F-(S) BUMPER 434 608 0 3.62 3.04 6.08

FC: 6031

PART#: 22936953

COUNT: 2

CLAIM TYPE: ZREG

AUTH CODE:

434 608 TPARTS

300 2957 TLABOR

7096 INSTALL LIFTGATE BUMPERS

C LOANER VEHICLE - CUSTOMER RESPONSIBLE FOR FUEL

CAUSE: LOANER FOR CUSTOMER SATISFACTION

CONCERN CODE: 0890

Z7901 LOANER FOR CUSTOMER SATISFACTION

4790 WL 0.00 0.00 0 3800 38.00 38.00

FC: 6031 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

0 3800 TLABOR

7096 LOANER FOR CUSTOMER SATISFACTION

D COMPLEMENTARY MULTI POINT INSPECTION

MPI COMPLEMENTARY MULTI POINT INSPECTION

SERVICE HOURS

MONDAY - FRIDAY

7:00 A.M. - 6:00 P.M.

SATURDAY

8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

SATURDAY

8:00 A.M. - 3:00 P.M.

Completed Service Vehicles can be picked-up at Cashier's Office until 8:30 p.m. Monday - Friday and Saturday until 4:30 p.m.

FREE SHUTTLE SERVICE

Low Cost Rental Cars

24 Hour Towing
(414) 476-8697

FREE BODY SHOP ESTIMATES
CALL (414) 327-2300

EXCLUSION OF WARRANTIES

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CUSTOMER SIGNATURE

ACCOUNTING COPY

DESCRIPTION**TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. / ENVIRONMENTAL

TOTAL CHARGES

SALES TAX

PLEASE PAY
THIS AMOUNT

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

* Repair price or additional authorization information may be on a separate form which is linked to the repair order by number or other unique identification.

CUSTOMER #: [REDACTED]

ACCOUNTING

HEISER CHEVROLET

10200 W. ARTHUR AVE.
WEST ALLIS, WISCONSIN 53227
(414) 327-2300

SEX, WI [REDACTED]

PAGE 2

NAME: [REDACTED] CONT: [REDACTED]

** PRE-INVOICE **

CELL: [REDACTED]

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	14	CHEVROLET VOLT	1G1RD6E45EU[REDACTED]	[REDACTED]	7096/7096	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
CT13 DD			16:30 22AUG14		CASH	28AUG14
R.O. OPENED	DATE OFFERED BACK	OPTIONS:	STK:	DLR:	147603	

E	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	4790	ISP	60	0.00	0.00	0	0			0.00	0.00

: 0.00 22AUG14 14:13 SA: 731

TECHNICIAN VERIFIED VEHICLE COMPLETELY CHARGE WITH HEISER CHEVROLET'S CHARGER AND ALL CHARGERS PROVIDED BY CUSTOMER. INDICATOR LIGHT ON THE DASH BOARD FUNCTIONED ACCORDINGLY TO DESIGN. COULD NOT VERIFY ANY CHARGING ISSUES WITH THE VEHICLE OR CHARGERS AT THIS TIME.

TAKE IT EASY!

We service most makes and models
So don't drive all over town getting your
other vehicles serviced.

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
/57300	0	0		5/57200	2957	300	
/54600	608	434		5/21070	3800	0	
/77500	0	*****		5/11400	7365	*****	

COST, SALE, & COMP TOTALS

734 7365 0

SERVICE HOURS	Completed Service Vehicles can be picked-up at Cashier's Office until 8:30 p.m. Monday - Friday and Saturday until 4:30 p.m.
PARTS HOURS	Low Cost Rental Cars
MONDAY - FRIDAY 7:00 A.M. - 6:00 P.M. SATURDAY 8:00 A.M. - 4:30 P.M.	24 Hour Towing (414) 476-6697
MONDAY - FRIDAY 7:30 A.M. - 5:30 P.M. SATURDAY 8:00 A.M. - 3:00 P.M.	FREE BODY SHOP ESTIMATES CALL (414) 327-2300

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

OR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISCONSIN DEPT. OF COMMERCE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.
Fair price or additional authorization information may be on a separate form which is linked to repair order by number or other unique identification.

CUSTOMER SIGNATURE

X ACCOUNTING COPY

CUSTOMER #: [REDACTED]

286185

HEISER CHEVROLET

10200 W. ARTHUR AVE.
WEST ALLIS, WISCONSIN 53227
(414) 327-2300

ACCOUNTING

SUSSEX, WI [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU [REDACTED]	[REDACTED]	7364 / 7364	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21OCT13 DD			16:30 08SEP14		CASH	08SEP14

R.O. OPENED DATE OFFERED BACK OPTIONS: STK: [REDACTED] DLR:147603

07:57 08SEP14 11:07 08SEP14

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

A CUSTOMER STATES THERE IS A RATTLING NOISE IN THE TAILGATE AREA OVER

BUMPS, PLEASE INSTALL SOP

S16 PARTS WERE INSTALL LAST VISIT

4790ISP60 0.00 0.00 0 0 0.00 0.00

B TIRE ROTATION

NC TIRE ROTATION

4790ISP60 0.00 0.00 0 0 0.00 0.00

C COMPLIMENTARY MULTI POINT INSPECTION

MPI COMPLIMENTARY MULTI POINT INSPECTION

4790ISP60 0.00 0.00 0 0 0.00 0.00

EST: 0.00

08SEP14 07:57 SA: 731

TAKE IT EASY!

We service most makes and models

So don't drive all over town getting your
other vehicles serviced.

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/57300	0	0		5/77500	0	*****	

COST, SALE, & COMP TOTALS

0 0 0

SERVICE HOURS

MONDAY - FRIDAY

7:00 A.M. - 6:00 P.M.

SATURDAY

8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

SATURDAY

8:00 A.M. - 3:00 P.M.

Completed Service Vehicles can be
picked-up at Cashier's Office until
8:30 p.m. Monday - Friday and
Saturday until 4:30 p.m.

FREE SHUTTLE SERVICE

Low Cost Rental Cars

24 Hour Towing
(414) 476-8697FREE BODY SHOP ESTIMATES
CALL (414) 327-2300

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CUSTOMER SIGNATURE

X
ACCOUNTING COPY

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

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CUSTOMER #: [REDACTED]

HEISER CHEVROLET

10200 W. ARTHUR AVE.
WEST ALLIS, WISCONSIN 53227
(414) 327-2300

ACCOUNTING

SUSSEX, [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU[REDACTED]	[REDACTED]	11948/11948	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21OCT13 DD			16:30 22JAN15		CASH	29JAN15

R.O. OPENED		DATE OFFERED BACK		OPTIONS:	STK:	DLR:147603					
09:16 22JAN15		10:21 29JAN15									
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMER STATES EVEN AFTER A FULL CHARGE THE VEHICLE WILL BE RUNNING ONLY ON GAS AND MESSAGE ON CLUSTER SHOWS THAT. ALSO WHILE VEHICLE IS PLUGGED IN IT WOULD CHARGE WHEN COLD OUTSIDE. CUSTOMER BROUGHT INTO A HEATED GARAGE AND PLUGGED THE VEHICLE INTO A OUTLET INSIDE THE VEHICLE DIDN'T START CHARGING UNTIL THE NEXT MORNING. NO LIGHT ON THE DASH CAME ON TO SHOW VEHICLE WAS CHARGING AT ALL, PLEASE ADVISE.

S13 SCAN TEST NO FAULTS IN SYSTEM TEST CHARGING SYSTEM TO FIND CHARGING PROPERLY ENGINE WILL RUN OPERATING TO MANAFACTURE DESIGN

3635ISP60	0.00	0.00	0	0	0.00	0.00
-----------	------	------	---	---	------	------

B LOANER VEHICLE - CUSTOMER RESPONSIBLE FOR FUEL
LOANER LOANER VEHICLE - CUSTOMER RESPONSIBLE FOR FUEL

3635ISP60	0.00	0.00	0	0	0.00	0.00
-----------	------	------	---	---	------	------

C COMPLIMENTARY MULTI POINT INSPECTION
MPI COMPLIMENTARY MULTI POINT INSPECTION

3635ISP60	0.00	0.00	0	0	0.00	0.00
-----------	------	------	---	---	------	------

EST: 0.00 22JAN15 09:16 SA: 731

WE DEPLETED VEHICLE'S BATTERY THREE TIMES. RECH ARING OUTSIDE EVERYTIME IN COLD TO VERY COLD WE ATHER ON 220 PORTABLE VOLT CHARGE. CHARGING NEV ER FAILED, WAS NEVER HINDERED AND CHARGE LIGHT ALWAYS FOLLOWED CORRECT PROCEDURES. CUSTOMER IN FORMED 110 CHARGED OUTSIDE AT HOME MY BE FAULT.

TAKE IT EASY!
We service most makes and models
So don't drive all over town getting your other vehicles serviced.

SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.
SATURDAY
8:00 A.M. - 3:00 PM

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Low Cost Rental Cars

24 Hour Towing
(414) 476-8697

FREE BODY SHOP ESTIMATES
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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. / ENVIRONMENTAL	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.
* Repair price or additional authorization information may be on a separate form which is linked to the repair order by number or other unique identification.

X
ACCOUNTING COPY

CUSTOMER #: [REDACTED]

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

SEX, WI

PAGE 2

NAME: [REDACTED] CONT: [REDACTED]

** PRE-INVOICE **

ADDRESS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	14	CHEVROLET VOLT	1G1RD6E45EU [REDACTED]	[REDACTED]	11948/11948	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
OCT13 DD			16:30 22JAN15		CASH	29JAN15

R.O. OPENED DATE OFFERED BACK OPTIONS: STK: [REDACTED] DLR: 147603

16 22JAN15	10:21 29JAN15	NE OPCODE	TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------------	---------------	-----------	-----------	-------	-------	------	------	------	------	-----	-------

ST/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/57300	0	0		5/77500	0	*****	

COST, SALE, & COMP TOTALS

0 0 0

SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.
SATURDAY
8:00 A.M. - 3:00 PM

Completed Service Vehicles can be
picked-up at Cashier's Office until
8:30 p.m. Monday - Friday and
Saturday until 4:30 p.m.

FREE SHUTTLE SERVICE

Low Cost Rental Cars

24 Hour Towing
(414) 476-8697

FREE BODY SHOP ESTIMATES
CALL (414) 327-2300

EXCLUSION OF WARRANTIES

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

CUSTOMER SIGNATURE

X
ACCOUNTING COPY

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. / ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM.
E, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF
HEALTH AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN
53708-8911.
Repair price or additional authorization information may be on a separate form which is linked
to repair order by number or other unique identification.

CUSTOMER #: [REDACTED]

HEISER CHEVROLET

10200 W. ARTHUR AVE.
WEST ALLIS, WISCONSIN 53227
(414) 327-2300

ACCOUNTING

SUSSEX, WI [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED] ** PRE-INVOICE **
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU[REDACTED]	[REDACTED]	14065/14065	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21OCT13 DD			16:30 02APR15		CASH	06APR15

R.O. OPENED [REDACTED] DATE OFFERED BACK [REDACTED] OPTIONS: STK: [REDACTED] DLR: 147603

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

A 14274 LIFTGATE STRUT ROD DETACH

CAUSE: RECALL

CONCERN CODE: 0090

9101157 REPLACE LIFTGATE STRUTS

6661	W40	0.00	0.20	667	3031					30.31	30.31
1	23282827	F-(S)	STRUT	977	1368	0	17.13			13.68	13.68
1	23282827	F-(S)	STRUT	977	1368	0	17.13			13.68	13.68

FC: 9090

PART#: 23282827

COUNT: 2

CLAIM TYPE: ZFAT

AUTH CODE:

667 3031 TLABOR

14065 REPLACE BOTH LIFTGATE STRUTS

B OIL AND FILTER CHANGE 2 YEAR MAINTENANCE OIL, FILTER, ROTATE

CAUSE: GM MAINT

CONCERN CODE: 0021

0600723 OIL AND FILTER CHANGE 2 YEAR MAINTENANCE

OIL, FILTER, ROTATE

6661	W40	0.00	0.50	1668	1000					10.00	10.00
1	55352643	(S)	FILTER	545	600	0	10.90			6.00	6.00
1	19293002	DEXOS1		1800	1900	0	20.00			19.00	19.00

FC: 9094

PART#: 55352643

COUNT: 2

CLAIM TYPE: ZREG

AUTH CODE:

1668 1000 TLABOR

14065 OIL, FILTER, ROTATE GM MAINT

C CUSTOMER STATES LEFT FRONT WINDOW INTERMITTENTLY LEAKS. CUSTOMER
MOVED THE UPPER INSIDE MOLDING AND SEEMED TO STOP LEAKING,
PLEASE ADVISE.

CAUSE: LOOSE WEATHERSTRIP

CONCERN CODE: 0890

SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.
SATURDAY
8:00 A.M. - 3:00 P.M.

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picked-up at Cashier's Office until
8:30 p.m. Monday - Friday and
Saturday until 4:30 p.m.

FREE SHUTTLE SERVICE

Low Cost Rental Cars

24 Hour Towing
(414) 476-8697

FREE BODY SHOP ESTIMATES
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EXCLUSION OF WARRANTIES

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. / ENVIRONMENTAL	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

ACCOUNTING COPY

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.
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CUSTOMER #: [REDACTED]

ACCOUNTING

HEISER CHEVROLET
10200 W. ARTHUR AVE.
WEST ALLIS, WISCONSIN 53227
(414) 327-2300

SEX, WI [REDACTED]
NAME: [REDACTED] CONT: [REDACTED] ** PRE-INVOICE **
S: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	14	CHEVROLET VOLT	1G1RD6E45EU [REDACTED]	[REDACTED]	14065/14065	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
OCT13 DD			16:30 02APR15		CASH	06APR15

R.O. OPENED DATE OFFERED BACK OPTIONS: STK: [REDACTED] DLR: 147603

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

1416650	REATTACH DOOR	WEATHERSTRIP								
6661	W40	0.00	0.30	1001	4547				45.47	45.47

FC: 6025 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

1001 4547 TLABOR

4065 REATTACH LOOSE WEATHERSTRIP

CUSTOMER STATES HALFWAY TO THREE QUARTERS OF THE WAY THROUGH A CHARGE
THE COOLING FANS COME ON VERY INTENSE AND START MAKING A
BUZZING NOISE, PLEASE ADVISE.

USE:

S14	SCAN TEST NO CODES IN SYSTEM									
6661	ISP60	0.00	0.00	0	0				0.00	0.00

LOANER VEHICLE - CUSTOMER RESPONSIBLE FOR FUEL

USE: LOANER FOR CUSTOMER SATISFACTION

NCERN CODE: 0890

Z7902 LOANER FOR CUSTOMER SATISFACTION

6661	WL	0.00	0.00	0	7600				76.00	76.00
------	----	------	------	---	------	--	--	--	-------	-------

FC: 6025 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

0 7600 TLABOR

4065 LOANER FOR CUSTOMER SATISFACTION

COMPLIMENTARY MULTI POINT INSPECTION

MPI COMPLIMENTARY MULTI POINT INSPECTION

6661	CP	0.00	0.00	0	0				0.00	0.00
------	----	------	------	---	---	--	--	--	------	------

T: 0.00 02APR15 10:07 SA: 731

SERVICE HOURS	EXCLUSION OF WARRANTIES	DESCRIPTION	TOTALS
MONDAY - FRIDAY 7:00 A.M. - 6:00 P.M. SATURDAY 8:00 A.M. - 4:30 P.M.	Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.	LABOR AMOUNT	
PARTS HOURS MONDAY - FRIDAY 7:30 A.M. - 5:30 P.M. SATURDAY 8:00 A.M. - 3:00 PM		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. / ENVIRONMENTAL	
		TOTAL CHARGES	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

OK VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM.
E, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WSC. DEPT. OF
E AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN
-8911.
Fair price or additional authorization information may be on a separate form which is linked
repair order by number or other unique identification.

CUSTOMER SIGNATURE

X
ACCOUNTING COPY

CUSTOMER #: [REDACTED]

HEISER CHEVROLET

10200 W. ARTHUR AVE.
WEST ALLIS, WISCONSIN 53227
(414) 327-2300

ACCOUNTING

SUSSEX, WI [REDACTED]

PAGE 3

HOME: [REDACTED] CONT: [REDACTED] ** PRE-INVOICE **
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU [REDACTED]	[REDACTED]	14065/14065	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21OCT13 DD			16:30 02APR15		CASH	06APR15
R.O. OPENED	DATE OFFERED BACK	OPTIONS:	STK:	DLR:		
10:07 02APR15	15:21 06APR15			147603		

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

PERFORMED LUBE OIL AND FILTER TAKE IT EASY!
SERVICE, ROTATED TIRES. We service most makes and models
INSTALLED REAR TAILGATE STRUTS So don't drive all over town getting your
PER RECAL L. REATTACHED LEFT other vehicles serviced.
FRONT WINDOW WEATHERSTRIPPIN
GS. UNABLE TO DUPLICATE NOISE
DURING CHARGE AND NO CODES
FOUND IN THE SYSTEM. THANK YOU
FOR CHOOSING HEISER CHEVY
STEPHEN!!!

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/57200	8578	3336		5/54600	3336	2499	
5/57800	1900	1800		5/57300	0	0	
5/21070	7600	0		5/57000	0	0	
5/11400	21414	*****		5/77500	0	*****	
5/10100	0	*****					

COST, SALE, & COMP TOTALS 7635 21414 0

SERVICE HOURS	DESCRIPTION	TOTALS
Completed Service Vehicles can be picked-up at Cashier's Office until 8:30 p.m. Monday - Friday and Saturday until 4:30 p.m.	LABOR AMOUNT	0.00
FREE SHUTTLE SERVICE	PARTS AMOUNT	0.00
Low Cost Rental Cars	GAS, OIL, LUBE	0.00
24 Hour Towing (414) 476-8697	SUBLET AMOUNT	0.00
FREE BODY SHOP ESTIMATES CALL (414) 327-2300	MISC. / ENVIRONMENTAL	0.00
	TOTAL CHARGES	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00
CUSTOMER SIGNATURE		

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* Repair price or additional authorization information may be on a separate form which is linked to the repair order by number or other unique identification.

ACCOUNTING COPY

CUSTOMER #:

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

SUSSEX, WI

PAGE 1

HOME:

CONT:

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU		15633/15633	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21OCT13 DD			16:30 20MAY15		CASH	02JUN15

R.O. OPENED DATE OFFERED BACK OPTIONS: STK: DLR: 147603

09:18 20MAY15 15:33 02JUN15

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

A CUSTOMER STATES VEHICLE'S AIR BAG LIGHT IS ON, PLEASE ADVISE.

CAUSE: OPEN CIRCUIT IN MODULE

CONCERN CODE: 0621

6450910 TECH TWO TEST CODE B0081,B1010 REPLACE

PASSENGER PRESENCE MODULE

4576	W40	0.00	1.30	2990	19702		197.02	197.02
------	-----	------	------	------	-------	--	--------	--------

1	22968438	F-MODULE KIT	25000	35000	0	416.67	350.00	350.00
---	----------	--------------	-------	-------	---	--------	--------	--------

FC: 6573

PART#: 22968438

COUNT: 1

CLAIM TYPE: ZREG

AUTH CODE:

2990 19702 TLABOR

15633 SCAN TEST CODE B0081,B1010 REPLACE PASSENGER PRESENCE MODULE

B CUSTOMER STATES VEHICLE INTERMITTENTLY WILL CHARGE HALF WAY WHEN COLD

OUT THEN STOP. OTHER TIMES IT WILL NOT CHARGE AT ALL. WHEN

VEHICLE IS WARMER IT CHARGES FINE. THIS HAPPENS ON ALL CHARGES

INCLUDING THE DEALERSHIPS, PLEASE ADVISE.

NPF HOOKED VEHICLE UP TO CHARGER IN SHOP VEHICLE

CHARGES AS IT SHOULD

4576	ISP60	0.00	0.00	0	0		0.00	0.00
------	-------	------	------	---	---	--	------	------

C CUSTOMER STATES THE VEHICLE'S PHONE BOOK ONLY SHOWS INTERMITTENTLY,

DOESN'T LOSE STORAGE, PLEASE SEE HISTORY ON THIS AND ADVISE.

S14 WOULD NEED CUSTOMER PHONE

4576	ISP60	0.00	0.00	0	0		0.00	0.00
------	-------	------	------	---	---	--	------	------

D ENTERPRISE PO #163348

CAUSE: LOANER

CONCERN CODE: 0621

Z7907 LOANER FOR CUSTOMER SATISFACTION PART DELAY

AND WEEKEND STAY

4576	WL	0.00	0.00	0	0		0.00	0.00
------	----	------	------	---	---	--	------	------

FC: 6573 PART#: COUNT:

CLAIM TYPE: ZREG

AUTH CODE:

SERVICE HOURS**MONDAY - FRIDAY**

7:00 A.M. - 6:00 P.M.

SATURDAY

8:00 A.M. - 4:30 P.M.

PARTS HOURS**MONDAY - FRIDAY**

7:30 A.M. - 5:30 P.M.

SATURDAY

8:00 A.M. - 3:00 P.M.

Completed Service Vehicles can be
picked-up at Cashier's Office until
8:30 p.m. Monday - Friday and
Saturday until 4:30 p.m.

FREE SHUTTLE SERVICE

Low Cost Rental Cars

24 Hour Towing
(414) 476-8697**FREE BODY SHOP ESTIMATES
CALL (414) 327-2300****EXCLUSION OF WARRANTIES**

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CUSTOMER SIGNATURE

ACCOUNTING COPY

DESCRIPTION**TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. / ENVIRONMENTAL

TOTAL CHARGES

SALES TAX

**PLEASE PAY
THIS AMOUNT**

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CUSTOMER #: [REDACTED]

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

PAGE 2

SEX, WI [REDACTED]

NAME: [REDACTED] CONT: [REDACTED]

** PRE-INVOICE **

ADDRESS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	14	CHEVROLET VOLT	1G1RD6E45EU [REDACTED]	[REDACTED]	15633/15633	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
OCT13 DL			16:30 20MAY15		CASH	02JUN15

R.O. OPENED DATE OFFERED BACK OPTIONS: STK: [REDACTED] DLR: 147603

18 20MAY15	15:33 02JUN15	WE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------------	---------------	----	--------	------	------	-------	-------	------	------	------	------	-----	-------

BL ENTERPRISE RENTAL PO#163348
WL 000 22600 226.00 226.00

6633 LOANER FOR CUSTOMER SATISFACTION

COMPLIMENTARY MULTI POINT INSPECTION

MPI COMPLIMENTARY MULTI POINT INSPECTION

4576ISP60 0.00 0.00 0 0 0.00 0.00

T: 0.00 20MAY15 09:18 SA: 731

TAKE IT EASY!

We service most makes and models
So don't drive all over town getting your
other vehicles serviced.

GT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/57200	19702	2990		5/54600	35000	25000	
5/57300	0	0		5/21070	22600	0	
5/11400	77302	*****		5/77500	0	*****	

COST, SALE, & COMP TOTALS 27990 77302 0

SERVICE HOURS

MONDAY - FRIDAY
8:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

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Saturday until 4:30 p.m.

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quality or that they will enable any vehicle or any
of its systems to perform with reasonable safety,
efficiency, or comfort.

CUSTOMER SIGNATURE

X
ACCOUNTING COPY

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

FOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM.
ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF
E AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON WISCONSIN
53708-0911.

air price or additional authorization information may be on a separate form which is linked
repair order by number or other unique identification.

CUSTOMER #:

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

SUSSEX, WI

PAGE 1

HOME:

CONT:

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU		16468/16468	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21OCT13 DD			WAIT 26JUN15		CASH	26JUN15

R.O. OPENED DATE OFFERED BACK OPTIONS: STK: DLR: 147603

07:52 26JUN15 09:16 26JUN15

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

A INSTALL SOP TRIM PIECES BROKEN ON PREVIOUS REPAIRS.

S16 BODY TRIM OR GLASS

4576ISP60 0.00 0.00

0

0

0.00

0.00

1 22800960 (S) KNOB

3305

3636

0

57.98

36.36

36.36

1 22858477 F-APPLIQUE

14746

16221

0

245.77

162.21

162.21

B 14522 EMISSIONS NONCOMPLIANCE

CAUSE: RECALL

CONCERN CODE: 0090

9101063 REPLACE EVAPORATIVE EMISSION CANISTER AND

EMISSION HOSE

4576 W40 0.00 0.50

1150

7578

75.78

75.78

1 23294932 (S) CANISTER

14094

19732

0

281.88

197.32

197.32

1 23342510 F-(S) HOSE

3337

4672

0

58.55

46.72

46.72

FC: 9090

PART#: 23294932

COUNT: 2

17431

24404 TPARTS

CLAIM TYPE: ZFAT

AUTH CODE:

1150

7578 TLABOR

16468 INSTALLED NEW EMISSIONS CANISTER AND EMISSIONS LINE

C COMPLIMENTARY MULTI POINT INSPECTION

MPI COMPLIMENTARY MULTI POINT INSPECTION

4576ISP60 0.00 0.00

0

0

0.00

0.00

EST: 0.00

26JUN15 07:52 SA: 731

TAKE IT EASY!

We service most makes and models

So don't drive all over town getting your
other vehicles serviced.

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/57300	0	0		5/54700	19857	18051	
5/57200	7578	1150		5/54600	24404	17431	

SERVICE HOURS

MONDAY - FRIDAY

7:00 A.M. - 6:00 P.M.

SATURDAY

8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY

7:30 A.M. - 5:30 P.M.

SATURDAY

8:00 A.M. - 3:00 P.M.

Completed Service Vehicles can be
picked-up at Cashier's Office until
8:30 p.m. Monday - Friday and
Saturday until 4:30 p.m.

FREE SHUTTLE SERVICE

Low Cost Rental Cars

24 Hour Towing

(414) 476-8697

FREE BODY SHOP ESTIMATES
CALL (414) 327-2300**EXCLUSION OF WARRANTIES**

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

CUSTOMER SIGNATURE

ACCOUNTING COPY

DESCRIPTION**TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. / ENVIRONMENTAL

TOTAL CHARGES

SALES TAX

PLEASE PAY
THIS AMOUNT

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

* Repair price or additional authorization information may be on a separate form which is linked to the repair order by number or other unique identification.

CUSTOMER #: [REDACTED]

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

PAGE 2

NAME: [REDACTED]

CONT: [REDACTED]

** PRE-INVOICE **

ADDRESS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR:

731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	14	CHEVROLET VOLT	1G1RD6E45EU[REDACTED]	[REDACTED]	16468/16468	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
OCT13 DD			WAIT 26JUN15		CASH	26JUN15

R.O. OPENED DATE OFFERED BACK OPTIONS: STK: [REDACTED] DLR: 147603

52	26JUN15	09:16	26JUN15	NE OPCODE	TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
5/77500		19857	*****						5/11400		31982	*****	

COST, SALE, & COMP TOTALS 36632 51839 0

SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.
SATURDAY
8:00 A.M. - 3:00 P.M.

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picked-up at Cashier's Office until
8:30 p.m. Monday - Friday and
Saturday until 4:30 p.m.

FREE SHUTTLE SERVICE

Low Cost Rental Cars

24 Hour Towing
(414) 476-8597

FREE BODY SHOP ESTIMATES
CALL (414) 327-2300

EXCLUSION OF WARRANTIES

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

CUSTOMER SIGNATURE

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

VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATP 102, WIS. ADM.
E, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF
E AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN
53708-8911.
Repair price or additional authorization information may be on a separate form which is linked
repair order by number or other unique identification.

ACCOUNTING COPY

CUSTOMER #: [REDACTED]

HEISER CHEVROLET

10200 W. ARTHUR AVE.
WEST ALLIS, WISCONSIN 53227
(414) 327-2300

ACCOUNTING

SUSSEX, WI [REDACTED]

PAGE 1

HOME: [REDACTED] CONT: [REDACTED] ** PRE-INVOICE **
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU [REDACTED]	[REDACTED]	19439/19439	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21OCT13 DD			16:30 24SEP15		CASH	24SEP15

R.O. OPENED	DATE OFFERED BACK	OPTIONS:	STK:	DLR:
11:25 24SEP15	13:43 24SEP15		[REDACTED]	147603

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

A OIL AND FILTER CHANGE 2 YEAR MAINTENANCE OIL, FILTER, ROTATE											
CAUSE: GM MAINT											
CONCERN CODE: 0021											
0600723 OIL AND FILTER CHANGE 2 YEAR MAINTENANCE											
OIL, FILTER, ROTATE											
	6661	W40	0.00	0.50	1668	1000				10.00	10.00
1	55352643	(S) FILTER			545	550	0	10.90		5.50	5.50
1	19293002	DEXOS1			1600	1950	0	20.00		19.50	19.50

FC: 9094

PART#: 55352643

COUNT: 2

CLAIM TYPE: ZREG

AUTH CODE:

2145

2500 TPARTS

1668

1000 TLABOR

B CUSTOMER STATES THERE IS A DROAN IN THE GAS MOTOR AT ABOUT 26MPH,
PLEASE ADVISE.

UTV ONLY NORMAL NOISE HEARD

6661ISP60	0.00	0.00	0	0		0.00	0.00
-----------	------	------	---	---	--	------	------

C CUSTOMER STATES WHEN THE WEATHER IS COLDER, VEHICLE WILL
INTERMITTENTLY STOP CHARGING OUTSIDE, CHECK FOR UPDATES.
NC SCAN TEST NO CODES IN SYSTEM UNABLE TO VERIFY

COMPLAINT

6661ISP60	0.00	0.00	0	0		0.00	0.00
-----------	------	------	---	---	--	------	------

D COMPLIMENTARY MULTI POINT INSPECTION

MPI COMPLIMENTARY MULTI POINT INSPECTION

6661ISP60	0.00	0.00	0	0		0.00	0.00
-----------	------	------	---	---	--	------	------

EST: 0.00 24SEP15 11:25 SA: 731

TAKE IT EASY!

We service most makes and models
So don't drive all over town getting your
other vehicles serviced.

SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.
SATURDAY
8:00 A.M. - 3:00 PM

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FREE SHUTTLE SERVICE

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24 Hour Towing
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FREE BODY SHOP ESTIMATES
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EXCLUSION OF WARRANTIES

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efficiency, or comfort.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. / ENVIRONMENTAL	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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X
ACCOUNTING COPY

STOMER #: [REDACTED]

ACCOUNTING

HEISER CHEVROLET

10200 W. ARTHUR AVE.
WEST ALLIS, WISCONSIN 53227
(414) 327-2300

SEX, WI [REDACTED]
ME: [REDACTED] CONT: [REDACTED] ** PRE-INVOICE **
S: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 731 MICHAEL CATANESE

PAGE 2

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
N WHITE	14	CHEVROLET VOLT	1G1RD6E45EU [REDACTED]	[REDACTED]	19439/19439	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
OCT13 DD			16:30 24SEP15		CASH	24SEP15

R.O. OPENED DATE OFFERED BACK OPTIONS: STK: [REDACTED] DLR: 147603

25 24SEP15 13:43 24SEP15
NE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

GT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
5/57200	1000	1668		5/54600	550	545	
5/57800	1950	1600		5/57300	0	0	
5/11400	3500	*****		5/77500	0	*****	

COST, SALE, & COMP TOTALS 3813 3500 0

SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

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7:30 A.M. - 5:30 P.M.
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8:00 A.M. - 3:00 P.M.

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SUBLET AMOUNT	0.00
MISC. / ENVIRONMENTAL	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

OR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 102, WIS. ADM.
E. ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF
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53708-8911.
Repair price or additional authorization information may be on a separate form which is linked
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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 2014 Chevrolet Volt bearing Vehicle Identification Number 1G1RD6E45EU [REDACTED] ("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

RELEASE OF CLAIM

I, [REDACTED], (hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of \$ 25,000.00 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 2014 Chevrolet Volt bearing Vehicle Identification Number 1G1RD6E45EU [REDACTED] ("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.

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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

**HEISER CHEVROLET**

10200 W. Arthur Ave.
West Allis, Wisconsin 53227
Phone (414) 327-2300

**BILLING INVOICE ONLY
NOT A PURCHASE CONTRACT**

DEAL

DATE 10/21/13

NAME

ADDRESS

CITY SUSSEX WI

PHONE NO.

DOB

CUSTOMER #

	MAKE	YEAR	MODEL	IDENTIFICATION NO.	KEY NOS.	COLOR	STOCK NO.
Vehicle Purchased	CHEVROLET	14	VOLT	1G1RD0GE45EU		GRN/WH	
Vehicle Traded					LICENSE NO.		

Equipment on trade:

VEHICLE DELIVERED PRICE	\$	TOTAL PRICE	1	\$	37853.01
		TRADE ALLOWANCE OR OTHER CREDIT			N/A
		NET BALANCE DUE	1892.60	\$	37853.01
		WIS. SALES TAX	2		1930.54
INTEREST APR RATE			37.85		174.00
INTEREST BUY RATE					
		BALANCE OWED ON TRADE TO:			
		TOTAL BALANCE		\$	38958.35
		DEPOSIT			N/A
BALANCE OWED ON TRADE TO:		DEPOSIT			N/A
		CASH DUE ON DELIVERY			
		UNPAID BALANCE			38958.35
		COST OF INSURANCE	3		
		UNPAID BALANCE-AMOUNT FINANCED		\$	38958.35
		FINANCE CHARGE	4		
		TOTAL OF PAYMENTS			38958.08
		DEFERRED PAYMENT PRICE	1 + 2 + 3 + 4	\$	38958.08
		ANNUAL PERCENTAGE RATE	200.00		%
		Total of payments is payable to	ALLY FINANCIAL		
		in 48 installments of \$	832.46		commencing
		12/05/13			and the same day of each successive month thereafter.
		Irregular payment of	N/A		due N/A
		CREDIT INSURANCE FOR TERM OF CONTRACT			
		Not Required by Seller			
TOTAL EXTRAS	\$	194.00			200.00
CRANDALL, BRIAN		Single Life ☐ Joint Life ☐		\$	
BECK, KRISTINA		Disability 14 day waiting period		\$	
DEALER OR OFFICER		TOTAL INSURANCE		\$	N/A
LENLE, WILLIE		CENTRAL STATES CO			
SALESMAN		INSURANCE CO.			POLICY NO.

DEAL# 80791

Dealer Number

Contract Number

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

Creditor-Seller (Name and Address)

SUSSEX WI
WAUKESHA COUNTY

N/A

HEISER CHEVROLET, INC.
10200 W. ARTHUR AVE.
WEST ALLIS, WI
53227

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

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	CHEVROLET VOLT	1G1RD6E45E1	Personal, family, or household use ☐ business ☐ agricultural ☐

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit, including your down payment of
0.00 %	\$ 0.00	\$ 39958.35	\$ 49958.35	\$ 0.00
				\$ 39958.35

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
47	\$ 832.46	Monthly beginning 12/09/2013
Or As Follows:		
1 OF \$	832.73	DATE DUE: 11/05/2017

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late. The charge will not exceed \$ 10 if you bought the vehicle for personal, family or household use and the amount financed is \$25,000 or less.

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including accessories, services, taxes, Service Fee)	\$ 194.00	\$ 39784.35 (1)
2 Total Downpayment =		
Trade-In		
(Year) (Make) (Model)		
Gross Trade-In Allowance	\$ N/A	
Less Pay Off Made By Seller	\$ N/A	
Equals Net Trade-In	\$ N/A	
+ Cash	\$ N/A	
+ Other	\$ N/A	
(If total downpayment is negative, enter "0" and see 4i below)	\$ 0.00	(2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 39784.35	(3)
4 Other Charges Including Amounts Paid to Others on Your Behalf		
(Seller may keep part of these amounts):		
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.		
Life	\$ N/A	
Disability	\$ N/A	
B Other Optional Insurance Paid to Insurance Company or Companies	\$ N/A	
C Official Fees Paid to Government Agencies		
N/A to N/A for	\$ N/A	
N/A to N/A for	\$ N/A	
N/A to N/A for	\$ N/A	
D Optional Gap Contract	\$ N/A	
E Government Taxes Not Included in Cash Price	\$ N/A	
F Government License and/or Registration Fees	\$ N/A	
License Fee Lien Filing	\$ 85.00	
G Government Certificate of Title Fees	\$ 59.50	
H DMV Automated Processing Partnership System Fee Paid to		
CVR FEE	\$ 19.50	
I Other Charges (Seller must identify who is paid and describe purpose.)		
to for Prior Credit or Lease Balance	\$ N/A	
to for	\$ N/A	
to for	\$ N/A	
to for	\$ N/A	
to for	\$ N/A	
to for	\$ N/A	
to for	\$ N/A	
to for	\$ N/A	
to for	\$ N/A	
to for	\$ N/A	

Insurance. You may buy the physical damage insurance and this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

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

Insurance Company Name

N/A

Home Office Address

N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost if you choose this insurance, the cost is shown in item 4A or the itemization of Amount Financed. Credit life insurance pays the unpaid part of the Amount Financed if you die. This insurance pays only the amount you would owe if you paid at your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. Credit disability insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Premium

Credit Life \$ N/A

Credit Disability \$ N/A

I want the Optional Credit Life Insurance checked above.

X

Buyer Signature

Date

X/A

Co-Buyer Signature

Date

I want the Optional Credit Disability Insurance checked above.

X/A

Buyer Signature

Date

X/A

Co-Buyer Signature

Date

Other Optional Insurance

N/A

Type of Insurance

Term

Premium \$

N/A

Description of Coverage

Insurance Company Name

Home Office Address

N/A

Type of Insurance

Term

Premium \$

N/A

Description of Coverage

Insurance Company Name

Home Office Address

Other optional insurance is not provided to obtain credit.

Less Pay Off Made By Seller
Equals Net Trade In
+ Cash
+ Other
(If total downpayment is negative, enter "0" and see 4 below)
3 Unpaid Balance of Cash Price (1 minus 2)
4 Other Charges Including Amounts Paid to Others on Your Behalf
(Seller may keep part of these amounts)
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies
Life
Disability
B Other Optional Insurance Paid to Insurance Company or Companies
C Official Fees Paid to Government Agencies
to for
to for
to for
D Optional Gap Contract
E Government Taxes Not Included in Cash Price
F Government License and/or Registration Fees
G Government Certificate of Title Fees
H DMV Automated Processing Partnership System Fee Paid to
I Other Charges (Seller must identify who is paid and describe purpose.)
to for Prior Credit or Lease Balance
to for
to for
to for
to for
to for
to for
to for
to for
to for
to for
to for
to for
to for
Total Other Charges and Amounts Paid to Others on Your Behalf
5 Amount Financed (3 + 4)

Credit Disability:
I want the Optional Credit Life Insurance checked above:
X
Buyer Signature Date
X
Co-Buyer Signature Date
I want the Optional Credit Disability Insurance checked above:
X
Buyer Signature Date
X
Co-Buyer Signature Date

Other Optional Insurance
Type of Insurance Term
Premium \$
Description of Coverage
Insurance Company Name
Home Office Address
Type of Insurance Term
Premium \$
Description of Coverage
Insurance Company Name
Home Office Address

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

I want the Other Optional Insurance checked above:
X
Buyer Signature Date
X
Co-Buyer Signature Date

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE COVERAGE FOR PUBLIC LIABILITY PROTECTING THE DRIVER AGAINST DAMAGES RESULTING FROM NEGLIGENT USE OF THE VEHICLE.

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

Returned Check Charge: You agree to pay a charge of \$ 15 if any check you give us is returned unsatisfied because you do not have an account with the financial institution on which the check is drawn or do not have sufficient funds or credit with the financial institution.

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

Term Mos. Name of Gap Contract
I want to buy a gap contract.
Buyer Signs X

NO COOLING OFF PERIOD
State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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

HOW THIS CONTRACT CAN BE CHANGED: This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X Co-Buyer Signs X
If any part of this contract is not valid, all other parts stay valid unless the law provides otherwise. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

FOR MARRIED WISCONSIN CONSUMERS:
YOU RECOGNIZE THAT THIS RETAIL INSTALLMENT CONTRACT IS INCURRED AS A FAMILY OBLIGATION UNDER WISCONSIN LAW AND THAT YOUR MARITAL PROPERTY MAY BE SUBJECT TO LIABILITY UNDER THIS OBLIGATION.

Buyer's Signature Co-Buyer's Signature
If you are married and your spouse is not a buyer or co-buyer or other owner, please complete the following:
Name of Buyer's Spouse: Address:
Name of Co-Buyer's Spouse: Address:

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

NOTICE TO CUSTOMER
(a) DO NOT SIGN THIS BEFORE YOU READ THE WRITING ON THE REVERSE SIDE, EVEN IF OTHERWISE ADVISED.
(b) DO NOT SIGN THIS IF IT CONTAINS ANY BLANK SPACES.
(c) YOU ARE ENTITLED TO AN EXACT COPY OF ANY AGREEMENT YOU SIGN.
(d) YOU HAVE THE RIGHT AT ANY TIME TO PAY IN ADVANCE THE UNPAID BALANCE DUE UNDER THIS AGREEMENT AND YOU MAY BE ENTITLED TO A PARTIAL REFUND OF THE FINANCE CHARGE.

Buyer Signs X Date Co-Buyer Signs X Date
Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.
Other owner signs here: X
Seller signs By X Title

Seller assigns its interest in this contract to (Assignee) under the terms of Seller's agreement(s) with Assignee
☐ Assigned with recourse ☐ Assigned without recourse ☐ Assigned with limited recourse
Seller By Title

2014 CHEVROLET VOLT		GENERAL MOTORS LLC	
GBN WHITE DIAMOND TRICOAT	/L4G		
AFJ PEBBLE BEIGE		RENAISSANCE CENTER	
ORDER NO. RFKSG1/TRE	STOCK NO	DETROIT MI	
VIN 1G1 RD6E 45 EU		VEHICLE INVOICE	
*****2470*****S			
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	N/C	N/C	INT COM 09/20/13
INTERNAL COMBUSTION ENGINE			PRC EFF 09/13/13
PCQ PREMIUM TRIM PKG INCLUDES:	1395.00	1227.60	KEYS 25407 25407
* DRIVER & FRONT PASSENGER			WFP-S QTR OPT-1
HEATED SEATS			BANK: WELLS FARGO
* ARMREST, REAR CENTER W/ REAR			CHG-TO 47-603
SEAT PASS THRU, CUPHOLDERS			
* SEAT TRIM, LEATHER APPOINTED			SHIP WT: 3748
RTN POLISHED ALUMINUM WHEELS	595.00	523.60	HP: 13.4
UHQ AUDIO SYSTEM W/ NAVIGATION,	895.00	787.60	PREFER: 39259.05
AM/FM CD PLAYER W/ 7" COLOR			MRM: 40710.00
TOUCHSCREEN			DAN: VOLT
* XM NAV TRAFFIC			ALLOW: 392.06
UQA BOSE PREMIUM SPEAKER SYSTEM	495.00	435.60	
VAV FLOOR MATS, ALL WEATHER FRONT	110.00	96.80	
AND REAR (DEALER INSTALLED)			
V7X SAFETY PACKAGE #1 INCLUDES:	575.00	506.00	
* INSIDE REARVIEW MIRROR, AUTO			
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	60.00	52.80	
(DEALER INSTALLED)			
 TOTAL MODEL & OPTIONS	 39900.00	 37846.81	 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
 TOTAL	 40710.00	 39454.81	 PAY 310 39454.81
MEMO: TOTAL LESS HOLDBACK AND			
APPROX WHOLESALE FINANCE CREDIT		37745.03	

 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.

HEISER CHEVROLET, INC.

C4230

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT



GMC HUMMER



(excludes Saturn)

CUSTOMER NAME: [REDACTED]

VIN: 1 G 1 R D 6 E 4 5 E U [REDACTED]

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>
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received		\$ _____

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

- a. I elect to receive _____
in lieu of _____ and/or _____
- b. I elect to receive _____

- CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE -

- a. Vehicle Incentive Acknowledgment. I am the ultimate retail 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 10/21/13. I acknowledge receipt of incentive(s) as described in Item ___ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? ☒ Yes ☐ No

- b. Terms and Conditions Acknowledgment. I acknowledge that I have received the Terms and Conditions under which the OnStar service in my vehicle is provided (copies are available in the vehicle glovebox, from the dealer, at www.onstar.com, or by contacting OnStar as described below).

I understand that in order to cancel the OnStar service in my vehicle, I must press the blue OnStar button in my vehicle or call 1.888.4OnStar (1.888.466.7827) or TTY 1.877.248.2080 and request that my Services be cancelled.

Purchaser/Lessee Signature: [REDACTED]

Date: 10/21/13

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct, and the incentive(s) described in Item ___ and the OnStar Terms and Conditions 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 or Saab Cars USA.

Authorized Dealer Signature: _____

Dealership Name: _____

HEISER CHEVROLET, INC.

Date: 10/21/13

Dealer Code: 00603

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

CUSTOMER #:

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

PAGE 1

HOME:

CONT:N/A

** PRE-INVOICE **

BUS:

CELL:

SERVICE ADVISOR: 3227 RICH BRUSKY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU		10/10	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
DD			16:30 04OCT13		CASH	16OCT13
R.O. OPENED	DATE OFFERED BACK	OPTIONS:	STK:	DLR:	147603	

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

A PREP ONLY

NVP NEW VEHICLE PREP VOLT

7189IPREP 0.00 1.50 3867 15750 157.50 157.50

B INSTALL CARGO NET

CAUSE: PDI ADD ON

CONCERN CODE: 0490

0590032 INSTALL CARGO NET, FLOOR MATS

7189 W40 0.00 0.20 516 2885 28.85 28.85

FC: 1027 PART#: COUNT:

CLAIM TYPE: ZPDI

AUTH CODE:

516 2885 TLABOR

C CHECK ALL FLUID LEVELS FOR DELIVERY

CAUSE: LOW FLUID

CONCERN CODE: 0490

0590052 ADD WASHER FLUID

7189 W40 0.00 0.00 0 0 0.00 0.00

1 1051515 OPTIKLEEN 114 160 0 8.03 1.60 1.60

FC: 1027

PART#: 1051515

COUNT: 1

CLAIM TYPE: ZPDI

AUTH CODE:

0 0 TLABOR

10 ADD WASHER FLUID**D REPLACE AIR IN ALL FOUR TIRES WITH NITROGEN**

INTRO REPLACE AIR IN ALL FOUR TIRES WITH NITROGEN

7189IPREP 0.00 0.00 0 0 0.00 0.00

E ZURICH SHIELD PROTECTION

SHIELD ZURICH SHIELD PROTECTION

7189 IZUR 0.00 0.00 0 5500 55.00 55.00

SERVICE HOURS**MONDAY - FRIDAY**

7:00 A.M. - 6:00 P.M.

SATURDAY

8:00 A.M. - 4:30 P.M.

PARTS HOURS**MONDAY - FRIDAY**

7:30 A.M. - 5:30 P.M.

SATURDAY

8:00 A.M. - 3:00 P.M.

Completed Service Vehicles can be
picked-up at Cashier's Office until
8:30 p.m. Monday - Friday and
Saturday until 4:30 p.m.**FREE SHUTTLE SERVICE**

Low Cost Rental Cars

24 Hour Towing
(414) 476-8697**FREE BODY SHOP ESTIMATES
CALL (414) 327-2300****EXCLUSION OF WARRANTIES**

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

CUSTOMER SIGNATURE

ACCOUNTING COPY**DESCRIPTION****TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. / ENVIRONMENTAL

TOTAL CHARGES

SALES TAX

**PLEASE PAY
THIS AMOUNT**

MOTOR VEHICLE REPAIR PRACTICES ARE REGULATED BY CHAPTER ATCP 132, WIS. ADM. CODE, ADMINISTERED BY THE BUREAU OF CONSUMER PROTECTION, WISC. DEPT. OF TRADE AND CONSUMER PROTECTION, P.O. BOX 8911, MADISON, WISCONSIN 53708-8911.

* Repair price or additional authorization information may be on a separate form which is linked to the repair order by number or other unique identification.

CUSTOMER #: [REDACTED]

HEISER CHEVROLET

10200 W. ARTHUR AVE.

WEST ALLIS, WISCONSIN 53227

(414) 327-2300

ACCOUNTING

SUSSEX, WI

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 731 MICHAEL CATANESE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBN WHITE	14	CHEVROLET VOLT	1G1RD6E45EU[REDACTED]		5412/5412	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
21OCT13 DD			16:30 15MAY14		CASH	22MAY14

R.O. OPENED	DATE OFFERED BACK	OPTIONS	STK:	DLR:
09:29 15MAY14	08:15 22MAY14		[REDACTED]	147603

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

A CUSTOMER STATES INTERMITTENTLY WHILE DRIVING DOWN THE ROAD THE VEHICLE WILL START MAKING A "DINGING" NOISE. ONSTAR UNABLE TO MAKE DIAGNOSTICS, PLEASE ADVISE. CUSTOMER MENTIONED THIS MORNING WHILE DRIVING IN WHILE THE CHIME WAS GOING ON THE SEAT BELT WARNING LIGHT COMES ON. HE GIGGLED THE SEAT BELT IN THE RECEIVER AND THE CHIMING STOPPED.

CAUSE: SHORTED BUCKLE

CONCERN CODE: 0190

6440020 DIAGNOSE AND REPLACE LEFT FRONT SEAT BUCKLE

6661	W40	0.00	0.40	1334	5914				59.14	59.14
1	19260773 F-BELT KIT			5700	7980	0	95.00		79.80	79.80
FC: 6573										
PART#: 19260773										
COUNT: 1				5700	7980	TPARTS				
CLAIM TYPE: ZREG										
AUTH CODE:										

MISC WARRANTY OVERNIGHT CHARGE

WOVN	1610	1610			16.10	16.10
------	------	------	--	--	-------	-------

FC: ?

B CUSTOMER STATES WHILE CHARGING THE VEHICLE MAKES A BUZZING NOISE ABOUT HALFWAY THROUGH CHARGE, ALSO WHEN COLD OUT THE IT TAKES VERY LOW TO CHARGE, PLEASE ADVISE.

UTV NO ABNORMAL NOISE HEARD

6661ISP60	0.00	0.00	0	0		0.00	0.00
-----------	------	------	---	---	--	------	------

C LOANER VEHICLE - CUSTOMER RESPONSIBLE FOR FUEL

CAUSE: LOANER FOR CUSTOMER SATISFACTION

CONCERN CODE: 0222

Z7902 LOANER FOR CUSTOMER SATISFACTION

6661	WL	0.00	0.00	0	7600			76.00	76.00
FC: 6581	PART#: COUNT:			0	0	TPARTS			

CLAIM TYPE: ZREG

AUTH CODE:

SERVICE HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.
SATURDAY
8:00 A.M. - 4:30 P.M.

PARTS HOURS

MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.
SATURDAY
8:00 A.M. - 3:00 P.M.

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CUSTOMER SIGNATURE

ACCOUNTING COPY

DESCRIPTION**TOTALS**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. / ENVIRONMENTAL

TOTAL CHARGES

SALES TAX

PLEASE PAY
THIS AMOUNT

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