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

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.

The subject vehicle's mileage is 39,412 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: 6/3/2017

[redacted]

Address

SUSSEX WI [redacted]

City, State, Zip Code

Claimant's Signature

Address

City, State, Zip Code

STATE OF WISCONSIN

COUNTY OF WAUKESHA

Sworn to (or affirmed) and subscribed before me this 3 day of June, 2017, by Stephen Fischer

Ana F Flores

Signature of Notary Public

ANA F FLORES
NOTARY PUBLIC
STATE OF WISCONSIN

Ana F Flores

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ✓

Type of identification Drivers License

My commission expires: 2/9/2021

CC: File

TO: mary.sontag@gm.com
SUBJECT: BRC-Legal Initial Notification of NISM for [redacted]

COPY AND PASTE INTO THE BODY OF THE EMAIL:

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership:
HEISER CHEVROLET, INC.
10200 W ARTHUR AVE
WEST ALLIS WI 53227-2005
4143272300
Dealership Contact: Quinn Mihalski
VIN: 1G1RD6E45EU[redacted]
Automobile: 2014 Chevrolet Volt
Mileage: 19439

Dear Ms. Sontag,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has» been involved ([redacted] TAC US, [redacted],TAC US , [redacted] TAC). **Due to time constraints, a response to this e-mail is required within 48 hours.**

This is a Not in Suit Matter. A demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

It is important that whichever selection is made, **you should <u>not</u> communicate directly with the customer as we are required to work through their attorney.**

Please reply by email with one of the above options within **48** hours. If a response is not received within 48 hours, the default option will be "B". Your written feedback will be documented and email will be attached to our case as an important step in our timely case resolution. Once a settlement has been reached, you will be notified of the final resolution.

Sincerely,

Carey Gibson
Mediation Liaison
General Motors Business Resource Center Legal Team
866-790-5700 xt 5921015
Fax 866-852-1530
carey.gibson@gm.com

TO: mary.sontag@gm.com
SUBJECT: BRC-Legal Notification of Resolution for [redacted]

COPY AND PASTE INTO THE BODY OF THE EMAIL:

Service Request [redacted]
Customer Last Name: [redacted]
Involved Dealership:
HEISER CHEVROLET, INC.
10200 W ARTHUR AVE
WEST ALLIS WI 53227-2005
4143272300
Dealership Contact: Quinn Mihalski
VIN: 1G1RD6E45EU[redacted]
Automobile: 2014 Chevrolet Volt
Mileage: 39412

Dear Ms. Sontag,

This email is being sent to notify you of the resolution of the above referenced legal matter. After negotiation with the plaintiff's counsel, the final offer of a Cash Settlement in the amount of $25,000.00 was accepted.

There is no need to reply to this email as it is being sent to you for notification purposes only. If you have further questions, I may be reached by calling 866-790-5700, extension 59221015.

Sincerely,

Carey Gibson

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Carey Gbison

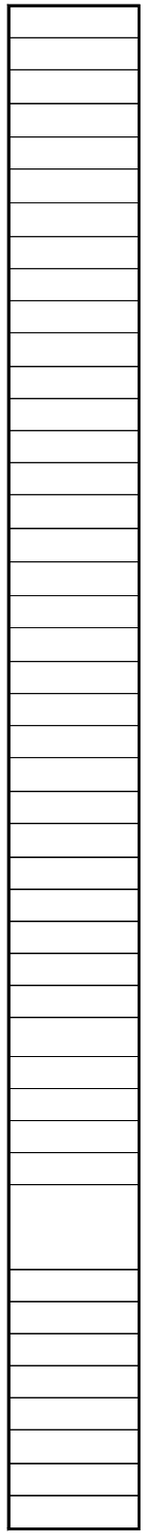
☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN: 1G1RD6E45EU[redacted]

Date: November 21, 2019

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$37,853.81	1	Down Pmt / Cap Cost Reduction	
2	Use ONLY one of the 4 methods in this column or		2	Chemicals	$0.00	2	Pmts (includes 1st month if lease)	
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$174.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$37,853.81	6	Sales Tax	$1,892.69	6	Maintenance Contract	$0.00
7	Mileage	5,412	7	Stadium Tax	$37.85	7	Doc Fee	$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	$0.00	8	Maintenance costs	$0.00
9	**Usage**	**$2,048.65**	9	Road Hazard	$0.00	9	Fee Lien	$0.00
10			10	**Total Purchase Price**	**$39,958.35**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$2,048.65**	12	*** Usage/Depreciation**	**#VALUE!**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$39,958.35**	22	**Total Deductions**	**$2,048.65**	22	**Total Deductions**	**#VALUE!**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$37,909.70**	24	**Total Refund to Customer**	**#VALUE!**
25	**OR**		25	Lien payoff thru __05/05/17	$5,827.49	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$32,082.21**	26	10/1/2015	$0.00
27	**"Actual Price Paid" (Pmt/Lease)**	**#VALUE!**	27	Attorney's Fees	$3,500.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$41,409.70**	28	**Total Repurchase**	**#VALUE!**
29	Any ext service contract (CA only)	0	29	Edmunds	$0.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**#VALUE!**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$41,409.70**	31	**Projected Loss**	**#VALUE!**

	PURCHASE PRICE (before t/t/t)	$37,853.81		TRADE ALLOWANCE	$ -		PURCHASE PRICE	$37,853.81
	MSRP (FROM BARS INVOICE)	$ 40,710.00		PAYOFF OF TRADE	$ -		INCENTIVE* (from BARS)	$ -
	DIFFERENCE	$ (2,856.19)		DIFFERENCE	$ -		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 37,853.81
				TRADE ALLOWANCE	$ -			
				ACV OF TRADE	$ -		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ -		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	



WHAT TO GIVE BACK WHEN DOING A STRAIGHT REPURCHASE

IN ALL CASES, REVIEW STATE LAW TO DETERMINE IF REIMBURSEMENT OF ITEMS ARE NECESSARY.

AFTERMARKET ITEMS - Check lemon law. If not required to be given back, can they be removed without damaging the vehicle? Do you have receipts? Consider depreciating if unable to have them removed. Any additional questions, please consult with TM, local counsel or GM Legal Staff.

BASE PRICE

Base price of vehicle from sales contract
Tax
Registration/ license/ title
Interest (if applicable)
Attorney's fees
Less Usage/Depreciation
Less Incentives (if applicable)
Less Late Charges (if applicable)
Less negative equity IF included in the base price
Less Damage

All Extended service contracts and Gap Insurance should NOT be deducted IF FINANCED. Customer can cancel them and they will be refunded back to the finance institution who will refund any overage back to the customer. (Reason you don't deduct: The customer's total due will be reduced because it is included in the lien payoff)
Do not give back Sales Tax in Illinois
Do not give back finance charges in Minnesota

PAYMENTS (CA, FL & WV)

Down Payment (if applicable)
Payments made by customer
Sales tax, other government fees and aftermarket items listed on the finance contract should not be included because they are part of the payments and payoffs.
Aftermarket items (if being reimbursed) which were purchased after the vehicle was financed, should be separately included.
Trade-in (if applicable)
Attorney Fees
Options regarding extended service contracts - options 1 & 2 preferred as GM may not be able to obtain full credit refund in option 3: 1) If financed, deduct all extended service contracts and Gap Insurance. 2) Reimburse used portion and let customer obtain unused. 3) GMPP only: Give customer back whole amount of the extended service contract, GM to cancel and obtain refund.
Less usage/depreciation
Less Late charges
Less Incentives if included in down payment
Less Negative Equity (if applicable)
Less Damage

LEASE (obtain info below from left-hand column of the lease agreement)

Capital Cost Reduction
Sales Tax
Registration
Aftermarket Items (if not financed, reimburse if cash receipt provided)
Number of Payments
Attorney's fees
Less incentives if used as a portion of the cap cost reduction
Less security deposit
Less Usage/Depreciation
Less Gap/Extended service contract (if included in the lease)
A state lemon law may require GM to cancel a GMPP only and receive the credit. In this instance, the GMPP is NOT deducted.
Less Overmilage
Less Overallowance

Less Late Charges
Less Damage

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Thursday, June 15, 2017 6:13 PM
To: Holly Remillard (C)
Subject: WI CONSUMER LAW

From: Brion Stevens (C)
Sent: Tuesday, February 14, 2017 10:44 AM
To: [redacted]
Subject: RE: GW Feedback SR [redacted] (2nd Feedback)

Good Morning,

Support activity has been entered.

WI consumers are not obligated to sign an offer letter or provide vehicle registration. Just the demand letter in WI.

Best regards,
Brion Stevens (brion.stevens@gm.com)
GM Legal Coordinator
North East and North Central Regions
General Motors Legal Staff
Direct Line-(512) 389-7055 (Ph)
Fax-(248) 237-6349
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.

Howell, Rosa (NHTSA)

From: [redacted]
Sent: Monday, April 10, 2017 1:00 PM
To: 'cheri@mksmithchevy.com'
Subject: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN#EU [redacted]

Cheri,

The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will **contact them in the next 24 hours** to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed.

Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer.

Below is the case summary.

- **Customer Name:** [redacted]
- **Vehicle Information:** 2014 Chevrolet Volt
- **VIN:** 1G1RE6E42EU[redacted]
- **Brief Description of Concern:** This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you.
- **Customer Preferred Contact Method:** [redacted]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

Sincerely,

Cynthia - CA CEC District Specialist
General Motors LLC
Business Resource Center
PHONE: 1-800-231-1841, Ext. 5911153
FAX: 866-363-8695

If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number.

Howell, Rosa (NHTSA)

From: Cheri Hendricksen <cheri@mksmithchevy.com>
Sent: Monday, April 10, 2017 4:58 PM
To: [redacted]
Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted], Customer [redacted] Last 8 digits of VIN#EU[redacted]

I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch.
The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710
Guest Relations Manager
Service: (909) 628-8961 EXT. 293

----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 4/10/2017 10:04:19 AM
SUBJECT: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#EU[redacted]

Cheri,

The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will **contact them in the next 24 hours** to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed.

Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer.

Below is the case summary.

- **Customer Name:** [redacted]
- **Vehicle Information:** 2014 Chevrolet Volt
- **VIN:** 1G1RE6E42EU[redacted]

- **Brief Description of Concern:** This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you.

- **Customer Preferred Contact Method:** [redacted]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

Sincerely,

Cynthia - CA CEC District Specialist

General Motors LLC

Business Resource Center

PHONE: 1-800-231-1841, Ext. 5911153

FAX: 866-363-8695

If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number.

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This email was **sent to:** cynthia.reyes@gm.com.
From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710

Update Preferences - to update your communication preferences.
Unsubscribe - to stop all future email communications [REF_N0-511018_NO].
Terms and Conditions

Howell, Rosa (NHTSA)

From: Cheri Hendricksen <cheri@mksmithchevy.com>
Sent: Monday, April 17, 2017 4:45 PM
To: Cynthia Reyes (C)
Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN#EU [redacted] -

I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point.

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710
Guest Relations Manager
Service: (909) 628-8961 EXT. 293

----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 4/17/2017 1:14:16 PM
Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted], Customer [redacted] Last 8 digits of VIN#EU [redacted]

Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted], Customer [redacted] Last 8 digits of VIN#EU [redacted] When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR [redacted], Customer [redacted] Last 8 digits of VIN#EU [redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted], Customer [redacted] Last 8 digits of VIN#EU [redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted], Customer [redacted] Last 8 digits of VIN#EU [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its

completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted], Customer [redacted] Last 8 digits of VIN#EU[redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted], Customer [redacted] Last 8 digits of VIN#EU[redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#EU[redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. 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Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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

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Unsubscribe - to stop all future email communications [REF_N0-511018_NO].
Terms and Conditions

Howell, Rosa (NHTSA)

From: Cheri Hendricksen <cheri@mksmithchevy.com>
Sent: Thursday, May 11, 2017 5:16 PM
To: Cynthia Reyes (C)
Subject: [EXTERNAL] RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted], Customer [redacted] Last 8 digits of VIN#EU[redacted]

So the battery is done, obviously. The airbag light is on because the car needs the "Passenger Presence Module". The part does need to be ordered. Should be here next week.

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710
Guest Relations Manager
Service: (909) 628-8961 EXT. 293

----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 5/11/2017 12:24:20 PM
Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR[redacted], Customer [redacted] Last 8 digits of VIN#EU[redacted]

Hello Cheri, The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR[redacted], Customer [redacted] Last 8 digits of VIN#EU[redacted] Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted], Customer [redacted] Last 8 digits of VIN#EU[redacted] The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE:

[EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . 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2843735292 the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. 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The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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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FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 5/11/2017 12:24:20 PM
Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Hello Cheri, The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM

To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. 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out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions

----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 5/11/2017 12:24:20 PM
Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted]

Hello Cheri, The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri

hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Please provide more detail of the vehicle repair status. 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The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business

Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case

open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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. 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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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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. 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This email was **sent to:** cynthia.reyes@gm.com.
From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710

Update Preferences - to update your communication preferences.
Unsubscribe - to stop all future email communications [REF_N0-511018_NO].
Terms and Conditions

Cynthia Reyes (C)

From: Cynthia Reyes (C)
Sent: Tuesday, May 30, 2017 4:44 PM
To: 'ecerrillos@glendorachevrolet.com'
Cc: 'rwines@glendorachevrolet.com'
Subject: FW: CA CEC Request for Documentation SR# [redacted] Customer [redacted] Last 8 of VIN# [redacted]

Importance: High

Enrique,

Please forward the requested documents. Thank you.

Cynthia

From: Cynthia Reyes (C)
Sent: Thursday, May 25, 2017 3:52 PM
To: 'ecerrillos@glendorachevrolet.com'
Cc: Mey Giron (C)
Subject: CA CEC Request for Documentation SR# [redacted] Customer [redacted] Last 8 of VIN# [redacted]

Enrique,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-363-8695. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at the phone number provided below.

Sincerely,

Cynthia - CA CEC District Specialist
General Motors LLC
Business Resource Center

PHONE: 1-800-231-1841, Ext. 5911153

FAX: 866-363-8695

If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number.

Cynthia Reyes (C)

From:	Cynthia Reyes (C)
Sent:	Thursday, May 25, 2017 3:52 PM
To:	'ecerrillos@glendorachevrolet.com'
Cc:	Mey Giron (C)
Subject:	CA CEC Request for Documentation SR# [redacted] Customer [redacted] Last 8 of VIN# [redacted]

Enrique,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

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Please fax them to 866-363-8695. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at the phone number provided below.

Sincerely,

Cynthia - CA CEC District Specialist
General Motors LLC
Business Resource Center
PHONE: 1-800-231-1841, Ext. 5911153
FAX: 866-363-8695

If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number.

Cynthia Reyes (C)

From: Cynthia Reyes (C)
Sent: Tuesday, May 30, 2017 4:49 PM
To: cheri hendricksen (M K SMITH CHEVROLET)
Subject: RE: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri,

Thanks for RO# [redacted] is that the only RO with MK Smith for this vehicle? If not, please forward the rest thank you.

Cynthia

From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com]
Sent: Monday, May 22, 2017 10:50 AM
To: Cynthia Reyes (C)
Subject: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

I just faxed it over!

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710
Guest Relations Manager
Service: (909) 628-8961 EXT. 293

----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 5/22/2017 7:59:17 AM
Subject: FW: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri, Could you forward the repair order for this customer's vehicle repair? Thank you. Cynthia From: Amanda Baxter (C) Sent: Tuesday, May 16, 2017 5:38 PM To: Cynthia Reyes (C) Subject: FW: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, May 16, 2017 11:23 AM To: Amanda Baxter (C) Subject: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] The part is here, But we have not received an "Okay" from the customer to do the repairs. I was told he was trying to get GM to pay for the repairs but was denied. So we are in a limbo at the moment Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: amanda.baxter@gm.com TO: cheri@mksmithchevy.com Sent: 5/16/2017 10:39:17 AM SUBJECT: FW: [EXTERNAL] RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Good morning Cheri, I am following up on this case for Cynthia as she is out of the office.

Should be back tomorrow. Any updates available? Thank you for working urgently in this matter! Amanda - District Specialist General Motors California Customer Engagement Center Phone: (866)790-5700 Ext. 5921113 Fax: (586)920-0462 Operation Hours: Mon - Fri, 9:15 AM - 6:00 PM PCT Zone From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Thursday, May 11, 2017 2:16 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] So the battery is done, obviously. The airbag light is on because the car needs the "Passenger Presence Module". The part does need to be ordered. Should be here next week. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 5/11/2017 12:24:20 PM Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Hello Cheri, The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. 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Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. 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Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW:

[EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . 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Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. 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This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of the TAC Consultant is Mitch. 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Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 5/11/2017 12:24:20 PM Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Hello Cheri, The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. 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Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU [redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. 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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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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. 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12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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. This email was sent to: amanda.baxter@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions

----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 5/22/2017 7:59:17 AM
Subject: FW: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri, Could you forward the repair order for this customer"s vehicle repair? Thank you. Cynthia From: Amanda Baxter (C) Sent: Tuesday, May 16, 2017 5:38 PM To: Cynthia Reyes (C) Subject: FW: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, May 16, 2017 11:23 AM To: Amanda Baxter (C) Subject: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] The part is here, But we have not received an "Okay" from the customer to do the repairs. I was told he was trying to get GM to pay for the repairs but was denied. So we are in a limbo at the moment Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: amanda.baxter@gm.com TO: cheri@mksmithchevy.com Sent: 5/16/2017 10:39:17 AM SUBJECT: FW: [EXTERNAL] RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Good morning Cheri, I am following up on this case for Cynthia as she is out of the office. Should be back tomorrow. Any updates available? Thank you for working urgently in this matter! Amanda - District Specialist General Motors California Customer Engagement Center Phone: (866)790-5700 Ext. 5921113 Fax: (586)920-0462 Operation Hours: Mon - Fri, 9:15 AM - 6:00 PM PCT Zone From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Thursday, May 11, 2017 2:16 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] So the battery is done, obviously. The airbag light is on because the car needs the "Passenger Presence Module". The part does need to be ordered. Should be here next week. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 5/11/2017 12:24:20 PM Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Hello Cheri, The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] The part is here, hoping to have it done

this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed

for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. 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The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. 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Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer''s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. 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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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. 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Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 5/11/2017 12:24:20 PM Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Hello Cheri, The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order.

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The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. 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Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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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an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to

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This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message

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The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have

previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @

3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The

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Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. 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12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. 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----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 5/22/2017 7:59:17 AM
Subject: FW: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri, Could you forward the repair order for this customer"s vehicle repair? Thank you. Cynthia From: Amanda Baxter (C) Sent: Tuesday, May 16, 2017 5:38 PM To: Cynthia Reyes (C) Subject: FW: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, May 16, 2017 11:23 AM To: Amanda Baxter (C) Subject: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] The part is here, But we have not received an "Okay" from the customer to do the repairs. I was told he was trying to get GM to pay for the repairs but was denied. So we are in a limbo at the moment Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: amanda.baxter@gm.com TO: cheri@mksmithchevy.com Sent: 5/16/2017 10:39:17 AM SUBJECT: FW: [EXTERNAL] RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Good morning Cheri, I am following up on this case for Cynthia as she is out of the office. Should be back tomorrow. Any updates available? Thank you for working urgently in this matter! Amanda - District Specialist General Motors California Customer Engagement Center Phone: (866)790-5700 Ext. 5921113 Fax: (586)920-0462 Operation Hours: Mon - Fri, 9:15 AM - 6:00 PM PCT Zone From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Thursday, May 11, 2017 2:16 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] So the battery is done, obviously. The airbag light is on because the car needs the "Passenger Presence Module". The part does need to be ordered. Should be here next week. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 5/11/2017 12:24:20 PM Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Hello Cheri, The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16

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Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty! 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----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 5/11/2017 12:24:20 PM Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Hello Cheri, The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. 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Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer''s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. 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Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] I just got back from lunch, I spoke with David in

service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Please provide more detail of the vehicle repair status. 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The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. 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Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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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This email was sent to: cynthia.reyes@gm.com.
From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710

Update Preferences - to update your communication preferences.
Unsubscribe - to stop all future email communications [REF_N0-511018_NO].
Terms and Conditions

Cynthia Reyes (C)

From: Cynthia Reyes (C)
Sent: Monday, May 22, 2017 9:55 AM
To: cheri hendricksen (M K SMITH CHEVROLET)
Subject: FW: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri,

Could you forward the repair order for this customer's vehicle repair? Thank you.

Cynthia

From: Amanda Baxter (C)
Sent: Tuesday, May 16, 2017 5:38 PM
To: Cynthia Reyes (C)
Subject: FW: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted]
Customer [redacted] Last 8 digits of VIN# [redacted]

From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com]
Sent: Tuesday, May 16, 2017 11:23 AM
To: Amanda Baxter (C)
Subject: [EXTERNAL] RE: FW: RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted]
Customer [redacted] Last 8 digits of VIN# [redacted]

The part is here, But we have not received an "Okay" from the customer to do the repairs.
I was told he was trying to get GM to pay for the repairs but was denied. So we are in a limbo at the moment

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710
Guest Relations Manager
Service: (909) 628-8961 EXT. 293

----- Original Message -----
FROM EMAIL: amanda.baxter@gm.com
TO: cheri@mksmithchevy.com
Sent: 5/16/2017 10:39:17 AM
SUBJECT: FW: [EXTERNAL] RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Good morning Cheri,

I am following up on this case for Cynthia as she is out of the office. Should be back tomorrow. Any updates available?

Thank you for working urgently in this matter!

Amanda - District Specialist

General Motors

California Customer Engagement Center

Phone: (866)790-5700 Ext. 5921113

Fax: (586)920-0462

Operation Hours: Mon - Fri, 9:15 AM - 6:00 PM PCT Zone

From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com]
Sent: Thursday, May 11, 2017 2:16 PM
To: Cynthia Reyes (C)
Subject: [EXTERNAL] RE: FW: RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

So the battery is done, obviously. The airbag light is on because the car needs the "Passenger Presence Module".

The part does need to be ordered. Should be here next week.

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710

Guest Relations Manager
Service: (909) 628-8961 EXT. 293

----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 5/11/2017 12:24:20 PM
Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN#

Hello Cheri, The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR#

Customer [redacted] Last 8 digits of VIN#[redacted] When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42E[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. 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TO: cheri@mksmithchevy.com
Sent: 5/11/2017 12:24:20 PM

Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN#

Hello Cheri, The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-

Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. 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Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. 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----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 5/11/2017 12:24:20 PM
Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Hello Cheri, The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair. Cynthia From: Cynthia Reyes (C) Sent: Friday, May 05, 2017 5:16 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Did the vehicle get repaired this week? Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, May 01, 2017 11:49 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] The part is here, hoping to have it done this week Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/28/2017 2:59:17 PM SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Can you check on this

one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you. Cynthia From: Cynthia Reyes (C) Sent: Monday, April 17, 2017 3:52 PM To: cheri hendricksen (M K SMITH CHEVROLET) Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Thanks for the update. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 17, 2017 3:45 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point. Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/17/2017 1:14:16 PM Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. 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Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. 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Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. 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The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. 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This email was sent to: cynthia.reyes@gm.com.
From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710

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This email was sent to: amanda.baxter@gm.com.
From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710

Update Preferences - to update your communication preferences.
Unsubscribe - to stop all future email communications [REF_N0-511018_NO].
Terms and Conditions

Howell, Rosa (NHTSA)

From: Cynthia Reyes (C)
Sent: Friday, May 05, 2017 6:16 PM
To: cheri hendricksen (M K SMITH CHEVROLET)
Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri,

Did the vehicle get repaired this week? Please advise. Thank you.

Cynthia

From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com]
Sent: Monday, May 01, 2017 11:49 AM
To: Cynthia Reyes (C)
Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

The part is here, hoping to have it done this week

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710
Guest Relations Manager
Service: (909) 628-8961 EXT. 293

----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 4/28/2017 2:59:17 PM
SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri,

Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you.

Cynthia

From: Cynthia Reyes (C)
Sent: Monday, April 17, 2017 3:52 PM

To: cheri hendricksen (M K SMITH CHEVROLET)
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted]

Cheri,

Thanks for the update.

Cynthia

From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com]
Sent: Monday, April 17, 2017 3:45 PM
To: Cynthia Reyes (C)
Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted]

I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point.

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710

Guest Relations Manager
Service: (909) 628-8961 EXT. 293

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FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 4/17/2017 1:14:16 PM
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[mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. 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This email was **sent to:** cynthia.reyes@gm.com.
From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710

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Terms and Conditions

Howell, Rosa (NHTSA)

From: Cynthia Reyes (C)
Sent: Thursday, May 11, 2017 3:21 PM
To: cheri hendricksen (M K SMITH CHEVROLET)
Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Hello Cheri,

The customer advised me on Monday there was an additional concern with the airbag. What is the status of vehicle repair.

Cynthia

From: Cynthia Reyes (C)
Sent: Friday, May 05, 2017 5:16 PM
To: cheri hendricksen (M K SMITH CHEVROLET)
Subject: FW: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri,

Did the vehicle get repaired this week? Please advise. Thank you.

Cynthia

From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com]
Sent: Monday, May 01, 2017 11:49 AM
To: Cynthia Reyes (C)
Subject: [EXTERNAL] RE: FW: RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

The part is here, hoping to have it done this week

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710
Guest Relations Manager
Service: (909) 628-8961 EXT. 293

----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 4/28/2017 2:59:17 PM
SUBJECT: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri,

Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you.

Cynthia

From: Cynthia Reyes (C)
Sent: Monday, April 17, 2017 3:52 PM
To: cheri hendricksen (M K SMITH CHEVROLET)
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri,

Thanks for the update.

Cynthia

From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com]
Sent: Monday, April 17, 2017 3:45 PM
To: Cynthia Reyes (C)
Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point.

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710

Guest Relations Manager
Service: (909) 628-8961 EXT. 293

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TO: cheri@mksmithchevy.com
Sent: 4/17/2017 1:14:16 PM
Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri, Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Tuesday, April 11, 2017 10:27 AM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor . Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences

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From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710

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Howell, Rosa (NHTSA)

From: Cynthia Reyes (C)
Sent: Friday, April 28, 2017 5:55 PM
To: 'cheri@mksmithchevy.com'
Subject: FW: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri,

Can you check on this one again? I checked the TAC case and it appeared the part (battery) was going to be there on the 26th? Oh and the customer asked if you can give him a call too. Thank you.

Cynthia

From: Cynthia Reyes (C)
Sent: Monday, April 17, 2017 3:52 PM
To: cheri hendricksen (M K SMITH CHEVROLET)
Subject: RE: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri,

Thanks for the update.

Cynthia

From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com]
Sent: Monday, April 17, 2017 3:45 PM
To: Cynthia Reyes (C)
Subject: [EXTERNAL] RE: RE: RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

I just got back from lunch, I spoke with David in service.. He has been in contact with the customer actually he talked to him last week, he is the one who told him to call General Motors in the first place but, besides that our parts department tried to order the part since there WAS a spac case, which was also cancelled. The part is a "restricted part" so TAC has to order it. They are in the process of trying to get the part, and our District Manager Paul Byrne also is aware of the situation, there is nothing else we can do with the part at this point.

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710
Guest Relations Manager
Service: (909) 628-8961 EXT. 293

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Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/11/2017 8:14:18 AM Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# Customer Last 8 digits of VIN# Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply

with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer"s concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions 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.

This email was **sent to:** cynthia.reyes@gm.com.
From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710

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Unsubscribe - to stop all future email communications [REF_N0-511018_NO].
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(909) 628-8961 - Fax: (909) 628-6637

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
5/22/17	[redacted]
R/O Close Date	**Status**
5/26/17	Pre-Invoice
Mileage In	**Mileage Out**
55955	55955
Service Advisor / Tag #	
David Mejia/ [redacted]	

BAR # ARD003976N **CAD # 981984586**

[redacted]
CORONA, CA [redacted]

Work Phone	Vehicle Identification Number	
	1G1RE6E42EU	[redacted]
Home Phone	**Delivery Date**	**In-Service Date**
[redacted]		

Year	Make	Model	Body	Color	License Number
2014	CHEVROLET	VOLT	5DR HB		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#5 - 01CVZ14: MPVI PERFORM MULTIPOINT VEHICLE INSPECTION,CHECK CONDIT ION OFSUSPENSION,CHECK FOR FLUID LEAKS,PERFORM VIS UAL BRAKEINSPECTION,CHECK AND ADJ TIRE PRESSURE,IN SPECT TIRE WEARPATTERNS,INSPECT BELT CONDITION,CHE CK DRIVETRAIN INTEGRITY,PROVIDE GUEST WITH A COMPR Work performed by Cary Bank (144) PERFORMED 27 MULTIPOINT INSPECTION CASE [redacted]	Warranty
**********	
* We at MK Smith Chevrolet appreciate and value your *	
* business! If you're not COMPLETELY satisfied withyour *	
* Service or Parts experience, please call Service *	
* Manager Don Harshfield 909-628-8961x270 *	
**********	

2nd to None Since 1941

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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(909) 628-8961 - Fax: (909) 628-6637

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
5/22/17	[redacted]
R/O Close Date	Status
5/26/17	Pre-Invoice
Mileage In	Mileage Out
55955	55955
Service Advisor / Tag #	
David Mejia/[redacted]	

BAR # ARD003976N **CAD # 981984586**

	Work Phone	Vehicle Identification Number	
[redacted]		1G1RE6E42EU[redacted]	
CORONA, CA [redacted]	Home Phone	Delivery Date	In-Service Date
	[redacted]		

Year	Make	Model	Body	Color	License Number
2014	CHEVROLET	VOLT	5DR HB		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: none	
#1 - TEXT: I AGREE TO BE CONTACTED BY ANY FORM OF ELECTRONICC OMMUNICATION INCLUDING BUT NOT LIMITED TO PHONE,TEXTS, AND/OR E-MAIL.	
#2 - 02CVZ: TUNE DEPT CUSTOMER STATES CHECK ENGINE LIGHT IS ON, RUNS OK CHECK AND ADVISE Caused by P0D17,PERFORMED CURCUIT DIAG. FOUND HIGH RESIS- TANCE ODMANUAL DISCONNECT LEVER,AND UPON CHECKING HIGH VOLTAGE CURCUITS FOR LOSS OF ISOLATION,FOUND BOLT AT RELAY CENTER STARTING TO BREAK	
Work performed by Cary Bank (144)	Warranty
Installed 22785829 :SL-N-CABLE (02342-CK) 22785 Qty: 1	Warranty
Installed 20997056 :SL-N-LEVER (02211-CK) Qty: 1	Warranty
REPLACED MANUAL DISCONNECT AND HIGH VOLTAGE CABLE FROM RELAY CENTER ON BATTERIES TO PIM,REENERGY SYSTEM CLEARED CODE AND RETEST CASE [redacted]	
#3 - DRAC: SERVICE RENTAL (DRAC PROGRAM)	
#4 - 01CVZ03: CHECK TIRE PRESSURE CHECK ALL TIRE PRESSURES PER CALIFORNIA LAW ANDSET TO PROPER INFLATION. SET ALL TIRE PRESSURES TO PROPER SPECTS	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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12845 Central Ave - Chino, CA 91710
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SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
5/25/17	[redacted]
R/O Close Date	**Status**
5/26/17	Final
Mileage In	**Mileage Out**
55955	55955
Service Advisor / Tag #	
David Mejia/ [redacted]	

BAR # ARD003976N **CAD # 981984586**

	Work Phone	Vehicle Identification Number	
[redacted] CORONA, CA [redacted]		1G1RE6E42EU [redacted]	
	Home Phone	**Delivery Date**	**In-Service Date**
	[redacted]		

Year	Make	Model	Body	Color	License Number
2014	CHEVROLET	VOLT	5DR HB		

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
Cell: [redacted] Email: none			
#1 - TEXT: I AGREE TO BE CONTACTED BY ANY FORM OF ELECTRONICC OMMUNICATION INCLUDING BUT NOT LIMITED TO PHONE,TEXTS, AND/OR E-MAIL.			
Sub Total: .00			
#2 - 02CVZ110: REPLACE BATTERY			
CUSTOMER STATES CHECK ENGINE LIGHT IS ON, RUNS OK			
CHECK AND ADVISE			
Caused by			
LOAD TEST BATTERY FAILED.			
Work performed by Cary Bank	(144)		115.00
Installed 88865475 :EVLN2 BATTERY		1@232.19	232.19
Hazardous Materials Charge			1.00
REPLACED BATTERY AND RETEST.			
Sub Total: 348.19			
#3 - 01CVZ03: CHECK TIRE PRESSURE			
CHECK ALL TIRE PRESSURES PER CALIFORNIA LAW ANDSET TO PROPER INFLATION.			
Sub Total: .00			
**********			
* We at MK Smith Chevrolet appreciate and value your *			
* business! If you're not COMPLETELY satisfied withyour *			
* Service or Parts experience, please call Service *			
* Manager Don Harshfield 909-628-8961x270 *			
**********			

MAY 26 2017

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	115.00
PARTS	232.19
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	1.00
SALES TAX OR TAX I.D.	17.99
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	366.18
CREDIT CARDS 05278D	366.18

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

M. K. SMITH CHEVROLET

Your Chevrolet Dealer Since 1941

12845 CENTRAL AVENUE (Central at Riverside Dr.)

CHINO, CALIFORNIA 91710 ▪ (909) 628-8961 ▪ FAX (909) 628-9982

FIVE STAR DEALER

Fax cover sheet

COMPANY NAME: General Motors

ATTENTION : Cynthia Reyes

From: Cheri Hendricksen

DATE: ~~[redacted]~~ 5/22/17

PAGES: -

OUR FAX NUMBER : (909) 628-9982

MY PHONE NUMBER [redacted]

SP # [redacted]

[redacted] EO # [redacted]

Fax : [redacted]

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(909) 628-8961 - Fax: (909) 628-6637

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
3/18/17	[redacted]
R/O Close Date	Status
5/18/17	Pre-Invoice
Mileage In	Mileage Out
55770	55770
Service Advisor / Tag #	
David Mejia/[redacted]	

BAR # ARD003976N CAD # 981984586

	Work Phone	Vehicle Identification Number
[redacted]		1G1RE6E42EU[redacted]
CORONA, CA [redacted]	Home Phone	Delivery Date / In-Service Date
	[redacted]	

Year	Make	Model	Body	Color	License Number
2014	CHEVROLET	VOLT	5DR HB		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: none	
#1 - TEXT: I AGREE TO BE CONTACTED BY ANY FORM OF ELECTRONICC OMMUNICATION INCLUDING BUT NOT LIMITED TO PHONE,TEXTS, AND/OR E-MAIL.	
Freight: ovn	Warranty
#2 - 02CVZ: TUNE DEPT CUSTOMER STATES CHECK WHILE DRIVING ON FREEWAY CAR LOST POWER AND SHUT OFF, HAS NO POWER AND WONT START. TOWED IN. CHECK AND ADVISE	
Caused by P0AFA,CK CURCUIT DIAG,AS PER DOC # [redacted] FOLLOW ED FLOW CHART AND FOUND BAT CELL # 41,3.41 VOLTS AND ALL OTHERS AT 3.54 VOLTS.CALLED TAC AND ORDER BATTERY SECTION 3	
Installed 23317057 :N-BATTERY (02210-CK) 23317 Qty: 1	Warranty
Installed 12378390 :N-COOLANT (08800-BOPCKT) Qty: 1	Warranty
DISABLE,HIGH VOLTAGE SYSTEM,REMOVED BATTERY ASSY,R EPLACED SECTION 3 BATTERY,PERFORMED BATTERY BALANC E CELLS,WARRANTY CODE A8HG800J0S.PERFORMED ENERGY STORAGE SYSTEM SMOKE TEST,PASSED FILLED COOLING SY STEM PERFORMED BLEED TEST	
#3 - 01CVZ03: CHECK TIRE PRESSURE CHECK ALL TIRE PRESSURES PER CALIFORNIA LAW ANDSET TO PROPER INFLATION.	MAY 19 2017
#4 - 01CVZ14: MPVI	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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(909) 628-8961 - Fax: (909) 628-6637

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
3/18/17	[redacted]
R/O Close Date	Status
5/18/17	Pre-Invoice
Mileage In	Mileage Out
55770	55770
Service Advisor / Tag #	
David Mejia/ [redacted]	

BAR # ARD003976N CAD # 981984586

	Work Phone	Vehicle Identification Number
[redacted]		1G1RE6E42EU [redacted]
CORONA, CA [redacted]	Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2014	CHEVROLET	VOLT	5DR HB		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
PERFORM MULTIPOINT VEHICLE INSPECTION,CHECK CONDIT ION OFSUSPENSION,CHECK FOR FLUID LEAKS,PERFORM VIS UAL BRAKEINSPECTION,CHECK AND ADJ TIRE PRESSURE,IN SPECT TIRE WEARPATTERNS,INSPECT BELT CONDITION,CHE CK DRIVETRAIN INTEGRITY,PROVIDE GUEST WITH A COMPR	
Installed 22968437 :N-MODULE KIT (14865-C) Qty: 1	Warranty
#5 * 04CVZ: 15-A ADDED OPERATION UPON START UP AIR BAG LIGHT IS ON, CHECK AND ADVISE REPLACED PASS PRESENCE MODULE AS REQUIRED	
**********	
* We at MK Smith Chevrolet appreciate and value your *	
* business! If you're not COMPLETELY satisfied withyour *	
* Service or Parts experience, please call Service *	
* Manager Don Harshfield 909-628-8961x270 *	
**********	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

[redacted]
CORONA, CA [redacted]

Home Phone	R/O Open Date	R/O Number
[redacted]	3/18/17	[redacted]
Work Phone	Time Received	Time Promised
	14:50	3/24 17:00
Key Tag #	Current Mileage	Mileage Out
[redacted]	55770	

Year	Make	Model	Body	Engine Code	Service Advisor
2014	CHEVROLET	VOLT	5DR HB	LUU	David Mejia

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
1G1RE6E42EU[redacted]				

Cell [redacted] Email: none

#1 - TEXT: I AGREE TO BE CONTACTED AT ANY CELL OR MOBILE TELEPHONE NUMBER, EMAIL ADDRESS OR OTHER TELEPHONE I HAVE PROVIDED. INCLUDING PHONE CALLS, TEXTS AND EMAILS TO MY CELL OR MOBILE TELEPHONE OR DEVICE. W W W W

Ok to Perform Repairs under warranty. Battery under Volt warranty. 5/4/17 2:30 PM

#2 - 02CVZ: TUNE DEPT C C C C

CUSTOMER STATES CHECK WHILE DRIVING ON FREEWAY CAR LOST POWER AND SHUT OFF, HAS NO POWER AND WONT START. TOWED IN. CHECK AND ADVISE

#3 - 01CVZ03: CHECK TIRE PRESSURE C C C

CHECK ALL TIRE PRESSURES PER CALIFORNIA LAW ANDSET TO PROPER INFLATION.

#4 - 01CVZ14: MPVI C C C C

COMPLAINT:

CAUSE:

A

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

LABOR RECORD

FLAG SHEET

AG SHEET

	STRAIGHT TIME (HOURS)	FLAT RATE		TIME	
[redacted]			OPER. NO. 144 EMP. NO.	OFF 5 '17 MAY 4 2:25PM	7
[redacted]			OPER. NO. 144 EMP. NO.	ON '17 MAY 4 9:40AM	
[redacted]			OPER. NO. 144 EMP. NO.	OFF 6 '17 MAY 4 4:36PM	6
[redacted]			OPER. NO. 144 EMP. NO.	ON '17 MAY 4 3:33PM	
[redacted]			OPER. NO. 144 EMP. NO.	OFF 7 '17 MAY 4 5:33PM	4
[redacted]			OPER. NO. 144 EMP. NO.	ON '17 MAY 4 4:45PM	
[redacted]			OPER. NO. 144 EMP. NO.	OFF 8 '17 MAY 5 8:56AM	3
[redacted]			OPER. NO. 144 EMP. NO.	ON '17 MAY 5 7:26AM	
[redacted]			OPER. NO. 144 EMP. NO.	OFF 1 '17 MAY 5 10:43AM	1
				ON '17 MAY 5 8:57AM	

ENGINE OIL

TRANS FLUID

GEAR OIL

COOLANT OTHER

ENG: CID MILEAGE OUT

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESE

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO

CCESSORIES:

☐ P/B ☐ A/C ☐ AIR ☐ OTHER

KE CONDITIO

MM

MM

DITION

psi R.F. /32" psi

psi R.R. /32" psi

FUEL GAUGE

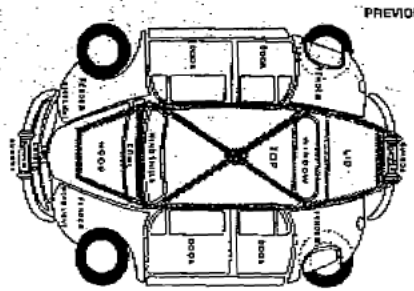
1/4 1/2 FULL

QUALITY TECH

CONTROL ASM

FOREMAN'S SIG X

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Service Hours
Monday - Friday
7:00 am to 8:00 pm
Saturday
8:00 am to 5:00 pm
(909) 394-9899

B.A.R. Reg #ARD276036

GLENDORA CHEVROLET

1959 Auto Centre Drive, Glendora, CA 91740-1147

www.glendorachevrolet.com

Wi-Fi: GlendoraGuest Password: myglendorachevy

Parts Hours
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm
(626) 815-1147

E.P.A. # CAL000391874

[redacted]

[redacted]
CORONA, CA [redacted]
[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
1G1RE6E42EU[redacted]	46983	46983	09/01/16 11:50	09/01/16	[redacted]

VEHICLE DESCRIPTION	TAG NO	STATUS
2014 CHEVROLET VOLT (BLACK)	[redacted]	COMPLETE

CONTROL NO	LICENSE PLATE NO	CUST LABOR RATE	PROD DATE	IN-SERV DATE	DELIV DATE	DELIV MILES	TERMS
[redacted]				09/06/14	09/06/14	30	Cash

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV ADV	RO COMMENT
[redacted]		[redacted]	[redacted]	DANNY MERANCIO (024)	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	Cost
A	PDEXO		A90	0.30	Customer	$8.55	

Concern CUSTOMER REQUEST EVERYDAY VALUE 5-QUART DEXOS1 OIL CHANGE & 4 TIRE ROTATION WITH MULTI POINT VEHICLE INSPECTION SERVICE SPECIAL

Cause PERFORM OIL CHANGE best tires in rear needs tires and alignment

Correction PERFORM EVERYDAY VALUE 5-QUART DEXOS1 OIL CHANGE & 4 TIRE ROTATION WITH MULTI POINT VEHICLE INSPECTION SERVICE SPECIAL

Technician Clock Time

```
A90 W  09/01/16 12:47 - 09/01/16 13:04   0.28
  Total Work Time    0.28      Total Diagnostic Time    0.00      Total Straight Time    0.00
```

Part Number	Description	Qty	Unit Price	Ext. Price	Cost
55352643	PF65	1	$7.95	$7.95	$5.45
19293000	DEX 05W30	5	$4.49	$22.45	$15.10
			Parts Total...	$30.40	$20.55

Misc Code	Description	Qty	Unit Price	Ext. Price	Cost
NIM	HAZARDOUS WASTE-ENG. OIL	1.0	$1.97	$1.97	$0.00
			Misc Total...	$1.97	$0.00
	Total Hours: 0.30		Line Total...	$40.92	$20.55

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	Cost
B	01018		A90	0.00	Customer	$0.00	

Concern AIR FILTER; REPLACE AIR FILTER

Cause air filter, dirty

Correction replace air filter

Technician Clock Time

```
A90 W  09/01/16 13:05 - 09/01/16 13:05   0.00
  Total Work Time    0.00      Total Diagnostic Time    0.00      Total Straight Time    0.00
```

Part Number	Description	Qty	Unit Price	Ext. Price	Cost
20871244	ELEMENT	1	$30.66	$30.66	$13.94
			Parts Total...	$30.66	$13.94

Service Hours
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm
(909) 394-9899

GLENDORA CHEVROLET
1959 Auto Centre Drive, Glendora, CA 91740-1147

Parts Hours
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm
(626) 815-1147

B.A.R. Reg #ARD276036
www.glendorachevrolet.com
E.P.A. # CAL000391874
Wi-Fi: GlendoraGuest Password: myglendorachevy

[redacted]

[redacted]
CORONA, CA
[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
1G1RE6E42EU[redacted]	46983	46983	09/01/16 11:50	09/01/16	[redacted]

VEHICLE DESCRIPTION	TAG NO	STATUS
2014 CHEVROLET VOLT (BLACK)	[redacted]	COMPLETE

CONTROL NO	LICENSE PLATE NO	CUST LABOR RATE	PROD DATE	IN-SERV DATE	DELIV DATE	DELIV MILES	TERMS
[redacted]				09/06/14	09/06/14	30	Cash

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV ADV	RO COMMENT
[redacted]				DANNY MERANCIO (024)	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	Cost
B	Continued						
				Total Hours:	**0.00**	**Line Total...**	**$30.66**	**$13.94**
C	02FLBRAK		A94	1.00	Customer	**$100.23**	

Concern PERFORM BRAKE FLUID EXCHANGE SERVICEPART [redacted]
Cause DEALER RECOMMENDED MAINTENANCE
Correction REMOVE OLD BRAKE FLUID FROM MASTER CYLINDER, PRESSURIZE SYSTEM EXCHANGE AND CLEAN ALL BRAKE LINES WITH DOT 4 BRAKE FLUID TEST DRIVE

Technician Clock Time

A94 W 09/01/16 14:15 - 09/01/16 14:47 0.53
Total Work Time 0.53 Total Diagnostic Time 0.00 Total Straight Time 0.00

Part Number	Description	Qty	Unit Price	Ext. Price	Cost
84032	BRAKE SERV	2	$24.86	$49.72	$29.30
			Parts Total...	**$49.72**	**$29.30**
		Total Hours:	**1.00**	**Line Total...**	**$149.95**	**$29.30**
D	01TIRE	A90	0.00	Customer	**$0.00**	

Concern Perform CARB's Tire Inflation act #AB-32. Check & Set air pressure infront and rear tires.
Cause Required by California Legislature #AB-32.
Correction Completed Tire Pressure Check and Inflation Service Tires Inflated to(PSI)
Right Front: 38 Left Front:38Right Rear: 38 Left Rear:38

Technician Clock Time

A90 W 09/01/16 13:05 - 09/01/16 13:05 0.00
Total Work Time 0.00 Total Diagnostic Time 0.00 Total Straight Time 0.00

			Total Hours:	**0.00**	**Line Total...**	**$0.00**	**$0.00**
E	01MULTI	A90	0.00	Customer	**$0.00**		

Concern GM MULTIPOINT INSPECTION
Cause alignment, tires,
Correction PERFORMED INSPECTION

Service Hours
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm
(909) 394-9899

GLENDORA CHEVROLET
1959 Auto Centre Drive, Glendora, CA 91740-1147
www.glendorachevrolet.com
Wi-Fi: GlendoraGuest Password: myglendorachevy

Parts Hours
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm
(626) 815-1147

B.A.R. Reg #ARD275036
E.P.A. # CAL000391874

[redacted]

	VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
[redacted]	1G1RE6E42EU[redacted]	46983	46983	09/01/16 11:50	09/01/16	[redacted]
CORONA, CA[redacted]	VEHICLE DESCRIPTION				TAG NO.	STATUS
[redacted]	2014 CHEVROLET VOLT (BLACK)				[redacted]	COMPLETE

CONTROL NO	LICENSE PLATE NO	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]				09/06/14	09/06/14	30	Cash

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV. ADV.	RO COMMENT
[redacted]				DANNY MERANCIO (024)	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	Cost
E	Continued						

Technician Clock Time

A90 W 09/01/16 13:05 - 09/01/16 13:05 0.00
Total Work Time 0.00 Total Diagnostic Time 0.00 Total Straight Time 0.00

Total Hours: 0.00 **Line Total... $0.00 $0.00**

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
09/01/2016 11:50	$139.35		Initial Estimate	

Non-Customer Totals

	Acct.	Amount	Cost

Customer Totals

	Acct.	Amount	Cost
Parts	467	$110.78	$63.79
SalesTax	324	$9.97	
Labor	460A	$108.78	$30.20
Misc.Chg	061D	$1.97	
TOTAL CASH	225	$231.50	

STATEMENT OF DISCLAIMER

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

X _____
CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

X _____
DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Service Hours
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm
(909) 394-9899

B.A.R. Reg #ARD276036

GLENDORA CHEVROLET

1959 Auto Centre Drive, Glendora, CA 91740-1147

www.glendorachevrolet.com

WiFi: GlendoraGuest, Password: myglendorachevy

Parts Hours
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm
(626) 815-1147

E.P.A. # CAL000391874

[redacted]

[redacted]
CORONA, CA
[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1G1RE6E42EU[redacted]	30838	30838	11/19/15 10:29	12/04/15	[redacted]

VEHICLE DESCRIPTION	TAG NO	STATUS
2014 CHEVROLET VOLT (BLACK)	[redacted]	COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]				09/06/14	09/06/14	30	No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
[redacted]			[redacted]	JASMINE MARTIN (203)	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	Cost
A	01TIRE		A27	0.00	Customer	$0.00	
Concern	Perform CARB's Tire Inflation act #AB-32. Check & Set air pressure infront and rear tires.						
Cause	Required by California Legislature #AB-32.						
Correction	Completed Tire Pressure Check and Inflation Service Tires Inflated to(PSI) Right Front: Left Front:Right Rear: Left Rear:						
			Total Hours:	**0.00**	**Line Total...**	**$0.00**	**$0.00**
B	01MULTI		A27	0.00	Customer	$0.00	
Concern	GM MULTIPOINT INSPECTION						
Cause	NO WORK DONE AT THIS TIME. GUEST DECLINED SERVICES						
Correction	PERFORMED INSPECTION						
			Total Hours:	**0.00**	**Line Total...**	**$0.00**	**$0.00**
C	01		A27	0.00	Customer	$0.00	
Concern	ROTATE TIRES;CUSTOMER REQUESTS TIRE ROTATION						
Cause	GUEST DECLINED SERVICES AT THIS TIME. NO WORK DONE						
			Total Hours:	**0.00**	**Line Total...**	**$0.00**	**$0.00**
D	01CW		A27	0.00	Customer	$0.00	
Concern	CUSTOMER REQUEST COMPLIMENTARY CAR WASH.						
Correction	PERFORM COMPLIMENTARY CAR WASH.						
			Total Hours:	**0.00**	**Line Total...**	**$0.00**	**$0.00**

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
11/19/2015 10:29	$26.95		Initial Estimate	

Service Hours
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm
(909) 394-9699

B.A.R. Reg #ARD275036

GLENDORA CHEVROLET

1959 Auto Centre Drive, Glendora, CA 91740-1147

www.glendorachevrolet.com

Wi-Fi: GlendoraGuest Password: myglendorachevy

Parts Hours
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm
(626) 815-1147

E.P.A. # CAL000391874

[redacted]

[redacted]
CORONA, CA
[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
1G1RE6E42EU[redacted]	30838	30838	11/19/15 10:29	12/04/15	[redacted]

VEHICLE DESCRIPTION	TAG NO	STATUS
2014 CHEVROLET VOLT (BLACK)	[redacted]	COMPLETE

CONTROL NO	LICENSE PLATE NO	CUST LABOR RATE	PROD DATE	IN-SERV DATE	DELIV DATE	DELIV MILES	TERMS
[redacted]				09/06/14	09/06/14	30	No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV ADV	RO COMMENT
[redacted]				JASMINE MARTIN (203)	

Non-Customer Totals

Acct.	Amount	Cost

Customer Totals

Acct.	Amount	Cost
TOTAL CUSTOMER	No Charge	

STATEMENT OF DISCLAIMER

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X _____
CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

X _____
DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Service Hours:
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm

GLENDORA CHEVROLET

Parts Hours:
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm

BAR Reg. # ARD275036

1959 Auto Centre Drive Glendora, CA 91740-6714 (909) 394-9899 - (626) 815-1147
www.glendorachevrolet.com

EPA # CA000091874

Revised Estimate $	Reason	Additional Cost $
Authorized By:	☐ In Person ☐ Phone #	Date / Time

Revised Estimate $	Reason	Additional Cost $
Authorized By:	☐ In Person ☐ Phone #	Date / Time

[redacted]
CORONA CA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G1RE6E42EU[redacted]	21461	06/11/15	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	CHEVROLET	VOLT	BLACK	00123

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV ADV	TERMS
[redacted]		[redacted]			00/00/00	024	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	09/06/14	30	21461	06/11/15	09/06/14

* [ ] CASH [ ] CHECK CK NO. [ ] * [ ] AMEX [ ]OTHER [ ] CHARGE
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER * [ ] CASHIERS INITIALS

LINE	OP-CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT

A *
Com 2014 vehicles with included maintenace PERFORM OIL CHANGE AND TIRE ROTATION (2YR. / 24 MONTH MAINTENACE PROGRAM)
Cor PERFORM OIL CHANGE AND TIRE ROTATION

0600723	A90	.50	W
19293000	DEX 05W30	5	W
55352643	FILTER	1	W

Line Total.....

B *
Com Perform CARB's Tire Inflation act #AB-32. Check & Set air pressure infront and rear tires.
Cau Required by California Legislature #AB-32.
Cor Completed Tire Pressure Check and Inflation Service Tires Inflated to(PSI) Right Front:38 Left Front:38 Right Rear:38 Left Rear:38

01TIRE	A90		

Line Total.....

C *
Com GM MULTIPOINT INSPECTION
Cor PERFORMED INSPECTION

01MULTI	A90		

Line Total.....

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

Service Hours
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm

GLENDORA CHEVROLET

Parts Hours
Monday - Friday
7:00 am to 6:00 pm
Saturday
8:00 am to 5:00 pm

BAR Reg. # ARD275036

1959 Auto Centre Drive Glendora, CA 91740-6714 (909) 394-9899 - (626) 815-1147
www.glendorachevrolet.com

EPA # CA0003918/4

Revised Estimate $	Reason	Additional Cost $
Authorized By:	☐ In Person ☐ Phone #	Date / Time

Revised Estimate $	Reason	Additional Cost $
Authorized By:	☐ In Person ☐ Phone #	Date / Time

[redacted]
CORONA CA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
1G1RE6E42EU[redacted]	21461	06/11/15	[redacted] PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
14	CHEVROLET	VOLT	BLACK	[redacted]

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV ADV.	TERMS
[redacted]		[redacted]			00/00/00	024	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	09/06/14	30	21461	06/11/15	09/06/14

* [ ] CASH [ ] CHECK CK NO. [ ]
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER
* [ ] AMEX [ ]OTHER [ ] CHARGE
* [ ] CASHIERS INITIALS

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
D *						
Com Type: ZSUB - Service Update Bulletins Release Date: 04/06/2015 N140522 - Replace Evaporative Emission Canister and Evaporative Emission Hose						
Cau open recall						
Cor N140522 - Replace Evaporative Emission Canister and Evaporative Emission Hose						
w/ .62	9101063		A77	.50	W	
A77 W 06/11/15 16:13-16:50= 00.62						
23294932		CANISTER		1	W	
23342510		HOSE		1	W	
				Line Total.....		

TOTAL-CUSTOMER 225 NoCharge

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CUSTOMER SIGNATURE

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

Repair Order Details

[redacted]
CORONA, CA[redacted]

14 CHEVROLET VOLT
VIN: 1G1RE6E42EU[redacted]

RO [redacted]

Serv. Adv.	MERANCIO, DANNY			Invoice Version	C		
RO Date	02/19/2015	Mileage In	13,097	Invoice Date	02/25/2015	Mileage Out	13,097
Pay Method	Cash	G/L Group	1	Shop Charge?	Y	Warr. Type	C
Customer Control No.	059029	Warr. Auth. No.		Serv.Cont. Deduct.	$0.00	Warr. Deduct.	$0.00
Discount Coupon Amount	$0.00	Sales Tax?	Y	Charge 1?	N	Charge 2?	N

Line A

Op-Code: 9101157 Type: Warranty Pay Rate:

Complaint: Type: ZCSP - Customer Satisfaction Program Release Date: 01/23/2015 N140274 - Liftgate Strut Replacement (all struts) Please have tech evaluate and then use F9 campaign to select the correct op.

Correction: REPLACED BOTH LIFTGATE STRUTS.

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A04	SOLORIO, JAIME	0.2	0.0	$5.20	$20.87
				Labor Total	$20.87

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
23282827	STRUT	1	$13.68	$13.68
23282828	STRUT	1	$13.68	$13.68
			Parts Total	$27.36
			Line Total	$48.23

Line B

Op-Code: 0600723 Type: Warranty Pay Rate:

Complaint: ROTATE TIRES;CUSTOMER REQUESTS TIRE ROTATION

Cause: maintenance

Correction: PERFORM OIL CHANGE AND TIRE ROTATION

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A90	ESTRADA, SALVADOR	0.4	0.0	$4.80	$35.00
				Labor Total	$35.00
				Line Total	$35.00

Line C

Op-Code: 01TIRE Type: Warranty Pay Rate:

Complaint: Perform CARB's Tire Inflation act #AB-32. Check & Set air pressure infront and rear tires.

Cause: Required by California Legislature #AB-32.

Correction: Completed Tire Pressure Check and Inflation Service Tires Inflated to(PSI) Right Front:38Left Front:38 Right Rear: 38 Left Rear:38

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A04	SOLORIO, JAIME	0.0	0.0	$0.00	$0.00
				Labor Total	$0.00
				Line Total	$0.00

Line D

Op-Code: 01MULTI Type: Warranty Pay Rate:

Complaint: multipoint inspection

Correction: PERFORMED INSPECTION

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A90	ESTRADA, SALVADOR	0.0	0.0	$0.00	$0.00
				Labor Total	$0.00
				Line Total	$0.00

Summary of Charges

War/Int/SvCont Charges

Payable	Type	Acct No.	Cost	Amount
Labor	Warranty	462	$10.00	$55.87
Parts	Warranty	480	$19.54	$27.36

Charges for [redacted]

Payable	Acct No.	Cost	Amount
		$0.00	$0.00

			$29.54	$83.23			
Receivable	Control No.	Acct No.	Amount	Receivable	Control No.	Acct No.	Amount
Warranty	[redacted]		$83.23				
							$0.00
			$83.23				

RO Labor Total	$55.87
RO Parts Total	$27.36
RO Sublets Total	$0.00
RO Misc Total	$0.00
RO Grand Total	$83.23

05/30/2017 02:58 PM

Repair Order Details

[redacted]
CORONA, CA [redacted]

14 CHEVROLET VOLT
VIN: 1G1RE6E42EU[redacted]

RO [redacted]

Serv. Adv.	MERANCIO, DANNY			Invoice Version	C		
RO Date	01/08/2015	Mileage In	9,513	Invoice Date	01/09/2015	Mileage Out	9,513
Pay Method	Cash	G/L Group	1	Shop Charge?	Y	Warr. Type	C
Customer Control No.	[redacted]	Warr. Auth. No.		Serv.Cont. Deduct.	$0.00	Warr. Deduct.	$0.00
Discount Coupon Amount	$0.00	Sales Tax?	Y	Charge 1?	N	Charge 2?	N

Line A

Op-Code: 0600723 | Type: Warranty | Pay Rate:

Complaint: ROTATE TIRES;CUSTOMER REQUESTS TIRE ROTATION
Cause: ROTATE TIRES
Correction: PERFORM OIL CHANGE AND TIRE ROTATION

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A43	ESTRADA, OSVALDO	0.4	0.0	$4.00	$35.00
				Labor Total	$35.00
				Line Total	$35.00

Line B

Op-Code: 01TIRE | Type: Internal | Pay Rate:

Complaint: Perform CARB's Tire Inflation act #AB-32. Check & Set air pressure infront and rear tires.
Cause: Required by California Legislature #AB-32.
Correction: Completed Tire Pressure Check and Inflation Service Tires Inflated to(PSI) Right Front:38 Left Front: 38 Right Rear: 38 Left Rear:38

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A43	ESTRADA, OSVALDO	0.0	0.0	$0.00	$0.00
				Labor Total	$0.00
				Line Total	$0.00

Line C

Op-Code: 01MULTI | Type: Internal | Pay Rate:

Complaint: GM MULTIPOINT INSPECTION
Correction: PERFORMED INSPECTION

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A43	ESTRADA, OSVALDO	0.0	0.0	$0.00	$0.00
				Labor Total	$0.00
				Line Total	$0.00

Summary of Charges

War/Int/SvCont Charges

Payable	Type	Acct No.	Cost	Amount
Labor	Warranty	[redacted]	$4.00	$35.00
			$4.00	$35.00

Receivable	Control No.	Acct No.	Amount
Warranty	[redacted]		$35.00
			$35.00

Charges for [redacted]

Payable	Acct No.	Cost	Amount
		$0.00	$0.00

Receivable	Control No.	Acct No.	Amount
			$0.00

RO Labor Total	$35.00
RO Parts Total	$0.00
RO Sublets Total	$0.00
RO Misc Total	$0.00
RO Grand Total	$35.00

05/30/2017 02:58 PM

Repair Order Details

[redacted]
CORONA, CA[redacted]

14 CHEVROLET VOLT
VIN: 1G1RE6E42EU[redacted]

RO [redacted]

Serv. Adv.	ROBLES, GILBERT A.			Invoice Version	C		
RO Date	04/22/2014	Mileage In	2	Invoice Date	04/28/2014	Mileage Out	4
Pay Method	Cash	G/L Group	1	Shop Charge?	Y	Warr. Type	C
Customer Control No.		Warr. Auth. No.		Serv.Cont. Deduct.	$0.00	Warr. Deduct.	$0.00
Discount Coupon Amount	$0.00	Sales Tax?	Y	Charge 1?	N	Charge 2?	N

Line A

Op-Code: Z7000 | Type: Warranty | Pay Rate:

Complaint: PDI-PERFORM PRE-DELIVERY INSPECTION Z7000

Correction: PERFORMED PRE-DELIVERY INSPECTION

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A61	HINOJOSA, GUADALUPE DURAN	1.5	0.0	$31.50	$152.72
				Labor Total	$152.72
				Line Total	$152.72

Line B

Op-Code: 0590032 | Type: Warranty | Pay Rate:

Complaint: W2D - CARGO NET (DEALER INSTALLED)

Correction: INSTALLED CARGO NET

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A61	HINOJOSA, GUADALUPE DURAN	0.1	0.0	$2.10	$10.18
				Labor Total	$10.18
				Line Total	$10.18

Line C

Op-Code: THEFT | Type: Internal | Pay Rate:

Complaint: APPLY THEFT PROTECT-PHANTOM FOOTPRINTS LABELS- THEFT ID#AS-A05979090

Correction: APPLIED THEFT PROTECT-PHANTOM FOOTPRINTS LABELS

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A61	HINOJOSA, GUADALUPE DURAN	0.0	0.0	$0.00	$0.00
				Labor Total	$0.00
				Line Total	$0.00

Line D

Op-Code: DUPONT | Type: Internal | Pay Rate:

Complaint: DUPONT;APPLY PAINT AND INTERIOR PROTECTION

Correction: APPLIED PAINT AND INTERIOR PROTECTION

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A92	ALVAREZ GRANADO, GABRIEL	1.0	0.0	$12.00	$110.00
				Labor Total	$110.00
				Line Total	$110.00

Summary of Charges

War/Int/SvCont Charges

Payable	Type	Acct No.	Cost	Amount
Labor	Warranty	462	$2.10	$10.18
Labor	Internal	463	$12.00	$110.00
Labor-Other	Warranty	464	$31.50	$152.72
			$45.60	$272.90

Receivable	Control No.	Acct No.	Amount
Warranty	[redacted]	263	$10.18
Internal		INT	$110.00
Misc		261A	$152.72
			$272.90

Charges for [redacted]

Payable	Acct No.	Cost	Amount
		$0.00	$0.00

Receivable	Control No.	Acct No.	Amount
			$0.00

RO Labor Total	**$272.90**
RO Parts Total	**$0.00**
RO Sublets Total	**$0.00**
RO Misc Total	**$0.00**
RO Grand Total	**$272.90**

05/30/2017 02:59 PM

AUTO 09/08/2016 TO 09/08/2017 TYPE 11 LICENSE NUMBER [redacted]

VEHICLE IDENTIFICATION NUMBER
1G1RE6E42EU[redacted]

BODY TYPE MODEL
4D

DATE ISSUED
07/15/2016

CYLS.	DATE FIRST SOLD	CLASS	MAKE / YR	Yr. Model
	00/00/2014	JF	CHEV	2014

TYPE VEH.	MP	AX	WC	UNLADEN/GCGW	TOTAL FEES PAID
120	Q			3300	$266

REGISTERED OWNER

[redacted]
CORONA CA [redacted]

LIENHOLDER

ALLY FNCL
PO BX 8128
COCKEYSVILLE
MD
0

[redacted]

[redacted]

[redacted]

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE
(WITH ARBITRATION PROVISION)

Dealer Number 4882 Contract Number [redacted] R.O.S. Number _____ Stock Number [redacted]

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
RIVERSIDE [redacted] CORONA, CA [redacted]		CHEVROLET OF GLENDORA 1959 AUTO CENTRE DRIVE GLENDORA, CA 91740

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 Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2014	CHEVROLET VOLT	30	1G1RE6E42EU [redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 4000.00 is
1.99 %	$ 1943.05 (e)	$ 31486.55	$ 33429.60 (e)	$ 37429.60 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	NA	
One Payment of	NA	
One Payment of	NA	
71	464.30	Monthly beginning 10/06/2014
NA	NA	NA
One final payment	464.30	DUE ON: 09/06/2020

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.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
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, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 31630.00 (A)
     - 1. Cash Price Vehicle $ 31630.00
     - 2. Cash Price Accessories $ NA
     - 3. Other (Nontaxable)
       - Describe NA $ NA
       - Describe NA $ NA
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ NA (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) _____ $ NA (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) _____ $ NA (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) _____ $ NA (F)
   - G. (Optional) Surface Protection Product (to whom paid) _____ $ NA (G)
   - H. (Optional) Surface Protection Product (to whom paid) _____ $ NA (H)
   - I. EV Charging Station (to whom paid) _____ $ NA (I)
   - J. Sales Tax (on taxable items in A through I) $ 2536.80 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) MVSC $ 29.00 (K)

STATEMENT OF INSURANCE

NOTICE. No person is required as a condition of financing the purchase of a motor vehicle to purchase or negotiate any insurance through a particular insurance company, agent or broker. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

Vehicle Insurance

		Term	Premium
$ NA	Ded. Comp., Fire & Theft	NA Mos.	$ NA
$ NA	Ded. Collision	NA Mos.	$ NA
Bodily Injury	$ NA Limits	NA Mos.	$ NA
Property Damage	$ NA Limits	NA Mos.	$ NA
Medical		NA Mos.	$ NA
		NA Mos.	$ NA
Total Vehicle Insurance Premiums			$ NA (a)

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGE IS NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X [redacted]
Co-Buyer X
Seller X

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

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	NA Mos.	NA	$ NA
Credit Disability	NA Mos.	NA	$ NA
Total Credit Insurance Premiums			$ NA (b)

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life 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. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for

(not a governmental fee) (to whom paid) _____ $_____ (K)

L. (Optional) Service Contract (to whom paid) _____ $ NA (L)

M. (Optional) Service Contract (to whom paid) _____ $ NA (M)

N. (Optional) Service Contract (to whom paid) _____ $ NA (N)

O. (Optional) Service Contract (to whom paid) _____ $ NA (O)

P. (Optional) Service Contract (to whom paid) _____ $ NA (P)

Q. Prior Credit or Lease Balance paid by Seller to _____ (e) $ NA (Q)

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) CHEVROLET OF GLEND $ 895.00 (R)

S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ NA (S)

T. Other (to whom paid) _____

For _____ $ NA (T)

Total Cash Price (A through T) $ 35170.80 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATED $ 221.00 (A)

B. Registration/Transfer/Titling Fees $ 86.00 (B)

C. California Tire Fees $ 8.75 (C)

D. Other _____ $ NA (D)

Total Official Fees (A through D) $ 315.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) $ NA (3)

4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ NA (4)

5. Subtotal (1 through 4) $ 35486.55 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr _____ Make _____ $ NA (A)

Model _____ Odom _____

VIN _____

B. Less Prior Credit or Lease Balance (e) $ NA (B)

C. Net Trade-In (A less B) (indicate if a negative number) $ NA (C)

D. Deferred Downpayment $ NA (D)

E. Manufacturer's Rebate $ 1000.00 (E)

F. Other _____ $ NA (F)

G. Cash $ 3000.00 (G)

Total Downpayment (C through G) $ 4000.00 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) $ 31486.55 (7)

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: NA

Amount $ NA Finance Charge $ NA

Total $ NA Payable in NA

installments of $ NA $ NA

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**

_____

reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

_____ [redacted] _____

Date Age

_____ Co-Buyer Signature _____

Date Age

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 1R 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 72 Mos. GAP CARE ADVANTAGE

Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X [redacted]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L,1M, 1N, 1O, and/or 1P.

1L Company NA

Term NA Mos. or NA Miles

1M Company NA

Term NA Mos. or NA Miles

1N Company _____

Term NA Mos. or NA Miles

1O Company NA

Term NA Mos. or NA Miles

1P Company NA

Term NA Mos. or NA Miles

Buyer X _____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.

Buyer Signs X [redacted]

Co-Buyer Signs X

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.

X [redacted] X

Buyer Co-Buyer

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs X [redacted] Co-Buyer Signs X _____

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____, Year _____. SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] **X** _____

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may choose binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs X _____ Co-Buyer Signs X _____

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before _____, Year _____. SELLER'S INITIALS _____

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

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FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

THE BUYER SHALL SIGN TO ACKNOWLEDGE THAT HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X _____ **X** _____

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X _____ **Co-Buyer Signature X** _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ **Co-Buyer Signature X** _____

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.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

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 PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Date 09/06/2014 Co-Buyer Signature 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 Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

CHEVROLET OF GLENDORA 09/06/14 MANAGER

Seller Signs _____ Date _____ By X _____ Title _____

LAW® **FORM NO. 553-CA-ARB** (REV. 7/13) U.S. PATENT NO. D460,782
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DEALER COPY

GM OrderWORKBENCH

DV02 Report a Vehicle Delivery

Current as of:. 09/08/2014 - 7:05 PM EDT

Transaction Mode:	Online
User ID:	1w7yp0
User Role:	Dealer Administrator
Timestamp Date:	2014-09-08 19:02:20.159263
Status	Successfully Submitted

Vehicle Identifier

Division:	Chevrolet
Dealer Code:	20400
Delivery Date:	09/06/2014
Delivery Type:	Retail
Purchase Type:	010 - Individual Purchase
Sales Manager:	johnny rieger
Sales Person:	Michael Rocha
VIN 1:	1G1RE6E42EU[redacted]
Odometer 1:	30

Customer

FAN #:	[redacted]
Corona, California	[redacted]
Evening Phone:	[redacted]
Daytime Phone:	
Ext.	
Email:	Not Applicable
Primary Language:	English
Secondary Language:	

Incentives

Successful submission of incentive payment claims does not waive GM's right to audit and verify proper compliance with incentive program rules and guidelines and to debit dealer, if required.

Incentive 1

Incentive Code:	NCC
Payee:	Dealer
Authorization #:	None -
Amount:	1,000.00
Notes:	
Date:	

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Howell, Rosa (NHTSA)

From: Cynthia Reyes (C)
Sent: Tuesday, April 11, 2017 11:14 AM
To: cheri hendricksen (M K SMITH CHEVROLET)
Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri,

Could you provide the part number and the control number for the battery? Thank you.

Cynthia

From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com]
Sent: Monday, April 10, 2017 3:58 PM
To: Cynthia Reyes (C)
Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch.
The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710
Guest Relations Manager
Service: (909) 628-8961 EXT. 293

----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 4/10/2017 10:04:19 AM
SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri,

The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. I have informed the Customer that you will **contact them in the next 24 hours** to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed.

Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer.

Below is the case summary.

- **Customer Name:** [redacted]
- **Vehicle Information:** 2014 Chevrolet Volt
- **VIN:** 1G1RE6E42EU[redacted]
- **Brief Description of Concern:** This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you.
- **Customer Preferred Contact Method:** [redacted]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

Sincerely,

Cynthia - CA CEC District Specialist
General Motors LLC
Business Resource Center
PHONE: 1-800-231-1841, Ext. 5911153
FAX: 866-363-8695

If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number.

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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This email was **sent to:** cynthia.reyes@gm.com.
From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710

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Unsubscribe - to stop all future email communications [REF_N0-511018_NO].
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Howell, Rosa (NHTSA)

From: Cynthia Reyes (C)
Sent: Monday, April 17, 2017 4:11 PM
To: cheri hendricksen (M K SMITH CHEVROLET)
Subject: RE: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri,

Please provide more detail of the vehicle repair status. According to the customer the vehicle has been in the service department for 2 months and was advised the part is on back order. The customer also advised he has not been contacted by anyone at the dealer. Please advise. Thank you.

Cynthia

From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com]
Sent: Tuesday, April 11, 2017 10:27 AM
To: Cynthia Reyes (C)
Subject: [EXTERNAL] RE: RE: RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

When I spoke with the service advisor they said there was no part number because they were not able to order anything. I will double check with the advisor .

Cheri Hendricksen
MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710
Guest Relations Manager
Service: (909) 628-8961 EXT. 293

----- Original Message -----
FROM EMAIL: cynthia.reyes@gm.com
TO: cheri@mksmithchevy.com
Sent: 4/11/2017 8:14:18 AM
Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted]

Cheri, Could you provide the part number and the control number for the battery? Thank you. Cynthia From: Cheri Hendricksen [mailto:cheri@mksmithchevy.com] Sent: Monday, April 10, 2017 3:58 PM To: Cynthia Reyes (C) Subject: [EXTERNAL] RE: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] I spoke with the service advisor, the Volt needs a battery which is on back order. We have a case open TAC they are not able to order the battery since no one has one. I do have a TAC case number of [redacted] the TAC Consultant is Mitch. The service advisor did speak with Lisa at TAC on 04/06/2017 @ 3:55PM Cheri Hendricksen MK Smith Chevrolet | 12845 Central Avenue, Chino, CA 91710 Guest Relations Manager Service: (909) 628-8961 EXT. 293 ----- Original Message ----- FROM EMAIL: cynthia.reyes@gm.com TO: cheri@mksmithchevy.com Sent: 4/10/2017 10:04:19 AM SUBJECT: CA CEC-Prior Relationship, SR# [redacted] Customer [redacted] Last 8 digits of VIN# [redacted] Cheri, The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your

dealership for the vehicle repair/service concern described below. I have informed the Customer that you will contact them in the next 24 hours to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed. Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600, ext. 5911153, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer. Below is the case summary. * Customer Name: [redacted] * Vehicle Information: 2014 Chevrolet Volt * VIN: 1G1RE6E42EU[redacted] * Brief Description of Concern: This vehicle is currently at your dealership. The customer has advised the part needed for repair is on back order. Could you please provide the part number, control number and SPAC case is there is one. Also, please provide what the vehicle diagnosis is? Thank you. * Customer Preferred Contact Method: [redacted] Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty! Sincerely, Cynthia - CA CEC District Specialist General Motors LLC Business Resource Center PHONE: 1-800-231-1841, Ext. 5911153 FAX: 866-363-8695 If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please reference the service request number. 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. This email was sent to: cynthia.reyes@gm.com. From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710 Update Preferences - to update your communication preferences. Unsubscribe - to stop all future email communications 0-511018 . Terms and Conditions

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TO: cheri@mksmithchevy.com
Sent: 4/11/2017 8:14:18 AM
Subject: RE: [EXTERNAL] RE: CA CEC-Prior Relationship, SR#[redacted] Customer [redacted] Last 8 digits of VIN#[redacted]

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This email was **sent to:** cynthia.reyes@gm.com.
From: MK Smith Chevrolet 12845 Central Avenue Chino, CA 91710

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Howell, Rosa (NHTSA)

From: Quinndetrick Johnson (C)
Sent: Tuesday, September 05, 2017 12:49 PM
To: 'Mike Smith'
Cc: 'Connie Messore'
Subject: Case Assistance

Customer Name: [redacted]

SR#: [redacted]

VIN#: 1G1RH6E40DU[redacted]

Y,M,M: 2013 Chevrolet Volt

Dear Mr. Smith,

I was seeking your assistance on this case. I'm not sure really what the customer is seeking but the case has been open for a while and I just want to close it. So I called this morning, just to see if he'd reached out to you guys or if anyone from dealer had gotten back with him since the last time he says he'd left a voice mail. So his issue is with a passenger seat sensor that he states comes on and off intermittently. He said that he'd brought vehicle to the dealer where it was diagnosed, stating someone looked at the wires under his seat. He said it doesn't happen where the light'll stay on all the time, like right now it's off and hasn't been on for a while but that out of nowhere he'll sit his lunch box down on the seat and the light'll come. He said he is seeking cost assistance on the repair for it and I wanted to see if I could get some details and maybe the repair/labor estimates so I can look into cost assistance. Or really just anything you can tell me from your side, because I'm not sure if there is a problem really?

Quinn – BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914228
Fax: (586) 920-0796

Howell, Rosa (NHTSA)

From: Quinndetrick Johnson (C)
Sent: Wednesday, September 27, 2017 6:17 PM
To: 'Mike Smith'
Cc: 'Connie Messore'
Subject: RE: Case Assistance

Hey Mike I just closed the case for this customer. Thank you for all the assistance on this one. As a final request customer wanted me to remind you to give him a call when you find out an answer to the diagnosis/extended warranty-pay issue. I thought I knew how to answer that but couldn't find it anywhere in my resources and it kind of threw me for a loop when he first asked cause my mind went right to GM warranty. I'd never been asked about diagnosis fees with an extended warranty, figure it works the same way. Thank you though

---

From: Quinndetrick Johnson (C)
Sent: Tuesday, September 05, 2017 11:49 AM
To: 'Mike Smith'
Cc: 'Connie Messore'
Subject: Case Assistance

Customer Name: [redacted]

SR#: [redacted]

VIN#: 1G1RH6E40DU[redacted]

Y,M,M: 2013 Chevrolet Volt

Dear Mr. Smith,

I was seeking your assistance on this case. I'm not sure really what the customer is seeking but the case has been open for a while and I just want to close it. So I called this morning, just to see if he'd reached out to you guys or if anyone from dealer had gotten back with him since the last time he says he'd left a voice mail. So his issue is with a passenger seat sensor that he states comes on and off intermittently. He said that he'd brought vehicle to the dealer where it was diagnosed, stating someone looked at the wires under his seat. He said it doesn't happen where the light'll stay on all the time, like right now it's off and hasn't been on for a while but that out of nowhere he'll sit his lunch box down on the seat and the light'll come. He said he is seeking cost assistance on the repair for it and I wanted to see if I could get some details and maybe the repair/labor estimates so I can look into cost assistance. Or really just anything you can tell me from your side, because I'm not sure if there is a problem really?

Quinn – BRC Advisor
General Motors LLC

Business Resource Center
Phone: (866) 790-5600 EXT 5914228
Fax: (586) 920-0796

Connecting... An agent will be with you shortly.

Caller English

System [11:06:28 AM]:

Welcome to chat.

Serena [11:06:37 AM]:

Your safety is very important to us at General Motors, so please remember to not use any hand held device whenever you're driving. Thank you for contacting General Motors Customer Assistance, Kristin. My name is Serena. How may I help you?

[redacted] [11:07:34 AM]:

I wanted to report a safety issue involving my 2013 Volt that is not on the recall list and is not covered under the warranty.

[redacted] [11:08:08 AM]:

The occupant position detection system sensor with seat heater needed to be replaced.

[redacted] [11:08:41 AM]:

This meant if my child was sitting in the passenger seat during an accident the air bag may or may not have gone off

[redacted] [11:09:00 AM]:

I took the car to Chevy and they informed me this is not covered

[redacted] [11:09:17 AM]:

It cost me over $700 to repair

[redacted] [11:09:36 AM]:

We purchase many Chevy and Gm cars and this concerns me

Serena [11:10:10 AM]:

I'm sorry to hear that you experienced this concern with your Volt, [redacted] However, your dealership is correct that this concern would not have been covered. Something of that nature would have fallen under the vehicle's bumper to bumper warranty, which is for 3 years.

Serena [11:10:19 AM]:

May I please have your vehicle's VIN and approximate mileage?

[redacted] [11:10:59 AM]:

I understand that however if you do an online search this is a problem with other GM vehicles

[redacted] [11:11:21 AM]:

My year has not been reported and I want to make sure it is reported

[redacted] [11:11:40 AM]:

It's a safety concern

Serena [11:11:45 AM]:

I will be sure to document these concerns, [redacted] In order to do that, may I please have your vehicle's VIN and current mileage?

[redacted] [11:12:11 AM]:

My son has the car now so I'd have to find the Vin #

[redacted] [11:12:50 AM]:

1G1BR6E44 DU[redacted]

[redacted] [11:13:03 AM]:

This was on the paperwork so I hope this helps

[redacted] [11:13:33 AM]:

45166 mileage

Serena [11:14:06 AM]:

Thank you. So that I can make sure your concern is properly documented and our records are up to date, would you mind confirming your e-mail address, phone number and mailing address?

[redacted] [11:14:48 AM]:

[redacted]

[redacted] [11:15:07 AM]:

Or [redacted]

[redacted] [11:15:16 AM]:

[redacted]

[redacted] [11:15:30 AM]:

hawthorn Woods IL[redacted]

Serena [11:15:46 AM]:

Thank you very much. Were there any other comments you'd like to add?

[redacted] [11:15:50 AM]:

[redacted] home phone

[redacted] [11:16:17 AM]:

Yes we also have had a GM card for years

[redacted] [11:16:37 AM]:

Just noting we are good standing customers

Serena [11:16:58 AM]:

I'll document that as well. If you still have additional questions, we are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Thank you again for visiting and have a great day!

[redacted] [11:17:00 AM]:

May I please have a copy of any reports concerning this matter

Serena [11:17:28 AM]:

I'm sorry, but I'm not sure what reports you would be referring to.

[redacted] [11:17:58 AM]:

If other GM cars have reported this so I can check our other vehicles

Serena [11:18:37 AM]:

I'm sorry, [redacted] but we would not be able to share the case information of our other customers. That would be a severe breach of privacy.

[redacted] [11:19:09 AM]:

Ok but you will send me my documentation of this case correct

Serena [11:20:21 AM]:

I do apologize for any confusion, [redacted] Any action taken on this case would be strictly internal. We would not be able to share the details of our internal processes. Your comments will be documented and reviewed by GM, but as your vehicle is already repaired, there would be no further involvement on your part.

[redacted] [11:21:01 AM]:

I just wanted a confirmation that I reported the matter for my records

Serena [11:21:25 AM]:

You will have the opportunity to e-mail yourself a copy of this transcript once this chat session concludes.

[redacted] [11:21:37 AM]:

Thank you

Serena [11:21:43 AM]:

You're welcome. Have a good day.

Call Disconnected.

Connecting... An agent will be with you shortly.

Caller English

System [3:25:56 PM]:

Welcome to chat.

Alyssa W. [3:26:05 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted] My name is Alyssa. How may I assist you today?

[redacted] [3:27:08 PM]:

I am having an issue with my 2012 Volt. The passenger seat pressure sensor is faulty and I was wondering if there are any recalls or anything to help?

Alyssa W. [3:27:21 PM]:

Oh no! I'm sorry to hear that you are experiencing that vehicle concern! I would be happy to look into this for you!

Alyssa W. [3:27:24 PM]:

In order to better assist you, may I please have the last eight characters of the VIN beginning with "C," as well as an estimate as to how many miles are on the vehicle?

[redacted] [3:27:59 PM]:

[redacted]

[redacted] [3:28:06 PM]:

98,000 miles

Alyssa W. [3:29:11 PM]:

Thank you for providing me with that information, [redacted] Please allow me 3-5 minutes to look into this for you. In the meantime, can you please verify your phone number, email and home address?

[redacted] [3:29:49 PM]:

[redacted]

[redacted] [3:29:57 PM]:

[redacted]

[redacted] [3:30:15 PM]:

[redacted]. Conroe, Tx [redacted]

Alyssa W. [3:34:22 PM]:

Thank you for your patience, as well as for providing me with that information! You currently have no open recalls on your vehicle. In order to get the best assistance on this concern, we will need to get you in contact with your local Chevrolet certified dealership for further assistance. Your case number, where your concern as well as our conversation is documented, is [redacted] Would you like me to locate you a dealership in your area?

[redacted] [3:34:55 PM]:

No thank you

Alyssa W. [3:35:19 PM]:

You're very welcome! Thank you for contacting Chevrolet Customer Assistance and giving me the opportunity to assist you! If you need further assistance, please do not hesitate to chat back in with us. We are here to chat Monday - Friday from 8:00 a.m. to 11:00 p.m. Eastern Standard Time and on Saturday from 09:00 a.m. - 11.00 p.m. Eastern Standard Time. Have a great day!

Call Disconnected.

Howell, Rosa (NHTSA)

From: Jonathan Menge <jmenge@simpsongm.com>
Sent: Friday, August 25, 2017 1:30 PM
To: Tykeasha Whitfield (C); Dalia Salazar
Cc: Evert DeWyn
Subject: [EXTERNAL] RE: ACTION REQUIRED BY August 25, 2017/ Exec CAC Case, SIMPSON CHEVROLET OF GARDEN GROVE, 1G1RE6E40CU[redacted], [redacted] Airbag Sensor Concern/Cost Assistance

Our advisor will get that on the repair order when he arrives. We have made contact with customer and set the appointment for next week.

Thanks,

Jonathan C. Menge
Service Manager
Simpson Chevrolet of Garden Grove
714-705-0132
jmenge@simpsongm.com

From: Tykeasha Whitfield (C) [mailto:tykeasha.whitfield@gm.com]
Sent: Friday, August 25, 2017 10:23 AM
To: Jonathan Menge; Dalia Salazar
Cc: Evert DeWyn
Subject: RE: ACTION REQUIRED BY August 25, 2017/ Exec CAC Case, SIMPSON CHEVROLET OF GARDEN GROVE, 1G1RE6E40CU[redacted], [redacted] Airbag Sensor Concern/Cost Assistance

The customer said there is a clicking noise in the axle bolt he would like the dealership to diagnosis as well.

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Jonathan Menge [mailto:jmenge@simpsongm.com]
Sent: Thursday, August 24, 2017 12:46 PM
To: Tykeasha Whitfield (C); Dalia Salazar
Cc: Evert DeWyn
Subject: [EXTERNAL] RE: ACTION REQUIRED BY August 25, 2017/ Exec CAC Case, SIMPSON CHEVROLET OF GARDEN GROVE, 1G1RE6E40CU[redacted], [redacted] Airbag Sensor Concern/Cost Assistance

Tykeasha,

Please remove Rachel Garcia from contact list. You will add Dalia Salazar (dsalazar@simpsongm.com).

We can provide assistance to the customer. At this point we do not know how much assistance we can provide as we do not know what the exact cause of problem is. The best course of action is to get the customer to come in. I can waive diag fee and providing they are the original owner of vehicle, we can run through our policy calculator. Any assistance outside of that I would need Evert to approve.

I will have Dalia schedule an appointment for customer to come in so we can determine the next course of action.

Thank you,

Jonathan C. Menge
Service Manager
Simpson Chevrolet of Garden Grove
714-705-0132
jmenge@simpsongm.com

From: Tykeasha Whitfield (C) [mailto:tykeasha.whitfield@gm.com]
Sent: Thursday, August 24, 2017 7:16 AM
To: Jonathan Menge; Rachel Garcia
Cc: Evert DeWyn
Subject: ACTION REQUIRED BY August 25, 2017/ Exec CAC Case, SIMPSON CHEVROLET OF GARDEN GROVE, 1G1RE6E40CU[redacted], [redacted] Airbag Sensor Concern/Cost Assistance

Jon & Rachel,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2012 Chevrolet Volt
- Mileage: 35,000
- VIN: 1G1RE6E40CU[redacted]

- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Cellular Phone
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: Mr. [redacted] reached out to the executive office regarding an airbag sensor. Per the customer, the concern was intermittent coming on every now and then at 19,000 miles and now the light is on all the time. He would like cost assistance towards the repair. Can you confirm the diagnosis and provide the next steps.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

I may be reached by calling (855) 880-1400, extension 5914372 or by fax at (586) 920-0843.

Sincerely,

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

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Print

General Motors - Policy Evaluation Tool

Date: 09/01/2017

Customer Information

First Name [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1G1RE6E40CU[redacted]
Make: Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 07/05/2015
Job Card Date: 09/01/2017
Days out of Warranty: 789

Mileage

Component's Warranty End Mileage (Miles): 36,075
Current Mileage: 35,000
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $900.00
Repair Group: Electrical
Job Card / Repair Order : ExecCAC

Reasons For Policy Adjustment

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

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

GM Participation Amount: $180.00 - $360.00
Cust/Dlr Participation Amount: $540.00 - $720.00
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

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

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Please refer to bulletin 11-00-89-005 for details and decision making methodology.

Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	**Ref No.**		**Cost Ast.**	**Accessories Certificate**	**BRC Type**	**Legal**
Account		**Site/BAC**		**GW SubType**	**$500**	**Business Unit**	**BRC**
Address	**213 Sherman St**			**Approval**	**Approved**	**Area**	**CA CEC**
City	**Santa Cruz**	**Zip**	**95060-3434** **State** **CA**	**UCC**	**Restraints - (SIR) - Passenger Front Air Bag**	**Sub-Area**	**Tier 2**
Last Name	[redacted]	**First Name**	[redacted]	**Involved Dlr**	**Peninsula Chevrolet Cadillac**	**Safety**	**No**
Daytime #	**4084998749**	**Evening #**	**4082600895**	**Source**	**Phone**	**Updated**	**10/20/2017 13:56:33**
Serial/VIN #	**1G1RH6E49DU**[redacted]	**Mileage**	**103000**	**Priority**	**Medium** **License #** **CHEVROLET**	**Owner**	**RZ25RJ**
Model	**Volt**	**Model Year**	**2013**	**Status**	**Closed**	**Opened**	**Sep 13, 2017 2:19 PM**
Make	**Chevrolet**	**Warranty Start**	**12/05/2012 00:00:00**	**Sub Status**	**Satisfied**	**Closed**	**Oct 20, 2017 1:56 PM**
Cust Concern	**Passenger Airbag Sensor / Cost Assistance**						
Customer Description	**"This is a California CEC Case. Do NOT assume or close."**						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**	
Vehicle Speed				**Weather Condition**				**Prop Owner**	**Property Type**
Last Service Date				**Loc Last Service**				**Property Location**	**Prop Est Repair Cost**
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	

Service Request Activities – UCC PAR

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 20, 2017 1:56 PM	RZ25RJ	RZ25RJ	SR Closed - Satisfied		Done	10/20/2017 13:56:33	Service Request has been Closed Satisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 20, 2017 1:54 PM	RZ25RJ	RZ25RJ	SR Summary		Done	10/20/2017 13:56:28	SR Summary

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer lost $500 accessories certificate.

Asked if he could be reissued a new one and I verified that it had be expired for a new one to be reissued. Let him know that his certificate was active for 90 days and then after that he can call us back which would be in 12/20/2017 to try to be reissued a new one.

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 20, 2017 1:46 PM	RZ25RJ	RZ25RJ	Outbound Call Customer	Made Contact	Done	10/20/2017 13:54:54	Outbound call customer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Let customer know that the accessories certificate cold not be reissued until after 90 days.

Customer asked when he would be able to call in and I let him know that around 12/20/2017 should be a good time for him.

Let customer know that there will be documentation for when he calls in to see when he can be reissued a new one.

KimberI/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 19, 2017 10:23 AM	GZLVFK	RZ25RJ	Scheduled Outbound Call Cust		Done	10/20/2017 13:46:29	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Ap:update customer on case

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 11, 2017 5:37 PM	RZ25RJ	RZ25RJ	Outbound Call Dealer		Done	10/20/2017 13:46:25	Chevrolet of Watsonville

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Call not made

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 11, 2017 5:30 PM	RZ25RJ	RZ25RJ	Outbound Call Customer	Made Contact	Done	10/11/2017 17:35:44	Outbound call customer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Asked for the name of the dealership he took the accessories certificate and he said it was Watsonville Chevrolet in the parts department.

Let him know that I would be reaching out to them to see what happened with it.

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 11, 2017 5:29 PM	XZ5ZY3	XZ5ZY3	Goodwill Liaison Review		Done	10/11/2017 17:31:38	IB HD Call

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Adv sts:

Customer took accessories certificate to dealer. Dealer did not know what to do with it. They held on to it and then misplaced it. Customer wants another.

GWL sts:

I would reach out to the dealer and find out what happened because it does not sound like we have the whole story yet.

Neil/SAG/GA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 11, 2017 5:18 PM	PZFM01	PZFM01	Inbound Call Customer	Complex Request	Done	10/11/2017 17:19:59	follow up

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Reason: Customer called in because they want to get an update regarding on their case. Customer stated that they would like to get a copy of the $500 accessories certificate that was offered to him by the OCRS.

Expectations: I informed the customer that I will be transferring him to the OCR's. Successfully hand over the customer to the OCRS.

Mayo/Manila/CAC Tier 1/Safety Pilot Team

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 11, 2017 5:17 PM	RZ25RJ	RZ25RJ	Inbound Call Customer	Simple Call Resolved	Done	10/11/2017 17:30:37	Inbound call customer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer stated that he received the accesories certificate but the dealership did not know what to do with the certificate and that they kept it and then misplaced it.
He's asking if we could reissue.

Let him know that I would look into seeing what we can do.

Kimberly/CA/CEC/5914849

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 11, 2017 5:17 PM	RZ25RJ	RZ25RJ	SR Opened		Done	10/11/2017 17:17:34	SR in Status of Closed has been Re-Opened by RZ25RJ

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 21, 2017 6:34 PM	RZ25RJ	RZ25RJ	SR Closed - Satisfied		Done	09/21/2017 18:34:47	Service Request has been Closed Satisfied.

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 21, 2017 6:32 PM	RZ25RJ	RZ25RJ	SR Summary		Done	09/21/2017 18:34:38	SR Summary

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer called in wanting to get partial reimbursement for the sensor that he had replaced.

Spoke with the dealership to get the price of the repair, and ran it through the policy calc and let him know that we would not be able to offer any reimbursement.

Offered customer an accessories certificate and it got accepted and let him know that he should be receiving it in the mail in a few days.

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

Service Request Activities – UCC PAR

			Type				
Sep 21, 2017 6:27 PM	RZ25RJ	RZ25RJ	Outbound Call Customer	Made Contact	Done	09/21/2017 18:31:31	Outbound call customer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Let customer know that the accessories certificate got approved and that he should be receiving it through the mail

Let him know that if he had anymore questions to feel free to give us a call back.

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 19, 2017 11:11 AM	BZZY2P	RZ25RJ	Notify CRM	Goodwill Approved	Done	09/20/2017 12:59:33	Accessories Certificate

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Approved 9/19/2017
Regina Henry BRC Legal BZZY2P

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 19, 2017 11:10 AM	BZZY2P	BZZY2P	Goodwill Status Change		Done	09/19/2017 11:10:52	Goodwill Status has been changed from: Pending SITEL to Approved

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 18, 2017 8:49 PM	RZ25RJ	RZ25RJ	Scheduled Follow up		Done	09/20/2017 12:59:21	Follow up with goodwill
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 18, 2017 8:48 PM	RZ25RJ	BZZY2P	Submit for Approval	General CAC	Done	09/19/2017 11:12:25	$500 accessories certificate
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Approved 9/19/2017 Regina Henry BRC Legal BZZY2P							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 18, 2017 8:48 PM	RZ25RJ	RZ25RJ	Goodwill Status Change		Done	09/18/2017 20:48:24	Goodwill Status has been changed from: Not Initiated to Pending SITEL
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 18, 2017 8:48 PM	RZ25RJ	RZ25RJ	Correspondence		Done	09/18/2017 20:48:09	Created:CAC_RS0157. SR#[redacted]
Last Name	**First Name**	**Account**	**BAC Code**				

[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 18, 2017 8:34 PM	RZ25RJ	RZ25RJ	SR Summary		Done	09/18/2017 20:47:13	SR Summary

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Business Case:
1. Original Owner
2. In market for new vehicle
3. Out of pocket expense for airbag sensor
4.Loyal to BAC 288118. Spent a total amount of $521.14 for service with dealership
Verified customer information: Yes
Dealer contact made: Yes
Customer acceptance: Yes

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 18, 2017 8:20 PM	RZ25RJ	RZ25RJ	Outbound Call Customer	Made Contact	Done	09/18/2017 20:33:59	Outbound call customer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Let customer know that at this time we would not be offering any reimbursement for the sensor that he paid for.

Customer stated that he has been a loyal customer and that he feels that not being offered anything would see how he felt in the future about buying another GM vehicle.

Let him know that I understood where he was coming from, and that I could offer him an accessories certificate that he agree'd with.

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 18, 2017 7:56 PM	RZ25RJ	RZ25RJ	Scheduled Outbound Call Dlr	Cancelled	Done	09/18/2017 20:21:51	Call Chris from Peninsula to see about the ro's

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Activity made in error

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 18, 2017 7:42 PM	RZ25RJ	RZ25RJ	Outbound Call Dealer	Made Contact	Done	09/18/2017 19:56:25	Servicing Dealer Name: Peninsula Chevrolet cadillac BAC: 287660 A: 4 Heitzinger placa Seaside, CA 93955 P: 831.394.6741 Service Manager: Carlos E: cgaona@peninsulaauto.com DMA: Jamie Lalande P: 208.859.9946 E: jamie.lalande@gm.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Asked Chris if he could give me the price for ro 21533. Customer went to dealership to have the sensor repaired. Price was 863.75

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 16, 2017 4:46 PM	RZ25RJ	RZ25RJ	Scheduled Outbound Call Dlr		Done	09/18/2017 19:42:26	Call dealership to verify price of repair

Last Name	First Name	Account	BAC Code

[redacted] [redacted]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 16, 2017 4:23 PM	RZ25RJ	RZ25RJ	Outbound Email	Dealer	Done	09/16/2017 16:30:04	Servicing Dealer Name: Peninsula Chevrolet cadillac BAC: 287660 A: 4 Heitzinger placa Seaside, CA 93955 P: 831.394.6741 Service Manager: Carlos E: cgaona@peninsulaauto.com DMA: Jamie Lalande P: 208.859.9946 E: jamie.lalande@gm.com

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Sent SR summary

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 16, 2017 3:50 PM	RZ25RJ	RZ25RJ	SR Summary		Done	09/16/2017 15:52:21	SR Summary

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer is seeking partial reimbursement for having to replace a sensor for the airbag.

Let customer know that I would verify the price with the dealership and that I would look to see if we're able to do any reimbursement.

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 16, 2017 3:39 PM	RZ25RJ	RZ25RJ	Outbound Call Customer	Made Contact	Done	09/16/2017 15:48:12	

Last Name	First Name	Account	BAC Code	Outbound call customer
[redacted]	[redacted]			

Comments

Customer stated that the airbag sensor on the passenger side needed to be replaced.
Customer wants to know if GM could consider cost assistance.
He is looking in the market for a new vehicle and that he wants to stay in the Volt family, Verified that he has been with Peninsula Chevrolet.
Customer has already paid for the repair and wants to know if we could reimburse him for it since he's been a loyal customer.

Let customer know that I would verify the price with the dealership and that I would look to see if we're able to offer some reimbursement for the repair.

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 16, 2017 3:38 PM	RZ25RJ	RZ25RJ	Inbound Call Customer	Voice Mail Received	Done	09/16/2017 15:39:42	Inbound call customer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Customer called and said that his air bag light was on and that he was being charged for the repair and to give a call back.

Kimberly/CA/CEC/5914849

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 16, 2017 1:02 PM	RZ25RJ	RZ25RJ	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	09/16/2017 15:48:18	Call customer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 16, 2017 1:00 PM	RZ25RJ	RZ25RJ	Outbound Call Customer	Left Message	Done	09/16/2017 13:02:13	Outbound call customer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Left message Kimberly/CA/CEC/5914849
Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 16, 2017 9:20 AM	RZ25RJ	RZ25RJ	Scheduled Outbound Call Cust		Done	09/16/2017 13:00:46	Call customer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 16, 2017 9:20 AM	RZ25RJ	RZ25RJ	Ownership Changed		Done	09/16/2017 09:20:08	Service Request Ownership has changed FROM: HZSGBP TO: RZ25RJ

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 15, 2017 6:13 PM	NZ477V	RZ25RJ	Notify CRM	Customer Called	Done	09/16/2017 09:20:20	Please see IBCC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 15, 2017 6:09 PM	NZ477V	NZ477V	Inbound Call Customer	Complex Request	Done	09/15/2017 18:13:34	Follow up from customer

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name: [redacted]
Contact #: [redacted]
Address: [redacted]t Santa Cruz CA [redacted]
Email [redacted]
VIN: 1G1RH6E49DU[redacted]
Mileage: 103,980
Year/Make/Model: 2013 Chevrolet Volt
Bought New: Y
Potential Safety: Y

Reason for Calling:
Customer called to follow on his issue with air bag sensor, the last senior advisor told him it's not within her jurisdiction so she's going to endorse it, he has not received any feedback since then

Expectation Set:
Advised case has already been endorsed & that senior advisor Kimberly may call him within 2 business days, customer understood & is ok with it. He said senior advisor can call him anytime & if it's possible to call him back the soonest, notified the CRM

Armie/CAC T1/MNL

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 6:05 PM	HZSGBP	RZ25RJ	Notify CRM		Done	09/16/2017 09:20:15	case came with no BAC, please assume case

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 5:58 PM	HZSGBP	HZSGBP	CA CEC	VIN Scan Completed	Done	09/13/2017 18:01:14	vin scan

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

GMVIS/Global Warranty shows: No recalls.

Selling DLR: 272302

Checked 360: BNSR

Amber/BRC/CA CEC/5914231

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 5:58 PM	HZSGBP	HZSGBP	CA CEC	Initial Contact	Done	09/13/2017 18:03:10	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

DS: Before we start what dealership are you working with?

[redacted]

Peninsula Chevrolet Cadillac

DS:
Ok, this dealership isn't in my district so i'll transfer the case to your OSA Kim and she'll contact you back in regards the vehicle.

[redacted]
Ok, thanks.

Amber/CACECBRC/5914231

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 3:01 PM	BZSXG2	HZSGBP	Ownership Changed		Done	09/13/2017 15:01:51	Service Request Ownership has changed FROM: KZ27RY TO: HZSGBP

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 3:01 PM	BZSXG2	HZSGBP	CA CEC	Initial VIN Scan	Done	09/13/2017 17:58:29	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 3:01 PM	BZSXG2	HZSGBP	Notify CRM	Other	Done	09/13/2017 17:58:32	New Case Assigned

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments
Service Request assigned to CA CEC CRS HZSGBP ext. 5915087

Confidential Comments

Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 3:01 PM	BZSXG2	BZSXG2	Ownership Changed	Ownership Escalated to BRC	Done	09/13/2017 15:01:20	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 2:27 PM	KZ27RY	CACECQ	CA CEC Escalation	Assigned CA CEC Case	Done	09/13/2017 15:01:24	CA Escalation

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Name: [redacted]
Tel: [redacted]
Email: [redacted]
Address: [redacted] Santa Cruz CA [redacted]
YMM: 2013 Chevrolet Volt
VIN: [redacted]
Mileage: 100,000
Reason for calling: Issue with the airbag sensor on the passenger Seat.
Customer states he saw online that there's a lot of complaint about this issue and he's thinking if he could get at least assistance for the repair.

Expectation set: We advise customer that we will have to forward the case to California team
- Customer can be reach at [redacted] **between 9AM-5PM PST**

Safety Flag: No
Danny/CAC T1/Manila

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 13, 2017 2:22 PM	KZ27RY	KZ27RY	Inbound	Complex Request	Done	09/13/2017 14:27:42	Passenger Air Bag Sensor

Service Request Activities – UCC PAR

			Call Customer				Issue
Last Name		**First Name**		**Account**		**BAC Code**	
[redacted]		[redacted]					

Comments

Name: [redacted]
Tel: [redacted]
Email [redacted]
Address: [redacted] **Santa Cruz CA** [redacted]
YMM: 2013 Chevrolet Volt
VIN: [redacted]
Mileage: 100,000
Reason for calling: Issue with the airbag sensor on the passenger Seat.
Customer states he saw online that there's a lot of complaint about this issue and he's thinking if he could get at least assistance for the repair.

Expectation set: We advise customer that we will have to forward the case to California team
- Customer can be reach at [redacted] **between 9AM-5PM PST**

Safety Flag: No
Danny/CAC T1/Manila

Confidential Comments

UCC Information

UCC Code	Description	Symptom
C48	Restraints - (SIR) - Passenger Front Air Bag	No Symptom Indicated

End of Report

Customer

[redacted]
Anytime

Vehicle

Chevrolet Volt 2013
1G1RH6E49DU[redacted]
Mileage Now: 103000 mi
Warranty Start: 12/05/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are complete
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Customer has incurred costs due to this concern	Vehicle has > 100,000 miles
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Kimberly Valdez --> 1-866-790-5700 Ext # 5914849

General Motors - Policy Evaluation Tool

Date: 09/18/2017

Customer Information

First Name [redacted]
Last Name:
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1G1RH6E49DU[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 12/05/2015
Job Card Date: 09/18/2017
Days out of Warranty: 653

Mileage

Component's Warranty End Mileage (Miles): 36,001
Current Mileage: 103,000
Miles out of Warranty: 66,999

Repair

Total Repair Cost At Warranty Rates: $863.75 | **Job Card / Repair Order :** 21533
Repair Group: Safety and Security

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

GM Participation Amount: $0.00 * | **Cust/Dlr Participation Amount:** $863.75
Agreed upon Customer/Dealer Participation Amount:

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**

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

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Please refer to bulletin 11-00-89-005 for details and decision making methodology.

Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

EMPOWERMENT PORTAL

Policy Evaluation Tool | Guidelines and Resources

y Evaluation Tool

elds with an "*" are required

Customer Information

Owned By Business: Yes / No

*First Name [redacted]

*Last Name

Phone Number

Vehicle / Coverage

Dealer BAC 111555

*Full VIN 1G1RA6E45DU[redacted]

Make Chevrolet

*Component Warranty Coverage Bumper to Bumper Coverage

*Repair Group Safety and Security

Time

*Component's Warranty End Date 03/29/2016

*Job Card Date 01/09/2018

Days Out of Warranty 651

Mileage

*Component's Warranty End Mileage 36,019

*Current Mileage 55,000

Miles Out of Warranty 18,981

Reasons For Policy Adjustment

*Primary reason for policy adjustment Other

Repair Information

*Total Repair Cost (Warranty Rates) $850.00

*Job Card / Repair Order # TIER2

Results

GM Participation Amount	$212.50	Customer / Dealer Participation Amount	$637.50 / 75%

Howell, Rosa (NHTSA)

From: John Ferrell
Sent: Wednesday, May 09, 2018 9:57 AM
To: Lane Rezek; Bryan Morton; Danielle Grant (C)
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Lane,
The vehicle is repaired and has been returned to the owner. I was not able to go out and drive the vehicle after repair due to the FSE conference this week. I will update/close case in Siebel. John

---

From: Lane Rezek
Sent: Wednesday, May 09, 2018 8:36 AM
To: Bryan Morton <bryan.morton@gm.com>; Danielle Grant (C) <danielle.grant@gm.com>
Cc: John Ferrell <john.a.ferrell@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Hi Danielle,

According to the TAC case [redacted] John was going to visit the vehicle again as a repair confirmation, but I don't know if this was done. I'll let John comment on the final steps taken on the case. We are interested to know if the customer has any further issues with the vehicle.

Thanks

- Lane

From: Bryan Morton
Sent: Tuesday, May 08, 2018 1:15 PM
To: Danielle Grant (C) <danielle.grant@gm.com>
Cc: Lane Rezek <lane.rezek@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Danielle

Sorry, I am not in the loop on that. Lane might know.

Bryan

From: Danielle Grant (C)
Sent: Tuesday, May 08, 2018 1:03 PM
To: Bryan Morton <bryan.morton@gm.com>
Cc: Lane Rezek <lane.rezek@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]
Importance: High

Hello,

I was reaching out to see if you can clarify some information for me. I just got through speaking to the assigned service writer Mike, he told me the dealer did replace the battery & returned the vehicle back to the customer already. I was under the impression the FSE was coming back out to

inspect the vehicle again once the new battery was installed prior to returning it to Mr. Smith. Can you confirm facts?

Danielle Grant
Executive Liaison
Concentrix on behalf of General Motors
855-880-1400 x 5914268
Fax: 586-920-0840
danielle.grant@gm.com

From: Bryan Morton
Sent: Friday, April 27, 2018 1:03 PM
To: John Ferrell; Stephen S McDonald; Lane Rezek; Andres Mituta; John Riker (C); Chris Henige (C)
Cc: Benjamin J Thorsen; Danielle Grant (C); KYLE KINSEY
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Hi John, All

I just discussed this case with Lane. We would like to replace the entire battery pack and have the pack from the customer vehicle shipped to MPG for further root cause analysis.

Thanks

Bryan

From: John Ferrell
Sent: Friday, April 27, 2018 12:25 PM
To: Stephen S McDonald <stephen.s.mcdonald@gm.com>; Lane Rezek <lane.rezek@gm.com>; Andres Mituta <andres.mituta@gm.com>; John Riker (C) <john.1.riker@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>
Cc: Benjamin J Thorsen <benjamin.thorsen@gm.com>; Danielle Grant (C) <danielle.grant@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Andres, Do you have direction on what is our next step? I would like to update the dealer on this case. Thanks, John

---

From: Stephen S McDonald
Sent: Thursday, April 26, 2018 6:43 AM
To: Lane Rezek <lane.rezek@gm.com>; Andres Mituta <andres.mituta@gm.com>; John Ferrell <john.a.ferrell@gm.com>; John Riker (C) <john.1.riker@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>
Cc: Benjamin J Thorsen <benjamin.thorsen@gm.com>; Danielle Grant (C) <danielle.grant@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Item ID	4108	Timestamp	2017-02-01 00:00:00
Item Type	124	Description	p1.5a Volt Section 2
Serial Number	T3112198S3014800R	Part Number	19354278
Business Unit	GM BSC	Label	[]>06Y84601000000000P2292205712V832023845T311
Parent Item	No Parent	Location	SNT North, Oklahoma City, BSC
Status	Shipped		

Timestamp	Username	Item Operation
02/01/2017 12:00 AM	slater	Received
02/01/2017 12:00 AM	slater	Root Cause Determination
06/21/2017 12:00 AM	ghost	Part Number Changed
06/21/2017 06:17 PM	ghost	Capacity Test
06/21/2017 08:00 PM	ghost	Pulse Test
01/18/2018 12:00 AM	ghost	Serial Number Changed
01/18/2018 12:00 AM	ghost	Business Unit Changed
01/18/2018 12:00 AM	Junger	Recertification
01/18/2018 12:00 AM	ghost	Shipped

From: Lane Rezek
Sent: Thursday, April 26, 2018 7:40 AM
To: Andres Mituta <andres.mituta@gm.com>; John Ferrell <john.a.ferrell@gm.com>; John Riker (C) <john.1.riker@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>
Cc: Benjamin J Thorsen <benjamin.thorsen@gm.com>; Stephen S McDonald <stephen.s.mcdonald@gm.com>; Danielle Grant (C) <danielle.grant@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Hi Bryan,

According to Global Warranty records, the section that was shipped to this car was T3112198S3014800R. Can you help determine the chemistry of this part?

A 2012i vehicle in Texas may have low capacity by nature.

Please work with John Ferrell, our field engineer, to determine an action plan for this vehicle.

Thanks

- Lane

From: Lane Rezek
Sent: Tuesday, April 24, 2018 2:10 PM
To: Andres Mituta <andres.mituta@gm.com>; John Ferrell <john.a.ferrell@gm.com>; John Riker (C) <john.1.riker@gm.com>; Chris Henige (C) <chris.henige@gm.com>
Cc: Benjamin J Thorsen <benjamin.thorsen@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

TAC recommended the correct part number to order, section #2 P1.5/P1.7 p/n 23317059. I will attempt to get confirmation on what was shipped from the BSC to the dealer.

From: Andres Mituta
Sent: Tuesday, April 24, 2018 1:58 PM
To: John Ferrell <john.a.ferrell@gm.com>; John Riker (C) <john.1.riker@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>; Lane Rezek <lane.rezek@gm.com>
Cc: Kevin W Brown <kevin.w.brown@gm.com>; Benjamin J Thorsen <benjamin.thorsen@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Looking through this pack, nothing stands out as being a massive problem. Capacity does appear to be wrong. This is a MY12i vehicle w/ a P1.5 RESS (according to RPOs)

I assume a P1.5 replacement section was put into this vehicle earlier? (not a P1.4)

DeBSER_Cnt_EZCapUpdates	50
DeBSER_h_EZCap	41.670326
DeBSER_Cnt_PICCapUpdates	153
DeBSER_h_PIC_CCChrgEstAvg	39.506839
DeBSER_Cnt_OBE2Updates	52
DeBSER_h_OBE2	34.557401
VeBSER_h_HV_NrmlzdCpcty	39.520638
VeBSER_h_HV_NrmlzdCpctyRaw	39.520599
EeBSER_h_NrmlzdCpcty	39.520638
VeBSER_Pct_HV_SOC	89.229576
VeBSER_Pct_HV_SOC_Ahr	89.229576
VeBSER_Pct_HV_SOC_V	88.838997

-----Original Message-----
From: John Ferrell
Sent: Monday, April 23, 2018 3:34 PM
To: Andres Mituta <andres.mituta@gm.com>; John Riker (C) <john.1.riker@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>; Lane Rezek <lane.rezek@gm.com>
Cc: Kevin W Brown <kevin.w.brown@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Third times the charm? Here you go. John

-----Original Message-----
From: Andres Mituta
Sent: Monday, April 23, 2018 1:44 PM
To: John Ferrell <john.a.ferrell@gm.com>; John Riker (C) <john.1.riker@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>; Lane Rezek <lane.rezek@gm.com>
Cc: Kevin W Brown <kevin.w.brown@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Please retake w/ the attached CAL/PID files

-----Original Message-----
From: John Ferrell
Sent: Monday, April 23, 2018 12:47 PM
To: Andres Mituta <andres.mituta@gm.com>; John Riker (C) <john.1.riker@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>; Lane Rezek <lane.rezek@gm.com>
Cc: Kevin W Brown <kevin.w.brown@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Here is the data dump that was requested. Thanks,

JOHN A. FERRELL
Field Service Engineer, South Central Region
(210) 788-1964

-----Original Message-----
From: Andres Mituta
Sent: Monday, April 16, 2018 1:39 PM
To: John Ferrell <john.a.ferrell@gm.com>; John Riker (C) <john.1.riker@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>; Lane Rezek <lane.rezek@gm.com>
Cc: Kevin W Brown <kevin.w.brown@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Oh no, sorry, I just saw that this was a CU (12 VIN). Thought it was a 13... Please re-take the data dump

Please re-take the data dump w/ this CS file

-----Original Message-----
From: John Ferrell
Sent: Monday, April 16, 2018 2:08 PM
To: John Riker (C) <john.1.riker@gm.com>; Andres Mituta <andres.mituta@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>; Lane Rezek <lane.rezek@gm.com>
Cc: Kevin W Brown <kevin.w.brown@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Got it! Please let me know what you learn from it. Thanks,

JOHN A. FERRELL
Field Service Engineer, South Central Region
(210) 788-1964

-----Original Message-----
From: John Riker (C)
Sent: Monday, April 16, 2018 12:49 PM
To: John Ferrell <john.a.ferrell@gm.com>; Andres Mituta <andres.mituta@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>; Lane Rezek <lane.rezek@gm.com>
Cc: Kevin W Brown <kevin.w.brown@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Adding Lane

John Riker
Hybrid/Volt Escalation Team
An Associate of Morley
Phone: 989 249-9536
John.1.riker@gm.com

-----Original Message-----
From: John Ferrell
Sent: Monday, April 16, 2018 1:34 PM
To: John Riker (C) <john.1.riker@gm.com>; Andres Mituta <andres.mituta@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>
Cc: Kevin W Brown <kevin.w.brown@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

I have tried several times to perform the data dump. I am getting an error. Please see attachment.

JOHN A. FERRELL
Field Service Engineer, South Central Region
(210) 788-1964

-----Original Message-----
From: John Riker (C)
Sent: Monday, April 16, 2018 11:00 AM
To: John Ferrell <john.a.ferrell@gm.com>; Andres Mituta <andres.mituta@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>
Cc: Kevin W Brown <kevin.w.brown@gm.com>
Subject: RE: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Mike Cane is the service Advise on this car. It is at the dealer and he has been advise that an FSE has been Requested.

The Ancira-Winton Chevrolet, Inc.
6111 BANDERA AT WURZBACH,, SAN ANTONIO

John Riker
Hybrid/Volt Escalation Team
An Associate of Morley
Phone: 989 249-9536
John.1.riker@gm.com

-----Original Message-----
From: John Ferrell
Sent: Monday, April 16, 2018 11:19 AM
To: Andres Mituta <andres.mituta@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Bryan Morton <bryan.morton@gm.com>; John Riker (C) <john.1.riker@gm.com>
Cc: Kevin W Brown <kevin.w.brown@gm.com>
Subject: FW: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

I am able to go by the dealer today to get the data dump. Do I need to use the Auto Data Dump tool? If so, there are three options under the "select programing" My15, My_ALL, and VICM _MY_ALL. Which one do I select? If I am using the data suite tool and you provide me with the files needed. Thanks,

JOHN A. FERRELL
Field Service Engineer, South Central Region
(210) 788-1964

-----Original Message-----
From: Kevin W Brown
Sent: Monday, April 16, 2018 10:01 AM
To: John Ferrell <john.a.ferrell@gm.com>
Subject: FW: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

Fyi

-----Original Message-----
From: Lane Rezek
Sent: Monday, April 16, 2018 9:58 AM
To: John Riker (C) <john.1.riker@gm.com>; Bryan Morton <bryan.morton@gm.com>
Cc: Andres Mituta <andres.mituta@gm.com>; Chris Henige (C) <chris.henige@gm.com>; Kevin W Brown <kevin.w.brown@gm.com>
Subject: Update: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt] - 1G1RD6E4XCU[redacted]

This vehicle will be available today at Ancira-Winton Chevrolet in San Antonio, TX per the note below from Exec CAC. Please escalate to an FSE for a data dump and root cause once the dealer makes contact with TAC.

Bryan and Andres will provide an action plan once the data dump is reviewed.

Thank you

- Lane

-----Original Message-----
From: ExecReferral@gm.com [mailto:ExecReferral@gm.com]
Sent: Friday, April 13, 2018 6:11 PM
To: Carol Balgenorth <carol.balgenorth@gm.com>; Lane Rezek <lane.rezek@gm.com>
Cc: Sarah Pawczuk (C) <sarah.1.pawczuk@gm.com>; Quincy Pickett (C) <quincy.pickett@gm.com>; Richard Brown (C) <Richard.2.Brown@gm.com>
Subject: Three Day Feedback: [Smith/2012 Chevrolet Volt/ Vehicle Lunges-SUFS [redacted] 12 Volt]

-- ID# [redacted] (Do not delete or change this line in any way) –

Hello,

This email is being sent to share a current status update on the customer's situation.

Referring Executive(s): Carol Balgenorth & Lane Rezek Service Request: [redacted] Executive Advisor: Danielle Grant
Customer Last Name: [redacted] Involved Dealership: The Ancira-Winton Chevrolet, Inc, 114816
VIN: 1G1RD6E4XCU[redacted]
Automobile: 2012 Chevrolet Volt
Mileage: 98,837

We spoke to the DMA for North Park ([redacted] about possible coverage for a rental vehicle through Enterprise since the involved dealer didn't have any available loaner vehicle's for the next few weeks. He told our team he would make a few calls then follow up with our team. The DMA informed North Park to get the customer's vehicle in ASAP, however we have confirmed with the CEM at North Park there are still no available loaner vehicle's available at this time.

We received direction from the Executive Team Manager due to the seriousness of the concern to send the customer to another dealership within the DMA's coverage that has a loaner vehicle available. Our team located Ancira-Winton Chevrolet [redacted] and spoke with the Service Manager who agreed to take a look at the customer's vehicle concerns, and provide Mr. Smith with a loaner vehicle. The customer will be dropping his vehicle off Monday morning by 12 pm CST.

Our next steps are to follow up with the dealer sometime early next week for an update to make sure TAC has been contacted per the BQM request.

Please feel free to contact me with any future questions or concerns. I am available Monday through Friday between 9:00 am and 5:30 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Danielle Grant
Executive Liaison
Concentrix on behalf of General Motors
855-880-1400 x 5914268
Fax: (586) 920-0840
execreferral@gm.com

General Motors - Policy Evaluation Tool

Date: 04/30/2018

Customer Information

First Name [redacted]
Last Name: [redacted]
Phone [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1G1RF6E46DU[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 10/29/2015
Job Card Date: 04/30/2018
Days out of Warranty: 914

Mileage

Component's Warranty End Mileage (Miles): 36,000
Current Mileage: 101,000
Miles out of Warranty: 65,000

Repair

Total Repair Cost At Warranty Rates: $995.00
Job Card / Repair Order : NA
Repair Group: Electrical

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other
Additional Comments: The PASSENGER SIDE AIRBAG is on and off. Had it diagnosed at a dealer on 4/26/2018 & they said the PASSENGER SIDE AIRBAG SENSOR needs to be replaced for $955. Customer called asking for assistance with the repair expense.

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

GM Participation Amount: $0.00 *
Cust/Dlr Participation Amount: $995.00
Agreed upon Customer/Dealer Participation Amount:

*** This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.**

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

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

info [Automated], 05 Nov. 2018, 1:03pm

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 05 Nov. 2018, 1:03pm

You are now chatting with Chevrolet.

Chevrolet, 05 Nov. 2018, 1:03pm

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 05 Nov. 2018, 1:04pm

I’m wondering if passenger air bag sensor is covered under warranty on my 2013 Chevy volt?

Chevrolet, 05 Nov. 2018, 1:04pm

[Rich Content]

Chevrolet, 05 Nov. 2018, 1:04pm

How may we help you? Scroll up to select a topic.

[redacted] 05 Nov. 2018, 1:05pm

Vehicle Service or Warranty

Chevrolet, 05 Nov. 2018, 1:05pm

Just a moment...

Chevrolet [Private], 05 Nov. 2018, 1:05pm

US_CS_Services

info [Automated], 05 Nov. 2018, 1:05pm

Please wait while your chat is transferred to the appropriate group.

info [Automated], 05 Nov. 2018, 1:05pm

You are now chatting with Reggie.

Reggie, 05 Nov. 2018, 1:05pm

Thank you for contacting Chevrolet Customer Assistance Center, (Customer Name). My name is Reggie. How may I assist you today?

[redacted] 05 Nov. 2018, 1:06pm

I'm wondering if my passenger airbag sensor is covered under warrantee it is a 2013 Chevy volt

Reggie, 05 Nov. 2018, 1:06pm

I will be glad to assist you.

Reggie, 05 Nov. 2018, 1:06pm

May I have at least the last 8 of your VIN?

[redacted] 05 Nov. 2018, 1:07pm

DU[redacted]

Reggie, 05 Nov. 2018, 1:07pm

Thank you.

Reggie, 05 Nov. 2018, 1:07pm

Just to be guaranteed I have the right account, can you verify your email address, phone number and mailing address?

Reggie, 05 Nov. 2018, 1:08pm

Can I also have your current mileage?

[redacted] 05 Nov. 2018, 1:08pm

[redacted]

[redacted] 05 Nov. 2018, 1:08pm

milage is 55,000

[redacted] 05 Nov. 2018, 1:09pm

[redacted]

April, 05 Nov. 2018, 1:09pm

Valders, WI [redacted]

Reggie, 05 Nov. 2018, 1:10pm

Thank you.

Reggie, 05 Nov. 2018, 1:10pm

I'll need to look into this for you. This should only take a moment or two. Do you mind holding?

[redacted] 05 Nov. 2018, 1:11pm

That is fine, thank you!

Reggie, 05 Nov. 2018, 1:11pm

Please allow me 3 to 5 minutes to look into this for you.

[redacted] 05 Nov. 2018, 1:11pm

Ok

Reggie, 05 Nov. 2018, 1:12pm

Thank you for holding.

Reggie, 05 Nov. 2018, 1:12pm

Based your VIN, your Bumper to Bumper warranty has expired back in 04/01/16 or 36,346 miles whichever came first.

Reggie, 05 Nov. 2018, 1:13pm

Are you having an issue on your airbag sensor?

[redacted] 05 Nov. 2018, 1:13pm

Ok, so there's no recall on it either?

[redacted] 05 Nov. 2018, 1:15pm

Yes, the light stays on. When diagnosis was ran, it said sensor needs to be replaced. The dealer we go to for repairs said to check into it, because that shouldn't need to be replaced

Reggie, 05 Nov. 2018, 1:16pm

We have checked your VIN and verified that your vehicle is not involved in any recalls related to the issue you are currently having.

Reggie, 05 Nov. 2018, 1:17pm

You may visit https://my.gm.com/recalls, and used you VIN.

[redacted] 05 Nov. 2018, 1:17pm

Ok, we'll thank you for checking

Reggie, 05 Nov. 2018, 1:17pm

To best assist you, we would like to get you connected to our dealer service department. As your vehicle has not yet been assessed by one of our specialists, this is the best step to take first. Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverage that may apply. Any repairs or service may be at your cost.

Reggie, 05 Nov. 2018, 1:17pm

Your Case Number is [redacted] .

Reggie, 05 Nov. 2018, 1:17pm

Is there anything else I may help you with today?

April, 05 Nov. 2018, 1:18pm

Nope, that should do it, thank you

Reggie, 05 Nov. 2018, 1:18pm

Thank you for contacting Chevrolet Customer Assistance Center. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are available to chat Monday through Friday 8 am to 9 pm and Saturday 9 am to 9 pm EST.

info [Automated], 05 Nov. 2018, 1:18pm

Thank you for chatting with us. Please chat back in with us if you still need assistance.

info [Automated], 15 Nov. 2018, 10:32am

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 15 Nov. 2018, 10:32am

You are now chatting with Chevrolet.

Chevrolet, 15 Nov. 2018, 10:33am

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 15 Nov. 2018, 10:33am

I have a 2012 Volt with 93k on it, but my issue is one of safety.

Chevrolet, 15 Nov. 2018, 10:33am

[Rich Content]

Chevrolet, 15 Nov. 2018, 10:33am

How may we help you? Scroll up to select a topic.

[redacted] 15 Nov. 2018, 10:34am

"Service Airbag" keeps popping up and if you put the right amount of weight in the passenger seat it stops saying that...after reading about hundreds of others whom this happened to, is there a recall on it?

Chevrolet, 15 Nov. 2018, 10:34am

Please select one of the options above.

[redacted] 15 Nov. 2018, 10:34am

Vehicle Recall

Chevrolet, 15 Nov. 2018, 10:34am

Just a moment...

info [Automated], 15 Nov. 2018, 10:34am

Please wait while your chat is transferred to the appropriate group.

Chevrolet [Private], 15 Nov. 2018, 10:34am

US_CS_Recall

info [Automated], 15 Nov. 2018, 10:34am

You are now chatting with Serena.

[redacted] 15 Nov. 2018, 10:34am

"Service Airbag" keeps popping up and if you put the right amount of weight in the passenger seat it stops saying that...after reading about hundreds of others whom this happened to, is there a recall on it?

Serena, 15 Nov. 2018, 10:35am

Thank you for contacting Chevrolet Customer Assistance Center, [redacted] My name is Serena.

Serena, 15 Nov. 2018, 10:35am

Please allow me a moment to read over your question.

Serena, 15 Nov. 2018, 10:36am

I'm sorry to hear that you're experiencing this concern with your Volt. I can check to see what recalls may be on your vehicle if I may have the VIN. You can also view any recalls for your vehicle by visiting [https://my.gm.com/recalls](Link:https://my.gm.com/recalls)

Serena, 15 Nov. 2018, 10:38am

I have not heard from you for some time. Do you wish to continue to chat?

[redacted] 15 Nov. 2018, 10:38am

1G1RA6E47CU[redacted]

Serena, 15 Nov. 2018, 10:39am

Thanks.

Serena, 15 Nov. 2018, 10:40am

There are no recalls or special coverages on your vehicle which relate to the concern you've described. Have you had this concern diagnosed by your Chevrolet dealership?

[redacted] 15 Nov. 2018, 10:41am

No because in 5 minutes you can read that it's an $800 repair that has been reported many times to the NHTSA

[redacted] 15 Nov. 2018, 10:41am

So figured you'd know more about it.

[redacted] 15 Nov. 2018, 10:41am

I'm an auto mechanic

Serena, 15 Nov. 2018, 10:43am

I certainly do apologize for any confusion [redacted] The only vehicle concerns that I would have information available to me regarding would be the ones that have recalls or special coverages issued for them. If you have this concern diagnosed and repaired by a Chevrolet dealership, should a recall for this be issued in the future, you would be able to be reimbursed for the repair.

[redacted] 15 Nov. 2018, 10:43am

The point is, their should already be a recall on it!

[redacted] 15 Nov. 2018, 10:44am

Do I need to open a new case with the NHTSA?

Serena, 15 Nov. 2018, 10:44am

So that I can ensure that this concern is properly documented in our system (to be taken into consideration for future recalls/coverages) could you please confirm your contact information (phone, e-mail, mailing address)?

[redacted] 15 Nov. 2018, 10:44am

[redacted]

Serena, 15 Nov. 2018, 10:44am

You're welcome to contact the NHTSA about this if you feel it is necessary.

[redacted] 15 Nov. 2018, 10:44am

[redacted] Orlando FL [redacted]

Serena, 15 Nov. 2018, 10:45am

Thank you. Your reference number for your complaint is [redacted] .

[redacted] 15 Nov. 2018, 10:45am

And what can I do with that number?

Serena, 15 Nov. 2018, 10:46am

It is the reference number for our documentation about this concern. Should you need to contact us about this again in the future, it is quickest way for us to find your information.

[redacted] 15 Nov. 2018, 10:47am

Ok, and who can I request a discount from concerning the repair of this problem if it is in fact this $800 seat sensor?

[redacted] 15 Nov. 2018, 10:47am

You used to have chevy advocates...

Serena, 15 Nov. 2018, 10:47am

You could discuss that with your Chevrolet dealership.

[redacted] 15 Nov. 2018, 10:49am

May I speak with service about a Voltec warranty question?

Serena, 15 Nov. 2018, 10:50am

Are you referring to the service department at your dealership?

[redacted] 15 Nov. 2018, 10:51am

Vehicle Service or Warranty

[redacted] 15 Nov. 2018, 10:52am

Transfer me back to the main queue please.

Serena, 15 Nov. 2018, 10:52am

I can answer warranty questions, [redacted]

Serena, 15 Nov. 2018, 10:54am

I have not heard from you for some time. Do you wish to continue to chat?

[redacted] 15 Nov. 2018, 10:55am

Is the voltec warranty to 100k miles?

Serena, 15 Nov. 2018, 10:55am

Yes, it is valid through 06/05/2020 or 100,009 miles, whichever comes first.

[redacted] 15 Nov. 2018, 10:56am

And is there a list of parts covered by this warranty?

Serena, 15 Nov. 2018, 10:56am

The Voltec warranty covers the vehicle's battery.

[redacted] 15 Nov. 2018, 10:57am

What about the electric motor?

Serena, 15 Nov. 2018, 10:58am

One moment while I get some information for you.

Serena, 15 Nov. 2018, 11:00am

In addition to the battery, the Voltec warranty covers: High Voltage Wiring, Voltec Control Modules, E-Compressor, Traction Power Inverter Module (TPIM), Accessory Power Module (APM), and Voltec On-Board Charger. Brakes Brake Modulator Assembly. Electric drive unit assembly and internal components, including the auxiliary fluid pump, auxiliary pump controller, and 3-phase cables .

[redacted] 15 Nov. 2018, 11:03am

Ok, you've been the most helpful. Thank you Serena.

Serena, 15 Nov. 2018, 11:04am

You're welcome. Thank you for contacting Chevrolet Customer Assistance Center. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are available to chat Monday through Friday 8 am to 9 pm and Saturday 9 am to 9 pm EST.

info [Automated], 15 Nov. 2018, 11:04am

Thank you for chatting with us. Please chat back in with us if you still need assistance.

General Motors - Policy Evaluation Tool

Date: 11/19/2018

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1G1RF6E44CU[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 05/26/2015
Job Card Date: 11/19/2018
Days out of Warranty: 1,273

Mileage

Component's Warranty End Mileage (Miles): 36,000
Current Mileage: 99,701
Miles out of Warranty: 63,701

Repair

Total Repair Cost At Warranty Rates: $1,000.00
Repair Group: Safety and Security
Job Card / Repair Order : [redacted]

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

GM Participation Amount: $0.00 *
Cust/Dlr Participation Amount: $1,000.00
Agreed upon Customer/Dealer Participation Amount:

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**

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

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

[redacted] [redacted]

GENERAL MOTORS COMPANY
COMPLAINT CENTER
P.O. BOX 33170
DETROIT MI 48232-5170



RECEIVED MAY 02 2019

[redacted]
Auburn CA [redacted]

April 29, 2019

Department fo Consumer Affairs
Product Safety
1301 Clay Street, #610N ,
Oakland CA 94612

REF: 2013 Shave Volt VIN NUMBER 1G1RH6E4XDU[redacted] AND ATTACHED DOCUMENT

Dear Sir:

I am filing a complaint against General Motors and John L. Sullivan. This car belongs to me and it has develop two potential problem that can be hazardous to my family. There are two faults:

Fault 1-Air Bag System failure.
The air bag will not deploy. The computer system has steadily warning light said should be fixed. The car is warranted is within warranted milage never been done but John L. Silvans said GM would not allow it corrected even though GM SAID OTHERWISE wanted it fixed. John L Sullivan wanted me pay $980.00 before it can be fixed. The air bag system has been on recall and as date has not been fixed.

Fault 2-Battery System Failure.
The battery system has been fixed. GM in conversation reference #[redacted] and subsequent email sent to John L Sullivan to fix and correct error at no charge (also on recall). The battery was fixed however the Cashier would not release car but wanted $574.36 paid for fixing the battery. This amount was paid and car released even though GM wanted it fixed. I am requesting:

1. The Air bag fixed, has not been fixed, car is within warrantee.
2. Refund of money paid (receipt attached), car is also within warrantee.

Sincerely,

[redacted]

Cc: John L. Sullivan & General Motors.

Objetos	Infraestrutura	60:E694:65:F4:06	4	DSN	WDA2 DSK	AES/TKIP	55	Não
	Infraestrutura	[illegible]	8	DSN	WDA2 DSK	AES/TKIP	177	Não
TDONE 2.4 EXT	Infraestrutura	00:04:15:00:01:20	6	DSN	WPA2 PSK	AES/TKIP	100	Não

John L. SULLIVAN CHEVROLET

A Member of the Sullivan Automotive Group

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Phone 916-782-1243 916-969-0262
www.chevyworld.com

BAR #AA-001851

CAD# 983607466

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

OUR MISSION STATEMENT: TO PROVIDE OUR CUSTOMERS WITH A SHOPPING, BUYING, SERVICE, AND OWNERSHIP EXPERIENCE THAT CONSISTENTLY SATISFIES EACH INDIVIDUAL'S NEEDS AND EXCEEDS THEIR EXPECTATIONS IN A COMFORTABLE, SUPPORTIVE ENVIRONMENT.

ORIGINAL ESTIMATE (PARTS AND LABOR)	$150	ADD'L REPAIRS OK'D BY [redacted]	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED ADD'L REPAIRS	$422.54		
TOTAL	$574.36	DATE 4/23/19 TIME 11:24	CUST INITIALS [redacted]

[redacted]

Adv: T65 COURTNEY M. GUETSCHOW	Tag [redacted]	License NP	1G1RH6E4X [redacted]	Page 2	Invoice [redacted]

Invoice to: [redacted] **Driver/Owner:** [redacted]

Invoiced: 04/27/19 14:34:18 7H — 13 CHEVROLET VOLT 5DR HBK RED

Parts	Part Number	PO#	Note	Description	Qty	Sell	
	000 022922224			SENSOR	1	23.54	23.54
					Subtotal		
					51		23.54
					LAB-MECHANICAL		549.00
Type: C					TOTAL CHARGE FOR CONCERN		572.54

Concern 52	CUSTOMER ALSO STATES THAT THE SERVICE AIRBAG LIGHT CAME ON AT SAME TIME AS SERVICE HIGH VOLTAGE CHARGING SYSTEM MESSAGE. PLEASE CHECK AND ADVISE.	Operation	Tech	Amount
Cause	PERFORMED DIAG FOR B0074 AND B0081, CODES SET CURRENT. CIRCUIT TESTED PASSENGER SEAT PRESENCE MODULE FOUND GOOD POWER AND SIGNAL TO SEAT. INSPECTED HA	52	L01	0.00
Correction	CUSTOMER DECLINED REPAIRS	Subtotal		
Type: C		TOTAL CHARGE FOR CONCERN		0.00

Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]	
51	23.54	TOTAL CHARGE	574.36
LAB-MECHANICAL	549.00	CASH DUE	574.36
SUB-TOTAL	572.54		
SALES TAX	1.82		
TOTAL CHARGE	574.36		

COPY

Additional Recommendations

THIS IS A LIST OF ALL RECOMMENDED SERVICE FOR THIS VEHICLE
WE ARE COMMITTED TO KEEPING YOU COMPLETELY SATISFIED!

*** WORK RECOMMENDED BUT NOT PERFORMED ***

Item 01	Operation	NW Tech: L01 Follow Up: 05/23/19
	Concern	CUSTOMER ALSO STATES THAT THE SERVICE AIRBAG LIGHT CAME ON AT SAME TIME AS SERVICE HIGH VOLTAGE CHARGING SYSTEM MESSAGE. PLEASE CHECK AND ADVISE.
	Correction	CUSTOMER IS AWARE. DECLINED REPAIR.
Item 02	Operation	NW Tech: L01 Follow Up: 05/23/19
	Concern	REPLACE FRONT TIRES (BELT SHOWING) GY ASSURANCE 215 55 17 94V
	Correction	CUSTOMER IS AWARE.
Item 03	Operation	NW Tech: L01 Follow Up: 05/23/19

DISCLAIMER OF WARRANTIES

THE SELLER, SULLIVAN CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

UCS02004

WORK BASED ON BUMPER TO BODY CLEARANCE 10,725 NOT LEVELED

X [redacted]

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

CUSTOMER

American Solutions for Business (916) 546-6962 • id110306 (08/18)

John L. SULLIVAN CHEVROLET

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ORIGINAL ESTIMATE (PARTS AND LABOR)	$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.		
AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

Adv: T65 COURTNEY M. GUETSCHOW	Tag [redacted]	License NP	1G1RH6E4X [redacted]	Page 1	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted] AUBURN, CA Work: [redacted] Home: [redacted]	[redacted] AUBURN, CA Work: [redacted] Home: [redacted]

For Office Use			Vehicle Information		
Odometer in: 107225 Out: 107225		Dist: CHE WAR C W Prelim	13 CHEVROLET VOLT 5DR HBK RED		
	MFG: 654001				
Begin: 04/23/19	Done: 04/24/19	Invoiced: 04/27/19 14:34 7H	Inservice: 01/31/13	Production: 11/08/12	Sold: 02/12/13

Customer Concern

		Operation	Tech	Units	Amount
Concern 40	N172130462 LOSS OF PROPULSION DUE TO LOW CELL VOLTAGE	9104230	L01	0.4	
Cause	N172130462 LOSS OF PROPULSION DUE TO LOW CELL VOLTAGE				
Correction	HYBRID POWERTRAIN CONTROL MODULE 2 PROGRAMMING AND SETUP WITH SPS WCC CB20107853				

Summary of Charges for Invoice [redacted] | **Payment Distribution for Invoice** [redacted]

X07T6S76DT:created 2019-04-22 05:33:00pm taken by monica aguirre
Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.00

If you have any questions - please see COURTNEY M. GUETSCHOW
********** IMPORTANT **********
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS. IF FOR "ANY" REASON YOU CANNOT GIVE US THE BEST POSSIBLE SCORES, PLEASE CONTACT YOUR SERVICE CONSULTANT ASAP. IF YOU ARE COMPLETELY SATISFIED, PLEASE HELP US BY COMPLETING YOUR SURVEY AND RETURNING IT. THANK YOU

COPY

I WAS CHARGED $574.36 FOR WORK DONE ON VEHICLE. I WAS ALSO TOLD GM WILL NOT COVER ANY RECALL

DISCLAIMER OF WARRANTIES

THE SELLER, SULLIVAN CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

X [redacted]
I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

Customer Policy Eligibility Tool

Fields with an "*" are required

Customer Information

Owned By Business: Yes / No

*First Name [redacted]

*Last Name

Phone Number

Vehicle / Coverage

*Full VIN 1G1RH6E4XDU[redacted]

Make: Chevrolet

*Component Warranty Coverage: Powertrain Coverage 2007-2015 MY C/G/P/S

*Repair Group: Engine Propulsion

Time

*Component's Warranty End Date: 01/31/2018

*Job Card Date: 04/24/2019

Days Out of Warranty: 448

Mileage

*Component's Warranty End Mileage: 100,088

*Current Mileage: 80,000

Miles Out of Warranty: 0

Additional Comments

Drive Motor Sensor

Repair Information

*Total Repair Cost (Warranty Rates): $1,000.00

*Job Card / Repair Order #: CACEC

Customer Policy Eligibility

Customer is not eligible for Policy Assistance

Reset Edit Home

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**

https://iagent.drmp.gm.com/agent/initialize.do

EMPOWERMENT PORTAL

Hello SIEBEL

Search | Customer Policy Eligibility Tool | Dealer (PET) Policy Evaluation Tool | Guidelines and Resources

Customer Policy Eligibility Tool

Fields with an "*" are required

Customer Information

Owned By Business: Yes / No

*First Name [redacted]

*Last Name

Phone Number [redacted]

Vehicle / Coverage

*Full VIN 1G1RF6E40DU[redacted]

Make: Chevrolet

*Component Warranty Coverage: Bumper to Bumper Coverage

*Repair Group: Electrical

Time

*Component's Warranty End Date: 07/31/2016

*Job Card Date: 05/21/2019

Days Out of Warranty: 1,024

Mileage

*Component's Warranty End Mileage: 36,024

*Current Mileage: 107,000

Miles Out of Warranty: 70,976

Repair Information

*Total Repair Cost (Warranty Rates): $500.00

*Job Card / Repair Order #: CACEC

Customer Policy Eligibility

Customer is not eligible for Policy Assistance

Reset | Edit | Home

* This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.

RO# [redacted] VOLTEC - REIMBURSEMENT

ENTERPRISE LEASING COMPANY, 10733 PHILIPS HWY, JACKSONVILLE, FL 322561554 (904) 288-8560

CASE# [redacted]

RENTAL AGREEMENT REF# [redacted]

RENTER
[redacted]

DATE & TIME OUT
07/26/2019 03:55 PM
DATE & TIME IN
08/02/2019 01:44 PM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
ICAR

VEH #1 2018 CHEV CRUZ 4 1LT
VIN# 1G1BE5SM9J7[redacted]
LIC# [redacted]
MILES DRIVEN 334
CAR CLASS: ICAR

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/26 - 08/02	1	WEEK	$223.06	$223.06
REFUELING CHARGE	07/26 - 08/02				$0.00
			Subtotal:		**$223.06**
DISCOUNT - CUSTOMER SATISFACTION - RATE	07/26 - 08/02			5%	($11.15)
Taxes & Surcharges					
FL WASTE TIRE & BATTERY FEE	07/26 - 08/02	7	DAY	$0.02	$0.14
SALES TAX	07/26 - 08/02			7%	$16.21
SC REC - FL SURCHG RECOV	07/26 - 08/02	7	DAY	$2.00	$14.00
VEHICLE LICENSE FEE RECOVERY	07/26 - 08/02	7	DAY	$0.80	$5.60
			Total Charges:		**$247.86**
Bill-To / Deposits					
DEPOSITS					($247.86)

Total Estimated Amount Due **$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$247.86	Visa	xxxxxxxxxxxx[redacted]

Customer Policy Eligibility Tool

Fields with an "*" are required

Customer Information

Owned By Business: Yes / No

***First Name** [redacted]

***Last Name** [redacted]

Phone Number

Vehicle / Coverage

***Full VIN** 1G1RD6E46FU[redacted]

Make Chevrolet

***Component Warranty Coverage** Bumper to Bumper Coverage

***Repair Group** Safety and Security

Time

***Component's Warranty End Date** 10/31/2017

***Job Card Date** 08/07/2019

Days Out of Warranty 645

Mileage

***Component's Warranty End Mileage** 36,008

***Current Mileage** 99,000

Miles Out of Warranty 62,992

Repair Information

***Total Repair Cost (Warranty Rates)** $1,000.00

***Job Card / Repair Order #** CEC

Customer Policy Eligibility

Customer is not eligible for Policy Assistance

Reset Edit Home

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**



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Susan Clark/Austin/GM1
12/05/2014 01:22 PM

To markt@lovemychevy.com
cc donny@lovemychevy.com
bcc
Subject CA CEC Request for Documentation SR # [redacted]

Mr. Toohey,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3112. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5600, extension 11265.

Your cooperation is greatly appreciated.

Sincerely,

Susan Clark
1-866-790-5600, extension 11265
Chevrolet CA Customer Engagement Center

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

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Susan Clark/Austin/GM1
12/05/2014 01:20 PM

To imendoza@dtlamotors.com
cc jryan@dtlamotors.com
bcc
Subject CA CEC Request for Documentation SR [redacted]

Ms. Mendoza,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3112. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5600, extension 11265.

Your cooperation is greatly appreciated.

Sincerely,

Susan Clark
1-866-790-5600, extension 11265
Chevrolet CA Customer Engagement Center

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

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PDF-XCHANGE Click to buy NOW! www.tracker-software.com

Mark Toohey

From: susan_clark@gmexpert.com
Sent: Friday, December 05, 2014 10:23 AM
To: markt@lovemychevy.com
Cc: donny@lovemychevy.com
Subject: CA CEC Request for Documentation SR [redacted]

Mr. Toohey,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3112. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5600, extension 11265.

Your cooperation is greatly appreciated.

Sincerely,

Susan Clark
1-866-790-5600, extension 11265
Chevrolet CA Customer Engagement Center

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

#of pages 14

-All Service documents Requested is attached.

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INVOICE ORIGINAL
Work Order [redacted]
December 10, 2012
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

To: [redacted]
[redacted]
Sunland **CA**
[redacted]

Year: 2013 **Veh Id:** [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 3,321
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] **Next Service:**
Date In: 12/10/2012 In Service Date: 09/15/2012
Out: 12/11/2012 Cases: 4
Ext. War: - - (mo/) - D: $0.00
Promised Time: 12/10/2012 12:00:00 PM Call When Ready: No

Case: 1 Campaign # 12236 Campaign # 12236 REAR SEAT REMOVABLE ARM REST RATTLE Electrical Electrical - Repair

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00
Campaign # 12236 Campaign # 12236 REAR SEAT REMOVABLE ARM REST RATTLE Electrical Electrical - Repair *** - Tech Cause: campaign 12236 *** - Tech Comments: inspect armrest-no further action required - Warranty			
Completed by Technician number: 0092		$0.00	$0.00
33361 - rental - Warranty		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 Campaign # 12266 ERRONEOUS ELECTRIC PARK BRAKE MESSAGE AND LIGHT ON, DTC C027D

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00
Campaign # 12266 ERRONEOUS ELECTRIC PARK BRAKE MESSAGE AND LIGHT ON, DTC C027D *** - Tech Cause: campaign 12266 *** - Tech Comments: reprogram parking brake control module per campaign code 2B2AB - Warranty			
Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 3 owner states update auto save channels message came on and erased channels-hard to re add channels

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00
owner states update auto save channels message came on and erased channels-hard to re add channels *** - Tech Cause: unable to verify concern-perform system check and found no current or history faults set. called GM TAC case#[redacted] and was advised of no simillar cases. advised possible momentary glitch in system and to have reevaluated by customer. *** - Tech Comments: no repairs made at this time. - Internal			
Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

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INVOICE ORIGINAL
Work Order [redacted]
December 10, 2012
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

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Case: 4 owner states after last rain blue tooth will not pair with any phone

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	owner states after last rain blue tooth will not pair with any phone *** - Tech Cause: verified concern-perform system check and found no dtc's set in system. checked radio functionality and found to be normal. attempted to pair with other phones and was unable to. diagnosed and found radio to have logic lock up. *** - Tech Comments: performed module reset by disconnecting all radio connectors waited five minutes and reconnected radio. rechecked and verified bluetooth system now working normal. N6654 .5 add .5 ST= 1.0 - Warranty			
	Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

Notes
- 2 day at 38.00 / 76.00 / d228993

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

Currency:

Payment Ref:
Expiry Date:
P/O#:
Estimate:

12/11/2012
Date **Signature**

Payment Type Cash

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Total:	**$0.00**

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INVOICE ORIGINAL
Work Order [redacted]
February 15, 2013
Svc.Adv Arsatoorian, Artin
Cust.Ph. [redacted]
Tag# [redacted]

To: [redacted]
Sunland CA
[redacted]

Year: 2013 **Veh Id:** [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 5,768
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] **Next Service:**
Date In: 02/15/2013 In Service Date: 09/15/2012
Out: 02/19/2013 Cases: 3
Ext. War: - - (mo/) - D: $0.00
Promised Time: 02/15/2013 10:00:00 AM Call When Ready: No

Case: 1 Customer states that the right side display screen turned yellow with a blue line moving in the middle.

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00
Customer states that the right side display screen turned yellow with a blue line moving in the middle. *** - Tech Cause: Could not duplicate concern. *** - Tech Comments: See line 3 for possible correction - Internal			
Completed by Technician number: 0489		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 Customer states that the engine malfunction indicator light is illuminated at times.

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00
Customer states that the engine malfunction indicator light is illuminated at times. *** - Tech Cause: Could not duplicate the concern. *** - Tech Comments: DTC P06E4 Control module wake up circtui,stored in history. DTC is currently passed not failed. Checked communication with corresponding modules, all modules operating as designed at this time - Internal			
Completed by Technician number: 0489		$0.00	$0.00
36364A - rental - Internal		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 3 Customer states that the entertainment system will not let her set radio stations into her favorites.

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00
Customer states that the entertainment system will not let her set radio stations into her favorites. *** - Tech Cause: Updated radio software *** - Tech Comments: Checked radio operation, found touch screen locked while operating. per#PI0880A, updated radio with latest software via USB. Checked and verified radio stations			
R0759**.3+.3 install software with USB=.6** - Warranty			
Completed by Technician number: 0489		$0.00	$0.00

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February 15, 2013
Svc.Adv Arsatoorian, Artin
Cust.Ph. [redacted]
Tag# [redacted]

Case: 3 Customer states that the entertainment system will not let her set radio stations into her favorites.

Quantity	Description/Correction	Origin:	Price	Total
	36364 - rental - Warranty		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

Currency:

Payment Ref:
Expiry Date:
P/O#:
Estimate:

02/19/2013
Date **Signature**

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Payment Type Cash **Total:**	**$0.00**

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INVOICE ORIGINAL
Work Order [redacted]
January 17, 2014
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

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To: [redacted]
[redacted] **Sunland** **CA**

Year: 2013 **Veh Id:** [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 16,605
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] **Next Service:**
Date In: 01/17/2014 In Service Date: 09/15/2012
Out: 01/17/2014 Cases: 4
Ext. War: - - (mo/) - D: $0.00
Promised Time: 01/17/2014 03:00:00 PM Call When Ready: No

Case: 1 # 13202 POWER INVERTER MODULE REPROGRAM

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

13202 POWER INVERTER MODULE REPROGRAM -
*** - Tech Cause: performed 13202 *** - Tech Comments: reprogamed power inverter module s1b62 - Warranty
Completed by Technician number: 056 $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 OWNER STATES POWER PORT LOCATED IN CENTER CONCLE NOT WORKING

Quantity	Description/Correction	Origin:	Price	Total
1.00	88861352 - Fuse - Warranty (FP)		$0.00	$0.00
			$0.00	$0.00

OWNER STATES POWER PORT LOCATED IN CENTER CONCLE NOT WORKING *** - Tech Cause: diag found blown fuse *** - Tech Comments: replace 20 amp fuse for aux port 5430130 .2 - Warranty
Completed by Technician number: 056 $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 3 OWNER STATES WHEN VOICE DIALING WITH BLUE TOOTH PHONE DROPS CALL

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

OWNER STATES WHEN VOICE DIALING WITH BLUE TOOTH PHONE DROPS CALL *** - Tech Cause: diag checked with other phone checked for updates *** – Tech Comments: updated radio software 809a1 - Warranty
Completed by Technician number: 056 $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

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INVOICE ORIGINAL
Work Order
[redacted]
January 17, 2014
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

Case: 4 OWNER STATES WHEN INPUTING LOCATIONS ON MAP WITH VOICE COMMANDS THE SYYSTEM DONT UNDERSTAND WHAT YOUR SAYING....

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES WHEN INPUTING LOCATIONS ON MAP WITH VOICE COMMANDS THE SYYSTEM DONT UNDERSTAND WHAT YOUR SAYING.... *** - Tech Cause: see case 3 *** - Tech Comments: see case3 - Internal Completed by Technician number: 056		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

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B.A.R. LICENSE # ARD00004535
E.P.A. # CAD025246569

OUT

Currency:

Payment Ref:
Expiry Date:
P/O#:
Estimate:

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00

01/17/2014
Date **Signature**

Payment Type	**Total:**	**$0.00**

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INVOICE ORIGINAL
Work Order [redacted]
January 20, 2014
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

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To: [redacted]	Year: 2013 **Veh Id:** [redacted] Unit #:
	Make: Chevrolet License #:
	Model: VOLT Odo. In: 16,792
Sunland **CA**	Color: Charcoal Odo. Out:
[redacted]	V.I.N.#: 1G1RH6E40DU[redacted] **Next Service:**
	Date In: 01/20/2014 In Service Date: 09/15/2012
	Out: 01/21/2014 Cases: 1
	Ext. War: - - (mo/) - D: $0.00
	Promised Time: 00/00/0000 00:00:00 AM Call When Ready: No

Case: 1 owner states used center concle power port once it quit working

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	owner states used center concle power port once it quit working *** - Tech Cause: aux port inop found burnt fuse diag found metal object in rear aux port that shares same fuse with front port *** - Tech Comments: per customer enthusiasim replace fuse - Internal			
	Completed by Technician number: 056		$0.00	$0.00
	51911 - RENTAL - Internal		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

Currency:

Payment Ref:
Expiry Date:
P/O#:
Estimate:

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Payment Type **Total:**	**$0.00**

OUT

01/21/2014
Date **Signature**

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INVOICE ORIGINAL
Work Order [redacted]

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August 22, 2014
Svc.Adv Ocampo, Camilo
Cust.Ph. [redacted]
Tag# [redacted]

To [redacted]

[redacted] **Sunland** **CA**

Year: 2013 **Veh Id:** [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 23,543
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] **Next Service:**
Date In: 08/22/2014 In Service Date: 09/15/2012
Out: 08/22/2014 Cases: 4
Ext. War: - - (mo/) - D: $0.00
Promised Time: 08/22/2014 03:00:00 PM Call When Ready: No

Case: 1 # 14114 COOLANT VOLUME FILLED BELOW THE SPECIFICATION IN THE RESS -

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

14114 COOLANT VOLUME FILLED BELOW THE SPECIFICATION IN THE RESS -
*** - Tech Cause: # 14114 COOLANT VOLUME FILLED BELOW THE SPECIFICATION IN THE RESS -
*** - Tech Comments: top off coolant - Warranty
Completed by Technician number: 0079

$0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 M1T Maintenance 1 Service (Change Engine Oil and Filter. Reset Oil Life System, Lubricate Chassis Compnents, Inspect the vehicle for any leaks or damage, Check the engine coolant and windshield washer fluid levels and add fluid as needed, Rotate the tires and inspect tire inflation pressures and tire wear, Inspect

Quantity	Description/Correction	Origin:	Price	Total
1.00	GREASE - GREASE		$0.00	$0.00
1.00	55352643 - FILTER ASM-OIL		$0.00	$0.00
5.50	19293003 - OIL,ENG ACDELCO DEXOS1 5W30, BULK OPTION		$0.00	$0.00
			$39.95	$39.95

M1T Maintenance 1 Service (Change Engine Oil and Filter. Reset Oil Life System, Lubricate Chassis Compnents, Inspect the vehicle for any leaks or damage, Check the engine coolant and windshield washer fluid levels and add fluid as needed, Rotate the tires and inspect tire inflation pressures and tire wear, Inspect the brake system) *** - Tech Cause: Rotate the tires and inspect tire inflation pressures and tire wear, M1T Maintenance 1 Service (Change Engine Oil and Filter. *** - Tech Comments: Rotate the tires and inspect tire inflation pressures and tire wear, M1T Maintenance 1 Service (Change Engine Oil and Filter.completed
Completed by Technician number: 0079

Misc **Labor** **Parts** **Prepaid Parts Amt:** **Case Total:** $39.95

Case: 3 MPVI Perform GM Multi Point Inspection (Perform GM Multi Point Inspection)

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

MPVI Perform GM Multi Point Inspection (Perform GM Multi Point Inspection) *** - Tech Cause: MPVI Perform GM Multi Point Inspection *** - Tech Comments: MPVI Perform GM Multi Point Inspection completed upon inspection found uneven wear on two front tires recommend front alighment - Internal

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INVOICE ORIGINAL
Work Order [redacted]

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August 22, 2014
Svc.Adv Ocampo, Camilo
Cust.Ph. [redacted]
Tag# [redacted]

Case: 3 MPVI Perform GM Multi Point Inspection (Perform GM Multi Point Inspection)

Quantity Description/Correction	Origin:	Price	Total
Completed by Technician number: 0079		$0.00	$0.00

Misc **Labor** **Parts** **Prepaid Parts Amt:** **Case Total:** $0.00

Case: 4 Added Operation: perform 4 wheel alignment - Tech Cause: maintnance - Tech Comments: performed four wheel alignment,set up to factory specs

Quantity Description/Correction	Origin:	Price	Total
		$149.95	$149.95
Added Operation: perform 4 wheel alignment *** - Tech Cause: maintnance *** - Tech Comments: performed four wheel alignment,set up to factory specs Completed by Technician number: 0466			

Misc $0.00 **Labor** $149.95 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $149.95

$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

Currency:

Payment Ref:
Expiry Date:
P/O#:

Estimate: 40.00

08/22/2014
Date

Signature

Labor:	$163.66
Parts:	$26.24
Misc:	$0.00
Sub Total:	$189.90
Tax:	$2.36
Payment Type C/Card-Visa **Total:**	**$192.26**

Payee	Payment Type	Reference	Date	
[redacted]	C/Card-Visa		08/22/2014	$192.26
			Balance Owing:	$0.00

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INVOICE ORIGINAL
Work Order [redacted]
September 18, 2014
Svc.Adv Nickle, Eric
Cust.Ph. [redacted]
Tag# [redacted]

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Glendale, CA 91204
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F - (818) 240 - 1625
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To [redacted]
[redacted] **Sunland** **CA**

Year: 2013 **Veh Id:** [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 24,183
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] **Next Service:**
Date In: 09/18/2014 In Service Date: 09/15/2012
Out: 09/23/2014 Cases: 1
Ext. War: - - (mo/) - D: $0.00
Promised Time: 09/18/2014 03:00:00 PM Call When Ready: No

Case: 1 The customer states that the airbag warning light is illuminated and the passenger presence warning comes up as well at times even though there isn't anything on the passenger seat that could trigger it.

Quantity	Description/Correction	Origin:	Price	Total
1.00	22968438 - MODULE KIT-AIRBAG FRT PASS PRESENCE (W/ - Warranty (FP)		$0.00	$0.00
			$0.00	$0.00

The customer states that the airbag warning light is illuminated and the passenger presence warning comes up as well at times even though there isn't anything on the passenger seat that could trigger it. *** - Tech Cause: airbag light on diag found dtc b101d in pps internal hardware fault *** - Tech Comments: replace pps and test 6450950 1.0 a.3 - Warranty

Completed by Technician number: 056		$0.00	$0.00
Freight Chgs-Warranty - ovn (Extra Item) - Warranty		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

Currency:

Payment Ref:
Expiry Date:
P/O#:

Estimate: DECLINED

09/23/2014
Date Signature

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Payment Type Cash **Total:**	**$0.00**

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INVOICE ORIGINAL
Work Order [redacted]
October 22, 2014
Svc.Adv Nickle, Eric
Cust.Ph. [redacted]
Tag# [redacted]

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1400 South Brand Blvd.
Glendale, CA 91204
T - (818) 240 - 0000
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To [redacted]
[redacted] **Sunland** **CA**

Year: 2013 **Veh Id:** [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 24,832
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] **Next Service:**
Date In: 10/22/2014 In Service Date: 09/15/2012
Out: 10/27/2014 Cases: 1
Ext. War: - - (mo/) - D: $0.00
Promised Time: 10/23/2014 09:00:00 AM Call When Ready: No

Case: 1 customer states passenger seat presents keeps comming on with no passenger in seat, see history

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00

customer states passenger seat presents keeps comming on with no passenger in seat, see history *** - Tech Cause: Verified Customer concern, passenger presence system inactive with no occupant in seat. Scanned vehice and found B0081 in history. Code self Cleared. *** - Tech Comments: Test drove vehicle with occupant in seat and found system working normal. System parameters on scan tool able to pick up passenger weight. Notify to customer an item as light as a lap top or purse will activate Passenger presence system. Gm Bulltin 12-09-41-00213 specified if light weight is placed on seat can set off Passenger presence light. Recommend to customer If issue occurs again to have customer return for further diagnosis. No work done at this time. TAC Case[redacted] - Warranty

	$0.00	$0.00
68411A - Rental - Warranty	$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

Currency

Payment Ref:
Expiry Date:
P/O#:

Estimate: DECLINED

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Total:	**$0.00**

10/27/2014
Date **Signature**

Payment Type **Cash**

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INVOICE ORIGINAL
Work Order [redacted]

ALLEN GWYNN Chevrolet
1400 South Brand Blvd.
Glendale, CA 91204
T - (818) 240 - 0000
F - (818) 240 - 1625
www.lovemychevy.com

November 01, 2012
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

To: [redacted]	Year: 2013 **Veh Id:** [redacted] Unit #:
	Make: Chevrolet License #:
	Model: VOLT Odo. In: 1,785
	Color: Charcoal Odo. Out:
Sunland [redacted] **CA**	V.I.N.#: 1G1RH6E40DU[redacted] **Next Service:**
	Date In: 11/01/2012 In Service Date: 09/15/2012
	Out: 11/02/2012 Cases: 5
	Ext. War: - - (mo/) - D: $0.00
	Promised Time: 11/01/2012 10:00:00 AM Call When Ready: No

Case: 1 Campaign # 12241 Campaign # 12241 DELAYED RATE & DEPARTURE TIME CHARGE MODE SOFTWARE ANOMALY Electrical Electrical - Repair

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	Campaign # 12241 Campaign # 12241 DELAYED RATE & DEPARTURE TIME CHARGE MODE SOFTWARE ANOMALY Electrical Electrical - Repair *** - Tech Cause: campaign 12241 *** - Tech Comments: reprogram HPCM 2 per campaign - Warranty			
	Completed by Technician number: 0092		$0.00	$0.00
	31577 - rental - Warranty		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 OWNER STATES CHECK ENGINE LIGHT COMES ON AND WENT OFF

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES CHECK ENGINE LIGHT COMES ON AND WENT OFF *** - Tech Cause: verified concern-perform system check and found only dtc p0111 set in history with no other codes set. *** - Tech Comments: GM engineering aware of concern-no available fix at this time per bulletin# PIC5708C. cleared dtc only at this time. - Internal			
	Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 3 OWNER STATES BLUETOOTH USING BLACKBERRY "BOLD 9900" WILL FAIL ON FIRST CONNECTION

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES BLUETOOTH USING BLACKBERRY "BOLD 9900" WILL FAIL ON FIRST CONNECTION *** - Tech Cause: performed system check and found no fault present. checked bluetooth compaitibility customer's phone at www.onstar.com/bluetooth and found phone not currently on list compatibility. *** - Tech Comments: phone not compatible at this time-no repairs made reference #PI0086D for Blackberry issues. - Internal			
	Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

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PDF-XCHANGE Click to buy NOW! www.tracker-software.com

INVOICE ORIGINAL
Work Order [redacted]

ALLEN GWYNN Chevrolet
1400 South Brand Blvd.
Glendale, CA 91204
T - (818) 240 - 0000
F - (818) 240 - 1625
www.lovemychevy.com

November 01, 2012
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

Case: 4 OWNER STATES USING VOICE DIAL WILL ASK NAME S TATE THEN DISCONNECT

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES USING VOICE DIAL WILL ASK NAME STATE THEN DISCONNECT *** - Tech Cause: related to case 3 *** - Tech Comments: see case 3 - Internal Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 5 OWNER STATES INFO CENTER WILL FREEZE UP AND ONLY DISPLAY PARTIAL SCREEN DISPLAYS

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES INFO CENTER WILL FREEZE UP AND ONLY DISPLAY PARTIAL SCREEN DISPLAYS *** - Tech Cause: related to case 3 *** - Tech Comments: see case 3 - Internal Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD026246569

Currency:

Payment Ref:
Expiry Date:
P/O#:

Estimate:

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Total:	**$0.00**

11/02/2012
Date

Signature

Payment Type Cash

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2013 CHEVROLET VOLT — GENERAL MOTORS LLC
GBV CYBER GRAY METALLIC /L4G
AFI JET BLACK — RENAISSANCE CENTER
ORDER NO. QMFNKW/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1G1 RH6E 40 DU[redacted] — VEHICLE INVOICE [redacted]
**********4349******13*20120S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1RC68 CHEVROLET VOLT	39145.00	37579.21	INVOICE 08/21/12
LUU ENGINE, RANGE EXTENDER, 1.4L INTERNAL COMBUSTION ENGINE	N/C	N/C	SHIPPED 08/21/12
			EXP I/T 09/06/12
PCQ PREMIUM TRIM PKG INCLUDES:	1395.00	1227.60	INT COM 09/06/12
* LEATHER APPOINTED SEATING			PRC EFF 08/21/12
* HEATED FRONT SEAT, DRIVER AND PASSENGER			KEYS Z5469 Z5469
			WFP-S QTR OPT-1
* LEATHER WRAP STEERING WHEEL			BANK: ALLY - 061
* REAR SEAT REMOVEABLE ARMREST			CHG-TO 20-120
PCV LOW EMISSIONS PACKAGE (ENHANCED AT-PZEV EMISSIONS)	N/C	N/C	SHIP WT: 3732
RTN POLISHED ALUMINUM WHEELS	595.00	523.60	HP: 19.2
UHQ CHEVROLET MYLINK RADIO WITH NAVIGATION	895.00	787.60	PREFER: 43137.91
			MRM: 44605.00
UQA BOSE PREMIUM SPEAKER SYSTEM	495.00	435.60	ALLOW: 446.04
V7X ENHANCED SAFETY PKG 1 INCLUDES:	575.00	506.00	
* AUTO-DIMMING INSIDE REARVIEW MIRROR			
* REAR PARK ASSIST			
* REAR VISION CAMERA			
V7Y ENHANCED SAFETY PKG 2 INCLUDES:	595.00	523.60	
* FRONT PARK ASSIST			
* FORWARD COLLISION ALERT			
* LANE DEPARTURE WARNING			
W2D CARGO NET (DEALER INSTALLED)	60.00	52.80	
YF5 50-STATE EMISSIONS	N/C	N/C	

TOTAL MODEL & OPTIONS	43755.00	41636.01	ACT 231 41173.36
DESTINATION CHARGE	850.00	850.00	H/B 261 1312.65
DEALER IMR CONTRIBUTION		437.55	ADV 261 437.55
LMA GROUP CONTRIBUTION		437.55	EXP 65A 437.55
TOTAL	44605.00	43361.11	PAY 310 43361.11
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		41461.28	

****

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

****

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

COMMUNITY CHEVROLET COMPANY

REMIT TO ALLY NO. 061
VIN 1G1RH6E40DU[redacted]
$ 43361.11 INV [redacted]
DUE 09/06/12 DEALER 20-120

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RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 10/12/13
PROCESSING SOURCE: CHEVROLET 10:01:52
PAGE: 1

VIN: 1G1RH6E40 DU[redacted] SELLG SCE: 13 MDL YR: 13 ORD NO: QMFNKW

ODATE: 07/06/12 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 20170
DDATE: 09/15/12 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 09/15/12 ORDER BY:
CANC:
CANC DOE:
TRADE: 09/15/12 DLVY TO: S ESTRADA
TRD DOE: 09/15/12 10532 LEOLANG AVE
SRVC IN: SUNLAND CA 91040
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CKA	01	13 20170	[redacted]	11/20/12	2,500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00040455736 AUTH PUR CD:
MISC DATE: 09/14/12 MISC: US BANK LEASE PROGRAM
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 20170	[redacted]	10/02/12	27.81	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00040271499 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XUB	01	13 20170	[redacted]	10/09/12	2,993.27	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: 09/14/12 MISC:
POLICY PYMT CMNT: ACTV TYPE: A

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RCMPR028 VEHICLE EVENT SELECTION 10/12/13
PROCESSING SOURCE: CHEVROLET 10:02:55
PAGE: 1

VIN: 1G1RH6E40 DU[redacted] SELLG SCE: 13 MDL YR: 13 ORD NO: QMFNKW
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
INCENTIVE MEMO	13 20170	[redacted]		11/20/12	CKA	2,500.00
INCTV PAYMENT	13 20170			11/20/12	CKA	2,500.00
INCTV APPLICATN	13 20170			11/07/12	CKA	2,500.00
INCTV APPLICATN	13 20170			10/10/12	XUB	2,993.27
INCENTIVE MEMO	13 20170			10/09/12	XUB	2,993.27
INCTV PAYMENT	13 20170			10/09/12	XUB	2,993.27
INCENTIVE MEMO	13 20170			10/02/12	FFC	27.81
INCTV PAYMENT	13 20170			10/02/12	FFC	27.81
INCTV APPLICATN	13 20170			09/18/12	FFC	27.81
DELIVERY D.O.E.	13 20170			09/15/12		0.00
DELIVERY TO CUS	13 20170			09/15/12		0.00
DLR TRADE D.O.E	13 20170			09/15/12		0.00
DEALER TRADE (P	13 20170			09/15/12		0.00
EXPIRATION TRAN	13 20120			09/06/12		0.00
SETTLEMENT DATE	13 20120			09/06/12		43,361.11 CR
ORIGINAL INVOIC	13 20120			08/21/12		43,361.11
SHIPMENT DATE	13 20120			08/21/12		0.00
PRODUCTION (BUI	13 20120			08/21/12		0.00
PREFERENCE TO P	13 20120			07/10/12		0.00
GM ORDER ACCEPT	13 20120			07/06/12		0.00
GM ORDER ACCEPT				07/06/12		0.00



"Mark Toohey" <MarkT@LoveMyChevy.com>
12/09/2014 12:50 PM

To <susan_clark@gmexpert.com>
cc
bcc
Subject RE: CA CEC Request for Documentation SR # [redacted]

Its here now.

Mark Toohey
Service Director

Allen Gwynn Chevrolet
1400 S Brand Blvd
Glendale, CA 91204

Tel: 818-240-0000
Fax: 818-240-2878

-----Original Message-----
From: susan_clark@gmexpert.com [mailto:susan_clark@gmexpert.com]
Sent: Tuesday, December 09, 2014 6:28 AM
To: markt@lovemychevy.com
Cc: donny@lovemychevy.com
Subject: Fw: CA CEC Request for Documentation SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Mr. Toohey,

Thank You for getting the requested ROs to me as quickly as you did. I have an additional question, when I spoke to the customer late last week, she stated the vehicle's air bag light was illuminating again, and that she would be returning to the dealership. I would like to verify if she did bring the vehicle back in; and if so, has the concern been diagnosed yet. If it has, I will need to request a copy of the RO for this presentation.

Thank You.

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

----- Forwarded by Susan Clark/Austin/GM1 on 12/09/2014 09:25 AM -----

Susan
Clark/Austin/GM1

12/05/2014 01:22 PM

To
markt@lovemychevy.com
cc
donny@lovemychevy.com
Subject
CA CEC Request for Documentation SR [redacted]

Mr. Toohey,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3112. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5600, extension 11265.

Your cooperation is greatly appreciated.

Sincerely,

Susan Clark
1-866-790-5600, extension 11265
Chevrolet CA Customer Engagement Center

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors



Susan Clark/Austin/GM1
12/10/2014 01:43 PM

To James Ryan <jryan@dtlamotors.com>@SITELCWEB
cc
bcc
Subject RE: CA CEC Request for Documentation SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Mr. Ryan,

I just wanted to do a quick follow up, I haven't received these Sales docs yet; if they have been sent, I'd like to request the docs be re-sent.

Thanks!

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

James Ryan | James Ryan <jryan@dtlamotors.com> | 12/05/2014 08:24:23 PM



James Ryan
<jryan@dtlamotors.com>
12/05/2014 08:24 PM

To "'susan_clark@gmexpert.com'"
<susan_clark@gmexpert.com>
cc
Subject RE: CA CEC Request for Documentation SR # [redacted]

I have forwarded request for sales documents. They will forward as soon as available. No service history, was dealer trade, so not even PDI.

Jim Ryan
Service Manager
Felix Chevrolet
213-748-6141 extension 5201

-----Original Message-----
From: susan_clark@gmexpert.com [mailto:susan_clark@gmexpert.com]
Sent: Friday, December 05, 2014 10:20 AM
To: Ivie Mendoza

Cc: James Ryan
Subject: CA CEC Request for Documentation SR # [redacted]

Ms. Mendoza,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

• All sales, purchase and finance agreements, including a conversion invoice (if applicable) • The incentives acknowledgement form • Copy of the Title and Registration • The Actual Cash Value statement of any trade • All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3112. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5600, extension 11265.

Your cooperation is greatly appreciated.

Sincerely,

Susan Clark
1-866-790-5600, extension 11265
Chevrolet CA Customer Engagement Center

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors



"Mark Toohey" <MarkT@LoveMyChevy.com>
12/16/2014 11:27 AM

To <susan_clark@gmexpert.com>
cc
bcc
Subject RE: CA CEC Request for Documentation SR # [redacted]

Those days are all correct

Mark Toohey
Service Director

Allen Gwynn Chevrolet
1400 S Brand Blvd
Glendale, CA 91204

Tel: 818-240-0000
Fax: 818-240-2878

-----Original Message-----
From: susan_clark@gmexpert.com [mailto:susan_clark@gmexpert.com]
Sent: Tuesday, December 16, 2014 8:10 AM
To: MarkT@LoveMyChevy.com
Subject: Fw: CA CEC Request for Documentation SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Mr. Toohey,

Thank You for getting the last RO over to me; I just need to verify days the vehicle was out of service for 4 ROs and should be ready to complete my evaluation:

RO # [redacted] dated 02/15/13 shows 5 days
RO # [redacted] dated 09/18/14 shows 6 days
RO # [redacted] dated 10/22/14 shows 6 days
RO # [redacted] dated 12/05/14 shows 5 days

Thank You for your assistance.

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

----- Forwarded by Susan Clark/Austin/GM1 on 12/16/2014 11:06 AM -----

Susan Clark/Austin/GM1

12/13/2014 01:45 PM

To: MarkT@LoveMyChevy.com

cc:

Subject: Fw: CA CEC Request for Documentation SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Mr. Toohey,

I just wanted to follow up on my request for the most recent RO for this vehicle; I do need this information so I can complete my review.

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

----- Forwarded by Susan Clark/Austin/GM1 on 12/13/2014 01:44 PM -----

Susan Clark/Austin/GM1

12/11/2014 02:01 PM

To: "Mark Toohey" <MarkT@LoveMyChevy.com>@SITELCWEB

cc:

Subject: RE: CA CEC Request for Documentation SR # [redacted] Document link: Susan Clark)

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Mr. Toohey,

I'd like to request a copy of the RO from this current presentation be faxed in, so I can finish my review.

Thank You!

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

"Mark Toohey" <MarkT@LoveMyChevy.com>

12/09/2014 12:50 PM

To <susan_clark@gmexpert.com>

cc

Subject RE: CA CEC Request for Documentation SR # [redacted]

Its here now.

Mark Toohey
Service Director

Allen Gwynn Chevrolet
1400 S Brand Blvd
Glendale, CA 91204

Tel: 818-240-0000

Fax: 818-240-2878

-----Original Message-----
From: susan_clark@gmexpert.com [mailto:susan_clark@gmexpert.com]
Sent: Tuesday, December 09, 2014 6:28 AM
To: markt@lovemychevy.com
Cc: donny@lovemychevy.com
Subject: Fw: CA CEC Request for Documentation SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Mr. Toohey,

Thank You for getting the requested ROs to me as quickly as you did. I have an additional question, when I spoke to the customer late last week, she stated the vehicle's air bag light was illuminating again, and that she would be returning to the dealership. I would like to verify if she did bring the vehicle back in; and if so, has the concern been diagnosed yet. If it has, I will need to request a copy of the RO for this presentation.

Thank You.

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

----- Forwarded by Susan Clark/Austin/GM1 on 12/09/2014 09:25 AM -----

Susan Clark/Austin/GM1		To
12/05/2014 01:22 PM	markt@lovemychevy.com	cc
	donny@lovemychevy.com	Subject
	CA CEC Request for Documentation SR [redacted]	

Mr. Toohey,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3112. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5600, extension 11265.

Your cooperation is greatly appreciated.

Sincerely,

Susan Clark
1-866-790-5600, extension 11265
Chevrolet CA Customer Engagement Center

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

SERVICE HISTORY DETAIL REPORT

WORK ORDER #[redacted]
December 05, 2014
Svc. Adv:087 - Nickle, Eric

[redacted]

Cust Home: [redacted]
Cust Work:
Cust Cell:

To: [redacted]

Sunland CA
[redacted]

Year: 2013 Veh Id: [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 26,010
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] Next Service:
Date In: 12/05/2014 In Service Date: 09/15/2012
Out: 12/09/2014 Cases: 2
Ext. War: - - (mo/) - D: $0.00
Promised Time: 12/05/2014 03:00:00 PM Call When Ready: No

Case: 1 customer states passenger air bag on message comes on with objects on seat, came on with 42 pound child on seat

Trans. Type: Regular Vehicle Transaction **Labor Code:** **Auth Code:**
Fail Code: **Complaint Code:**
Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Price	Total
			0.0	0.0	$0.00	$0.00

customer states passenger air bag on message comes on with objects on seat, came on with 42 pound child on seat *** - Tech Cause: Verified concern and found to be normal characteristic of passenger presence system. Advised customer that passenger presence system does NOT measure weight of occupant in seat. Advise customer that it is recommended for smaller children to seat in rear seats of vehicle for their safety. Also as stated in owners manual that objects such as a hand bag, grocery bag or electronic devices placed on front passenger seat can cause the lamp to be lit. reference doc id#[redacted]** - Tech Comments: Reference bulletin # 12-09-41-002B - Warranty
Completed by Technician number: 0092

Misc: $0.00 **Labor:** $0.00 **Parts:** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 customer states voice reconiction will not always respond correctally

Trans. Type: Regular Vehicle Transaction **Labor Code:** **Auth Code:**
Fail Code: **Complaint Code:**
Cause:

Quantity	Description/Correction	RHrs	OHrs	IHrs	Price	Total
		1.2	0.0	1.2	$120.84	$120.84

customer states voice reconiction will not always respond correctally *** - Tech Cause: Verified concern-found software update for radio to address voice recognition concerns. *** - Tech Comments: Reprogrammed and reset radio with latest software per bulletin # PI0880C. advised that code 809A1 - Warranty
Completed by Technician number: 0092

Misc: $0.00 **Labor:** $120.84 **Parts:** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $120.84

SERVICE HISTORY DETAIL REPORT

WORK ORDER # [redacted]
December 05, 2014
Svc. Adv: 087 - Nickle, Eric

Cust Home: [redacted]
Cust Work:
Cust Cell:

12/15/2014 13:39:32

Cash		Labor	Sublet	Misc	Parts	Deductible	Tax	Total
	Retail:	0.00	0.00	0.00	0.00		0.00	**0.00**
	Warranty:	120.84	0.00	0.00	0.00		0.00	**120.84**
P/O#:	Internal:	0.00	0.00	0.00	0.00		0.00	**0.00**
	Total:	**120.84**	**0.00**	**0.00**	**0.00**	**(0.00)**	**0.00**	**120.84**

Currency: U.S. Dollars



Susan Clark/Austin/GM1
12/17/2014 04:23 PM

To imendoza@dtlamotors.com
cc jryan@dtlamotors.com
bcc
Subject Fw: CA CEC Request for Documentation SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Good Afternoon;

I wanted to follow up again on my request for these Sales documents; GM has offered to repurchase this customer's vehicle, so we need the Sales documents to be able to proceed with that process.

I also need to ask if your dealership will be willing to assist with the repurchase process, and be the hosting dealership; and if you are able to assist, who would be the contact for the customer?

Thank You.

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

----- Forwarded by Susan Clark/Austin/GM1 on 12/17/2014 04:20 PM -----



James Ryan
<jryan@dtlamotors.com>
12/10/2014 03:05 PM

To "'susan_clark@gmexpert.com'"
<susan_clark@gmexpert.com>
cc
Subject RE: CA CEC Request for Documentation SR # [redacted]

They were requested and as of this time I have not received them. As soon as I receive them from the powers that be I will forward them ASAP.

Jim Ryan
Service Manager
Felix Chevrolet
213-748-6141 extension 5201

-----Original Message-----
From: susan_clark@gmexpert.com [mailto:susan_clark@gmexpert.com]
Sent: Wednesday, December 10, 2014 10:44 AM
To: James Ryan
Subject: RE: CA CEC Request for Documentation SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Mr. Ryan,

I just wanted to do a quick follow up, I haven't received these Sales docs yet; if they have been sent, I'd like to request the docs be re-sent.

Thanks!

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

James Ryan
<jryan@dtlamotors.com>

12/05/2014 08:24 PM

To "'susan_clark@gmexpert.com'" <susan_clark@gmexpert.com>

cc

Subject RE: CA CEC Request for Documentation SR # [redacted]

I have forwarded request for sales documents. They will forward as soon as available. No service history, was dealer trade, so not even PDI.

Jim Ryan
Service Manager
Felix Chevrolet
213-748-6141 extension 5201

-----Original Message-----
From: susan_clark@gmexpert.com [mailto:susan_clark@gmexpert.com]
Sent: Friday, December 05, 2014 10:20 AM
To: Ivie Mendoza
Cc: James Ryan
Subject: CA CEC Request for Documentation SR # [redacted]

Ms. Mendoza,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

• All sales, purchase and finance agreements, including a conversion invoice (if applicable) • The incentives acknowledgement form • Copy of the Title and Registration • The Actual Cash Value statement of any trade • All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3112. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5600, extension 11265.

Your cooperation is greatly appreciated.

Sincerely,

Susan Clark
1-866-790-5600, extension 11265
Chevrolet CA Customer Engagement Center

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

AUTO 09/16/2014 REGISTRATION VALID FROM [redacted] TO 09/16/2015 11 TYPE [redacted]

VEHICLE IDENTIFICATION NUMBER
1G1RH6E40DU [redacted]

MAKE
CHEV

BODY TYPE MODEL
HB

DATE FIRST SOLD
00/00/2012

CLASS
LM

YR
Yr. Mode
2013

DATE ISSUED
08/10/2014

TYP EVEH	MP	AX	WC	UNLADEN/GCW	TOTAL FEES PAID
150	Q			1900	$296

REGISTERED OWNER

U S BANK LEASING LSR
ESTRADA SARA LSE
10532 LEOLANG AVENUE
SUNLAND CA 91040-2915

LIENHOLDER

U S BANK LEASING
1850 OSBORN AVE
OSHKOSH
WI

[redacted]

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

[redacted]

TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:
Right Half of This Well

[redacted] CAL
1A0000

ALL OTHERS:
In Top Right Corner

CALIFORNIA
1 SAM 123

EXCEPT:
Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 lbs. or More—Must Apply Sticker To Front Plate

[redacted]



James Ryan
<jryan@dtlamotors.com>
12/18/2014 11:06 AM

To "'susan_clark@gmexpert.com'" <susan_clark@gmexpert.com>
cc Neal Goldman <ngoldman@dtlamotors.com>
bcc
Subject RE: CA CEC Request for Documentation SR # [redacted]

Hi Susan,

Still waiting for sales docs to be processed. Will forward as soon as available.

Jim Ryan
Service Manager
Felix Chevrolet
213-748-6141 extension 5201

-----Original Message-----
From: susan_clark@gmexpert.com [mailto:susan_clark@gmexpert.com]
Sent: Wednesday, December 17, 2014 1:24 PM
To: Ivie Mendoza
Cc: James Ryan
Subject: Fw: CA CEC Request for Documentation SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Good Afternoon;

I wanted to follow up again on my request for these Sales documents; GM has offered to repurchase this customer's vehicle, so we need the Sales documents to be able to proceed with that process.

I also need to ask if your dealership will be willing to assist with the repurchase process, and be the hosting dealership; and if you are able to assist, who would be the contact for the customer?

Thank You.

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

----- Forwarded by Susan Clark/Austin/GM1 on 12/17/2014 04:20 PM -----

James Ryan <jryan@dtlamotors.com>		To
12/10/2014 03:05 PM	"'susan_clark@gmexpert.com'" <susan_clark@gmexpert.com>	cc
		Subject
	RE: CA CEC Request for Documentation SR # [redacted]	

They were requested and as of this time I have not received them. As soon as I receive them from the powers that be I will forward them ASAP.

Jim Ryan
Service Manager
Felix Chevrolet
213-748-6141 extension 5201

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From: susan_clark@gmexpert.com [mailto:susan_clark@gmexpert.com]
Sent: Wednesday, December 10, 2014 10:44 AM
To: James Ryan
Subject: RE: CA CEC Request for Documentation SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Mr. Ryan,

I just wanted to do a quick follow up, I haven't received these Sales docs yet; if they have been sent, I'd like to request the docs be re-sent.

Thanks!

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service

request number above.

Sincerely,

General Motors

James Ryan
<jryan@dtlamotors
.com>

12/05/2014 08:24
PM

To
"'susan_clark@gmexpert.com'"
<susan_clark@gmexpert.com>

cc

Subject
RE: CA CEC Request for
Documentation SR # [redacted]

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Jim Ryan
Service Manager
Felix Chevrolet
213-748-6141 extension 5201

-----Original Message-----
From: susan_clark@gmexpert.com [mailto:susan_clark@gmexpert.com]
Sent: Friday, December 05, 2014 10:20 AM
To: Ivie Mendoza
Cc: James Ryan
Subject: CA CEC Request for Documentation SR # [redacted]

Ms. Mendoza,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation,

please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

• All sales, purchase and finance agreements, including a conversion invoice (if applicable) • The incentives acknowledgement form • Copy of the Title and Registration • The Actual Cash Value statement of any trade • All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

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1-866-790-5600, extension 11265
Chevrolet CA Customer Engagement Center

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Sincerely,

General Motors



James Ryan
<jryan@dtlamotors.com>
12/23/2014 06:47 PM

To "'susan_clark@gmexpert.com'" <susan_clark@gmexpert.com>
cc Neal Goldman <ngoldman@dtlamotors.com>, Malou Manarang <mmanarang@dtlamotors.com>, "'MHartsock@scalilaw.com'" <MHartsock@scalilaw.com>
bcc
Subject RE: CA CEC Request for Documentation SR # [redacted]

Sorry for the delay, Sales docs still in process. Will forward as soon as available. Yes we would be willing to be the host dealership and I would be the contact.

Jim Ryan
Service Manager
Felix Chevrolet
213-748-6141 extension 5201

-----Original Message-----
From: susan_clark@gmexpert.com [mailto:susan_clark@gmexpert.com]
Sent: Tuesday, December 23, 2014 9:03 AM
To: James Ryan
Cc: Neal Goldman
Subject: RE: CA CEC Request for Documentation SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Mr. Ryan,

Any update on the Sales documents for this one yet?

I also need to ask if your dealership will be willing to assist with the repurchase process, and be the hosting dealership; and if you are able to assist, who would be the contact for the customer?

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

James Ryan

<jryan@dtlamotors
.com>

12/18/2014 11:06
AM

To
"'susan_clark@gmexpert.com'"
<susan_clark@gmexpert.com>

cc
Neal Goldman
<ngoldman@dtlamotors.com>

Subject
RE: CA CEC Request for
Documentation SR # [redacted]

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Felix Chevrolet
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To: Ivie Mendoza
Cc: James Ryan
Subject: Fw: CA CEC Request for Documentation SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Good Afternoon;

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Sincerely,

General Motors

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James Ryan
<jryan@dtlamotors
.com>

12/10/2014 03:05
PM

To
"'susan_clark@gmexpert.com'"
<susan_clark@gmexpert.com>

cc

Subject
RE: CA CEC Request for
Documentation SR # [redacted]

They were requested and as of this time I have not received them. As soon as I receive them from the powers that be I will forward them ASAP.

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Felix Chevrolet
213-748-6141 extension 5201

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To: James Ryan
Subject: RE: CA CEC Request for Documentation SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

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Sincerely,

General Motors

James Ryan
<jryan@dtlamotors.com>

12/05/2014 08:24 PM

To "'susan_clark@gmexpert.com'" <susan_clark@gmexpert.com>

cc

Subject RE: CA CEC Request for Documentation SR # [redacted]

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Jim Ryan
Service Manager
Felix Chevrolet
213-748-6141 extension 5201

-----Original Message-----
From: susan_clark@gmexpert.com [mailto:susan_clark@gmexpert.com]
Sent: Friday, December 05, 2014 10:20 AM
To: Ivie Mendoza
Cc: James Ryan

Subject: CA CEC Request for Documentation SR # [redacted]

Ms. Mendoza,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

• All sales, purchase and finance agreements, including a conversion invoice (if applicable) • The incentives acknowledgement form • Copy of the Title and Registration • The Actual Cash Value statement of any trade • All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

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Chevrolet CA Customer Engagement Center

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Sincerely,

General Motors



Susan Clark/Austin/GM1
12/29/2014 01:26 PM

To marybeth.hollman@gm.com
cc david.mcwhorter@gm.com
bcc
Subject Assistance Request - SR # [redacted]

Customer Relationship Specialist: Susan
Telephone: 866-790-5600 x 11265

Requesting assistance with obtaining Sales docs from dlrship; the docs are needed to process the ePra.

If you have further questions, please contact Customer Relationship Specialist Susan at 866-790-5600 x 11265, or by fax at 866-857-3112. You may also contact the Customer Engagement Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Susan Clark Susan_Clark@gmexpert.com
Created Date: 12/20/2014

Vehicle Info

***VIN:**	1G1RH6E40DU[redacted]	**MSRP:**	44605.0	***TAC #:**	[redacted]
Year:	2013	**Make:**	Chevrolet	**Model:**	Volt

Vehicle Comments & TAC Explanation:
[redacted] - TAC US
12/11/12 - 12/11/12

***Date Reviewed with Customer:**	12/17/2014	***Repurchase Mileage:**	26014
Original Purchase Date:	01/01/1900	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
***Names(s) on Title:**	[redacted]	***Title State:**	CA		
***Primary Owner:**	[redacted]				
***Address**	[redacted]				
***City**	La Crescenta	***State**	CA	***ZIP Code:**	[redacted]
***Day Phone:**	[redacted]	***Home Phone:**		***Cell Phone:**	[redacted]
***E-mail:**	[redacted]..	***Fax Phone:**			
***Reason Repurchase**	Passenger presence sensor illuminating incorrectly				

UCC Codes (C4805) Restraints - (SIR) - Passenger Front - SIR - Light On

Vehicle Lien Holder

Type of Secured Interest:	Lease Buyout	***Company:**	U S Bank Leasing	**Account #:**	
Contact or Attention:					
Address					
City	Oshkosh	**State**	WI	**ZIP Code:**	
Day Phone:	877-580-4242	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	114561	**Dealer Name:**	FELIX CHEVROLET		
Region:	10	**District:**	1114		
***Phone:**	(213) 748-6141	**Fax:**	(213) 746-9091		
***Contact Name:**	Jim Ryan	***Contact Title:**	Service Manager	**E-Mail:**	jryan@dtlamotors...

Repurchasing Dealer: -

Repair

***Contact Name:**		***Contact Title:**	

Vehicle Location: -



Case Number: [redacted]

Originator Name: Susan Clark Susan_Clark@gmexpert.com
Created Date: 12/20/2014

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	CA	*** Type:**	Trade - Collateral
Source:	CA-CEC Voluntary		
Replacement VIN:			-
Compliance Date:		**Compliance Type:**	N/A
MSRP:	0.0	**Order #:**	CA CEC

Repurchase:

Usage at 26,010 miles; repurchase due to total days out of service

*** Processing Instructions:**

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

MOTOR VEHICLE LEASE AGREEMENT - CLOSED-END - CALIFORNIA

DEAL: [redacted]

1. LESSEE AND LESSOR

LESSEE AND CO-LESSEE	LESSOR
Name: [redacted]	Name: [redacted]
Address: [redacted] SUNLAND CA [redacted]	Address: Los Angeles CA [redacted]
County:	
LEASE NUMBER	**LEASE DATE** 09/14/2012

The words "you" and "your" mean each person named as a Lessee or Co-Lessee above. The words "we," "us" and "our" mean the Lessor named above and USB Leasing LT or its successors and assigns ("Assignee"), to whom this Motor Vehicle Lease Agreement ("Lease") will be assigned. "Vehicle" means the leased vehicle described below, including all equipment, parts, accessories and accessions. You agree to lease the Vehicle from us according to the terms and conditions of this Lease. The consumer lease disclosures contained in this Lease are also made on behalf of Assignee.

2. VEHICLE DESCRIPTIONS

A. LEASED VEHICLE

	Year	Make	Model	Body Style	Odometer Reading	Vehicle Identification Number
[X] New [ ] Used	2013	CHEVROLET	VOLT	HB	19	1G1RH6E40DU[redacted]

Primary Use of Vehicle: [X] Personal, family or household purposes [ ] Business, commercial or agricultural purposes

You acknowledge that you have received and examined the Vehicle described above, that the Vehicle is equipped as described and is in good operating order and condition. You accept the Vehicle for all purposes of this Lease.

B. TRADE-IN VEHICLE: Year N/A Make _____ Model _____
Gross Allowance $ N/A Amount Owed $ N/A Net Trade-in Allowance $ N/A

C. FOR USE BY LESSOR: Trade-in, turn-in, and other individualized agreements

3. AMOUNT DUE AT LEASE SIGNING OR DELIVERY	4. MONTHLY PAYMENTS	5. OTHER CHARGES (Not part of your Monthly Payment)	6. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease)
(Itemized below)* 4500.00 $ _____	A. You have a Monthly Payment of $ 386.00 is due 35 the Lease Date, followed by 386.00 payments of $ 14TH due on the _____ of each month. B. The total of your Monthly Payments is $ 13896.00	A. Termination Fee (if you do not purchase the Vehicle) $ 395.00 B. Total $ 395.00	$ 18405.00 (Sections 3 plus 4(B) plus 5(B) minus Sections 7(A)(3) minus 7(A)(4))

7. *ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery:	3342.21	(11) Acquisition Fee N/A	N/A
(1) Capitalized Cost Reduction	$ 292.44	(12)	N/A
(2) Sales/Use Tax on Capitalized Cost Reduction	386.00	(13) SHOG AB DocTax	27.00
(3) First Monthly Payment	N/A	(14) Total	$ 4500.00
(4) Refundable Security Deposit	N/A		
(5) Title Fees	345.00	B. How the Amount Due at Lease Signing or Delivery will be Paid:	
(6) Registration Fees	8.75	(1) Net Trade-in Allowance	$ N/A
(7) Upfront Sales/Use Tax on Vehicle	18.50	(2) Rebates and Noncash Credits	2500.00
(8) California Tire Fee (paid to State)		(3) Amount to be Paid in Cash	2000.00
(9) Electronic Vehicle Registration or Transfer Charge (Not a governmental fee)	80.00	(4) Total	$ 4500.00
(10) Document Processing Charge (Not a governmental fee)			

41516.38

Term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance) $ 3342.21

B. **Capitalized Cost Reduction.** The amount of any Net Trade-in Allowance, rebate, noncash credit, or cash you pay that reduces the Gross Capitalized Cost 38869.17

C. **Adjusted Capitalized Cost.** The amount used in calculating your Base Monthly Payment = 27648.00

D. **Residual Value.** The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment 11221.17

E. **Depreciation and any Amortized Amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term = 1556.67

F. **Rent Charge.** The amount charged in addition to the Depreciation and any Amortized Amounts + 12777.84

G. **Total of Base Monthly Payments.** The Depreciation and any Amortized Amounts plus the Rent Charge = 36

H. **Lease Payments.** The number of payments in your Lease (Lease Term 24 months) × 354.94

I. **Base Monthly Payment** N/A = 31.06

J. **Monthly Sales/Use Tax** + N/A

K. + 386.00

L. **Total Monthly Payment** ("Monthly Payment") = $

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

15000

9. EXCESSIVE WEAR AND USE

You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 10 miles per year at the rate of $ _____ per mile. No rebate or credit will be paid to you if the mileage is less than the specified amounts.

10. PURCHASE OPTION AT END OF LEASE TERM 27998.00

If you have fully performed all of your obligations under this Lease, including paying the total of your Monthly Payments and all other amounts due under this Lease, then you have an option to purchase the Vehicle AS IS at the end of the Lease Term for $ _____, plus any taxes, official fees and other charges related to such purchase. *Includes a purchase option fee of $350.

Other Important Terms. See both sides of this Lease for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

41516.38 N/A

FELIX CHEVROLET

3330 S. FIGUEROA STREET
LOS ANGELES, CA 90007-3795
(213) 748-6141

DATE: 1/13/15

ATT: Mary Beth H.

FIRM: BCC

FROM: Jim Ryan

TEL: (213) 748-6141 EXT:

FAX: (213) 748-4918

NOTE [redacted] Sales Docs - Finally -

[redacted] -

* We want back to our procedures (we cut out the new law firm) so you will get paperwork in a much much more timely manner.

[redacted]

Jim

DEAL# [redacted]

PRE-CONTRACT DISCLOSURE
(Retail Installment Sale Contract)

Buyer Name(s) ("you")				
[redacted]				
Address: Street	City	State	Zip	Contract Date
[redacted]	SUNLAND	CA	[redacted]	09/14/2012

Year	Make	Model	VIN
2013	CHEVROLET	VOLT	1G1RH6E400U[redacted]

Optional Goods and Services

☐ Optional Service Contract(s):	
(1) N/A	$ N/A
(2) N/A	$ N/A
(3) N/A	$ N/A
(4) N/A	$ N/A
(5) N/A	$ N/A
☐ Optional Debt Cancellation Agreement (GAP): N/A	$ N/A
☐ Optional Theft Deterrent Device(s):	
(1) N/A	$ N/A
(2) N/A	$ N/A
(3) N/A	$ N/A
☐ Optional Surface Protection Product(s):	
(1) N/A	$ N/A
(2) N/A	$ N/A
☐ Optional Vehicle Contract Cancellation Option Agreement	$ N/A
☐ Optional Insurance Product:	$ N/A
Total	$ N/A

Installment Payment EXCLUDING Listed Items: $ N/A

Installment Payment INCLUDING Listed Items: $ 4.36

THE ABOVE INSTALLMENT PAYMENTS INCLUDE THE ITEMS DESCRIBED ABOVE, THE PRICE OF THE VEHICLE, GOVERNMENT FEES AND TAXES, FINANCE CHARGES, AND THE FOLLOWING ADDITIONAL CHARGES:

Other Goods, Services and Miscellaneous Charges

Cash Price of Additional Accessories	$	Document Processing Charge	$ 80.00
Other (Nontaxable)		Emissions Testing Charge	$ N/A
N/A	$ N/A	Prior Credit or Lease Balance	$ N/A
N/A	$ N/A	Other (to whom paid)	$ N/A
Electronic Vehicle Registration or Transfer Charge	$ N/A	For:	

By signing below, you acknowledge:

- All of the charges described above will be included in the retail installment sale contract accompanying the purchase of the above described vehicle.
- The goods and services are not required as a condition to obtaining financing terms.
- This document was presented to you prior to signing the retail installment sale contract and you consent to including all the above charges in the retail installment sale contract.

09/14/2012
Date

[redacted]

Co-Buyer's Signature

LAW FORM NO. LAWCA-PCD (7/12)
© 2012 The Reynolds and Reynolds Company TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

DEAL# 4007351

CUSTOMER NAME: [redacted]

VIN: 1 / G / 1 / R / H / 6 / E / 4 / 0 / D / U [redacted] / 1

Customer Incentive Acknowledgement

1. Customer Incentive

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

Incentive Program Reference	Amount	GM Incentive Code
13-400518-000	$ 2500	XUB, CEA
	$	
	$	
	$	
Total Incentive Amount Received	$ 2500.00	

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

I elect to receive the following in lieu of _____.
AND/OR

I elect to receive _____.

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 09/14/12. I acknowledge receipt of incentive(s) as described in Item(s) ___ and release GM from any future claim or obligation for incentive(s) on this un[redacted]

Purchaser/Lessee Signature [redacted] **Date** 09/14/12

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

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

OnStar Terms and Conditions Acknowledgement

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

Cancellation of OnStar Services

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

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be a[redacted]comes due (at the then current rate). Notice of the payment due date, the monthly amoun[redacted]information will be provided at least 30 days prior to any charges. Current pricing and [redacted]ww.onstar.com.

Purchaser/Lessee Signatur[redacted]**te** 09/14/12

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

Authorized Dealer Signature: _____ **Date:** 09/14/12

Dealership Name: Felix Chevrolet **Dealer Code:** _____

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. ***GM-3795-OS Rev 10-15-2010***

MOTOR VEHICLE LEASE AGREEMENT - CLOSED-END - CALIFORNIA

usbank

DEAL: 4007351

1. LESSEE AND LESSOR

LESSEE AND CO-LESSEE	LESSOR
Name: [redacted]	Name: [redacted]
Address [redacted]	Address [redacted]
SUNLAND CA [redacted]	Los Angeles CA [redacted]
County:	
LEASE NUMBER	**LEASE DATE** 09/14/2012

The words "you" and "your" mean each person named as a Lessee or Co-Lessee above. The words "we", "us" and "our" mean the Lessor named above and USB Leasing LT or its successors and assigns ("Assignee"), to whom this Motor Vehicle Lease Agreement ("Lease") will be assigned. "Vehicle" means the leased vehicle described below, including all equipment, parts, accessories and accessions. You agree to lease the Vehicle from us according to the terms and conditions of this Lease. The consumer lease disclosures contained in this Lease are also made on behalf of Assignee.

2. VEHICLE DESCRIPTIONS

A. LEASED VEHICLE

	Year	Make	Model	Body Style	Odometer Reading	Vehicle Identification Number
[X] New [ ] Used	2013	CHEVROLET	VOLT	HB	19	1G1RH6E40DU[redacted]

Primary Use of Vehicle: [X] Personal, family or household purposes [ ] Business, commercial or agricultural purposes

You acknowledge that you have received and examined the Vehicle described above, that the Vehicle is equipped as described and is in good operating order and condition. You accept the Vehicle for all purposes of this Lease.

B. TRADE-IN VEHICLE: Year N/A Make Model
Gross Allowance $ N/A Amount Owed $ N/A Net Trade-in Allowance $ N/A

C. FOR USE BY LESSOR: Trade-in, turn-in, and other individualized agreements

3. AMOUNT DUE AT LEASE SIGNING OR DELIVERY	4. MONTHLY PAYMENTS	5. OTHER CHARGES (Not part of your Monthly Payment)	6. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease)
(Itemized below) $ 4500.00	A. You will make 35 monthly Payment of $ 386.00 is due on the Lease Date, followed by 35 payments of $ 386.00 due on the 14TH of each month. B. The total of your Monthly Payments is $ 13496.00	A. Termination Fee (if you do not purchase the Vehicle) $ 395.00 B. Total $ 395.00	$ 18405.00 (Sections 3 plus 4(B) plus 5(B) minus Sections 7(A)(3) minus 7(A)(4))

7. ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery:	$ 3342.21
(1) Capitalized Cost Reduction	292.44
(2) Sales/Use Tax on Capitalized Cost Reduction	386.00
(3) First Monthly Payment	N/A
(4) Refundable Security Deposit	N/A
(5) Title Fees	345.00
(6) Registration Fees	8.75
(7) Upfront Sales/Use Tax on Vehicle	18.60
(8) California Tire Fee (paid to State)	80.00
(9) Electronic Vehicle Registration or Transfer Charge (Not a governmental fee)	
(10) Document Processing Charge (Not a governmental fee)	

(11) Acquisition Fee	N/A
(12)	N/A
(13) SHOC AB Doc Tax	27.00
(14) Total	$ 4500.00

B. How the Amount Due at Lease Signing or Delivery will be Paid

(1) Net Trade-in Allowance	$ N/A
(2) Rebates and Noncash Credits	2500.00
(3) Amount to be Paid in Cash	2000.00
(4) Total	$ 4500.00

41516.38

3. AMOUNT DUE AT LEASE SIGNING OR DELIVERY	4. MONTHLY PAYMENTS	5. OTHER CHARGES (Not part of your Monthly Payment)	6. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease)
(Itemized below)	A. You 386.00 monthly Payment of $ ____ is due 35 thereafter Date, followed by 386.00 payments of $ 14TH due on the ____ of each month	A. Termination Fee $ 395.00 (If you do not purchase the Vehicle)	$ 18405.00
$ 4500.00	B. The total 13896.00 Monthly Payments is $ ____	B. Total $ 395.00	(Section 3 plus 4(B) plus 5(B) minus Sections 7(A)(3) minus 7(A)(4))

7. ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery:	3342.21	(11) Acquisition Fee	N/A
(1) Capitalized Cost Reduction	$ 292.44	(12)	N/A
(2) Sales/Use Tax on Capitalized Cost Reduction		(13) SMOG AB Doc Tax.	27.00
(3) First Monthly Payment	1386.00	(14) Total	$ 4500.00
(4) Refundable Security Deposit	N/A		
(5) Other Fees	N/A	**B. How the Amount Due at Lease Signing or Delivery will be Paid:**	
(6) Registration Fees	$345.00	(1) Net Trade-In Allowance	$ N/A
(7) Upfront Sales/Use Tax on Vehicle	8.75	(2) Rebates and Noncash Credits	2500.00
(8) California Tire Fee (paid to State)	18.50	(3) Amount to be Paid in Cash	2000.00
(9) Electronic Vehicle Registration or Transfer Charge (Not a governmental fee)	80.00	(4) Total	$ 4500.00
(10) Document Processing Charge (Not a governmental fee)			
	41516.38		

8. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW

A. Gross Capitalized Cost. The agreed upon value of the Vehicle ($ ____) and any items you pay over the Lease Term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance)		42211.38
B. Capitalized Cost Reduction. The amount of any Net Trade-In Allowance, rebate, noncash credit or cash you pay that reduces the Gross Capitalized Cost	$	3342.21
C. Adjusted Capitalized Cost. The amount used in calculating your Base Monthly Payment	=	38869.17
D. Residual Value. The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	=	27648.00
E. Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	=	11221.17
F. Rent Charge. The amount charged in addition to the Depreciation and any Amortized Amounts	+	1556.67
G. Total of Base Monthly Payments. The Depreciation and any Amortized Amounts plus the Rent Charge	=	12777.84
H. Lease Payments. The number of payments in your Lease (Lease Term 36 months)	×	36
I. Base Monthly Payment	+	354.94
J. Monthly Sales/Use Tax	+	31.06
K.	+	N/A
L. Total Monthly Payment (Monthly Payment)	= $	386.00

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

9. EXCESSIVE WEAR AND USE 15000

You may be charged for excessive wear based on our standards for normal use and for mileage in excess of ____ miles per year at the rate of $ ____ per mile. No rebate or credit will be paid to you if the mileage is less than the specified amounts.

10. PURCHASE OPTION AT END OF LEASE TERM 27998.00

If you have fully performed all of your obligations under this Lease, including paying the total of your Monthly Payments and all other amounts due under this Lease, then you have an option to purchase the Vehicle AS IS at the end of the Lease Term for $ ____, plus any taxes, official fees and other charges related to such purchase. It includes a purchase option fee of $350.

Other Important Terms. See both sides of this Lease for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

ITEMIZATION OF GROSS CAPITALIZED COST 41516.38

C. Initial Title, Registration, and License Fees		N/A
D. Outstanding Prior Credit or Lease Balance		695.00
E. Acquisition Fee		N/A
F. Document Processing Charge (Not a governmental fee)		N/A
G. Mechanical Breakdown Insurance	N/A	
H. Credit Insurance		
1. Single Credit Life	N/A	
2. Joint Credit Life	N/A	
3. Credit Disability		N/A
I. Total Credit Insurance (I=1+2+3)	N/A	
J. Maintenance Contract N/A	N/A	
K. Service Contract (describe)		N/A
L. Total Service Contracts (K+L)		N/A
M. Extended Warranty Contract (non-insurance product)		
N. Accessories/Optional Equipment (to be added *after* lease signing) N/A		N/A
N/A		N/A
N/A		N/A
3		N/A
O. California Tire Fees		N/A
P. Electronic Vehicle Registration or Transfer Charge (Not a governmental fee) N/A		N/A
Q. Other (describe) N/A		N/A
R. Other (describe)		42211.38
S. Total = Gross Capitalized Cost		$

12. **ESTIMATED OFFICIAL FEES AND TAXES**

The total estimated amount you will pay for official license fees, registration, title and taxes over the term of your Lease, whether included with your Monthly Payments or assessed otherwise, is $ 2461.38. This is an estimate based on current tax rates. The actual total of fees and taxes may be higher or lower depending on the tax rate in effect or the value of the Vehicle at the time a fee or tax is assessed.

13. **WARRANTIES AND OPTIONAL PRODUCTS**

XX If the Vehicle is new, it is covered by the standard manufacturer's new vehicle warranty. If the Vehicle is new or used, it is not covered by any other express warranty unless identified below.

- ☐ The Vehicle is covered by the remainder of the standard manufacturer's new vehicle warranty.
- ☐ The Vehicle is covered by an extended warranty purchased from the manufacturer or other third party provider.
- ☐ _____

We assign to you all rights we have under any of these warranties. You acknowledge that you have received a copy of the indicated warranties.

You expressly agree and understand that you have selected and agreed to lease the Vehicle "AS IS." WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED, AS TO THE VEHICLE OR ANY PART OR ACCESSORY THEREOF. WE MAKE NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE VEHICLE FOR ANY PARTICULAR PURPOSE OR ANY OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

You are not required to buy any of the optional insurance or other products listed below to enter into the Lease and your failure to do so will not be a factor in the approval of this extension of credit. These insurance and other products will not be provided unless you sign below and are accepted by the Provider. If you sign below, you have received a notice of the terms of the insurance or product you want to obtain, the insurance or product, and you agree to pay the premium or charge shown.

☒ **Credit Insurance**

☐ Credit Life N/A — Initial Coverage $ N/A — ☒ Single Cost $ N/A — ☐ Joint Cost $ N/A

☐ Credit Disability N/A — Maximum Monthly Benefit N/A — Coverage $ N/A (single only) Cost $ N/A

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Lessee is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR A CHIROPRACTOR IN THE LAST SIX MONTHS. (Refer to "Total Disabilities Not Covered" N/A in your policy for details.)

☒ **Mechanical Breakdown Insurance** N/A — Provider N/A — $ N/A — Cost N/A — mo./mileage N/A — X Lessee Signature — X Co-Lessee Signature

☒ **Maintenance Contract** N/A — Provider N/A — $ N/A — Cost N/A — mo./mileage N/A — X Lessee Signature — X Co-Lessee Signature

☒ **Extended Warranty Contract (non-insurance product)** N/A — Provider N/A — $ N/A — Cost N/A — mo./mileage N/A — X Lessee Signature — X Co-Lessee Signature

Date X N/A Primary Lessee Signature Age

Date X Co-Lessee Signature Age

14. **INSURANCE VERIFICATION**

The Vehicle is insured by:

Insurance Company	Insurance Agent	Agent Address	Agent Phone Number
104500 41694100 INFINITY INSURA			

Your insurance must provide the minimum coverage required by this Lease (see Section 7).

☐ The Vehicle is covered by an extended warranty purchased from the manufacturer or other third party provider.

We assign to you all rights we have under any of these warranties. You acknowledge that you have received a copy of the indicated warranties.

You expressly agree and understand that you have selected and agreed to lease the Vehicle "AS IS." WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED, AS TO THE VEHICLE OR ANY PART OR ACCESSORY THEREOF. WE MAKE NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE VEHICLE FOR ANY PARTICULAR PURPOSE OR ANY OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

You are not required to buy any of the optional insurance or other products listed below to enter into the Lease and your failure to do so will not be a factor in the approval of this extension of credit. These insurance and other products will not be provided unless you sign below and are accepted by the Provider. If you sign below, you have received a notice of the terms of the insurance or product you want to obtain, the insurance or product and you agree to pay the premium or charge shown.

☐ **Credit Insurance**

☐ Credit Life — Initial Coverage: $ N/A — ☐ Single Cost: $ N/A — ☐ Joint Cost: $ N/A

☐ Credit Disability — Maximum Monthly Coverage: $ N/A (single only) Cost: $ N/A

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Lessee is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR A CHIROPRACTOR IN THE LAST SIX MONTHS. (Refer to "Total Disabilities Not Covered" in your policy for details.)

X N/A
Date: Primary Lessee Signature Age

X
Date: Co-Lessee Signature Age

☐ **Mechanical Breakdown Insurance** $ N/A
Provider: Cost: N/A mo./mileage
X X
Lessee Signature Co-Lessee Signature

☐ **Maintenance Contract** N/A
$
Provider: Cost: N/A mo./mileage
X X
Lessee Signature Co-Lessee Signature

☐ **Extended Warranty Contract** (non-insurance product) N/A
$
Provider: Cost: N/A mo./mileage
X X
Lessee Signature Co-Lessee Signature

14. INSURANCE VERIFICATION

The Vehicle is insured by:

Insurance Company	Insurance Agent	Agent Address	Agent Phone Number
1045004159470 [redacted]			

You authorize us to verify and give your agent authorization to place the minimum coverage required by this Lease (see Section 17).

15. SIGNATURES

YOU AGREE TO ALL THE PROVISIONS ON BOTH SIDES OF THIS LEASE AND REPRESENT THAT YOU HAVE READ BOTH SIDES OF THIS LEASE.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this Lease simply because you change your mind, decide the Vehicle costs too much or wish you had acquired a different vehicle. You may cancel this Lease only with the agreement of the Lessor or for legal cause, such as fraud.

You have the right to return the Vehicle and receive a refund of any payments made if the credit application is not approved, unless nonapproval results from an incomplete application or from incorrect information provided by you.

Notice to Lessee: (1) Do not sign this Lease before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this Lease. (3) Warning: Unless a charge is included in this Lease for public liability or property damage insurance, payment for that coverage is not provided by this Lease.

YOU ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THIS LEASE.

INDIVIDUAL LESSEE SIGNATURE

Lessee Signature: X	Co-Lessee Signature: X

BUSINESS LESSEE SIGNATURE

Authorized Signer's Name:	Title:	Signature: X

LESSOR SIGNATURE

The authorized signature of the Lessor below has the effect of: (1) accepting the terms and conditions of this Lease; (2) acknowledging verification of the Lessee's insurance coverage (see Section 14); and (3) assigning to USB Leasing LT or its successors and assigns all right, title and interest in, and to the Vehicle and this Lease according to the terms and conditions of the Dealer Lease Agreement between Lessor and Assignee.

Authorized Signature: X

SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS

© 2001 USB Leasing LT Form # 30027 8/12
Wolters Kluwer Financial Services – Bankers Systems™ Form USBLCE-MP-CA08/14-2012

(Side 1)

Top Copy - LESSOR COPY 2nd Copy - LESSEE COPY 3rd Copy - FILE COPY 4th Copy - DEALER COPY

November 21, 2019

[redacted]
Longview, WA [redacted]

Dear [redacted]

We sincerely regret that you experienced a concern with your 2012 Chevrolet Volt, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $819.93. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have any questions, please do not hesitate to contact one of our Electric Vehicle Advisors at 866-754-8100. Electric Vehicle Advisors are available Monday through Friday 8:00 am - 9:00 pm, and Saturday 11:00 am – 8:00 pm Eastern Time.

Sincerely,

General Motors Electric Vehicle Team
Service Reques[redacted]

Bud Clary Chevrolet,Inc.
1030 Commerce Ave
Longview, WA 98632
(360) 423-1700
Fax: (360) 636-5065

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
11/03/14	[redacted]
R/O Close Date	Status
11/20/14	Pre-Invoice
Mileage In	Mileage Out
78187	78187
Service Advisor / Tag #	
BILL RICHTER/ [redacted]	

[redacted]
LONGVIEW, WA [redacted]

Work Phone	Vehicle Identification Number
	1G1RD6E42CU[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	7/16/12 / 3/06/14

Year	Make	Model	Body	Color	License Number
2012	CHEVROLET	VOLT		WHT DMND T	#4

121019

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - A06: STEERING/SUSPENION	
C/S THERE IS SOMETHING HANGING DOWN CHECK AND ADVI	
SE	
Work performed by ERIC ANDERSON (446)	55.00
Installed 22767895 :N-DEFLECTOR (01263-C) 22767 1@107.10	107.10
INSTALL SOP UNDER BODY PANEL	
Sub Total: 162.10	
#2 * A09A: INTERIOR ELECTRICAL	
AIR BAG LIGHT ON	
Work performed by ERIC ANDERSON (446)	330.00
Installed 22744679 :N-MODULE KIT (14865-C) 1@425.00	425.00
INSTALL PPS MODULE CLEAR DTC AND PERFORM SPS	
SETUP AND PROGRAMMING	
Sub Total: 755.00	

Attn: EV Team
Case# [redacted]

+ $64.93 Sales Tax
= $819.93

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	385.00
PARTS	532.10
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	73.37
SPECIAL ORDER DEPOSIT	-459.01
DISCOUNTS	.00
TOTAL DUE	531.46

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

CHECK **No.** [redacted]

DATE
01/14/15

819 DOLLARS 93 CENTS

AMOUNT
819.93

PAY TO THE ORDER OF [redacted] LONGVIEW WA [redacted]

General Motors LLC
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

[redacted]

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

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000029 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 01/14/15

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G1RD6E42CU[redacted]	01/13/15	[redacted]	00.0000	819.93	.00	819.93



NORMAN TAYLOR
& ASSOCIATES
A Professional Law Corporation
425 W. BROADWAY, SUITE 220
GLENDALE, CA 91204

General Motors LLC
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

RECEIVED APR 07 2015

NORMAN TAYLOR & ASSOCIATES
A Professional Law Corporation

NORMAN F. TAYLOR

JOHN K. CICCARELLI
OF COUNSEL

425 WEST BROADWAY
SUITE 220
GLENDALE, CA 91204
TEL (818) 244-3905
FAX (818) 244-6052

April 2, 2015

General Motors LLC
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

Re: [redacted] vs. General Motors, LLC, et al.
Vehicle: 2013 Chevrolet Volt
VIN: 1G1RH6E40DU[redacted]

Dear General Motors, LLC:

Please be advised that **Norman Taylor & Associates** represents the interests of [redacted] concerning her 2013 Chevrolet Volt. In accordance with the Magnuson-Moss Warranty Act, 15 U.S.C.2310, you are hereby notified that my client is revoking acceptance of this vehicle. She has directed me to demand cancellation of all contracts related to or concerning the purchase of the subject vehicle and the return of all monies paid toward or owed on the subject vehicle, including any amounts paid or payable, down payment, all payments made, trade in value, and incidental and consequential damages.

Pursuant to the Magnuson-Moss Warranty Act, 15 U.S.C. 2310 and in accordance with the Song-Beverly Consumer Warranty Act, California Civil Code Section 1790 et seq., Sara Estrada hereby requests that you comply with Civ. Code §1793.2(d)(2) and §1794 based on the following facts:

1. The vehicle was leased new on September 14, 2012 from Felix Chevrolet in the City of Los Angeles, California. The vehicle came with a warranty as defined in the Act.

2. The vehicle is not fit for the ordinary purposes for which it was sold, and has exhibited substantial nonconformities that have required repeated warranty repairs. The nonconformities include but are not necessarily limited to:

   • The electrical/electronic systems of this vehicle are defective which manifests itself in the following ways:

   - Check engine light comes on and goes off on its own randomly.
   - The communication systems routinely will not work, i.e. the Blue- tooth will not connect, voice dial will disconnect (which it does almost every day), the info center will freeze up, the radio will not set stations and sometimes erase them. The center console power port has failed to work.
   - The airbag light has come on multiple times.

There have been nine attempted repairs to the car's electronic system however it is still defective. The check engine light concern was specifically mentioned on three of the repairs, the Bluetooth & other info center issues were brought up seven times, the center console and airbag light situations twice each, the latter including replacement of the airbag sensor.

Prior to retaining this law firm, Ms. [redacted] contacted General Motors and asked for assistance. General Motors offered repurchase but with a mileage offset based on over 23,000 miles, claiming that the repurchase would be based on "days out of service" rather than a specific defect. In fact, the first repair in which the check engine light was first brought to GM's attention was at mile 1,785, so any offset must not be based on any higher mileage figure.

Secondly, on March 2nd with the check engine light on yet again, Ms. [redacted] returned the vehicle to a GM dealership. The technician who worked on the car claimed that the problem was "rodent damage" and claimed to have found a rat's nest under the hood. Ms. [redacted] was charged $250 for alleged repairs to a wire.

Since Ms. [redacted] has never had a problem with rodents in her car, and this had never been brought up on any prior repair, she retained a professional mechanic to inspect the vehicle. He found no evidence of rodents and no evidence that any wiring has been repaired or replaced. Further, the professional observed the check engine light to come on and go off while he tested the car, so whatever was done clearly did not fix the car. She incurred a $250 expense to the mechanic, however GM technicians should have done the same observation and come to the same conclusions under the terms of her warranty.

3. A reasonable opportunity to repair these non-conformities has taken place either directly or through agents. These nonconformities substantially impair the use, value and safety of this vehicle to [redacted]

Our client is entitled to full restitution under California Civ. Code § 1793.2(d)(2) and Civ. Code §1794 as well as under the Magnuson Moss Warranty Act 15 U.S.C. 2310 et seq., to date, as follows:

Actual Damages to Date

1.	Amount Paid & Payable	$46,053.00
2.	DMV Registration	$ TBD (To Be Determined)
3.	Car Rental Expense	$ TBD
4.	Towing Expense	$ TBD
5.	Repair Expense	$ 250.00
6.	Add-on Expense	$ TBD
7.	Inspection Expense	$ 250.00
Actual Damages		**$46,553.00**

Our client will seek a civil penalty of twice the amount of her actual damages.

Civil Penalty.....$93,106.00.

Accordingly, at trial, the damages sought will be approximately $139,659.00.

In addition, our client is entitled to attorney fees and costs as provided in the statute. However, in the spirit of compromise and in the interest of settlement and to avoid protracted and unnecessary litigation, [redacted] hereby makes an offer to settle for $46,053.00 in actual damages, any and all incidental or consequential damages yet to be determined, **plus** $3,500.00 in attorney's fees, costs, and expenses. The vehicle will be returned to Felix Chevrolet or General Motors, LLC.

Once you have made the opportunity to review this matter, please advise us as to whether you wish to discuss settlement or defend. Please respond to this settlement demand no later than 30 days from the above date. Please do not communicate directly with our client with regard to this matter, and forward all communications to this office.

Very truly yours,

NORMAN TAYLOR & ASSOCIATES
A Professional Law Corporation

By: _____
Norman F. Taylor, Esq.

NFT:mr
Enclosures: Notice of Lien
Lease Agreement
Dept. of Motor Vehicle Registration
Repair Orders

cc: [redacted]

NORMAN TAYLOR
& ASSOCIATES
A Professional Law Corporation

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OF COUNSEL

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FAX (818) 244-6052

April 2, 2015

NOTICE OF LIEN

Re: [redacted] vs. General Motors, LLC, et al.

TO ALL PARTIES AND THEIR ATTORNEYS OF RECORD:

PLEASE TAKE NOTICE that Norman Taylor & Associates gives notice of a contractual lien for attorney fees against ANY recovery in this action by plaintiff [redacted] Pursuant to California law, this lien is a priority lien.

This Notice of Lien is filed pursuant to *Hansen vs. Jacobsen*, (1986) 186 Cal. App. 3d 350, 356-357, which provides that filing a Notice of Lien in a pending action is a proper method to give notice of the lien to all parties and their attorneys.

Any party or attorney for that party who, with knowledge of the lien (whether filed or not), distributes any funds to Plaintiff without first satisfying this lien may be held personally liable under theories including common counts, conversion, breach of fiduciary duty, etc. for the amount due under the lien pursuant to *Siciliano vs. Fireman's Fund Insurance Co.*, (1976) 62 Cal. App. 3d 745, 750-751, *Kaiser Foundation Health Plan, Inc. vs. Aguiluz*, (1996) 47 Cal. App. 4th 302, and *Miller vs. Rau*, (1963) 216 Cal. App. 2d 68.

Very truly yours,

Norman Taylor & Associates
A Professional Law Corporation

By: _____
Norman F. Taylor, Esq.

NFT:mr

MOTOR VEHICLE LEASE AGREEMENT - CLOSED-END - CALIFORNIA

usbank.

DEAL: 4007351

1. LESSEE AND LESSOR

LESSEE AND CO-LESSEE	LESSOR
Name: [redacted]	Name: Felix Chevrolet
Address: [redacted]	Address: 3330 S Figueroa St
SUNLAND CA [redacted]	Los Angeles CA 90007
County:	
LEASE NUMBER	**LEASE DATE** 09/14/2012

The words "you" and "your" mean each person named as a Lessee or Co-Lessee above. The words "we," "us" and "our" mean the Lessor named above and USB Leasing LT or its successors and assigns ("Assignee"), to whom this Motor Vehicle Lease Agreement ("Lease") will be assigned. "Vehicle" means the leased vehicle described below, including all equipment, parts, accessories and accessions. You agree to lease the Vehicle from us according to the terms and conditions of this Lease. The consumer lease disclosures contained in this Lease are also made on behalf of Assignee.

2. VEHICLE DESCRIPTIONS

A. LEASED VEHICLE

☒ New ☐ Used	Year	Make	Model	Body Style	Odometer Reading	Vehicle Identification Number
	2013	CHEVROLET	VOLT	HB	19	1G1RH6E400U [redacted]

Primary Use of Vehicle: ☒ Personal, family or household purposes ☐ Business, commercial or agricultural purposes

You acknowledge that you have received and examined the Vehicle described above, that the Vehicle is equipped as described and is in good operating order and condition. You accept the Vehicle for all purposes of this Lease.

B. TRADE-IN VEHICLE: Year N/A Make _____ Model _____
Gross Allowance $ N/A Amount Owed $ N/A Net Trade-in Allowance $ N/A

C. FOR USE BY LESSOR: Trade-in, turn-in, and other individualized agreements:

3. AMOUNT DUE AT LEASE SIGNING OR DELIVERY	4. MONTHLY PAYMENTS	5. OTHER CHARGES (Not part of your Monthly Payment)	6. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease)
(Itemized below)*	A. Your first Monthly Payment of $ 500.00 is due on the Lease Date, followed by 385.00 payments of $ 14TH due on the _____ of each month.	A. Termination Fee (If you do not purchase the Vehicle) $ 395.00	$ 18405.00
$ 4500.00	B. The total of your Monthly Payments is $ 13825.00	B. Total $ 395.00	(Sections 3 plus 4(B) plus 5(B) minus Sections 7(A)(3) minus 7(A)(4))

7. *ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery:	3342.21
(1) Capitalized Cost Reduction	$ _____
(2) Sales/Use Tax on Capitalized Cost Reduction	292.44
(3) First Monthly Payment	386.00
(4) Refundable Security Deposit	N/A
(5) Title Fees	N/A
(6) Registration Fees	345.00
(7) Upfront Sales/Use Tax on Vehicle	_____
(8) California Tire Fee (paid to State)	8.75
(9) Electronic Vehicle Registration or Transfer Charge (Not a governmental fee)	18.60
(10) Document Processing Charge (Not a governmental fee)	80.00
(11) Acquisition Fee	N/A
(12) N/A	N/A
(13) SHOP AD DOC TAX	27.00
(14) Total	$ 4500.00

B. How the Amount Due at Lease Signing or Delivery will be Paid:

(1) Net Trade-in Allowance	$ _____
(2) Rebates and Noncash Credits	N/A
(3) Amount to be Paid in Cash	2500.00
(4) Total	$ 2000.00 4500.00

8. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW:

A.	Gross Capitalized Cost. The agreed upon value of the Vehicle ($ 41510.35) and any items you pay over the Lease Term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance)	$ 42211.38
B.	Capitalized Cost Reduction. The amount of any Net Trade-in Allowance, rebate, noncash credit, or cash you pay that reduces the Gross Capitalized Cost	− 3342.21
C.	Adjusted Capitalized Cost. The amount used in calculating your Base Monthly Payment	= 38869.17
D.	Residual Value. The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	− 27648.00
E.	Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	= 11221.17
F.	Rent Charge. The amount charged in addition to the Depreciation and any Amortized Amounts	+ 1556.67
G.	Total of Base Monthly Payments. The Depreciation and any Amortized Amounts plus the Rent Charge	= 12777.84
H.	Lease Payments. The number of payments in your Lease (Lease Term 36 months)	÷ 36
I.	Base Monthly Payment	= 354.94
J.	Monthly Sales/Use Tax	+ 31.06
		+ N/A

governmental fee) _____

8. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW:

A.	**Gross Capitalized Cost.** The agreed upon value of the Vehicle ($ 41516.38) and any items you pay over the Lease Term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance)	$	42211.38
B.	**Capitalized Cost Reduction.** The amount of any Net Trade-in Allowance, rebate, noncash credit, or cash you pay that reduces the Gross Capitalized Cost	−	3342.21 38869.17
C.	**Adjusted Capitalized Cost.** The amount used in calculating your Base Monthly Payment	=	27688.00
D.	**Residual Value.** The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	−	
E.	**Depreciation and any Amortized Amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	=	11221.17 1556.67
F.	**Rent Charge.** The amount charged in addition to the Depreciation and any Amortized Amounts	+	12777.84
G.	**Total of Base Monthly Payments.** The Depreciation and any Amortized Amounts plus the Rent Charge	=	36
H.	**Lease Payments.** The number of payments in your Lease (Lease Term 36 months)	+	354.94
I.	**Base Monthly Payment**	=	31.05
J.	**Monthly Sales/Use Tax**	+	N/A
K.	_____	+	386.00
L.	**Total Monthly Payment** ("Monthly Payment")	= $	

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

9. EXCESSIVE WEAR AND USE

You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of $ .25 per mile. No rebate or credit will be paid to you if the mileage is less than the specified amounts.

10. PURCHASE OPTION AT END OF LEASE TERM

If you have fully performed all of your obligations under this Lease, including paying the total of your Monthly Payments and all other amounts due under this Lease, then you have an option to purchase the Vehicle AS IS at the end of the Lease Term for $ 27988.00, plus any taxes, official fees and other charges related to such purchase. *Includes a purchase option fee of $350.

Other Important Terms. See both sides of this Lease for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. ITEMIZATION OF GROSS CAPITALIZED COST 41516.38

A. Agreed Upon Value of Vehicle as Equipped at Lease Signing		$ N/A
B. Sales/Use Tax		N/A
C. Initial Title, Registration, and License Fees		N/A
D. Outstanding Prior Credit or Lease Balance		N/A
E. Acquisition Fee		595.00
F. Document Processing Charge (Not a governmental fee)		N/A
G. Mechanical Breakdown Insurance		N/A
H. Credit Insurance		
1. Single Credit Life	N/A	
2. Joint Credit Life	N/A	
3. Credit Disability	N/A	
I. Total Credit Insurance (I 1+2+3)		N/A
J. Maintenance Contract N/A	N/A	
K. Service Contract (describe) _____	N/A	
L. Total Service Contracts (K+ L)		N/A
M. Extended Warranty Contract (non-insurance product)		N/A
N. Accessories/Optional Equipment (to be added *after* lease signing):		
1. N/A		N/A
2. N/A		N/A
3. _____		N/A
O. California Tire Fees _____		N/A
P. Electronic Vehicle Registration or Transfer Charge (Not a governmental fee)		N/A
Q. Other (describe) N/A		N/A
R. Other (describe) _____		N/A
S. Total = Gross Capitalized Cost		$ 42211.38

12. ESTIMATED OFFICIAL FEES AND TAXES

The total estimated amount you will pay for official license fees, registration, title and taxes over the term of your Lease, whether included with your Monthly Payments or assessed otherwise: $ 2107.38. This is an estimate based on current tax rates, the actual total of fees and taxes may be higher or lower, depending on the tax rate in effect or the value of the Vehicle at the time a fee or tax is assessed.

13. WARRANTIES AND OPTIONAL PRODUCTS

XX If the Vehicle is new, it is covered by the standard manufacturer's new vehicle warranty. If the Vehicle is new or used, it is not covered by any other express warranty unless identified below:

☐ The Vehicle is covered by the remainder of the standard manufacturer's new vehicle warranty.

☐ The Vehicle is covered by an extended warranty purchased from the manufacturer or other third party provider.

☐ _____.

We assign to you all rights we have under any of these warranties. You acknowledge that you have received a copy of the indicated warranties.

You expressly agree and understand that you have selected and agreed to lease the Vehicle "AS IS." WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED AS TO THE VEHICLE OR ANY PART OR ACCESSORY THEREOF. WE MAKE NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE VEHICLE FOR ANY PARTICULAR PURPOSE OR ANY OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

You are not required to buy any of the optional insurance or other products listed below to enter into the Lease and your failure to do so will not be a factor in the approval of this extension of credit. These insurance and other products will not be provided unless you sign below and are accepted by the Provider. If you sign below, you have received a notice of the terms of the insurance or product, you want to obtain the insurance or product, and you agree to pay the premium or charge shown.

☐ **Credit Insurance** N/A

☐ Credit Life N/A
Initial Coverage: $ _____ ☐ Single Cost: $ N/A N/A
☐ Joint Cost: $ _____

☐ Credit Disability
Maximum Monthly N/A
Coverage: $ _____ (single only) Cost: $ N/A N/A

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability

☐ **Mechanical Breakdown Insurance** N/A
_____ Provider $ N/A Cost _____ mo./mileage
X _____ Lessee Signature X N/A Co-Lessee Signature

☐ **Maintenance Contract** N/A
_____ Provider $ _____ Cost _____ mo./mileage
X _____ Lessee Signature X N/A Co-Lessee Signature

☐ The Vehicle is covered by the remainder of the standard manufacturer's new vehicle warranty.

☐ The Vehicle is covered by an extended warranty purchased from the manufacturer or other third party provider.

☐ _____

We assign to you all rights we have under any of these warranties. You acknowledge that you have received a copy of the indicated warranties.

You expressly agree and understand that you have selected and agreed to lease the Vehicle "AS IS." WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED AS TO THE VEHICLE OR ANY PART OR ACCESSORY THEREOF. WE MAKE NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE VEHICLE FOR ANY PARTICULAR PURPOSE OR ANY OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

You are not required to buy any of the optional insurance or other products listed below to enter into the Lease and your failure to do so will not be a factor in the approval of this extension of credit. These insurance and other products will not be provided unless you sign below and are accepted by the Provider. If you sign below, you have received a notice of the terms of the insurance or product, you want to obtain the insurance or product, and you agree to pay the premium or charge shown.

☐ **Credit Insurance**

☐ Credit Life N/A

Initial Coverage: $ _____ ☐ Single Cost: $ N/A N/A

☐ Joint Cost: $ _____

☐ Credit Disability

Maximum Monthly N/A

Coverage: $ _____ (single only) Cost: $ N/A N/A

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Lessee is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR A CHIROPRACTOR IN THE LAST SIX MONTHS. (Refer to "Total Disabilities Not Covered" in your policy for details.) N/A

_____ X N/A _____

Date Primary Lessee Signature Age

_____ X _____ _____

Date Co-Lessee Signature Age

☐ **Mechanical Breakdown Insurance** N/A

_____ $ N/A _____

Provider Cost mo./mileage

X _____ X N/A

Lessee Signature Co-Lessee Signature

☐ **Maintenance Contract** N/A

_____ $ _____ _____

Provider Cost mo./mileage

X _____ X N/A

Lessee Signature Co-Lessee Signature

☐ **Extended Warranty Contract** (non-insurance product) N/A

_____ $ N/A _____

Provider Cost mo./mileage

X _____ X N/A

Lessee Signature Co-Lessee Signature

14. INSURANCE VERIFICATION

The Vehicle is insured by:

[redacted] nsurance Company ITY INSURAN	Insurance Agent	Agent Address	Agent Phone Number

You authorize us to verify and give your agent authorization to place the minimum coverage required by this Lease (see Section 17).

15. SIGNATURES

YOU AGREE TO ALL THE PROVISIONS ON BOTH SIDES OF THIS LEASE AND REPRESENT THAT YOU HAVE READ BOTH SIDES OF THIS LEASE.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this Lease simply because you change your mind, decided the Vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this Lease only with the agreement of the Lessor or for legal cause, such as fraud.

You have the right to return the Vehicle, and receive a refund of any payments made if the credit application is not approved, unless nonapproval results from an incomplete application or from incorrect information provided by you.

Notice to Lessee: (1) Do not sign this Lease before you read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this Lease; (3) Warning – Unless a charge is included in this Lease for public liability or property damage insurance, payment for that coverage is not provided by this Lease.

YOU ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THIS LEASE.

INDIVIDUAL LESSEE SIGNATURE(S)

Less[redacted]	Co-Lessee Signature:
X	X

BUSINESS LESSEE SIGNATURE

Authorized Signer's Name:	Title:	Signature:
		X

LESSOR SIGNATURE

The authorized signature of the Lessor below has the effect of: (1) accepting the terms and conditions of this Lease; (2) acknowledging verification of the Lessee's insurance coverage (see Section 14); and (3) assigning to USB Leasing LT or its successors and assigns all right, title and interest in, and to the Vehicle and this Lease according to the terms and conditions of the Dealer Lease Agreement between Lessor and Assignee.

Authorized Signature: X

SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

© 2001 USB Leasing LT Form # 30027, 8/12
Wolters Kluwer Financial Services – Bankers Systems™ Form USB-CE-MP-CA 06/14/2012

(Side 1)

Top Copy - LESSOR COPY 2nd Copy - LESSEE COPY 3rd Copy - FILE COPY 4th Copy - DEALER COPY

16. LATE CHARGE; RETURNED INSTRUMENT CHARGE
If all or any portion of a Monthly Payment or any other amount due under this Lease is not received within 10 days after it is due, you will pay a late charge of $25.

If any check, draft or order or other similar instrument is returned to us unpaid for any reason, including, but not limited to, non-sufficient funds, you will pay a returned instrument charge of $20, to the extent not prohibited by applicable law.

17. INSURANCE
Unless otherwise agreed, you must provide insurance coverage in the amount and types indicated below at your expense during the Lease Term and until the Vehicle is returned to us:

A. Fire, theft and comprehensive insurance with a maximum deductible of $500;
B. Collision insurance with a maximum deductible of $500;
C. Liability insurance for bodily injury or death to any one person in the amount of $100,000 and for any one accident in the amount of $300,000 or combined single limit coverage of $300,000;
D. Property damage insurance for $50,000; and
E. Uninsured and underinsured motorist coverage and any other insurance required by the state where the Vehicle is registered.

The insurance policy must name us as loss payee and an additional insured. The policy also must require the insurance company to notify us 10 days before any cancellation or changes in insurance coverage.

You will notify us and your insurance company within 24 hours after any damage, loss, theft, seizure or impoundment of the Vehicle. You assign to us any amounts payable under such insurance policies. You agree that we may endorse your name upon any check, draft, order or other similar instrument representing payment to you of such amounts.

The insurance listed above is required in connection with this Lease. You have the option of providing the required insurance through an existing policy of insurance owned or controlled by you or through a policy paid for by you and obtained from any insurance company authorized to transact business in the state in which this Lease was signed. We may for reasonable cause decline the insurance provided by you.

PHYSICAL DAMAGE OR LIABILITY INSURANCE COVERAGE FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS LEASE.

18. VEHICLE OPERATION

A. VEHICLE MAINTENANCE AND OPERATING COSTS. You agree to maintain the Vehicle in good working order and operating condition and have all necessary repairs made. You are responsible for all costs of maintaining and servicing the Vehicle. You agree to have the Vehicle serviced and repaired according to the manufacturer's recommendations and to ensure that the warranty, if any, remains valid. You will keep all maintenance and repair records. You agree to comply with all manufacturer recall notices. You agree to pay for all operating costs including, but not limited to, gas, oil, antifreeze, traffic and parking tickets or violations, towing and replacement tires.

B. VEHICLE USE. You will: (1) allow the Vehicle to be operated only by licensed and insured drivers; (2) not use the Vehicle for any improper or illegal purpose, or to commit any illegal act; (3) not use the Vehicle to transport passengers or goods for hire, including but not limited to use as taxi cab, limousine, for livery, as a municipal vehicle, ambulance, hearse, or in driver education; (4) not use the Vehicle in any way that causes the cancellation or suspension of any applicable insurance or manufacturer's warranty; (5) not use the Vehicle in towing, snow plowing, construction, or for hauling; (6) not remove the Vehicle from the state where you reside for more than 30 consecutive days without our prior written approval (for purposes of this Section 18B(6), the state where you reside is the state where the Vehicle was originally titled on the Lease Date or, if applicable, the most recent state where we permitted you to title the Vehicle); (7) not remove the Vehicle from the continental United States for any period of time without our prior written approval; (8) not change or modify the Vehicle in any way without our prior written approval, except for normal maintenance; and (9) deliver the Vehicle to such location that we require for our inspection at any time during the Lease Term. You will not assign or sublease any interest in the Vehicle or the Lease without our written consent.

C. TAXES, REGISTRATION AND TITLING. You agree to pay all title, registration, license, inspection, testing, and other fees, taxes and charges imposed by government authorities in connection with the Vehicle, this Lease or any amounts due or payable arising from this Lease. If such amounts are assessed for a period during the Lease Term, you will pay them even if they become due after the Lease Term.

You agree to title, register and license the Vehicle in the state in which it is garaged. You must request any power of attorney required from us to title, register or license the Vehicle. You agree to pay a $25 title transfer fee each time the Vehicle is retitled.

If the Vehicle is registered in a jurisdiction which assesses personal property taxes, you agree to pay the personal property tax.

D. RELEASE OF INFORMATION. You agree that we may provide information about you to government authorities upon their request for the purpose of enforcing any fees, charges, penalties, etc. related to your use or ownership of the Vehicle.

19. PURCHASE OPTION

A. END OF LEASE TERM. At scheduled Lease termination, you have an option to purchase the Vehicle AS IS as set forth in Section 10 of this Lease.

B. PRIOR TO END OF LEASE TERM. At any time prior to scheduled Lease termination, you have an option to purchase the Vehicle AS IS. The Purchase Option Price will be a sum equal to: (1) the amount set forth in Section 10; plus (2) the Early Termination Liability set forth in Section 23(C) below, excluding the items set forth in Sections 23(C)(1), (C)(6) and (C)(7).

C. TRUE LEASE. This is a true lease and you will not own or have any equity in the Vehicle or its replacement parts unless you exercise the option to purchase the Vehicle.

20. EXCESS WEAR AND USE
We have based the Monthly Payment on the assumption that you will not subject the Vehicle to excess wear and use. You agree not to expose the Vehicle to excess wear and use. If you do so and if you do not purchase the Vehicle at the scheduled end of the Lease Term, you

The term "Actuarial Method" means the method of allocating Ba Monthly Payments between: (i) the reduction of the Adjust Capitalized Cost to the Residual Value over the Lease Term; a (ii) Rent Charges. Under this method, a Base Monthly Payment applied first to the accumulated Rent Charges and any remaind is subtracted from, or any deficiency is added to, the balance the Adjusted Capitalized Cost.

E. REALIZED VALUE. The Realized Value will be determined in or of the following ways:

(1) By a written agreement between you and us;
(2) Within 10 days of early termination, you may obtain, at yo own expense, from an independent third party agreeable t both you and us, a professional appraisal of the wholesal value of the Vehicle which could be realized at sale. Th appraised value shall then be used as the Realized Value.
(3) We determine the Realized Value in accordance wit accepted practices in the automobile industry for determinin the wholesale value of used vehicles by obtaining a wholesale cash bid for the purchase of the Vehicle or b disposing of the Vehicle in an otherwise commerciall reasonable manner.
(4) If the Vehicle is subject to a total loss due to collision destruction or unknown theft as determined by us, the Realized Value will equal the amount of any proceeds we receive from your required insurance. If there are nc insurance proceeds, the Realized Value will be zero.

F. If you terminate this Lease early pursuant to the federal Servicemembers Civil Relief Act or any equivalent provisions under state law, you may be charged for excess mileage if the actual mileage of the Vehicle at Lease termination is more than the allowed miles for the time period that you actually leased the Vehicle. In this case, we will calculate the total allowed miles by pro-rating the annual allowed miles set out in Section 9 to the month. If you terminate this Lease early for any other reason and your Early Termination Liability includes payment to us of the remaining Base Monthly Payments, you may be charged for excess mileage only if the actual mileage of the Vehicle at lease termination is more than the total allowed mileage for the entire lease term.

24. DEFAULT

A. DEFAULT. The following are events of default ("Default") to the extent permitted by state law:

(1) You fail to make any payment in full when due;
(2) You fail to keep any promise in this Lease or any agreement made in connection with this Lease;
(3) You fail to maintain insurance on the Vehicle as required by this Lease;
(4) You fail to return the Vehicle to us at the time and place we specify;
(5) You die, are declared incompetent, become insolvent, a bankruptcy petition is filed by or against you or you dissolve or cease active business affairs;
(6) You make any material misrepresentation on your credit application;
(7) The Vehicle is subject to actual or threatened seizure, confiscation or levy by governmental or legal process;
(8) Your driver's license expires or is suspended, revoked, cancelled or is otherwise restricted;
(9) The Vehicle is subject to a total loss due to collision, destruction, or unknown theft; or
(10) Anything else happens that adversely affects our interest in the Vehicle or your ability to comply with your obligations under this Lease.

B. REMEDIES. If this Lease is in Default, we may take any one or more of the following actions:

(1) Terminate this Lease and your rights to use the Vehicle.
(2) Take possession of the Vehicle without prior demand, unless otherwise required by law. If the Vehicle is equipped with an electronic tracking device, you understand and agree that we may use the device to find the Vehicle and exercise our right to take possession. We may take any personal property that is in or on the Vehicle when we take it. We will hold the personal property for you for ten (10) days, but we will neither be responsible for safekeeping such property nor are we required to notify you about it. If you do not pick up the property within that time, we may dispose of it any way we determine.
(3) Recover all expenses related to enforcing this Lease and obtaining, storing and selling the Vehicle, including, without limitation, reasonable attorneys' fees and court costs, to the extent not prohibited by law.
(4) Take any reasonable action to correct the default or to prevent our loss. You agree to reimburse us for any amounts we pay to correct or cover your Default.
(5) Require you to return the Vehicle and any related records or make them available to us in a reasonable manner.
(6) Make a claim for any and all insurance, warranty, mechanical breakdown protection or maintenance contract benefits or refunds that may be available on your Default or on the termination of the Lease and apply any amount received to the amount you owe.
(7) Assess interest on all outstanding amounts owing to us under this Lease, including without limitation, amounts owing for excess wear and use and for excess mileage, at the highest rate permitted by applicable law until such amounts are paid in full.
(8) Use any remedy we have at law or in equity.

25. REIMBURSEMENT
You will reimburse us for and hold us harmless from any loss or damage to the Vehicle and its contents and from all claims, losses and injuries, expenses and costs related to the use, maintenance or condition of the Vehicle or its driver. If you fail to pay, you will reimburse us and pay a $25 administration fee, where permitted by law, for any fine, ticket, penalty or other amount that is paid on your behalf.

personal property taxes ... property tax.

D. RELEASE OF INFORMATION. You agree that we may provide information about you to government authorities upon their request for the purpose of enforcing any fees, charges, penalties, etc. related to your use or ownership of the Vehicle.

19. PURCHASE OPTION

A. END OF LEASE TERM. At scheduled Lease termination, you have an option to purchase the Vehicle AS IS as set forth in Section 10 of this Lease.

B. PRIOR TO END OF LEASE TERM. At any time prior to scheduled Lease termination, you have an option to purchase the Vehicle AS IS. The Purchase Option Price will be a sum equal to: (1) the amount set forth in Section 10; plus (2) the Early Termination Liability set forth in Section 23(C) below, excluding the items set forth in Sections 23(C)(1), (C)(6) and (C)(7).

C. TRUE LEASE. This is a true lease and you will not own or have any equity in the Vehicle or its replacement parts unless you exercise the option to purchase the Vehicle.

20. EXCESS WEAR AND USE

We have based the Monthly Payment on the assumption that you will not subject the Vehicle to excess wear and use. You agree not to expose the Vehicle to excess wear and use. If you do so and if you do not purchase the Vehicle at the scheduled end of the Lease Term, you agree to pay us the amount that it would cost to make all repairs to the Vehicle that are not the result of normal wear whether or not we, in our sole discretion, actually make the repairs. Any excess wear and use assessed at scheduled termination of this Lease will be based upon an estimate of the repair cost unless we actually make the repairs.

Excess wear and use includes, but is not limited to, the amount it would cost to repair: (1) inoperative mechanical parts, including power accessories; (2) dented, scratched, chipped or rusted areas on the body; (3) mismatched paint or any special identification mark; (4) cracked, scratched, pitted or chipped windows, broken or discolored windows or inoperative window mechanisms; (5) broken headlight lenses or sealed beams; (6) scratches more than two inches long through the chrome on bumpers or bumper dents; (7) broken grills or dents in the grills; (8) single dents or a series of dents on other trim parts, including headlight and tail light bezels; (9) electronic malfunctions; (10) seats, seat belts, headlining, dashboards, door panels or carpeting which is torn or damaged beyond ordinary wear and tear or is burned; (11) major fluid leaks; (12) damaged exhaust systems; (13) damage from flood, water, hail or sand; (14) damage which makes the Vehicle either unsafe or unlawful to operate; (15) all damage which would be covered by the required comprehensive, collision and upset insurance whether or not such insurance actually is in force; and (16) the Vehicle to restore any original equipment or accessories which were removed or altered during the Lease Term.

Excess wear and use also includes, but is not limited to, the amount it would cost to replace: (i) any tire not part of a matching set of five tires (or four with emergency "doughnut" spare if initially so equipped); (ii) any tires with less than 1/8 inch of tread remaining at the shallowest point; (iii) any tire with gouged, cut, torn or plugged sidewalls; (iv) any missing or dented parts, accessories and adornments, including bumpers, jacks, ornamentation, aerials, hubcaps, chrome stripping, rear view mirrors, radio and stereo components or spare tire; or (v) any parts which are not original manufacturer equipment or of equal quality and design.

21. VEHICLE RETURN

If you do not exercise your Purchase Option, you must return the Vehicle to us at the time and place we specify. If you fail to return the Vehicle, you must continue to make your Monthly Payment to us on a month-to-month basis as approved by us, but in no circumstance can the Lease Term continue for more than 6 months beyond the scheduled Lease termination date.

22. SCHEDULED TERMINATION

Except for Early Termination, this Lease will terminate or end upon:

A. The end of the Lease Term;

B. Return of the Vehicle;

C. Completion of a signed odometer statement; and

D. Payment of the following amounts:

(1) The Termination Fee;

(2) Any amounts owed for Excess Wear;

(3) Any amounts owed for Excess Mileage;

(4) All amounts due and unpaid under this Lease; and

(5) Any official fees and taxes due in connection with Lease termination.

23. EARLY TERMINATION

A. LESSEE'S RIGHT TO TERMINATE EARLY. You may terminate this Lease before the end of the Lease Term. If you do not exercise your purchase option, the charge for such Early Termination is the Early Termination Liability defined below. You must send us written notice of your early termination by registered mail 30 days before the date of termination.

B. LESSOR'S RIGHT TO TERMINATE EARLY. We may terminate this Lease before the end of the Lease Term if you are in Default. If you do not exercise your purchase option, upon such termination we shall be entitled to the Early Termination Liability defined below.

C. EARLY TERMINATION LIABILITY. The Early Termination Liability is calculated as follows:

(1) The Termination Fee; plus

(2) All unpaid amounts that are due or past due under this Lease; plus

(3) Any official fees, taxes and other charges related to early termination; plus

(4) All expenses related to recovering, obtaining, storing, preparing for sale and selling the Vehicle, including reasonable attorneys' fees to the extent not prohibited by law; plus

(5) The Lease Balance; plus

(6) The Residual Value of the Vehicle; minus

(7) The Realized Value of the Vehicle.

D. LEASE BALANCE. The Lease Balance is equal to:

(1) The Base Monthly Payment times the number of Monthly Payments not yet due; minus

(2) Unearned Rent Charges included in the Base Monthly Payments not yet due calculated according to the Actuarial

present ... we pay to correct or cover your Default.

(5) Require you to return the Vehicle and any related records or make them available to us in a reasonable manner.

(6) Make a claim for any and all insurance, warranty, mechanical breakdown protection or maintenance contract benefits or refunds that may be available on your Default or on the termination of the Lease and apply any amount received to the amount you owe.

(7) Assess interest on all outstanding amounts owing to us under this Lease, including without limitation, amounts owing for excess wear and use and for excess mileage, at the highest rate permitted by applicable law until such amounts are paid in full.

(8) Use any remedy we have at law or in equity.

25. REIMBURSEMENT

You will reimburse us for and hold us harmless from any loss or damage to the Vehicle and its contents and from all claims, losses and injuries, expenses and costs related to the use, maintenance or condition of the Vehicle or its driver. If you fail to pay, you will reimburse us and pay a $25 administration fee, where permitted by law, for any fine, ticket, penalty or other amount that is paid on your behalf.

26. WAIVER OF GAP AMOUNT; TOTAL LOSS OF VEHICLE.

If the Vehicle is subject to a total loss due to collision, destruction or unknown theft as determined by us, you will pay to us the Gap Amount, which is the difference between the Early Termination Liability set forth in Section 23(C) and the insurance proceeds received by us on account of the total loss of the Vehicle. However, if you had in effect the vehicle insurance required under this Lease at the time of the total loss, we will waive the Gap Amount and you will pay to us the sum of: (A) all Monthly Payments overdue and any other amounts that are due or past due at the time of the loss; plus (B) the amount of your insurance deductible and any other amounts that were subtracted from the Vehicle's actual cash value to determine the insurance proceeds we received for the total loss; plus (C) any rebates of charges for warranties, mechanical breakdown protection or maintenance contracts purchased in connection with this Lease. Even if the Vehicle is insured, you must continue to pay your scheduled Monthly Payments until we receive your full insurance proceeds.

27. REFUNDABLE SECURITY DEPOSIT

Your Refundable Security Deposit may be used by us to pay all amounts that you fail to pay under this Lease. Upon termination of this Lease and our determination that no additional amounts may be due after Lease termination (such as personal property taxes not yet billed), we will refund to you any portion of the Refundable Security Deposit not applied to amounts you owe and fail to pay under this Lease. Your Refundable Security Deposit cannot be used as a Monthly Payment. You will not earn interest on your Refundable Security Deposit. Any interest or monetary benefit to us which may accrue as a result of our retention of the Refundable Security Deposit will neither be paid to you nor applied to reduce your obligations under this Lease.

28. GENERAL

A. SECURITY INTEREST. You grant us a security interest, to the extent permitted by state law, in the property listed below to secure performance of your obligations under this Lease: (1) in loss proceeds of any Vehicle insurance; (2) in the proceeds of any credit life or disability insurance, mechanical breakdown protection contract or maintenance contract purchased with this Lease; and (3) any unearned premiums or refunds of any of the foregoing.

B. ODOMETER STATEMENT/OTHER DOCUMENTS. Federal Law requires that you disclose the Vehicle's odometer reading to us upon termination of this Lease or transfer of ownership. Failure to complete an odometer disclosure statement, failure to return it to us or making a false statement therein may result in fines and/or imprisonment. You will be provided an odometer disclosure statement to complete prior to the termination of the Lease. You also agree to execute any and all documents and/or provide us with any information that we may reasonably request from you in connection with the termination of this Lease or otherwise.

C. OWNERSHIP. This agreement is a lease only. We are the owner of the Vehicle. You have no rights of ownership or title to the Vehicle unless you exercise your purchase option. You will not allow any lien or encumbrance to attach to the Vehicle.

D. RIGHT OF SET-OFF. We may apply any money in any deposit account you have with us and on which your name appears as owner or co-owner to the payment of amounts you owe to us.

E. ENFORCEABILITY. This Lease will be governed and enforced by the laws of the state of California. Each Lessee is responsible, individually and together, under this Lease. This is known as "joint and several" responsibility. If any provision of this Lease is found unenforceable by any court, the remaining provisions of the Lease will remain in full force and effect.

F. WARRANTY OF AMOUNT OWED. You promise that the Amount Owed on any trade-in vehicle is accurate. If the Amount Owed is more than the amount shown in the Description of Trade-In Vehicle on the front of this Lease, you will pay Lessor the excess amount upon demand.

G. EXPRESS CONSENT TO CONTACT YOU. By providing us with a telephone number for a cellular phone or other wireless device, you are expressly consenting to receiving communications at that number – including but not limited to prerecorded or artificial voice message calls, text messages, and calls made by an automatic telephone dialing system – from U.S. Bank and its affiliates and agents. This express consent applies to each such telephone number that you provide to us now or in the future and permits such calls regardless of their purpose. These calls and messages may incur access fees from your cellular provider.

H. ENTIRE AGREEMENT. Important: Read before signing. The terms of this Lease should be read carefully because only those terms in writing are enforceable. No other terms or oral promises not contained in this Lease may be legally enforced. The terms of this Lease may only be changed by a written agreement signed by you and us. This Lease is a final expression of the credit agreement between you and us. This Lease may not be contradicted by evidence of any prior oral credit agreement or of a contemporaneous oral credit agreement between you and us.

this Lease before the end of the Lease Term. If you do not exercise your purchase option, the charge for such Early Termination is the Early Termination Liability defined below. You must send us written notice of your early termination by registered mail 30 days before the date of termination.

B. LESSOR'S RIGHT TO TERMINATE EARLY. We may terminate this Lease before the end of the Lease Term if you are in Default. If you do not exercise your purchase option, upon such termination we shall be entitled to the Early Termination Liability defined below.

C. EARLY TERMINATION LIABILITY. The Early Termination Liability is calculated as follows:
   (1) The Termination Fee; plus
   (2) All unpaid amounts that are due or past due under this Lease; plus
   (3) Any official fees, taxes and other charges related to early termination; plus
   (4) All expenses related to recovering, obtaining, storing, preparing for sale and selling the Vehicle, including reasonable attorneys' fees to the extent not prohibited by law; plus
   (5) The Lease Balance; plus
   (6) The Residual Value of the Vehicle; minus
   (7) The Realized Value of the Vehicle.

D. LEASE BALANCE. The Lease Balance is equal to:
   (1) The Base Monthly Payment times the number of Monthly Payments not yet due; minus
   (2) Unearned Rent Charges included in the Base Monthly Payments not yet due calculated according to the Actuarial Method.

individually and together, under this Lease. This is known as "joint and several" responsibility. If any provision of this Lease is found unenforceable by any court, the remaining provisions of the Lease will remain in full force and effect.

F. WARRANTY OF AMOUNT OWED. You promise that the Amount Owed on any trade-in vehicle is accurate. If the Amount Owed is more than the amount shown in the Description of Trade-In Vehicle on the front of this Lease, you will pay Lessor the excess amount upon demand.

G. EXPRESS CONSENT TO CONTACT YOU. By providing us with a telephone number for a cellular phone or other wireless device, you are expressly consenting to receiving communications at that number – including but not limited to prerecorded or artificial voice message calls, text messages, and calls made by an automatic telephone dialing system – from U.S. Bank and its affiliates and agents. This express consent applies to each such telephone number that you provide to us now or in the future and permits such calls regardless of their purpose. These calls and messages may incur access fees from your cellular provider.

H. **ENTIRE AGREEMENT. Important: Read before signing. The terms of this Lease should be read carefully because only those terms in writing are enforceable. No other terms or oral promises not contained in this Lease may be legally enforced. The terms of this Lease may only be changed by a written agreement signed by you and us. This Lease is a final expression of the credit agreement between you and us. This Lease may not be contradicted by evidence of any prior oral credit agreement or of a contemporaneous oral credit agreement between you and us.**

29. ARBITRATION: You agree that if a dispute of any kind arises out of this agreement, either you or we can choose to have that dispute resolved by binding arbitration. If arbitration is chosen by any party, neither you nor we will have the right to litigate that claim in court or to have a jury trial on that claim, or to engage in pre-arbitration discovery, except as provided for in the arbitration rules. In addition, you will not have the right to participate as a representative or member of any class of claimants pertaining to any claim subject to arbitration. The arbitrator's decision will generally be final and binding. Other rights that you would have if you went to court may also not be available in arbitration. It is important that you read this entire arbitration provision carefully before accepting the terms of this agreement.

Any claim, dispute or controversy (whether in contract, regulatory, tort, or otherwise, whether pre-existing, present or future and including constitutional, statutory, common law, intentional tort and equitable claims) arising from or relating to (a) the credit or services offered or provided to you, (b) the actions of you, us or third parties or (c) the validity of this arbitration provision (individually and collectively, a "Claim") must, after an election by you or us, be resolved by binding arbitration in accordance with this arbitration provision and the Commercial Arbitration Rules of the American Arbitration Association ("AAA") in effect when the Claim is filed (or, in the event this arbitrator or these arbitration rules are no longer available, then a comparable substitute arbitration procedure and/or arbitration organization that does business on a nationwide basis). There shall be no authority for any Claims to be arbitrated on a class action basis. An arbitration can only decide our or your Claim and may not consolidate or join the claims of other persons who may have similar claims. You may obtain rules and forms by calling the AAA at 800-778-7879. Any arbitration hearing that you attend will take place in the federal judicial district where you reside. At your request, we will advance the first $250 of the filing and hearing fees for any Claim you may file against us; the arbitrator will decide whether we or you will ultimately pay those fees. The arbitrator shall apply applicable substantive law consistent with the Federal Arbitration Act and applicable statutes of limitations, and shall honor claims of privilege recognized at law. Judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction. This arbitration provision shall survive repayment of your extension of credit and termination of your account. This arbitration provision shall be governed by the Federal Arbitration Act, 9 U.S.C. §§ 1, *et seq.* If any provision of this Section is ruled invalid or unenforceable, this Section shall be rendered null and void in its entirety.

ALLEN GWYNN Chevrolet

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Glendale, CA 91204
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INVOICE ORIGINAL
Work Order [redacted]
November 01, 2012
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

To: [redacted]	Year: 2013 Veh Id [redacted] Unit #:
Sunland CA	Make: Chevrolet License #:
[redacted]	Model: VOLT Odo. In: 1,785
	Color: Charcoal Odo. Out:
	V.I.N.#: 1G1RH6E40DU [redacted] **Next Service:**
	Date In: 11/01/2012 In Service Date: 09/15/2012
	Out: 11/02/2012 Cases: 5
	Ext. War: - - (mo/) - D: $0.00
	Promised Time: 11/01/2012 10:00:00 AM Call When Ready: No

Case: 1 Campaign #12241 Campaign #12241 DELAYED RATE & DEPARTURE TIME CHARGE MODE SOFTWARE ANOMALY Electrical Electrical - Repair

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

Campaign # 12241 Campaign # 12241 DELAYED RATE & DEPARTURE TIME CHARGE MODE SOFTWARE ANOMALY Electrical Electrical - Repair *** - Tech Cause: campaign 12241 *** - Tech Comments: reprogram HPCM 2 per campaign - Warranty

Completed by Technician number: 0092	$0.00	$0.00
31577 - rental - Warranty	$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 OWNER STATES CHECK ENGINE LIGHT COMES ON AND WENT OFF

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

OWNER STATES CHECK ENGINE LIGHT COMES ON AND WENT OFF *** - Tech Cause: verified concern-perform system check and found only dtc p0111 set in history with no other codes set. *** - Tech Comments: GM engineering aware of concern-no available fix at this time per bulletin# PIC5708C. cleared dtc only at this time. - Internal

Completed by Technician number: 0092	$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 3 OWNER STATES BLUETOOTH USING BLACKBERRY "BOLD 9900" WILL FAIL ON FIRST CONNECTION

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

OWNER STATES BLUETOOTH USING BLACKBERRY "BOLD 9900" WILL FAIL ON FIRST CONNECTION *** - Tech Cause: performed system check and found no fault present. checked bluetooth compatibility customer's phone at www.onstar.com/bluetooth and found phone not currently on list compatibility. *** - Tech Comments: phone not compatible at this time-no repairs made reference #PI0086D for Blackberry issues. - Internal

Completed by Technician number: 0092	$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

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INVOICE ORIGINAL
Work Order [redacted]
November 01, 2012
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

Case: 4 OWNER STATES USING VOICE DIAL WILL ASK NAME STATE THEN DISCONNECT [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES USING VOICE DIAL WILL ASK NAME STATE THEN DISCONNECT *** - Tech Cause: related to case 3 *** - Tech Comments: see case 3 - Internal			
	Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 **Case Total:** $0.00

Case: 5 OWNER STATES INFO CENTER WILL FREEZE UP AND ONLY DISPLAY PARTIAL SCREEN DISPLAYS [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES INFO CENTER WILL FREEZE UP AND ONLY DISPLAY PARTIAL SCREEN DISPLAYS *** - Tech Cause: related to case 3 *** - Tech Comments: see case 3 - Internal			
	Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 **Case Total:** $0.00

$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD000004535
E.P.A. # CAD072846569

11/02/2012
Date Signature

Currency:
Payment Ref:
Expiry Date:
P/O#:
Estimate:

Payment Type Cash

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Total:	$0.00

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INVOICE ORIGINAL
Work Order [redacted]
December 10, 2012
Svc.Adv Leffler, Michael
Cust.Ph [redacted]
Tag# [redacted]

To: [redacted]
Sunland [redacted] CA

Year: 2013 Veh Id: [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 3,321
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] Next Service:
Date In: 12/10/2012 In Service Date: 09/15/2012
Out: 12/11/2012 Cases: 4
Ext. War: - - (mo/) - D: $0.00
Promised Time: 12/10/2012 12:00:00 PM Call When Ready: No

Case: 1 Campaign # 12236 Campaign # 12236 REAR SEAT REMOVABLE ARM REST RATTLE Electrical Electrical - Repair

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00

Campaign # 12236 Campaign # 12236 REAR SEAT REMOVABLE ARM REST RATTLE Electrical Electrical - Repair *** - Tech Cause: campaign 12236 *** - Tech Comments: inspect armrest-no further action required - Warranty

Completed by Technician number: 0092	$0.00	$0.00
33361 - rental - Warranty	$0.00	$0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 Case Total: $0.00

Case: 2 Campaign # 12266 ERRONEOUS ELECTRIC PARK BRAKE MESSAGE AND LIGHT ON, DTC C027D

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00

Campaign # 12266 ERRONEOUS ELECTRIC PARK BRAKE MESSAGE AND LIGHT ON, DTC C027D *** - Tech Cause: campaign 12266 *** - Tech Comments: reprogram parking brake control module per campaign code 2B2AB - Warranty

Completed by Technician number: 0092	$0.00	$0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 Case Total: $0.00

Case: 3 owner states update auto save channels message came on and erased channels-hard to re add channels

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00

owner states update auto save channels message came on and erased channels-hard to re add channels *** - Tech Cause: unable to verify concern-perform system check and found no current or history faults set. called GM TAC case# [redacted] and was advised of no simillar cases. advised possible momentary glitch in system and to have reevaluated by customer. *** - Tech Comments: no repairs made at this time. - Internal

Completed by Technician number: 0092	$0.00	$0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 Case Total: $0.00

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INVOICE ORIGINAL
Work Order [redacted]
December 10, 2012
Svc.Adv Loffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

Case: 4 owner states after last rain blue tooth will not pair with any phone

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

owner states after last rain blue tooth will not pair with any phone *** - Tech Cause: verified concern-perform system check and found no dtc's set in system. checked radio functionality and found to be normal. attempted to pair with other phones and was unable to. diagnosed and found radio to have logic lock up. *** - Tech Comments: performed module reset by disconnecting all radio connectors waited five minutes and reconnected radio. rechecked and verified bluetooth system now working normal. N6654 .5 add .5 ST= 1.0 - Warranty

Completed by Technician number: 0092 $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

Notes
- 2 day at 38.00 / 76.00 / d228993

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028248569

Currency:

		Labor:	$0.00
		Parts:	$0.00
Payment Ref:		**Misc:**	$0.00
Expiry Date:		**Sub Total:**	$0.00
P/O#:			
		Tax:	$0.00
Estimate:			
Payment Type	**Cash**	**Total:**	$0.00

12/11/2012
Date

Signature

ALLEN GWYNN Chevrolet

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Glendale, CA 91204
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F - (818) 240 - 1625
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INVOICE ORIGINAL
Work Order [redacted]
February 15, 2013
Svc.Adv Arsatoorian, Artin
Cust.Ph. [redacted]
Tag# [redacted]

02/06/2015 13:25:08

To: [redacted]
Sunland [redacted] CA

Year: 2013 Veh Id: [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 5,768
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU [redacted] Next Service:
Date In: 02/15/2013 In Service Date: 09/15/2012
Out: 02/19/2013 Cases: 3
Ext. War: - - (mo/) - D: $0.00
Promised Time: 02/15/2013 10:00:00 AM Call When Ready: No

Case: 1 Customer states that the right side display screen turned yellow with a blue line moving in the middle.

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00

Customer states that the right side display screen turned yellow with a blue line moving in the middle. *** - Tech Cause: Could not duplicate concern. *** - Tech Comments: See line 3 for possible correction - Internal
Completed by Technician number: 0489 $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 Customer states that the engine malfunction indicator light is illuminated at times.

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00

Customer states that the engine malfunction indicator light is illuminated at times. *** - Tech Cause: Could not duplicate the concern. *** - Tech Comments: DTC P06E4 Control module wake up circtui,stored in history. DTC is currently passed not failed. Checked communication with corresponding modules, all modules operating as designed at this time - Internal
Completed by Technician number: 0489 $0.00 $0.00
36364A - rental - Internal $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 3 Customer states that the entertainment system will not let her set radio stations into her favorites.

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00

Customer states that the entertainment system will not let her set radio stations into her favorites. *** - Tech Cause: Updated radio software *** - Tech Comments: Checked radio operation, found touch screen locked while operating. per#PI0880A, updated radio with latest software via USB. Checked and verified radio stations
R0759**.3+.3 install software with USB=.6** - Warranty
Completed by Technician number: 0489 $0.00 $0.00

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INVOICE ORIGINAL
Work Order [redacted]
February 15, 2013
Svc.Adv Arsatoorian, Artin
Cust.Ph. [redacted]
Tag# [redacted]

Case: 3 Customer states that the entertainment system will not let her set radio stations into her favorites [redacted]

Quantity	Description/Correction	Origin:	Price	Total
	36364 - rental - Warranty		$0.00	$0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 Case Total: $0.00

$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

Currency

Payment Ref:
Expiry Date:
PO#:
Estimate:

02/19/2013
Date Signature

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Payment Type Cash Total:	$0.00

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INVOICE ORIGINAL
Work Order [redacted]
January 17, 2014
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

To: [redacted]

Sunland CA
[redacted]

Year: 2013 Veh Id: [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 16,605
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] Next Service:
Date In: 01/17/2014 In Service Date: 09/15/2012
Out: 01/17/2014 Cases: 4
Ext. War: - - (mo/) - D: $0.00
Promised Time: 01/17/2014 03:00:00 PM Call When Ready: No

Case: 1 #13202 POWER INVERTER MODULE REPROGRAM -

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

13202 POWER INVERTER MODULE REPROGRAM - *** - Tech Cause: performed 13202 *** - Tech Comments: reprogamed power inverter module s1b62 - Warranty

Completed by Technician number: 056 $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 OWNER STATES POWER PORT LOCATED IN CENTER CONCLE NOT WORKING -

Quantity	Description/Correction	Origin:	Price	Total
1.00	88861352 - Fuse - Warranty (FP)		$0.00	$0.00
			$0.00	$0.00

OWNER STATES POWER PORT LOCATED IN CENTER CONCLE NOT WORKING *** - Tech Cause: diag found blown fuse *** - Tech Comments: replace 20 amp fuse for aux port 5430130 .2 - Warranty

Completed by Technician number: 056 $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 3 OWNER STATES WHEN VOICE DIALING WITH BLUE TOOTH PHONE DROPS CALL -

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

OWNER STATES WHEN VOICE DIALING WITH BLUE TOOTH PHONE DROPS CALL *** - Tech Cause: diag checked with other phone checked for updates *** - Tech Comments: updated radio software 809a1 - Warranty

Completed by Technician number: 056 $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

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INVOICE ORIGINAL
Work Order [redacted]
January 17, 2014
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

Case: 4 OWNER STATES WHEN INPUTING LOCATIONS ON MAP WITH VOICE COMMANDS THE SYYSTEM DONT UNDERSTAND WHAT YOUR SAYING

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES WHEN INPUTING LOCATIONS ON MAP WITH VOICE COMMANDS THE SYYSTEM DONT UNDERSTAND WHAT YOUR SAYING.... *** - Tech Cause: see case 3 *** - Tech Comments: see case3 - internal			
	Completed by Technician number: 056		$0.00	$0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 Case Total: $0.00

$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

Currency

		Labor:	$0.00
		Parts:	$0.00
	Payment Ref:	Misc:	$0.00
	Expiry Date:	Sub Total:	$0.00
	P/O#:		
		Tax:	$0.00
	Estimate:		
Payment Type		Total:	$0.00

01/17/2014
Date

Signature

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INVOICE ORIGINAL
Work Order [redacted]
January 20, 2014
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

02/06/2015 13:25:46

To: [redacted]

Sunland [redacted] CA

Year: 2013 Veh Id: [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 16,792
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] Next Service:
Date In: 01/20/2014 In Service Date: 09/15/2012
Out: 01/21/2014 Cases: 1
Ext. War: - - (mo/-) - D: $0.00
Promised Time: 00/00/0000 00:00:00 AM Call When Ready: No

Case: 1 owner states used center concle power port once it quit working [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	owner states used center concle power port once it quit working *** - Tech Cause: aux port inop found burnt fuse diag found metal object in rear aux port that shares same fuse with front port *** - Tech Comments: per customer enthusiasim replace fuse - Internal			
	Completed by Technician number: 056		$0.00	$0.00
	51911 - RENTAL - Internal		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028248569

Currency:

Payment Ref:
Expiry Date:
P/O#:
Estimate:

01/21/2014
Date Signature

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Payment Type **Total:**	$0.00

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INVOICE ORIGINAL
Work Order [redacted]
August 22, 2014
Svc.Adv Ocampo, Camilo
Cust.Ph. [redacted]
Tag# [redacted]

02/06/2015 13:26:01

To: [redacted]
Sunland [redacted] CA

Year: 2013 Veh Id [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 23,543
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU [redacted] Next Service:
Date In: 08/22/2014 In Service Date: 09/15/2012
Out: 08/22/2014 Cases: 4
Ext. War: - - (mo/) - D: $0.00
Promised Time: 08/22/2014 03:00:00 PM Call When Ready: No

Case: 1 # 14114 COOLANT VOLUME FILLED BELOW THE SPECIFICATION IN THE RESS - [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

14114 COOLANT VOLUME FILLED BELOW THE SPECIFICATION IN THE RESS -
*** - Tech Cause: # 14114 COOLANT VOLUME FILLED BELOW THE SPECIFICATION IN THE RESS -
*** - Tech Comments: top off coolant - Warranty
Completed by Technician number: 0079

$0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 M1T Maintenance 1 Service (Change Engine Oil and Filter. Reset Oil Life System. Lubricate Chassis Compnents. Inspect the vehicle for any leaks or damage. Check the engine coolant and windshield washer fluid levels and add fluid as needed. Rotate the tires and inspect tire inflation pressures and tire wear. Inspect t

Quantity	Description/Correction	Origin:	Price	Total
1.00	GREASE - GREASE		$0.00	$0.00
1.00	55352643 - FILTER,OIL		$0.00	$0.00
5.50	19293003 - OIL,ENG ACDELCO DEXOS1 5W30, BULK OPTION		$0.00	$0.00
			$39.95	$39.95

M1T Maintenance 1 Service (Change Engine Oil and Filter. Reset Oil Life System. Lubricate Chassis Compnents. Inspect the vehicle for any leaks or damage. Check the engine coolant and windshield washer fluid levels and add fluid as needed. Rotate the tires and inspect tire inflation pressures and tire wear. Inspect the brake system) *** - Tech Cause: Rotate the tires and inspect tire inflation pressures and tire wear. M1T Maintenance 1 Service (Change Engine Oil and Filter. *** - Tech Comments: Rotate the tires and inspect tire inflation pressures and tire wear. M1T Maintenance 1 Service (Change Engine Oil and Filter.completed
Completed by Technician number: 0079

Misc **Labor** **Parts** **Prepaid Parts Amt:** **Case Total:** $39.95

Case: 3 MPVI Perform GM Multi Point Inspection (Perform GM Multi Point Inspection) [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

MPVI Perform GM Multi Point Inspection (Perform GM Multi Point Inspection) *** - Tech Cause: MPVI Perform GM Multi Point Inspection *** - Tech Comments: MPVI Perform GM Multi Point Inspection completed upon inspection found uneven wear on two front tires recommend front alighment - Internal

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INVOICE ORIGINAL
Work Order
[redacted]
August 22, 2014
Svc.Adv Ocampo, Camilo
Cust.Ph. [redacted]
Tag# [redacted]

Case: 3 MPVI Perform GM Multi Point Inspection (Perform GM Multi Point Inspection)

Quantity	Description/Correction	Origin:	Price	Total
	Completed by Technician number: 0079		$0.00	$0.00

Misc	Labor	Parts	Prepaid Parts Amt:	Case Total:	$0.00

Case: 4 Added Operation: perform 4 wheel alignment *** - Tech Cause: maintnance *** - Tech Comments: performed four wheel alignment,set up to factory specs

Quantity	Description/Correction	Origin:	Price	Total
			$149.95	$149.95
	Added Operation: perform 4 wheel alignment *** - Tech Cause: maintnance *** - Tech Comments: performed four wheel alignment,set up to factory specs			
	Completed by Technician number: 0466			

Misc	$0.00	Labor	$149.95	Parts	$0.00	Prepaid Parts Amt:	$0.00	Case Total:	$149.95
									$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

Currency

Payment Ref:	Labor:	$163.66
Expiry Date:	Parts:	$26.24
P/O#:	Misc:	$0.00
	Sub Total:	$189.90
	Tax:	$2.36
Estimate: 40.00		
Payment Type C/Card-Visa	Total:	$192.26

08/22/2014
Date

Signature

Payee	Payment Type	Reference	Date	
[redacted]	C/Card-Visa		08/22/2014	$192.26
			Balance Owing:	$0.00

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INVOICE ORIGINAL
Work Order [redacted]
October 22, 2014
Svc.Adv Nickle, Eric
Cust.Ph. [redacted]
Tag# [redacted]

02/06/2015 13:27:21

To: [redacted]
Sunland [redacted] CA

Year: 2013 Veh Id: [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 24,832
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU [redacted] Next Service:
Date In: 10/22/2014 In Service Date: 09/15/2012
Out: 10/27/2014 Cases: 1
Ext. War: - - (mo/) - D: $0.00
Promised Time: 10/23/2014 09:00:00 AM Call When Ready: No

Case: 1 customer states passenger seat presents keeps comming on with no passenger in seat, see history

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

customer states passenger seat presents keeps comming on with no passenger in seat, see history *** - Tech Cause: Verified Customer concern, passenger presence system inactive with no occupant in seat. Scanned vehice and found B0081 in history. Code self Cleared. *** - Tech Comments: Test drove vehicle with occupant in seat and found system working normal. System parameters on scan tool able to pick up passenger weight. Notify to customer an item as light as a lap top or purse will activate Passenger presence system. Gm Bulltin 12-09-41-00213 specified if light weight is placed on seat can set off Passenger presence light. Recommend to customer if issue occurs again to have customer return for further diagnosis. No work done at this time. TAC Case[redacted] - Warranty

	$0.00	$0.00
68411A - Rental - Warranty	$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # AR000004535
E.P.A. # CAD028246569

OUT

Currency:

Payment Ref:
Expiry Date:
P/O#:

Estimate: DECLINED

10/27/2014
Date Signature

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Payment Type Cash **Total:**	$0.00

ALLEN GWYNN Chevrolet

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INVOICE ORIGINAL
Work Order #[redacted]
December 05, 2014
Svc.Adv Nickle, Eric
Cust.Ph [redacted]
Tag# [redacted]

To: [redacted]	Year: 2013 Veh Id [redacted] Unit #:
Sunland [redacted] CA	Make: Chevrolet License #:
	Model: VOLT Odo. In: 26,010
	Color: Charcoal Odo. Out:
	V.I.N.#: 1G1RH6E40DU [redacted] Next Service:
	Date In: 12/05/2014 In Service Date: 09/15/2012
	Out: 12/09/2014 Cases: 2
	Ext. War: - - (mo/) - D: $0.00
	Promised Time: 12/05/2014 03:00:00 PM Call When Ready: No

Case: 1 customer states passenger air bag on message comes on with objects on seat, came on with 42 pound child on seat

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

customer states passenger air bag on message comes on with objects on seat, came on with 42 pound child on seat *** - Tech Cause: Verified concern and found to be normal characteristic of passenger presence system. Advised customer that passenger presence system does NOT measure weight of occupant in seat. Advise customer that it is recommended for smaller children to seat in rear seats of vehicle for their safety. Also as stated in owners manual that objects such as a hand bag, grocery bag or electronic devices placed on front passenger seat can cause the lamp to be lit. reference doc id# [redacted] *** - Tech Comments: Reference bulletin # 12-09-41-002B - Internal

Completed by Technician number: 0092 $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 customer states voice reconiction will not always respond correctally

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

customer states voice reconiction will not always respond correctally *** - Tech Cause: Verified concern-found software update for radio to address voice recognition concerns. *** - Tech Comments: Reprogrammed and reset radio with latest software per bulletin # PI0880C. advised that code 809A1 - Warranty

Completed by Technician number: 0092 $0.00 $0.00
71310 - Rental - Warranty $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

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INVOICE ORIGINAL
Work Order [redacted]
December 05, 2014
Svc.Adv Nickle, Eric
Cust.Ph. [redacted]
Tag# [redacted]

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246589

Currency:

Payment Ref:
Expiry Date:
P/O#:

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00

Estimate: DECLINED

12/09/2014
Date

Signature

Payment Type Cash

Total: $0.00

Community CHEVROLET
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B.A.R. REG. # ARD106920 E.P.A. # CAD981370968

INVOICE NUMBER [redacted]
CUSTOMER NUMBER [redacted]
[redacted]
LA CRESENTA, CA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE
ADVISOR MARK EVANS 415 TAG NO. [redacted]
LABOR RATE 125.00 LICENSE NO. MILEAGE 27,945
YEAR / MAKE / MODEL 13/CHEVROLET/VOLT/5DR HB
VEHICLE ID NO. 1G1RH6E40DU[redacted]
F. T. E. NO. P.O. NO.
COLOR CYBER GRY M STOCK NO. [redacted]
COMMENTS
DELIVERY MILES SELLING DEALER NO. 100
R.O. DATE 03/02/15 INVOICE DATE 03/03/15
REPRINT NUMBER DELIVERY DATE 09/13/12
MO: 27946 PRODUCTION DATE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUST. SIGNATURE X _____

TIRES PSI LF ____ RF ____ LR ____ RR ____

JOB# 1 CHARGES

LABOR

[redacted] CHECK ENGINE LIGHT ON [redacted] TECH(S) [redacted] 250.00
CUSTOMER STATES CHECK ENGINE LIGHT IS ON
P0325. RODENT DAMAGE TO KNOCK SENSOR WIRING
REPAIR WIRING TO KNOCK SENSOR

JOB# 1 TOTALS

LABOR 250.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 250.00

JOB# 2 CHARGES

LABOR

[redacted] TECH(S) [redacted] WARRANTY
SAFETY RECALL 14274 LIFTGATE STRUT ROD DETACH
PERFORMED SERVOCE CAMPAIGN 14274/REPLACED REAR LIFT
GATE STRUT RODS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
	1	23282828	STRUT 12.187	WARRANTY
	1	23282827	STRUT 12.187	WARRANTY

TOTAL - PARTS 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

[redacted]
MULTI-POINT VEHICLE INSPECTION
COMPLETED SEE ATTACHED INSPECTION SHEET

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

[redacted]
CHECK TIRE PRESSURES
COMPLETED

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

[redacted] RENTAL [redacted]
CUSTOMER PAY RENTAL
CUSTOMER PAY RENTAL
1 DAY CHARGES

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

The Reynolds and Reynolds Company ERMWHOLE CC840771 O (07/13)

[CONTINUED ON NEXT PAGE]

COMMUNITY CHEVROLET
200 W OLIVE AVE
BURBANK, CA 91502
(818) 843-2200

Merchant ID: 8788660885414

Sale

XXXXXXXXXXXX[redacted]
VISA Entry: Swiped

Total: $ 250.00

03/03/15 16:06:21
Inv#: 000014 Appr Code: [redacted]
Apprvd: Online Batch#: [redacted]

Customer Copy
THANK YOU!
PLEASE COME AGAIN!

ity
We Roll.
)
:A 91502

[redacted]

ADVISOR		TAG NO.
MARK EVANS 415		0592
LABOR RATE	LICENSE NO.	MILEAGE
125.00		27,945

YEAR / MAKE / MODEL: 13/CHEVROLET/VOLT/5DR HB

VEHICLE ID NO.: 1G1RH6E40DU108642

F.T.E. NO. | P.O. NO.

COLOR	STOCK NO.
CYBER GRY M	3063

COMMENTS

DELIVERY MILES	SELLING DEALER NO.
	100
R. O. DATE	INVOICE DATE
03/02/15	03/03/15
REPRINT NUMBER	DELIVERY DATE
	09/13/12
MO: 27946	PRODUCTION DATE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUST. SIGNATURE X _____

TIRES PSI LF ____ RF ____ LR ____ RR ____

The Reynolds and Reynolds Company ERA/NTHOUSE CC6540771 O (07/13)

SUBLET----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

81301 03/03/15 R/A#357

	INTERNAL
TOTAL - SUBLET	0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $250.00 (+TAX)

TOTALS----------

PARTS DESIGNATED WITH AN (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER-PAY REPAIRS

TOTAL LABOR....	250.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**250.00**

PAYMENT METHOD

VISA MC AMEX DISC

CASH CHECK # CHARGE

Community Chevrolet strives to offer our customers a great service experience. If for any reason you are not COMPLETELY SATISFIED.please call Martin Granado at 818-843-2200.
Your feedback is very important to us.
WE APPRECIATE YOUR CONTINUED BUSINESS

_____
CUSTOMER SIGNATURE

MAR 0 3 PAID

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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INVOICE ORIGINAL
Work Order [redacted]
February 13, 2015
Svc.Adv Montgomery, Linda
Cust.Ph. [redacted]
Tag# [redacted]

To: [redacted]
Sunland **CA**
[redacted]

Year: 2013 **Veh Id:** [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 27,580
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] **Next Service:**
Date In: 02/13/2015 In Service Date: 09/15/2012
Out: 02/17/2015 Cases: 4
Ext. War: - - (mo/) - D: $0.00
Promised Time: 02/13/2015 03:00:00 PM Call When Ready: No

Case: 1 # 14274 LIFTGATE STRUT ROD DETACH -

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	# 14274 LIFTGATE STRUT ROD DETACH - *** - Tech Cause: Cause not defined. *** - Tech Comments: special order parts - Warranty			
			$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 will not always unlock the car and sometimes will not be able to lock car with silver button on handle ever since we reprogrammed last time.

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	will not always unlock the car and sometimes will not be able to lock car with silver button on handle ever since we reprogrammed last time *** - Tech Cause: necessary to replace door handle *** - Tech Comments: special order part - Warranty			
	Completed by Technician number: 0092		$0.00	$0.00
	Warranty Loan Car (Extra Item) - Warranty		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 3 ever since we reprogrammed last time has been getting an error message. linda has on her cell phone. it says "features not available"
Electrical/15a Misc.

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	ever since we reprogrammed last time has been getting an error message. linda has on her cell phone. it says "features not available" Electrical/15a Misc. *** - Tech Cause: Inspected vehicle and found messege some radio features not available was displayed on the screen. *** - Tech Comments: Reprogrammed radio through sps and via USB. Cleared dtc's and verified correction. Vehicle is now operating as designed. - Warranty			
	Completed by Technician number: 013		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

VIA FAX ONLY

April 9, 2015

Norman Taylor, Esq.
Norman Taylor & Associates
425 West Broadway, Suite 220
Glendale, CA 91204

RE: [redacted]
Service Request: [redacted]
2013 Chevrolet Volt
Vehicle Identification Number: 1G1RH6E40DU[redacted]
Customer Relationship Specialist: Moses

Dear Mr. Taylor:

This is to advise that General Motors is in receipt of the above referenced case dated April 2, 2015. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

- ☐ Copy of owner's current title and/or registration
- ☐ Other: Payment History
- ☐ Finance agreement
- ☐ Buyer's agreement

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

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

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

_____ _____
Signature Signature

LG0006
V08172010



NORMAN TAYLOR
& ASSOCIATES
A Professional Law Corporation
425 W. BROADWAY, SUITE 220
GLENDALE, CA 91204

General Motors LLC
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

RECEIVED APR 07 2015

NORMAN TAYLOR & ASSOCIATES
A Professional Law Corporation

NORMAN F. TAYLOR

JOHN K. CICCARELLI
OF COUNSEL

425 WEST BROADWAY
SUITE 220
GLENDALE, CA 91204
TEL (818) 244-3905
FAX (818) 244-6052

April 2, 2015

General Motors LLC
Chevrolet
P.O. Box 33170
Detroit, MI 48232-5170

Re: [redacted] vs. General Motors, LLC, et al.
Vehicle: 2013 Chevrolet Volt
VIN: 1G1RH6E40DU[redacted]

Dear General Motors, LLC:

Please be advised that **Norman Taylor & Associates** represents the interests of Sara Estrada concerning her 2013 Chevrolet Volt. In accordance with the Magnuson-Moss Warranty Act, 15 U.S.C.2310, you are hereby notified that my client is revoking acceptance of this vehicle. She has directed me to demand cancellation of all contracts related to or concerning the purchase of the subject vehicle and the return of all monies paid toward or owed on the subject vehicle, including any amounts paid or payable, down payment, all payments made, trade in value, and incidental and consequential damages.

Pursuant to the Magnuson-Moss Warranty Act, 15 U.S.C. 2310 and in accordance with the Song-Beverly Consumer Warranty Act, California Civil Code Section 1790 et seq., Sara Estrada hereby requests that you comply with Civ. Code §1793.2(d)(2) and §1794 based on the following facts:

1. The vehicle was leased new on September 14, 2012 from Felix Chevrolet in the City of Los Angeles, California. The vehicle came with a warranty as defined in the Act.

2. The vehicle is not fit for the ordinary purposes for which it was sold, and has exhibited substantial nonconformities that have required repeated warranty repairs. The nonconformities include but are not necessarily limited to:

   • The electrical/electronic systems of this vehicle are defective which manifests itself in the following ways:

   - Check engine light comes on and goes off on its own randomly.
   - The communication systems routinely will not work, i.e. the Blue- tooth will not connect, voice dial will disconnect (which it does almost every day), the info center will freeze up, the radio will not set stations and sometimes erase them. The center console power port has failed to work.
   - The airbag light has come on multiple times.

There have been nine attempted repairs to the car's electronic system however it is still defective. The check engine light concern was specifically mentioned on three of the repairs, the Bluetooth & other info center issues were brought up seven times, the center console and airbag light situations twice each, the latter including replacement of the airbag sensor.

Prior to retaining this law firm, Ms. [redacted] contacted General Motors and asked for assistance. General Motors offered repurchase but with a mileage offset based on over 23,000 miles, claiming that the repurchase would be based on "days out of service" rather than a specific defect. In fact, the first repair in which the check engine light was first brought to GM's attention was at mile 1,785, so any offset must not be based on any higher mileage figure.

Secondly, on March 2nd with the check engine light on yet again, Ms. [redacted] returned the vehicle to a GM dealership. The technician who worked on the car claimed that the problem was "rodent damage" and claimed to have found a rat's nest under the hood. Ms. [redacted] was charged $250 for alleged repairs to a wire.

Since Ms. [redacted] has never had a problem with rodents in her car, and this had never been brought up on any prior repair, she retained a professional mechanic to inspect the vehicle. He found no evidence of rodents and no evidence that any wiring has been repaired or replaced. Further, the professional observed the check engine light to come on and go off while he tested the car, so whatever was done clearly did not fix the car. She incurred a $250 expense to the mechanic, however GM technicians should have done the same observation and come to the same conclusions under the terms of her warranty.

3. A reasonable opportunity to repair these non-conformities has taken place either directly or through agents. These nonconformities substantially impair the use, value and safety of this vehicle to [redacted]

Our client is entitled to full restitution under California Civ. Code § 1793.2(d)(2) and Civ. Code §1794 as well as under the Magnuson Moss Warranty Act 15 U.S.C. 2310 et seq., to date, as follows:

Actual Damages to Date

1.	Amount Paid & Payable	$46,053.00
2.	DMV Registration	$ TBD (To Be Determined)
3.	Car Rental Expense	$ TBD
4.	Towing Expense	$ TBD
5.	Repair Expense	$ 250.00
6.	Add-on Expense	$ TBD
7.	Inspection Expense	$ 250.00
Actual Damages		**$46,553.00**

Our client will seek a civil penalty of twice the amount of her actual damages.

Civil Penalty.....$93,106.00.

Accordingly, at trial, the damages sought will be approximately $139,659.00.

In addition, our client is entitled to attorney fees and costs as provided in the statute. However, in the spirit of compromise and in the interest of settlement and to avoid protracted and unnecessary litigation, [redacted] hereby makes an offer to settle for $46,053.00 in actual damages, any and all incidental or consequential damages yet to be determined, **plus** $3,500.00 in attorney's fees, costs, and expenses. The vehicle will be returned to Felix Chevrolet or General Motors, LLC.

Once you have made the opportunity to review this matter, please advise us as to whether you wish to discuss settlement or defend. Please respond to this settlement demand no later than 30 days from the above date. Please do not communicate directly with our client with regard to this matter, and forward all communications to this office.

Very truly yours,

NORMAN TAYLOR & ASSOCIATES
A Professional Law Corporation

By: _____
Norman F. Taylor, Esq.

NFT:mr
Enclosures: Notice of Lien
Lease Agreement
Dept. of Motor Vehicle Registration
Repair Orders

cc: [redacted]

ALLEN GWYNN Chevrolet

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INVOICE ORIGINAL
Work Order [redacted]
November 01, 2012
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

02/06/2015 13:28:06

To: [redacted]	Year: 2013 Veh Id: [redacted] Unit #:
Sunland [redacted] CA	Make: Chevrolet License #:
	Model: VOLT Odo. In: 1,785
	Color: Charcoal Odo. Out:
	V.I.N.#: 1G1RH6E40DU [redacted] Next Service:
	Date In: 11/01/2012 In Service Date: 09/15/2012
	Out: 11/02/2012 Cases: 5
	Ext. War: - - (mo/) - D: $0.00
	Promised Time: 11/01/2012 10:00:00 AM Call When Ready: No

Case: 1 Campaign # 12241 Campaign # 12241 DELAYED RATE & DEPARTURE TIME CHARGE MODE SOFTWARE ANOMALY Electrical Electrical - Repair

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	Campaign # 12241 Campaign # 12241 DELAYED RATE & DEPARTURE TIME CHARGE MODE SOFTWARE ANOMALY Electrical Electrical - Repair *** - Tech Cause: campaign 12241 *** - Tech Comments: reprogram HPCM 2 per campaign - Warranty			
	Completed by Technician number: 0092		$0.00	$0.00
	31577 - rental - Warranty		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 OWNER STATES CHECK ENGINE LIGHT COMES ON AND WENT OFF

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES CHECK ENGINE LIGHT COMES ON AND WENT OFF *** - Tech Cause: verified concern-perform system check and found only dtc p0111 set in history with no other codes set. *** - Tech Comments: GM engineering aware of concern-no available fix at this time per bulletin# PIC5708C. cleared dtc only at this time. - Internal			
	Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 3 OWNER STATES BLUETOOTH USING BLACKBERRY "BOLD 9900" WILL FAIL ON FIRST CONNECTION

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES BLUETOOTH USING BLACKBERRY "BOLD 9900" WILL FAIL ON FIRST CONNECTION *** - Tech Cause: performed system check and found no fault present. checked bluetooth compatibility customer's phone at www.onstar.com/bluetooth and found phone not currently on list compatibility. *** - Tech Comments: phone not compatible at this time-no repairs made reference #PI0086D for Blackberry issues. - Internal			
	Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

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INVOICE ORIGINAL
Work Order [redacted]
November 01, 2012
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

Case: 4 OWNER STATES USING VOICE DIAL WILL ASK NAME STATE THEN DISCONNECT [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES USING VOICE DIAL WILL ASK NAME STATE THEN DISCONNECT *** - Tech Cause: related to case 3 *** - Tech Comments: see case 3 - Internal			
	Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 **Case Total:** $0.00

Case: 5 OWNER STATES INFO CENTER WILL FREEZE UP AND ONLY DISPLAY PARTIAL SCREEN DISPLAYS [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES INFO CENTER WILL FREEZE UP AND ONLY DISPLAY PARTIAL SCREEN DISPLAYS *** - Tech Cause: related to case 3 *** - Tech Comments: see case 3 - Internal			
	Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 **Case Total:** $0.00

$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # AR0000004535
E.P.A. # CAD028246569

Currency:

Payment Ref:
Expiry Date:
P/O#:
Estimate:

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Total:	$0.00

11/02/2012
Date

Signature

Payment Type Cash

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INVOICE ORIGINAL
Work Order [redacted]
December 10, 2012
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

02/06/2015 13:24:53

To:	
[redacted]	
Sunland [redacted]	**CA**

Year: 2013 Veh Id [redacted]	Unit #:
Make: Chevrolet	License #:
Model: VOLT	Odo. In: 3,321
Color: Charcoal	Odo. Out:
V.I.N.#: 1G1RH6E40DU [redacted]	Next Service:
Date In: 12/10/2012	In Service Date: 09/15/2012
Out: 12/11/2012	Cases: 4
Ext. War: - - (mo/) - D: $0.00	
Promised Time: 12/10/2012 12:00:00 PM	Call When Ready: No

Case: 1 Campaign # 12236 Campaign # 12236 REAR SEAT REMOVABLE ARM REST RATTLE Electrical Electrical - Repair *** - [redacted]

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00
Campaign # 12236 Campaign # 12236 REAR SEAT REMOVABLE ARM REST RATTLE Electrical Electrical - Repair *** - Tech Cause: campaign 12236 *** - Tech Comments: inspect armrest-no further action required - Warranty			
Completed by Technician number: 0092		$0.00	$0.00
33361 - rental - Warranty		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 Campaign # 12266 ERRONEOUS ELECTRIC PARK BRAKE MESSAGE AND LIGHT ON, DTC C027D *** - [redacted]

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00
Campaign # 12266 ERRONEOUS ELECTRIC PARK BRAKE MESSAGE AND LIGHT ON, DTC C027D *** - Tech Cause: campaign 12266 *** - Tech Comments: reprogram parking brake control module per campaign code 2B2AB - Warranty			
Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 3 owner states update auto save channels message came on and erased channels-hard to re add channels *** - [redacted]

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00
owner states update auto save channels message came on and erased channels-hard to re add channels *** - Tech Cause: unable to verify concern-perform system check and found no current or history faults set. called GM TAC case# [redacted] and was advised of no similar cases. advised possible momentary glitch in system and to have reevaluated by customer. *** - Tech Comments: no repairs made at this time. - Internal			
Completed by Technician number: 0092		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

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INVOICE ORIGINAL
Work Order [redacted]
December 10, 2012
Svc.Adv Loffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

Case: 4 owner states after last rain blue tooth will not pair with any phone

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

owner states after last rain blue tooth will not pair with any phone *** - Tech Cause: verified concern-perform system check and found no dtc's set in system. checked radio functionality and found to be normal. attempted to pair with other phones and was unable to. diagnosed and found radio to have logic lock up. *** - Tech Comments: performed module reset by disconnecting all radio connectors waited five minutes and reconnected radio. rechecked and verified bluetooth system now working normal. N6654 .5 add .5 ST= 1.0 - Warranty

Completed by Technician number: 0092 $0.00 $0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 Case Total: $0.00

$0.00

Notes

- 2 day at 38.00 / 76.00 / d228993

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

Currency:

Payment Ref:
Expiry Date:
P/O#:
Estimate:

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Total:	$0.00

12/11/2012
Date

Signature

Payment Type Cash

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Glendale, CA 91204
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INVOICE ORIGINAL
Work Order [redacted]
February 15, 2013
Svc.Adv Arsatoorian, Artin
Cust.Ph. [redacted]
Tag# [redacted]

Case: 3 Customer states that the entertainment system will not let her set radio stations into her favorites. [redacted]

Quanity	Description/Correction	Origin:	Price	Total
	36364 - rental - Warranty		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # AR6000045315
E.P.A. # CA0028246569

OUT

Currency

Payment Ref:
Expiry Date:
P/O#:
Estimate:

02/19/2013
Date Signature

Payment Type Cash

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Total:	$0.00

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INVOICE ORIGINAL
Work Order [redacted]
January 17, 2014
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

02/06/2015 13:25:24

To	
[redacted]	
Sunland [redacted]	CA

Year: 2013 Veh Id [redacted]	Unit #:
Make: Chevrolet	License #:
Model: VOLT	Odo. In: 16,605
Color: Charcoal	Odo. Out:
V.I.N.#: 1G1RH6E40DU [redacted]	Next Service:
Date In: 01/17/2014	In Service Date: 09/15/2012
Out: 01/17/2014	Cases: 4
Ext. War: - - (mo/) - D: $0.00	
Promised Time: 01/17/2014 03:00:00 PM	Call When Ready: No

Case: 1 #13202 POWER INVERTER MODULE REPROGRAM [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

13202 POWER INVERTER MODULE REPROGRAM - *** - Tech Cause: performed 13202 *** - Tech Comments: reprogamed power inverter module s1b62 - Warranty

Completed by Technician number: 056 — $0.00 $0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 **Case Total:** $0.00

Case: 2 OWNER STATES POWER PORT LOCATED IN CENTER CONCLE NOT WORKING [redacted]

Quantity	Description/Correction	Origin:	Price	Total
1.00	88861352 - Fuse - Warranty (FP)		$0.00	$0.00
			$0.00	$0.00

OWNER STATES POWER PORT LOCATED IN CENTER CONCLE NOT WORKING *** - Tech Cause: diag found blown fuse *** - Tech Comments: replace 20 amp fuse for aux port 8430130 .2 - Warranty

Completed by Technician number: 056 — $0.00 $0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 **Case Total:** $0.00

Case: 3 OWNER STATES WHEN VOICE DIALING WITH BLUE TOOTH PHONE DROPS CALL [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

OWNER STATES WHEN VOICE DIALING WITH BLUE TOOTH PHONE DROPS CALL *** - Tech Cause: diag checked with other phone checked for updates *** - Tech Comments: updated radio software 809a1 - Warranty

Completed by Technician number: 056 — $0.00 $0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 **Case Total:** $0.00

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INVOICE ORIGINAL
Work Order [redacted]
January 17, 2014
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

Case: 4 OWNER STATES WHEN INPUTING LOCATIONS ON MAP WITH VOICE COMMANDS THE SYYSTEM DONT UNDERSTAND WHAT YOUR SAYING [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	OWNER STATES WHEN INPUTING LOCATIONS ON MAP WITH VOICE COMMANDS THE SYYSTEM DONT UNDERSTAND WHAT YOUR SAYING.... *** - Tech Cause: see case 3 *** - Tech Comments: see case3 - Internal			
	Completed by Technician number: 056		$0.00	$0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 **Case Total:** $0.00

$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

Currency

	Labor:	$0.00
	Parts:	$0.00
Payment Ref:	Misc:	$0.00
Expiry Date:	Sub Total:	$0.00
P/O#:		
	Tax:	$0.00
Estimate:		
Payment Type	Total:	$0.00

01/17/2014
Date

Signature

ALLEN GWYNN Chevrolet

1400 South Brand Blvd.
Glendale, CA 91204
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INVOICE ORIGINAL
Work Order [redacted]
January 20, 2014
Svc.Adv Leffler, Michael
Cust.Ph. [redacted]
Tag# [redacted]

Page 1 of 1
02/06/2015 13:25:46

To: [redacted]
Sunland CA
[redacted]

Year: 2013 Veh Id: [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 16,792
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] Next Service:
Date In: 01/20/2014 In Service Date: 09/15/2012
Out: 01/21/2014 Cases: 1
Ext. War: - - (mo/-) - D: $0.00
Promised Time: 00/00/0000 00:00:00 AM Call When Ready: No

Case: 1 owner states used center concle power port once it quit working [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	owner states used center concle power port once it quit working *** - Tech Cause: aux port inop found burnt fuse diag found metal object in rear aux port that shares same fuse with front port *** - Tech Comments: per customer enthusiasim replace fuse - Internal			
	Completed by Technician number: 056		$0.00	$0.00
	51911 - RENTAL - Internal		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

OUT

Currency:

Payment Ref:
Expiry Date:
P/O#:
Estimate:

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00
Payment Type **Total:**	**$0.00**

01/21/2014
Date Signature

ALLEN GWYNN Chevrolet

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Glendale, CA 91204
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F - (818) 240 - 1625
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INVOICE ORIGINAL
Work Order [redacted]
August 22, 2014
Svc.Adv Ocampo, Camilo
Cust.Ph. [redacted]
Tag# [redacted]

To: [redacted]	Year: 2013 Veh Id: [redacted] Unit #:
Sunland CA [redacted]	Make: Chevrolet License #:
	Model: VOLT Odo. In: 23,543
	Color: Charcoal Odo. Out:
	V.I.N.#: 1G1RH6E40DU [redacted] Next Service:
	Date In: 08/22/2014 In Service Date: 09/15/2012
	Out: 08/22/2014 Cases: 4
	Ext. War: - - (mo/) - D: $0.00
	Promised Time: 08/22/2014 03:00:00 PM Call When Ready: No

Case: 1 #14114 COOLANT VOLUME FILLED BELOW THE SPECIFICATION IN THE RESS - [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

14114 COOLANT VOLUME FILLED BELOW THE SPECIFICATION IN THE RESS -
*** - Tech Cause: # 14114 COOLANT VOLUME FILLED BELOW THE SPECIFICATION IN THE RESS -
*** - Tech Comments: top off coolant - Warranty
Completed by Technician number: 0079

$0.00 $0.00

Misc $0.00 Labor $0.00 Parts $0.00 Prepaid Parts Amt: $0.00 **Case Total:** $0.00

Case: 2 M1T Maintenance 1 Service (Change Engine Oil and Filter. Reset Oil Life System, Lubricate Chassis Compnents, Inspect the vehicle for any leaks or damage, Check the engine coolant and windshield washer fluid levels and add fluid as needed, Rotate the tires and inspect tire inflation pressures and tire wear, Inspect t

Quantity	Description/Correction	Origin:	Price	Total
1.00	GREASE - GREASE		$0.00	$0.00
1.00	55352643 - FILTER,OIL		$0.00	$0.00
5.50	19293003 - OIL,ENG ACDELCO DEXOS1 5W30, BULK OPTION		$0.00	$0.00
			$39.95	$39.95

M1T Maintenance 1 Service (Change Engine Oil and Filter. Reset Oil Life System, Lubricate Chassis Compnents, Inspect the vehicle for any leaks or damage, Check the engine coolant and windshield washer fluid levels and add fluid as needed, Rotate the tires and inspect tire inflation pressures and tire wear, Inspect the brake system) *** - Tech Cause: Rotate the tires and inspect tire inflation pressures and tire wear, M1T Maintenance 1 Service (Change Engine Oil and Filter. *** - Tech Comments: Rotate the tires and inspect tire inflation pressures and tire wear, M1T Maintenance 1 Service (Change Engine Oil and Filter.completed
Completed by Technician number: 0079

Misc Labor Parts Prepaid Parts Amt: **Case Total:** $39.95

Case: 3 MPVI Perform GM Multi Point Inspection (Perform GM Multi Point Inspection) [redacted]

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00

MPVI Perform GM Multi Point Inspection (Perform GM Multi Point Inspection) *** - Tech Cause: MPVI Perform GM Multi Point Inspection *** - Tech Comments: MPVI Perform GM Multi Point Inspection completed upon inspection found uneven wear on two front tires recommend front alighment - Internal

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INVOICE ORIGINAL
Work Order [redacted]
August 22, 2014
Svc.Adv Ocampo, Camilo
Cust.Ph. [redacted]
Tag# [redacted]

Case: 3 MPVI Perform GM Multi Point Inspection (Perform GM Multi Point Inspection)

Quantity	Description/Correction	Origin:	Price	Total
	Completed by Technician number: 0079		$0.00	$0.00

Misc Labor Parts Prepaid Parts Amt: Case Total: $0.00

Case: 4 Added Operation: perform 4 wheel alignment - Tech Cause: maintnance *** - Tech Comments: performed four wheel alignment,set up to factory specs

Quantity	Description/Correction	Origin:	Price	Total
			$149.95	$149.95
	Added Operation: perform 4 wheel alignment *** - Tech Cause: maintnance *** - Tech Comments: performed four wheel alignment,set up to factory specs			
	Completed by Technician number: 0466			

Misc $0.00 Labor $149.95 Parts $0.00 Prepaid Parts Amt: $0.00 Case Total: $149.95

$0.00

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD026246569

Currency

Payment Ref:
Expiry Date:
P/O#:

Estimate: 40.00

08/22/2014
Date Signature

Labor:	$163.66
Parts:	$26.24
Misc:	$0.00
Sub Total:	$189.90
Tax:	$2.36
Payment Type C/Card-Visa Total:	$192.26

Payee	Payment Type	Reference	Date	
[redacted]	C/Card-Visa		08/22/2014	$192.26
			Balance Owing:	$0.00

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INVOICE ORIGINAL
Work Order [redacted]
October 22, 2014
Svc.Adv Nickle, Eric
Cust.Ph. [redacted]
Tag# [redacted]

02/06/2015 13:27:21

To: [redacted]

Sunland [redacted] CA

Year: 2013 Veh Id: [redacted] Unit #:
Make: Cheyrolet License #:
Model: VOLT Odo. In: 24,832
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] Next Service:
Date In: 10/22/2014 In Service Date: 09/15/2012
Out: 10/27/2014 Cases: 1
Ext. War: - - (mo/) - D: $0.00
Promised Time: 10/23/2014 09:00:00 AM Call When Ready: No

Case: 1 customer states passenger seat presents keeps comming on with no passenger in seat, see history [redacted]

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00

customer states passenger seat presents keeps comming on with no passenger in seat, see history *** - Tech Cause: Verified Customer concern, passenger presence system inactive with no occupant in seat. Scanned vehice and found B0081 in history. Code self Cleared. *** - Tech Comments: Test drove vehicle with occupant in seat and found system working normal. System parameters on scan tool able to pick up passenger weight. Notify to customer an item as light as a lap top or purse will activate Passenger presence system. Gm Builtin 12-09-41-00213 specified if light weight is placed on seat can set off Passenger presence light. Recommend to customer if issue occurs again to have customer return for further diagnosis. No work done at this time. TAC Case[redacted] - Warranty

	$0.00	$0.00
68411A - Rental - Warranty	$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described on this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD028246569

OUT

Currency:

Payment Ref:
Expiry Date:
P/O#:

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00

Estimate: DECLINED

10/27/2014
Date Signature

Payment Type Cash **Total:** $0.00

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INVOICE ORIGINAL
Work Order [redacted]
December 05, 2014
Svc.Adv Nickle, Eric
Cust.Ph. [redacted]
Tag# [redacted]

To: [redacted]
Sunland [redacted] CA

Year: 2013 Veh Id: [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 26,010
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] Next Service:
Date In: 12/05/2014 In Service Date: 09/15/2012
Out: 12/09/2014 Cases: 2
Ext. War: - - (mo/) - D: $0.00
Promised Time: 12/05/2014 03:00:00 PM Call When Ready: No

Case: 1 customer states passengor air bag on message comes on with objects on seat, came on with 42 pound child on seat

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00

customer states passenger air bag on message comes on with objects on seat, came on with 42 pound child on seat *** - Tech Cause: Verified concern and found to be normal characteristic of passenger presence system. Advised customer that passenger presence system does NOT measure weight of occupant in seat. Advise customer that it is recommended for smaller children to seat in rear seats of vehicle for their safety. Also as stated in owners manual that objects such as a hand bag, grocery bag or electronic devices placed on front passenger seat can cause the lamp to be lit. reference doc id# 2557024 *** - Tech Comments: Reference bulletin # 12-09-41-002B - Internal

Completed by Technician number: 0092 $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 customer states voice reconiction will not always respond correctally

Quantity Description/Correction	Origin:	Price	Total
		$0.00	$0.00

customer states voice reconiction will not always respond correctally *** - Tech Cause: Verified concern-found software update for radio to address voice recognition concerns. *** - Tech Comments: Reprogrammed and reset radio with latest software per bulletin # PI0880C. advised that code 809A1 - Warranty

Completed by Technician number: 0092 $0.00 $0.00
71310 - Rental - Warranty $0.00 $0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

$0.00

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INVOICE ORIGINAL
Work Order [redacted]
December 05, 2014
Svc.Adv Nickle, Eric
Cust.Ph. [redacted]
Tag# [redacted]

OUT

Indebtedness is hereby acknowledged for the "Total Charges" being all of the balance owing to repairs, parts & accessories described in this work order.
B.A.R. LICENSE # ARD00004535
E.P.A. # CAD029245589

Currency:

Payment Ref:
Expiry Date:
P/O#:

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Sub Total:	$0.00
Tax:	$0.00

Estimate: DECLINED

12/09/2014
Date

Signature

Payment Type Cash

Total: $0.00

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B.A.R. REG. # ARD106920 E.P.A. # CAD981370968

INVOICE NUMBER [redacted]
CUSTOMER NUMBER

[redacted]
LA CRESENTA, CA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

ADVISOR: MARK EVANS 415 TAG NO. [redacted]
LABOR RATE: 125.00 LICENSE NO. MILEAGE: 27,945
YEAR / MAKE / MODEL: 13/CHEVROLET/VOLT/5DR HB
VEHICLE ID NO: 1G1RH6E40DU[redacted]
F.I.R. NO. R.O. NO.
COLOR: CYBER GRY M STOCK NO.: 3063
COMMENTS

DELIVERY MILES: BELLING DEALER NO.: 100
R. O. DATE: 03/02/15 INVOICE DATE: 03/03/15
REPRINT NUMBER DELIVERY DATE: 09/13/12
MO: 27946 PRODUCTION DATE

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUST. SIGNATURE X

TIRES PSI LF ____ RF ____ LR ____ RR ____

The Reynolds and Reynolds Company, Beaverhouse CD2540771 Q (0713)

JOB# 1 CHARGES

LABOR

[redacted] CHECK ENGINE LIGHT(S) [redacted]
CUSTOMER STATES CHECK ENGINE LIGHT IS ON
P0325, RODENT DAMAGE TO KNOCK SENSOR WIRING
REPAIR WIRING TO KNOCK SENSOR

JOB# 1 TOTALS
LABOR 250.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 250.00

JOB# 2 CHARGES

LABOR

[redacted] WARRANTY
SAFETY RECALL 14274 LIFTGATE STRUT ROD DETACH
PERFORMED SERVOCE CAMPAIGN 14274/REPLACED REAR LIFT
GATE STRUT RODS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	23282828	STRUT 12.187		WARRANTY
	1	23282827	STRUT 12.187		WARRANTY
			TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

[redacted]
MULTI-POINT VEHICLE INSPECTION
COMPLETED SEE ATTACHED INSPECTION SHEET

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

[redacted]
CHECK TIRE PRESSURES
COMPLETED

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

[redacted]
CUSTOMER PAY RENTAL
CUSTOMER PAY RENTAL
1 DAY CHARGES

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

[CONTINUED ON NEXT PAGE]

COMMUNITY CHEVROLET
200 N GLEN AVE
BURBANK CA 91502
(818) 843-2200

Merchant ID: 873866B0B5414

We Roll.

[redacted]

Sale

XXXXXXXXXXXX6599
VISA Entry: Swiped

Total: $ 250.00 [redacted]

03/03/15 16:06:21

Inv#: 000014 Appr Code: [redacted]

Approvd: Online Batch#: [redacted]

Customer Copy
THANK YOU!
PLEASE COME AGAIN!

ADVISOR: MARK EVANS 415	TAG NO.: [redacted]
LABOR RATE: 125.00	LICENSE NO.:
MILEAGE: 27,945	
YEAR / MAKE / MODEL: 13/CHEVROLET/VOLT/5DR HB	
VEHICLE ID NO.: 1G1RH6E40DU[redacted]	
E.T.E. NO.:	P.O. NO.:
COLOR: CYBER GRY M	STOCK NO.: [redacted]
COMMENTS:	
DELIVERY MILES:	SELLING DEALER NO.: 100
R. O. DATE: 03/02/15	INVOICE DATE: 03/03/15
REPRINT NUMBER:	DELIVERY DATE: 09/13/12
MO: 27946	PRODUCTION DATE:

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUST. SIGNATURE X

TIRES PSI LF ____ RF ____ LR ____ RR ____

The Reynolds and Reynolds Company (DAYTON) CDS40771.0 (07/13)

SUBLET---PO#--------VEND INV#-INV.DATE-DESCRIPTION---------- INTERNAL

81301 03/03/15 R/A#357

TOTAL - SUBLET 0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $250.00 (+TAX)

TOTALS----------

PARTS DESIGNATED WITH AN (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER-PAY REPAIRS

TOTAL LABOR....	250.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**250.00**

PAYMENT METHOD

VISA MC AMEX DISC

CASH CHECK # CHARGE

Community Chevrolet strives to offer our customers a great service experience. If for any reason you are not COMPLETELY SATISFIED.please call Martin Granado at 818-843-2200.
Your feedback is very important to us.
WE APPRECIATE YOUR CONTINUED BUSINESS

CUSTOMER SIGNATURE

MAR 0 3 PAID

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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INVOICE ORIGINAL
Work Order [redacted]
February 13, 2015
Svc.Adv Montgomery, Linda
Cust.Ph. [redacted]
Tag# [redacted]

To: [redacted]
Sunland CA
[redacted]

Year: 2013 **Veh Id:** [redacted] Unit #:
Make: Chevrolet License #:
Model: VOLT Odo. In: 27,580
Color: Charcoal Odo. Out:
V.I.N.#: 1G1RH6E40DU[redacted] **Next Service:**
Date In: 02/13/2015 In Service Date: 09/15/2012
Out: 02/17/2015 Cases: 4
Ext. War: - - (mo/) - D: $0.00
Promised Time: 02/13/2015 03:00:00 PM Call When Ready: No

Case: 1 # [redacted] **LIFTGATE STRUT ROD DETACH -**

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	# [redacted] LIFTGATE STRUT ROD DETACH - *** - Tech Cause: Cause not defined. *** - Tech Comments: special order parts - Warranty			
			$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 2 will not always unlock the car and sometimes will not be able to lock car with silver button on handle ever since we reprogrammed last time.

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	will not always unlock the car and sometimes will not be able to lock car with silver button on handle ever since we reprogrammed last time *** - Tech Cause: necessary to replace door handle *** - Tech Comments: special order part - Warranty			
	Completed by Technician number: 0092		$0.00	$0.00
	Warranty Loan Car (Extra Item) - Warranty		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

Case: 3 ever since we reprogrammed last time has been getting an error message. linda has on her cell phone. it says "features not available"
Electrical/15a Misc.

Quantity	Description/Correction	Origin:	Price	Total
			$0.00	$0.00
	ever since we reprogrammed last time has been getting an error message. linda has on her cell phone. it says "features not available" Electrical/15a Misc. *** - Tech Cause: Inspected vehicle and found messege some radio features not available was displayed on the screen. *** - Tech Comments: Reprogrammed radio through sps and via USB. Cleared dtc's and verified correction. Vehicle is now operating as designed. - Warranty			
	Completed by Technician number: 013		$0.00	$0.00

Misc $0.00 **Labor** $0.00 **Parts** $0.00 **Prepaid Parts Amt:** $0.00 **Case Total:** $0.00

MOTOR VEHICLE LEASE AGREEMENT - CLOSED-END - CALIFORNIA

usbank.

DEAL: [redacted]

1. LESSEE AND LESSOR

LESSEE AND CO-LESSEE	LESSOR
Name: [redacted] Address: [redacted] SUNLAND CA [redacted] County:	Name: Felix Chevrolet Address: 3330 S Figueroa St Los Angeles CA 90007
LEASE NUMBER	LEASE DATE 09/14/2012

The words "you" and "your" mean each person named as a Lessee or Co-Lessee above. The words "we," "us" and "our" mean the Lessor named above and USB Leasing LT or its successors and assigns ("Assignee"), to whom this Motor Vehicle Lease Agreement ("Lease") will be assigned. "Vehicle" means the leased vehicle described below, including all equipment, parts, accessories and accessions. You agree to lease the Vehicle from us according to the terms and conditions of this Lease. The consumer lease disclosures contained in this Lease are also made on behalf of Assignee.

2. VEHICLE DESCRIPTIONS

A. LEASED VEHICLE

☒ New ☐ Used	Year	Make	Model	Body Style	Odometer Reading	Vehicle Identification Number
	2013	CHEVROLET	VOLT	HB	19	1G1RH6E40DU [redacted]

Primary Use of Vehicle: ☒ Personal, family or household purposes ☐ Business, commercial or agricultural purposes

You acknowledge that you have received and examined the Vehicle described above, that the Vehicle is equipped as described and is in good operating order and condition. You accept the Vehicle for all purposes of this Lease.

B. TRADE-IN VEHICLE: Year N/A Make _____ Model _____
Gross Allowance $ N/A Amount Owed $ N/A Net Trade-in Allowance $ N/A

C. FOR USE BY LESSOR: Trade-in, turn-in, and other individualized agreements:

3. AMOUNT DUE AT LEASE SIGNING OR DELIVERY	4. MONTHLY PAYMENTS	5. OTHER CHARGES (Not part of your Monthly Payment)	6. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease)
(Itemized below)*	A. Your first Monthly Payment of $ 386.00 is due on the Lease Date, followed by 385.00 payments of $ 14TH due on the _____ of each month.	A. Termination Fee (if you do not purchase the Vehicle) $ 395.00	$ 18405.00
$ 4500.00	B. The total of your Monthly Payments is $ 18956	B. Total $ 395.00	(Sections 3 plus 4(B) plus 5(B) minus Sections 7(A)(3) minus 7(A)(4))

7. *ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY

A. Amount Due at Lease Signing or Delivery:	3342.21
(1) Capitalized Cost Reduction	$
(2) Sales/Use Tax on Capitalized Cost Reduction	292.44
(3) First Monthly Payment	386.00
(4) Refundable Security Deposit	N/A
(5) Title Fees	N/A
(6) Registration Fees	345.00
(7) Upfront Sales/Use Tax on Vehicle	
(8) California Tire Fee (paid to State)	8.75
(9) Electronic Vehicle Registration or Transfer Charge (Not a governmental fee)	18.60
(10) Document Processing Charge (Not a governmental fee)	80.00

(11) Acquisition Fee	N/A
(12) N/A	N/A
(13) SMOG AB AVC TAX	27.00
(14) Total	$ 4500.00

B. How the Amount Due at Lease Signing or Delivery will be Paid:

(1) Net Trade-in Allowance	$ N/A
(2) Rebates and Noncash Credits	2500.00
(3) Amount to be Paid in Cash	2000.00
(4) Total	$ 4500.00

8. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW:

A. Gross Capitalized Cost. The agreed upon value of the Vehicle ($ 41510) and any items you pay over the Lease Term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance)	$	42211.38
B. Capitalized Cost Reduction. The amount of any Net Trade-in Allowance, rebate, noncash credit, or cash you pay that reduces the Gross Capitalized Cost	−	3342.21
C. Adjusted Capitalized Cost. The amount used in calculating your Base Monthly Payment	=	38869.17
D. Residual Value. The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	−	27648.00
E. Depreciation and any Amortized Amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	=	11221.17
F. Rent Charge. The amount charged in addition to the Depreciation and any Amortized Amounts	+	1556.67
G. Total of Base Monthly Payments. The Depreciation and any Amortized Amounts plus the Rent Charge	=	12777.84
H. Lease Payments. The number of payments in your Lease (Lease Term 36 months)	÷	36
I. Base Monthly Payment	=	354.94
J. N/A Monthly Sales/Use Tax	+	31.05
		N/A

governmental fee) _____

8. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW:

A.	**Gross Capitalized Cost.** The agreed upon value of the Vehicle ($ 41516.38) and any items you pay over the Lease Term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance)	$	42211.38
B.	**Capitalized Cost Reduction.** The amount of any Net Trade-in Allowance, rebate, noncash credit, or cash you pay that reduces the Gross Capitalized Cost	−	3342.21 38869.17
C.	**Adjusted Capitalized Cost.** The amount used in calculating your Base Monthly Payment	=	27542.00
D.	**Residual Value.** The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	−	
E.	**Depreciation and any Amortized Amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term	=	11221.17 1556.67
F.	**Rent Charge.** The amount charged in addition to the Depreciation and any Amortized Amounts	+	12777.84
G.	**Total of Base Monthly Payments.** The Depreciation and any Amortized Amounts plus the Rent Charge	=	36
H.	**Lease Payments.** The number of payments in your Lease (Lease Term 36 months)	÷	354.94
I.	**Base Monthly Payment** N/A	=	31.05
J.	**Monthly Sales/Use Tax**	+	N/A
K.	_____	+	386.00
L.	**Total Monthly Payment ("Monthly Payment")**	= $	

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

9. EXCESSIVE WEAR AND USE

You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 15000 miles per year at the rate of $ .25 per mile. No rebate or credit will be paid to you if the mileage is less than the specified amounts.

10. PURCHASE OPTION AT END OF LEASE TERM

If you have fully performed all of your obligations under this Lease, including paying the total of your Monthly Payments and all other amounts due under this Lease, then you have an option to purchase the Vehicle AS IS at the end of the Lease Term for $ 27998.00, plus any taxes, official fees and other charges related to such purchase. *Includes a purchase option fee of $350.

Other Important Terms. See both sides of this Lease for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. ITEMIZATION OF GROSS CAPITALIZED COST 41516.38

A. Agreed Upon Value of Vehicle as Equipped at Lease Signing		$ N/A
B. Sales/Use Tax		N/A
C. Initial Title, Registration, and License Fees		N/A
D. Outstanding Prior Credit or Lease Balance		N/A
E. Acquisition Fee		595.00
F. Document Processing Charge (Not a governmental fee)		N/A
G. Mechanical Breakdown Insurance		N/A
H. Credit Insurance		
1. Single Credit Life	N/A	
2. Joint Credit Life	N/A	
3. Credit Disability	N/A	
I. Total Credit Insurance (1+2+3)		N/A
J. Maintenance Contract N/A	N/A	
K. Service Contract (describe) _____	N/A	
L. Total Service Contracts (K+ L)		N/A
M. Extended Warranty Contract (non-insurance product)		N/A
N. Accessories/Optional Equipment (to be added *after* lease signing):		
N/A		N/A
N/A		N/A
3.		N/A
O. California Tire Fees		N/A
P. Electronic Vehicle Registration or Transfer Charge (Not a governmental fee)		N/A
Q. Other (describe) N/A		N/A
R. Other (describe)		N/A
S. Total = Gross Capitalized Cost		$ 42211.38

12. ESTIMATED OFFICIAL FEES AND TAXES

The total estimated amount you will pay for official and license fees, registration, title and taxes over the term of your Lease, whether included with your Monthly Payments or assessed otherwise: $ _____. This is an estimate based on current tax rates, the actual total of fees and taxes may be higher or lower, depending on the tax rate in effect or the value of the Vehicle at the time a fee or tax is assessed.

13. WARRANTIES AND OPTIONAL PRODUCTS

XX If the Vehicle is new, it is covered by the standard manufacturer's new vehicle warranty. If the Vehicle is new or used, it is not covered by any other express warranty unless identified below:

☐ The Vehicle is covered by the remainder of the standard manufacturer's new vehicle warranty.

☐ The Vehicle is covered by an extended warranty purchased from the manufacturer or other third party provider.

☐ _____

We assign to you all rights we have under any of these warranties. You acknowledge that you have received a copy of the indicated warranties.

You expressly agree and understand that you have selected and agreed to lease the Vehicle "AS IS." WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED AS TO THE VEHICLE OR ANY PART OR ACCESSORY THEREOF. WE MAKE NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE VEHICLE FOR ANY PARTICULAR PURPOSE OR ANY OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

You are not required to buy any of the optional insurance or other products listed below to enter into the Lease and your failure to do so will not be a factor in the approval of this extension of credit. These insurance and other products will not be provided unless you sign below and are accepted by the Provider. If you sign below, you have received a notice of the terms of the insurance or product, you want to obtain the insurance or product, and you agree to pay the premium or charge shown.

☐ **Credit Insurance** N/A

☐ Credit Life N/A
Initial Coverage: $ _____ ☐ Single Cost: $ N/A N/A
☐ Joint Cost: $ _____

☐ Credit Disability N/A
Maximum Monthly Coverage: $ _____ (single only) Cost: $ N/A N/A

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability

☐ **Mechanical Breakdown Insurance** N/A
Provider _____ $ N/A Cost _____ mo./mileage
X _____ Lessee Signature X N/A Co-Lessee Signature

☐ **Maintenance Contract** N/A
Provider _____ $ N/A Cost _____ mo./mileage
X _____ Lessee Signature X N/A Co-Lessee Signature

☐ The Vehicle is covered by the remainder of the standard manufacturer's new vehicle warranty.

☐ The Vehicle is covered by an extended warranty purchased from the manufacturer or other third party provider.

☐ _____

We assign to you all rights we have under any of these warranties. You acknowledge that you have received a copy of the indicated warranties.

You expressly agree and understand that you have selected and agreed to lease the Vehicle "AS IS." WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED AS TO THE VEHICLE OR ANY PART OR ACCESSORY THEREOF. WE MAKE NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE VEHICLE FOR ANY PARTICULAR PURPOSE OR ANY OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

You are not required to buy any of the optional insurance or other products listed below to enter into the Lease and your failure to do so will not be a factor in the approval of this extension of credit. These insurance and other products will not be provided unless you sign below and are accepted by the Provider. If you sign below, you have received a notice of the terms of the insurance or product, you want to obtain the insurance or product, and you agree to pay the premium or charge shown.

☐ **Credit Insurance**

☐ Credit Life

Initial Coverage: $ N/A ☐ Single Cost: $ N/A

☐ Joint Cost: $ N/A

☐ Credit Disability

Maximum Monthly Coverage: $ N/A (single only) Cost: $ N/A

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Lessee is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR A CHIROPRACTOR IN THE LAST SIX MONTHS. (Refer to "Total Disabilities Not Covered" in your policy for details.)

N/A

☐ **Mechanical Breakdown Insurance**

Provider $ N/A Cost mo./mileage

X Lessee Signature X N/A Co-Lessee Signature

☐ **Maintenance Contract**

Provider $ N/A Cost mo./mileage

X Lessee Signature X N/A Co-Lessee Signature

☐ **Extended Warranty Contract** (non-insurance product)

Provider $ N/A Cost mo./mileage

X Lessee Signature X N/A Co-Lessee Signature

N/A X N/A

Date Primary Lessee Signature Age

Date X Co-Lessee Signature Age

14. INSURANCE VERIFICATION

The Vehicle is insured by:

[redacted] Insurance Company	Insurance Agent	Agent Address	Agent Phone Number

You authorize us to verify and give your agent authorization to place the minimum coverage required by this Lease (see Section 17).

15. SIGNATURES

YOU AGREE TO ALL THE PROVISIONS ON BOTH SIDES OF THIS LEASE AND REPRESENT THAT YOU HAVE READ BOTH SIDES OF THIS LEASE.

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this Lease simply because you change your mind, decided the Vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this Lease only with the agreement of the Lessor or for legal cause, such as fraud.

You have the right to return the Vehicle, and receive a refund of any payments made if the credit application is not approved, unless nonapproval results from an incomplete application or from incorrect information provided by you.

Notice to Lessee: (1) Do not sign this Lease before you read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this Lease; (3) Warning – Unless a charge is included in this Lease for public liability or property damage insurance, payment for that coverage is not provided by this Lease.

YOU ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THIS LEASE.

INDIVIDUAL LESSEE SIGNATURE(S)

Lessee Signature: [redacted]	Co-Lessee Signature:
X	X

BUSINESS LESSEE SIGNATURE

Authorized Signer's Name:	Title:	Signature:
		X

LESSOR SIGNATURE

The authorized signature of the Lessor below has the effect of: (1) accepting the terms and conditions of this Lease; (2) acknowledging verification of the Lessee's insurance coverage (see Section 14); and (3) assigning to USB Leasing LT or its successors and assigns all right, title and interest in, and to the Vehicle and this Lease according to the terms and conditions of the Dealer Lease Agreement between Lessor and Assignee.

Authorized Signature: X

SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

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2013 CHEVROLET VOLT — GENERAL MOTORS LLC
GBV CYBER GRAY METALLIC /L4G
AFI JET BLACK — RENAISSANCE CENTER
ORDER NO. QMFNKW/TRE [redacted] STOCK NO. — DETROIT MI 48243-1114
VIN 1G1 RH6E 40 DU [redacted] — VEHICLE INVOICE [redacted]
**********4349******13*20120S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1RC68 CHEVROLET VOLT	39145.00	37579.21	INVOICE 08/21/12
LUU ENGINE, RANGE EXTENDER, 1.4L INTERNAL COMBUSTION ENGINE	N/C	N/C	SHIPPED 08/21/12
			EXP I/T 09/06/12
PCQ PREMIUM TRIM PKG INCLUDES:	1395.00	1227.60	INT COM 09/06/12
* LEATHER APPOINTED SEATING			PRC EFF 08/21/12
* HEATED FRONT SEAT, DRIVER AND PASSENGER			KEYS Z5469 Z5469
			WFP-S QTR OPT-1
* LEATHER WRAP STEERING WHEEL			BANK: ALLY - 061
* REAR SEAT REMOVEABLE ARMREST			CHG-TO 20-120
PCV LOW EMISSIONS PACKAGE (ENHANCED AT-PZEV EMISSIONS)	N/C	N/C	SHIP WT: 3732
RTN POLISHED ALUMINUM WHEELS	595.00	523.60	HP: 19.2
UHQ CHEVROLET MYLINK RADIO WITH NAVIGATION	895.00	787.60	PREFER: 43137.91
			MRM: 44605.00
UQA BOSE PREMIUM SPEAKER SYSTEM	495.00	435.60	ALLOW: 446.04
V7X ENHANCED SAFETY PKG 1 INCLUDES:	575.00	506.00	
* AUTO-DIMMING INSIDE REARVIEW MIRROR			
* REAR PARK ASSIST			
* REAR VISION CAMERA			
V7Y ENHANCED SAFETY PKG 2 INCLUDES:	595.00	523.60	
* FRONT PARK ASSIST			
* FORWARD COLLISION ALERT			
* LANE DEPARTURE WARNING			
W2D CARGO NET (DEALER INSTALLED)	60.00	52.80	
YF5 50-STATE EMISSIONS	N/C	N/C	

TOTAL MODEL & OPTIONS	43755.00	41636.01	ACT 231 41173.36
DESTINATION CHARGE	850.00	850.00	H/B 261 1312.65
DEALER IMR CONTRIBUTION		437.55	ADV 261 437.55
LMA GROUP CONTRIBUTION		437.55	EXP 65A 437.55
TOTAL	44605.00	43361.11	PAY 310 43361.11
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		41461.28	

****

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

****

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

COMMUNITY CHEVROLET COMPANY

REMIT TO ALLY NO. 061
VIN 1G1RH6E40DU [redacted]
$ 43361.11 INV [redacted]
DUE 09/06/12 DEALER 20-120

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RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 10/12/13
PROCESSING SOURCE: CHEVROLET 10:01:52
PAGE: 1

VIN: 1G1RH6E40 DU[redacted] SELLG SCE: 13 MDL YR: 13 ORD NO: QMFNKW

ODATE: 07/06/12 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 20170
DDATE: 09/15/12 DLVY FAN: DTYPE: 015 SRVC TYPE: MILEAGE:

DLVY DOE: 09/15/12 ORDER BY:
CANC:
CANC DOE:
TRADE: 09/15/12 DLVY TO: [redacted]
TRD DOE: 09/15/12 [redacted]
SRVC IN: SUNLAND CA [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
CKA	01	13 20170	[redacted]	11/20/12	2,500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: 09/14/12 MISC: US BANK LEASE PROGRAM
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 20170	[redacted]	10/02/12	27.81	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XUB	01	13 20170	[redacted]	10/09/12	2,993.27	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: 09/14/12 MISC:
POLICY PYMT CMNT: ACTV TYPE: A

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RCMPR028 VEHICLE EVENT SELECTION 10/12/13
PROCESSING SOURCE: CHEVROLET 10:02:55
PAGE: 1

VIN: 1G1RH6E40 DU[redacted] SELLG SCE: 13 MDL YR: 13 ORD NO: QMFNKW
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
INCENTIVE MEMO	13 20170	[redacted]		11/20/12	CKA	2,500.00
INCTV PAYMENT	13 20170			11/20/12	CKA	2,500.00
INCTV APPLICATN	13 20170			11/07/12	CKA	2,500.00
INCTV APPLICATN	13 20170			10/10/12	XUB	2,993.27
INCENTIVE MEMO	13 20170			10/09/12	XUB	2,993.27
INCTV PAYMENT	13 20170			10/09/12	XUB	2,993.27
INCENTIVE MEMO	13 20170			10/02/12	FFC	27.81
INCTV PAYMENT	13 20170			10/02/12	FFC	27.81
INCTV APPLICATN	13 20170			09/18/12	FFC	27.81
DELIVERY D.O.E.	13 20170			09/15/12		0.00
DELIVERY TO CUS	13 20170			09/15/12		0.00
DLR TRADE D.O.E	13 20170			09/15/12		0.00
DEALER TRADE (P	13 20170			09/15/12		0.00
EXPIRATION TRAN	13 20120	[redacted]		09/06/12		0.00
SETTLEMENT DATE	13 20120			09/06/12		43,361.11 CR
ORIGINAL INVOIC	13 20120			08/21/12		43,361.11
SHIPMENT DATE	13 20120			08/21/12		0.00
PRODUCTION (BUI	13 20120			08/21/12		0.00
PREFERENCE TO P	13 20120			07/10/12		0.00
GM ORDER ACCEPT	13 20120			07/06/12		0.00
GM ORDER ACCEPT				07/06/12		0.00



Cynthia Reyes/Austin/GM1
04/29/2015 11:57 AM

To melissa.irish@gmrvdchq.com
cc
bcc
Subject Case # [redacted] - [redacted] VIN#1G1RH6E40DU[redacted]

RE: [redacted]
Service Request: [redacted]
Vehicle: 2013 Chevrolet Volt
Vehicle Identification Number:
Customer Relationship Specialist: Cynthia
Telephone: 866-790-5600 Ext.11153
Fax: 866-363-8695

Melissa,

This case was closed without repurchase due to the customer retained an attorney because she was not happy with the use offset at 26,010 miles. I saw an inbound email activity in SR# [redacted] that you stated she wasn't happy even though the usage was reduced. Could you tell me what the use was reduced to? I'm handling the legal case at this time. Thank you.

If you have further questions, please contact the Customer Engagement Center/Business Resource Center Legal Dept. at 1-866-790-5600 at extension 11153. Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please refer to the service request number above.

Sincerely,

General Motors

AUTO 09/16/2014 REGISTRATION VALID FROM TO 09/16/2015 11 TYPE [redacted]

[redacted]

VEHICLE IDENTIFICATION NUMBER
1G1RH6E40DU [redacted]

MAKE
CHEV

BODY TYPE MODEL
HB

DATE FIRST SOLD
00/00/2012

CLASS
LM

YR
Yr. Mode
2013

DATE ISSUED
08/10/2014

TYP EVEH	MP	AX	WC	UNLADEN/GCW	TOTAL FEES PAID
150	Q				$296

1900

REGISTERED OWNER

U S BANK LEASING LSR
ESTRADA SARA LSE
10532 LEOLANG AVENUE
SUNLAND CA 91040-2915

LIENHOLDER

U S BANK LEASING
1850 OSBORN AVE
OSHKOSH

WI

0

[redacted]

[redacted]

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

[redacted]

TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:
Right Half of This Well

[redacted] CAL
1A0000

ALL OTHERS:
In Top Right Corner

CALIFORNIA
1 SAM 123

EXCEPT:
Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 lbs. or More—Must Apply Sticker To Front Plate

[redacted]

May 6, 2015

Norman Taylor, Esq.
Norman Taylor & Associates
425 West Broadway, Suite 220
Glendale, CA 91204

RE: Sara Estrada v. General Motors
Service Request: [redacted]
2013 Chevrolet Volt
Vehicle Identification Number: 1G1RH6E40DU[redacted]

Dear Mr. Taylor:

Regarding the above case, General Motors would like to make the following repurchase offer on your client's 2013 Chevrolet Volt for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) his to show proof of ownership, lien release or payment history, and the signing of a release acceptable to General Motors.

General Motors requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments # Unknown @ $ Unknown (this includes sales tax of $ Upon Proof *)	$	Upon Proof *
Capitalized Cost Reduction	$	3,342.21
Sales/Use Tax on Capitalized Cost Reduction	$	292.44
Registration Fees	$	345.00
CA Tire Fee	$	8.75
Document Fee	$	80.00
Electronic Vehicle Registration or Transfer Fee	$	18.60
Smog Ab/Doc Tax	$	27.00
Current Registration (Pro-Rated)	$	As Calculated
Subtotal:	$	As Calculated
Less Usage/Depreciation (based on the service event at 24,183 miles)	$	As Calculated
Less Incentives	$	2,500.00

Less Late Fees	$	Upon Proof*
Subtotal:	$	As Calculated
Attorney's Fees	$	3,500.00
Subtotal:	$	As Calculated

* Payoff to lien holder (good through Unknown Date) $ Upon Proof*
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Total Repurchase Offer	$ As Calculated
Total due to attorney and client:	$ As Calculated

* In spite of our good faith efforts, General Motors has been unable to obtain the needed financial information independently. We ask for the assistance of your firm in promptly providing a complete payment history from the lender, on their letterhead, from which the needed figures can be calculated. In addition to a complete payment history, we will also need a lien payoff and a per diem. As an alternative, we ask that the attached Authorization of Release of Lien Information be promptly completed by your client and forwarded to our attention, so that we may obtain the needed information directly from the lender.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

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

General Motors requests you make this offer available to your client at the earliest possible opportunity. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

Attach.

CURRENT VEHICLE MILEAGE: _____

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

cc: FILE

Release of Lien Information

I _____, hereby authorize
Customer(s)

_____
Lien Holder Name

_____
Address

_____
Address

_____ to release any
Phone Number

and all information regarding my loan account #_____
Account Number

for _____ to General Motors Company,
Vehicle Identification Number (VIN)

including but not limited to a complete payment history of my account, a loan payoff amount, interest paid to date, late charges, and per diem information.

_____ _____
Signature Signature

_____ _____
Date Date

Community CHEVROLET BURBANK
Together We Roll.
Serving the San Fernando Valley for Over 50 Years
(818) 848-4471 • 843-2200
200 W. OLIVE AVE. **BURBANK, CA 91502**
www.yourchevy.com

B.A.R. REG. # ARD106920 E.P.A. # CAD981370968

INVOICE NUMBER [redacted]
CUSTOMER NUMBER

[redacted]
LA CRESENTA, CA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

ADVISOR MARK EVANS 415 TAG NO. [redacted]
LABOR RATE 125.00 LICENSE NO. MILEAGE 27,945
YEAR / MAKE / MODEL 13/CHEVROLET/VOLT/5DR HB
VEHICLE ID NO. 1G1RH6E40DU[redacted]
R.T.E. NO. R.O. NO.
COLOR CYBER GRY M STOCK NO. [redacted]
COMMENTS

DELIVERY MILES SELLING DEALER NO. 100
R.O. DATE 03/02/15 INVOICE DATE 03/03/15
REPRINT NUMBER DELIVERY DATE 09/13/12
PRODUCTION DATE
MO: 27946

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUST. SIGNATURE X _____

TIRES PSI LF ____ RF ____ LR ____ RR ____

JOB# 1 CHARGES

LABOR

J# 1 10CVZ01 CHECK ENGINE LIGHT TECH(S):480 250.00
CUSTOMER STATES CHECK ENGINE LIGHT IS ON
P0325, RODENT DAMAGE TO KNOCK SENSOR WIRING
REPAIR WIRING TO KNOCK SENSOR

JOB# 1 TOTALS

LABOR 250.00

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 250.00

JOB# 2 CHARGES

LABOR

J# 2 96CVZ CAMPAIGN TECH(S):502 WARRANTY
SAFETY RECALL 14274 LIFTGATE STRUT ROD DETACH
PERFORMED SERVOCE CAMPAIGN 14274/REPLACED REAR LIFT
GATE STRUT RODS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		23282828	STRUT 12.187		WARRANTY
	1		23282827	STRUT 12.187		WARRANTY
				TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 0ECVZ [illegible] TECH(S):480 INTERNAL
MULTI-POINT VEHICLE INSPECTION
COMPLETED SEE ATTACHED INSPECTION SHEET

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 0ECVZTP TIRE PRESSURE CHECK TECH(S):480 INTERNAL
CHECK TIRE PRESSURES
COMPLETED

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

J# 5 [illegible]0CVZ03 RENTAL TECH(S):480 INTERNAL
CUSTOMER PAY RENTAL
CUSTOMER PAY RENTAL
1 DAY CHARGES

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

The Reynolds and Reynolds Company, BRANTWOLE OD640771 O (07/13)

[CONTINUED ON NEXT PAGE]

COMMUNITY CHEVROLET
200 W OLIVE AVE
BURBANK CA 91502
(818) 843-2200

Merchant ID: 878858005414

We Roll.

Sale

XXXXXXXXXX[redacted]
VISA Entry: Swiped

Total: $ 250.00

03/03/15 16:06:21
Inv#: 000014 Appr Code: [redacted]
Apprvd: Online Batch#: [redacted]

Customer Copy
THANK YOU!
PLEASE COME AGAIN!

ADVISOR: MARK EVANS 415	TAG NO.: [redacted]
LABOR RATE: 125.00	LICENSE NO.:
MILEAGE: 27,945	
YEAR / MAKE / MODEL: 13/CHEVROLET/VOLT/5DR HB	
VEHICLE ID NO.: 1 G 1 R H 6 E 4 0 D U [redacted]	
F.T.E. NO.:	P.O. NO.:
COLOR: CYBER GRY M	STOCK NO.: [redacted]
COMMENTS:	
DELIVERY MILES:	SELLING DEALER NO.: 100
R.O. DATE: 03/02/15	INVOICE DATE: 03/03/15
REPRINT NUMBER:	DELIVERY DATE: 09/13/12
MO: 27946	PRODUCTION DATE:

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUST. SIGNATURE X _____

TIRES PSI LF ____ RF ____ LR ____ RR ____

The Reynolds and Reynolds Company ERAMTYKOLE CC640771 O (07/13)

SUBLET----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

	81301		03/03/15 R/A#357	
			TOTAL - SUBLET	INTERNAL 0.00

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $250.00 (+TAX)

TOTALS----------

PARTS DESIGNATED WITH AN (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER-PAY REPAIRS

PAYMENT METHOD

VISA MC AMEX DISC

CASH CHECK # CHARGE

Community Chevrolet strives to offer our customers a great service experience. If for any reason you are not COMPLETELY SATISFIED.please call Martin Granado at 818-843-2200.
Your feedback is very important to us.
WE APPRECIATE YOUR CONTINUED BUSINESS

TOTAL LABOR....	250.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**250.00**

_____
CUSTOMER SIGNATURE

MAR 0 3 PAID

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

Cynthia Reyes (C)

From: [redacted]
Sent: Wednesday, May 06, 2015 1:48 PM
To: Cynthia Reyes (C)
Subject: [redacted]
Attachments: repair mile [redacted].pdf

Cynthia,

I forgot to mention in our phone call that the check engine light came on again in March as per the attached repair order. The dealership attempted to blame it on rodent damage, but as explained in our demand letter an independent mechanic found no evidence of rodent damage nor of any attempted repairs to the car's wiring. This is the 3rd incident with the check engine light in particular.

Best regards,

Nick McNaughton
Paralegal
NORMAN TAYLOR & ASSOCIATES
425 West Broadway, Suite 220
Glendale, CA 91204
Toll-Free: 877.SOUR CAR 877.768.7227
Phone: 818.244.3905 extension 228
Fax: 818.244.6052
www.normantaylor.com
email: nick@normantaylor.com

NORMAN TAYLOR & ASSOCIATES
A Professional Law Corporation

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If you are not the addressee please inform us immediately that you have received this e-mail by mistake and delete it. We thank you for your support.

Cynthia Reyes (C)

From: Cynthia Reyes (C)
Sent: Tuesday, May 12, 2015 12:39 PM
To: 'Nick McNaughton'
Subject: RE: [redacted]
Attachments: [redacted] Offer2.doc

Mr. McNaughton,

Sorry for the delay. Here is our new offer. Thank you.

From: Nick McNaughton [mailto:nick@normantaylor.com]
Sent: Wednesday, May 06, 2015 1:48 PM
To: Cynthia Reyes (C)
Subject: [redacted]

Cynthia,

I forgot to mention in our phone call that the check engine light came on again in March as per the attached repair order. The dealership attempted to blame it on rodent damage, but as explained in our demand letter an independent mechanic found no evidence of rodent damage nor of any attempted repairs to the car's wiring. This is the 3rd incident with the check engine light in particular.

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May 12, 2015

Norman Taylor, Esq.
Norman Taylor & Associates
425 West Broadway, Suite 220
Glendale, CA 91204

RE: [redacted] v. General Motors
Service Request: [redacted]
2013 Chevrolet Volt
Vehicle Identification Number: 1G1RH6E40DU[redacted]

Dear Mr. Taylor:

Regarding the above case, General Motors would like to make the following repurchase offer on your client's 2013 Chevrolet Volt for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) his to show proof of ownership, lien release or payment history, and the signing of a release acceptable to General Motors.

General Motors requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments # Unknown @ $ Unknown (this includes sales tax of $ Upon Proof *)	$	Upon Proof *
Capitalized Cost Reduction	$	3,342.21
Sales/Use Tax on Capitalized Cost Reduction	$	292.44
Registration Fees	$	345.00
CA Tire Fee	$	8.75
Document Fee	$	80.00
Electronic Vehicle Registration or Transfer Fee	$	18.60
Smog Ab/Doc Tax	$	27.00
Current Registration (Pro-Rated)	$	As Calculated
Subtotal:	$	As Calculated
Less Usage/Depreciation (based on the service event at 5,768 miles)	$	As Calculated
Less Incentives	$	2,500.00

Less Late Fees	$	Upon Proof*
Subtotal:	$	As Calculated
Attorney's Fees	$	3,500.00
Subtotal:	$	As Calculated

* Payoff to lien holder (good through Unknown Date) $ Upon Proof*
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Total Repurchase Offer	$ As Calculated
Total due to attorney and client:	$ As Calculated

* In spite of our good faith efforts, General Motors has been unable to obtain the needed financial information independently. We ask for the assistance of your firm in promptly providing a complete payment history from the lender, on their letterhead, from which the needed figures can be calculated. In addition to a complete payment history, we will also need a lien payoff and a per diem. As an alternative, we ask that the attached Authorization of Release of Lien Information be promptly completed by your client and forwarded to our attention, so that we may obtain the needed information directly from the lender.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

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

General Motors requests you make this offer available to your client at the earliest possible opportunity. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

Attach.

CURRENT VEHICLE MILEAGE: _____

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

cc: FILE

Release of Lien Information

I _____, hereby authorize
Customer(s)

_____
Lien Holder Name

_____
Address

_____
Address

_____ to release any
Phone Number

and all information regarding my loan account #_____
Account Number

for _____ to General Motors Company,
Vehicle Identification Number (VIN)

including but not limited to a complete payment history of my account, a loan payoff amount, interest paid to date, late charges, and per diem information.

_____ _____
Signature Signature

_____ _____
Date Date

Cynthia Reyes (C)

From: Cynthia Reyes (C)
Sent: Friday, May 15, 2015 1:52 PM
To: 'nick@normantaylor.com'
Subject: FW: [redacted]
Attachments: [redacted] Offer2.doc

Hello Nick,

I am checking if this offer was received with the lowered use offset. Please advise of the status. Thank you.

If you have further questions, please contact the Customer Engagement Center at 1-866-790-5600 at extension 11153. Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please refer to the service request number above.

Sincerely,

General Motors

From: Cynthia Reyes (C)
Sent: Tuesday, May 12, 2015 12:39 PM
To: 'Nick McNaughton'
Subject: RE: [redacted]

Mr. McNaughton,

Sorry for the delay. Here is our new offer. Thank you.

From: Nick McNaughton [mailto:nick@normantaylor.com]
Sent: Wednesday, May 06, 2015 1:48 PM
To: Cynthia Reyes (C)
Subject: [redacted]

Cynthia,

I forgot to mention in our phone call that the check engine light came on again in March as per the attached repair order. The dealership attempted to blame it on rodent damage, but as explained in our demand letter an independent mechanic found no evidence of rodent damage nor of any attempted repairs to the car's wiring. This is the 3rd incident with the check engine light in particular.

Best regards,

Nick McNaughton
Paralegal
NORMAN TAYLOR & ASSOCIATES
425 West Broadway, Suite 220

Glendale, CA 91204
Toll-Free: 877.SOUR CAR 877.768.7227
Phone: 818.244.3905 extension 228
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If you are not the addressee please inform us immediately that you have received this e-mail by mistake and delete it. We thank you for your support.

Bank of America Online Banking

Estrada Checking: Account Activity Transaction Details

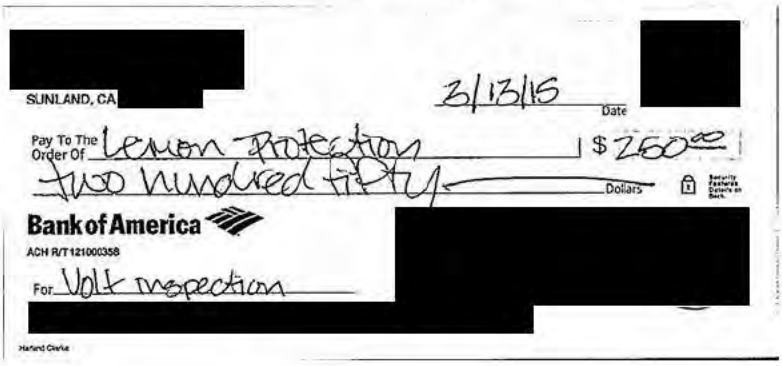
Check number: [redacted]

Post date: 03/13/2015

Amount: -250.00

Type: Check

Description: Check


[redacted]
SUNLAND, CA [redacted]
3/13/15
Date
Pay To The Order Of Lemon Protection
$ 250 00
Two Hundred fifty
Dollars
Bank of America
ACH R/T 121000358
For Volt inspection
[redacted]

Cynthia Reyes (C)

From: Nick McNaughton <nick@normantaylor.com>
Sent: Tuesday, May 19, 2015 5:07 PM
To: Cynthia Reyes (C)
Subject: RE: [redacted], 2013 Volt, Service Request [redacted]
Attachments: [redacted].pdf

Here is the proof of payment.

Best regards,

Nick McNaughton
Paralegal
NORMAN TAYLOR & ASSOCIATES
425 West Broadway, Suite 220
Glendale, CA 91204
Toll-Free: 877.SOUR CAR 877.768.7227
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From: Cynthia Reyes (C) [mailto:cynthia.reyes@gm.com]
Sent: Monday, May 18, 2015 2:35 PM
To: Nick McNaughton
Subject: RE: [redacted], 2013 Volt, Service Request [redacted]

Hello Nick,

I forgot to ask you during our phone call earlier to also provide the repair order, proof of payment/receipt of the other $250 your client paid the independent mechanic for further consideration. Thanks.

From: Nick McNaughton [mailto:nick@normantaylor.com]
Sent: Monday, May 18, 2015 4:30 PM
To: Cynthia Reyes (C)
Subject: [redacted], 2013 Volt, Service Request [redacted]

Hi Cynthia,

Here are the payment history/payoff & buyout for this client.

Also, as we discussed, the client was charged $250 for repairs due to alleged rodent damage. In fact, the problem with her car found at Community Chevrolet was consistent with problems that she'd had throughout the history of the vehicle and she has never had a problem with rodents. She was required to engage the services of an inspector whom she paid another $250 to confirm that there were no such problems. She is seeking reimbursement of the $500.

Best regards,

Nick McNaughton
Paralegal
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Cynthia Reyes (C)

From: Cynthia Reyes (C)
Sent: Saturday, May 23, 2015 1:38 PM
To: 'Nick McNaughton'
Subject: RE: [redacted], 2013 Volt, Service Request [redacted]
Attachments: [redacted]Offer3.doc

Nick,

Here is our new offer to settle this claim. Thank you.

From: Nick McNaughton [mailto:nick@normantaylor.com]
Sent: Wednesday, May 20, 2015 12:46 PM
To: Cynthia Reyes (C)
Subject: RE: [redacted], 2013 Volt, Service Request [redacted]

Okay, thanks.

Best regards,

Nick McNaughton
Paralegal
NORMAN TAYLOR & ASSOCIATES
425 West Broadway, Suite 220
Glendale, CA 91204
Toll-Free: 877.SOUR CAR 877.768.7227
Phone: 818.244.3905 extension 228
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If you are not the addressee please inform us immediately that you have received this e-mail by mistake and delete it. We thank you for your support.

From: Cynthia Reyes (C) [mailto:cynthia.reyes@gm.com]
Sent: Wednesday, May 20, 2015 10:23 AM
To: Nick McNaughton
Subject: RE [redacted], 2013 Volt, Service Request [redacted]

Nick ,

I got your message. I got the proof of payment to Lemon Protection, just wondering if there is an invoice from that facility on your clients visit? I will submit what I have for review and we'll see what happens. Thank you.

From: Nick McNaughton [mailto:nick@normantaylor.com]
Sent: Tuesday, May 19, 2015 5:07 PM
To: Cynthia Reyes (C)
Subject: RE: [redacted], 2013 Volt, Service Request [redacted]

Here is the proof of payment.

Best regards,

Nick McNaughton
Paralegal
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Glendale, CA 91204
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From: Cynthia Reyes (C) [mailto:cynthia.reyes@gm.com]
Sent: Monday, May 18, 2015 2:35 PM

To: Nick McNaughton
Subject: RE: [redacted], 2013 Volt, Service Request [redacted]

Hello Nick,

I forgot to ask you during our phone call earlier to also provide the repair order, proof of payment/receipt of the other $250 your client paid the independent mechanic for further consideration. Thanks.

From: Nick McNaughton [mailto:nick@normantaylor.com]
Sent: Monday, May 18, 2015 4:30 PM
To: Cynthia Reyes (C)
Subject: [redacted], 2013 Volt, Service Request [redacted]

Hi Cynthia,

Here are the payment history/payoff & buyout for this client.

Also, as we discussed, the client was charged $250 for repairs due to alleged rodent damage. In fact, the problem with her car found at Community Chevrolet was consistent with problems that she'd had throughout the history of the vehicle and she has never had a problem with rodents. She was required to engage the services of an inspector whom she paid another $250 to confirm that there were no such problems. She is seeking reimbursement of the $500.

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May 23, 2015

Norman Taylor, Esq.
Norman Taylor & Associates
425 West Broadway, Suite 220
Glendale, CA 91204

RE: [redacted] v. General Motors
Service Request [redacted]
2013 Chevrolet Volt
Vehicle Identification Number: 1G1RH6E40DU[redacted]

Dear Mr. Taylor:

Regarding the above case, General Motors would like to make the following repurchase offer on your client's 2013 Chevrolet Volt for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) his to show proof of ownership, lien release or payment history, and the signing of a release acceptable to General Motors.

General Motors requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments # Unknown @ $ Unknown (this includes sales tax of $ Upon Proof *)	$	Upon Proof *
Capitalized Cost Reduction	$	3,342.21
Sales/Use Tax on Capitalized Cost Reduction	$	292.44
Registration Fees	$	345.00
CA Tire Fee	$	8.75
Document Fee	$	80.00
Electronic Vehicle Registration or Transfer Fee	$	18.60
Smog Ab/Doc Tax	$	27.00
Incidental Expense	$	500.00
Current Registration (Pro-Rated)	$	As Calculated
Subtotal:	$	As Calculated

Less Usage/Depreciation (based on the service event at 5,768 miles)	$	As Calculated
Less Incentives	$	2,500.00
Less Late Fees	$	Upon Proof*
Subtotal:	$	As Calculated
Attorney's Fees	$	3,500.00
Subtotal:	$	As Calculated

* Payoff to lien holder (good through Unknown Date) $ Upon Proof*
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Total Repurchase Offer	$ As Calculated
Total due to attorney and client:	$ As Calculated

* In spite of our good faith efforts, General Motors has been unable to obtain the needed financial information independently. We ask for the assistance of your firm in promptly providing a complete payment history from the lender, on their letterhead, from which the needed figures can be calculated. In addition to a complete payment history, we will also need a lien payoff and a per diem. As an alternative, we ask that the attached Authorization of Release of Lien Information be promptly completed by your client and forwarded to our attention, so that we may obtain the needed information directly from the lender.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

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

General Motors requests you make this offer available to your client at the earliest possible opportunity. If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

Attach.

CURRENT VEHICLE MILEAGE: _____

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

cc: FILE

Release of Lien Information

I _____, hereby authorize
Customer(s)

_____
Lien Holder Name

_____
Address

_____
Address

_____ to release any
Phone Number

and all information regarding my loan account #_____
Account Number

for _____ to General Motors Company,
Vehicle Identification Number (VIN)

including but not limited to a complete payment history of my account, a loan payoff amount, interest paid to date, late charges, and per diem information.

_____ _____
Signature Signature

_____ _____
Date Date

PO Box 068
Buffalo, NY 14240-0068
Tel 866-250-3147

Date: 05-31-2015

Attn: Nick

Company: N/A

Fax number: 818-244-6052

Total Pages: 4 (including cover page)

From: US Bank

Comments:

Sorry for the late fax!

The information contained in this facsimile is privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the original message to us at the address below via US postal service. Thank You.

Please contact us at 1-866-250-3147 if you experience difficulties receiving any part of this transmission.

U.S. Bank · PO Box 068 · Amherst, NY · 14226-0068
Physical address: 6400 Main Street Amherst, NY 14221

Ref#

Qte#

5/27/15

[redacted]
La Crescenta, CA [redacted]

RE: 13 CHEVROLET VOLT
VIN: [redacted]
Good To: 06/05/2015

Dear [redacted]

Thank you for requesting the purchase price quote for your U.S. Bank N.A., as Servicer leased vehicle. The terms of the quote are as follows. **This quote is not valid if you plan to trade this vehicle towards the purchase or lease of another vehicle.** If this vehicle is being used as a trade-in, we will provide a separate dealer quote which may be different from the purchase price quote provided in this letter. For trade-in transactions, please have your dealer contact us at 1-866-250-3148. The purchase quote price contained in this letter is good through 06/05/2015 and is available to you, the lessee only.

Current Purchase Price	$28,603.37	
Purchase Option Fee	$350.00	
Open Receivables*	$-2.36	
Other Tax	$31.50	
Sales Tax Collected	$2,574.30	Sales Tax was collected at 9.00%.
Gross Payoff	**$31,556.81**	Please Inital to agreement of sales tax rate_____
Less Security Deposit	**$0.00**	
Total amount Due	**$31,556.81**	

* This amount is currently past due and must be paid immediately.
In addition to a certified/cashier's check made payable to USB Dealer Services North Star Exchange*, the following enclosed document(s) must be received to complete the sale:

X Odometer Disclosure Statement
X Customer Purchasing Titling Instructions

This quote is good through 6/5/15 and is available to you, the lessee only. Payoff checks received after this date may be subject to additional charges. Any sales tax collected has been based on our most current knowledge of your state and local requirements. We encourage you to contact your local taxing authority to verify if additional taxes will be due. Discrepancies in the amount collected, as well as any invoices received by US Bank after the date of this letter, will remain your responsibility (as referenced in your lease agreement).

Please consult your state and local officials for tax obligation on the purchase of this unit.

Upon receipt of the total funds due and the above document(s), we will process the title and bill of sale and forward them to you shortly thereafter. Please mail payment and completed documentation to:

Overnight / Certified Mail
USB Dealer Services
6400 Main Street
Amherst, NY 14221

US / Non-Certified Mail
USB Dealer Services
P.O. Box 068
Buffalo, NY 14240-0068

This purchase price is subject to final verification before release of the title and/or lien. If you have any questions or if we can be of further assistance, please call our office at (866) 250-3147.

Sincerely,
Lease Maturity Department
Enclosure(s)

S36829 S49C73

In connection with establishing an ongoing program of like kind exchanges under section 1031, U.S. Bank N.A. and USB Leasing LT have assigned all of their rights (but not their obligations) under their existing and future sale agreements for motor vehicles to USB Dealer Services North Star Exchange, LLC, as qualified intermediary. The assignment has no effect on your ownership, rights, or obligations hereunder.
Please make your check payable to "USB Dealer Services North Star Exchange."

Odometer Disclosure Statement

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

I, US BANK N.A., as Servicer, state the the odometer now reads ☐☐☐☐☐☐ (no tenths) miles and to the best of my knowledge the odometer mileage is:

☐ Actual Mileage

☐ In EXCESS of its' Mechanical Limits

☐ NOT Actual Mileage. (WARNING - ODOMETER DISCREPANCY)

Year	Make	Model
2013	CHEVROLET	VOLT
Body Style	**Vehicle Identification Number**	
4D HATCHBACK	1G1RH6E40DU[redacted]	
Transferor's Street Address		
[redacted]		
City	**State**	**ZIP Code**
Oshkosh	WI	[redacted]
Transferor's Signature		
Print Name of Above Signature		
USB Leasing LT By:		
Transferee's Name (Print)		
[redacted]		
Transferee's Street Address		
[redacted]		
City	**State**	**ZIP Code**
La Crescenta	CA	[redacted]
Transferee's Signature		
Print Name of Above Signature		
		Date of Statement_____

In California, if a person transfers ownership of a vehicle within 10 days of their purchase date, the sales tax only needs to be paid by one of the parties. When a US Bank lease customer intends to sell their leased vehicle to someone else within the 10 day window, they need to choose one of the options below:

1. Send one check for the full amount of the payoff made out to USB Dealer Services North Star Exchange .

2. Send 2 checks payable to USB Dealer Services North Star Exchange equaling the payoff amount. The check for the sales tax can be from the person purchasing the vehicle from our customer. We will transfer the title into our customer's name and the new buyer will need to go to the DMV and transfer the title within 10 days. The party purchasing the vehicle from our customer can go into the DMV and pay the sales tax in advance. The receipt for the sales tax must be sent with the payoff check for the amount of the payoff less the sales tax amount. We will transfer the title into our customer's name and the new buyer will need to go to the DMV and transfer the title within 10 days.

3. Provide US Bank with a written affidavit stating that "they are not purchasing the vehicle for private use, but are reselling the vehicle within Califonia's allotted ten days. Therefore, sales tax is not due to US Bank but will be remitted by the lessee's purchaser to the California DMV." The affidavit needs to have our customer's signature and be notarized. The customer can send a check payable to USB Dealer Services North Star Exchange minus the sales tax amount along with this affidavit. We will transfer the title into our customer's name and the new buyer will need to go to the DMV and transfer the title within 10 days.

NOTE:
Transfer fees are due within 10 days of the "sale." The transfer process must be initiated with the DMV within 10 days, even if you do not have all the required documents (i.e. title) to complete the transfer. Penalties are assessed if payment is not received by DMV within 30 days of the "sale." If multiple sales occur before DMV is notified, a separate transfer fee is collected for each sale when the application for transfer is received by DMV.

CUSTOMER PURCHASE TITLING INSTRUCTIONS

Account Number: _____

Lessee/Co-Lessee Name(s): [redacted] _____

VIN: 1G1RH6E40DU[redacted] _____

3RD PARTY SALES ARE NOT AUTHORIZED, NAME MUST BE LESSEE AND/OR CO-LESSEE ONLY

(For Ohio customers, name(s) must match Power of Attorney and Odometer Statement)

THE NEW **LEGAL/REGISTERED** OWNER WILL BE:

NAME(S): _____
Lessee and/or Co-Lessee only

ADDRESS: _____
Street **Please Note: PO Boxes are not accepted**

_____
City State

_____
County Zip Code

MAIL TITLE TO:

NAME: _____

ADDRESS: _____
Street

_____
City State

_____
County Zip Code

_____
ORIGINAL LESSEE/CO-LESSEE SIGNATURE DATE

***PLEASE NOTE: THIS FORM MUST BE SIGNED AND RETURNED BEFORE TITLE CAN BE PROCESSED.

usbank.

CUSTOMER STATE[redacted]

DATE : MAY 14 2015

CUSTOMER: [redacted]
LA CRESCENTA, CA [redacted]

YEAR : 13
MAKE : CHEVROLET
MODEL : VOLT
VIN NBR : 1G1RH6E40DU[redacted]
A/C NBR : [redacted]

THE ACCOUNT HISTORY BELOW REFLECTS BALANCES OWED DURING THE LIFE OF THE LEASE AND DOES NOT REFLECT AMOUNTS OWED ONCE THE LEASE IS CLOSED.

*THE FIRST PAYMENT(S) LISTED REFLECT(S) THE PAYMENT(S) REQUIRED AT THE TIME THE LEASE AGREEMENT WAS SIGNED.

PLEASE BE ADVISED THAT THIS ACCOUNT STATEMENT DOES NOT INCLUDE ANY CLOSING TRANSACTIONS.

		INVOICES/PAYMENTS			CHARGES				
TRANS DATE	EFFECTIVE DATE	TOTAL AMOUNT	BASE RENT	USE TAX	CHARGES INVOICED	CHARGES PAID	TOTAL CHGS DUE	TRANSACTION DESCRIPTION	CURRENT DUE
09/20/12*		386.00	354.94	31.06			0.00	INVOICED	386.00
09/20/12*		386.00-	354.94-	31.06-			0.00	PAYMENT	0.00
10/10/12		386.00-	354.94-	31.06-			0.00	PAYMENT	386.00-
10/15/12		386.00	354.94	31.06			0.00	INVOICED	0.00
11/09/12		386.00-	354.94-	31.06-			0.00	PAYMENT	386.00-
11/14/12		386.00	354.94	31.06			0.00	INVOICED	0.00
12/10/12		386.00-	354.94-	31.06-			0.00	PAYMENT	386.00-
12/14/12		386.00	354.94	31.06			0.00	INVOICED	0.00
01/10/13		386.00-	354.94-	31.06-			0.00	PAYMENT	386.00-
01/14/13		386.00	354.94	31.06			0.00	INVOICED	0.00
02/08/13		386.00-	354.13-	31.87-			0.00	PAYMENT	386.00-
02/14/13		386.88	354.94	31.94			0.00	INVOICED	0.88
03/11/13		386.00-	.81-	.07-			0.00	PAYMENT	0.00
03/11/13			353.33-	31.79-			0.00	PAYMENT	385.12-
03/14/13		386.88	354.94	31.94			0.00	INVOICED	1.76
04/10/13		386.00-	1.61-	.15-			0.00	PAYMENT	0.00
04/10/13			352.52-	31.72-			0.00	PAYMENT	384.24-
04/15/13		386.88	354.94	31.94			0.00	INVOICED	2.64

CUSTOMER STATEMENT OF ACCOUNT PG : 2

DATE : MAY 14 2015

CUSTOMER: [redacted]
A/C NBR : [redacted]

TRANS DATE	EFFECTIVE DATE	INVOICES/PAYMENTS TOTAL AMOUNT	BASE RENT	USE TAX	CHARGES CHARGES INVOICED	CHARGES PAID	TOTAL CHGS DUE	TRANSACTION DESCRIPTION	CURRENT DUE
05/10/13		388.00-	2.42-	.22-			0.00	PAYMENT	0.00
05/10/13			353.55-	31.81-			0.00	PAYMENT	385.36-
05/14/13		386.88	354.94	31.94			0.00	INVOICED	1.52
06/10/13		388.00-	1.39-	.13-			0.00	PAYMENT	0.00
06/10/13			354.57-	31.91-			0.00	PAYMENT	386.48-
06/14/13		386.88	354.94	31.94			0.00	INVOICED	0.40
07/10/13		388.00-	.37-	.03-			0.00	PAYMENT	0.00
07/10/13			354.94-	31.94-			0.00	PAYMENT	386.88-
07/10/13			.66-	.06-			0.00	PAYMENT	387.60-
07/15/13		386.88	354.94	31.94			0.00	INVOICED	0.72-
08/09/13		388.00-	354.28-	31.88-			0.00	PAYMENT	386.88-
08/09/13			1.69-	.15-			0.00	PAYMENT	388.72-
08/14/13		386.88	354.94	31.94			0.00	INVOICED	1.84-
09/10/13		388.00-	353.25-	31.79-			0.00	PAYMENT	386.88-
09/10/13			2.72-	.24-			0.00	PAYMENT	389.84-
09/16/13		386.88	354.94	31.94			0.00	INVOICED	2.96-
10/10/13		388.00-	352.22-	31.70-			0.00	PAYMENT	386.88-
10/10/13			3.74-	.34-			0.00	PAYMENT	390.96-
10/15/13		386.88	354.94	31.94			0.00	INVOICED	4.08-
11/08/13		388.00-	351.20-	31.60-			0.00	PAYMENT	386.88-
11/08/13			4.77-	.43-			0.00	PAYMENT	392.08-
11/14/13		386.88	354.94	31.94			0.00	INVOICED	5.20-
12/10/13		388.00-	350.17-	31.51-			0.00	PAYMENT	386.88-
12/10/13			5.80-	.52-			0.00	PAYMENT	393.20-
12/16/13		386.88	354.94	31.94			0.00	INVOICED	6.32-
01/10/14		388.00-	349.14-	31.42-			0.00	PAYMENT	386.88-
01/10/14			6.83-	.61-			0.00	PAYMENT	394.32-
01/14/14		386.88	354.94	31.94			0.00	INVOICED	7.44-
02/10/14		388.00-	348.11-	31.33-			0.00	PAYMENT	386.88-
02/10/14			7.85-	.71-			0.00	PAYMENT	395.44-
02/14/14		386.88	354.94	31.94			0.00	INVOICED	8.56-
03/10/14		388.00-	347.09-	31.23-			0.00	PAYMENT	386.88-

CUSTOMER STATEMENT OF ACCOUNT PG : 3

DATE : MAY 14 2015

CUSTOMER: [redacted]
A/C NBR : [redacted]

TRANS DATE	EFFECTIVE DATE	INVOICES/PAYMENTS TOTAL AMOUNT	BASE RENT	USE TAX	CHARGES CHARGES INVOICED	CHARGES CHARGES PAID	TOTAL CHGS DUE	TRANSACTION DESCRIPTION	CURRENT DUE
03/10/14			8.88-	.80-			0.00	PAYMENT	396.56-
03/14/14		386.88	354.94	31.94			0.00	INVOICED	9.68-
04/10/14		388.00-	346.06-	31.14-			0.00	PAYMENT	386.88-
04/10/14			9.91-	.89-			0.00	PAYMENT	397.68-
04/14/14		386.88	354.94	31.94			0.00	INVOICED	10.80-
05/09/14		388.00-	345.83-	31.05-			0.00	PAYMENT	386.88-
05/09/14			10.94-	.98-			0.00	PAYMENT	398.80-
05/14/14		386.88	354.94	31.94			0.00	INVOICED	11.92-
06/10/14		388.00-	346.00-	30.96-			0.00	PAYMENT	386.88-
06/10/14			11.96-	1.08-			0.00	PAYMENT	399.92-
06/16/14		386.88	354.94	31.94			0.00	INVOICED	13.04-
07/10/14		388.00-	342.98-	30.86-			0.00	PAYMENT	386.88-
07/10/14			12.99-	1.17-			0.00	PAYMENT	401.04-
07/14/14		386.88	354.94	31.94			0.00	INVOICED	14.16-
08/08/14		388.00-	341.95-	30.77-			0.00	PAYMENT	386.88-
08/08/14			14.02-	1.26-			0.00	PAYMENT	402.16-
08/14/14		386.88	354.94	31.94			0.00	INVOICED	15.28-
09/10/14		388.00-	340.92-	30.68-			0.00	PAYMENT	386.88-
09/10/14			15.05-	1.35-			0.00	PAYMENT	403.28-
09/15/14		386.88	354.94	31.94			0.00	INVOICED	16.40-
10/10/14		388.00-	339.89-	30.59-			0.00	PAYMENT	386.88-
10/10/14			16.07-	1.45-			0.00	PAYMENT	404.40-
10/14/14		386.88	354.94	31.94			0.00	INVOICED	17.52-
11/10/14		388.00-	338.87-	30.49-			0.00	PAYMENT	386.88-
11/10/14			17.10-	1.54-			0.00	PAYMENT	405.52-
11/14/14		386.88	354.94	31.94			0.00	INVOICED	18.64-
12/10/14		388.00-	337.84-	30.40-			0.00	PAYMENT	386.88-
12/10/14			18.13-	1.63-			0.00	PAYMENT	406.64-
12/15/14		386.88	354.94	31.94			0.00	INVOICED	19.76-
01/09/15		388.00-	336.81-	30.31-			0.00	PAYMENT	386.88-
01/09/15			19.16-	1.72-			0.00	PAYMENT	407.76-
01/14/15		386.88	354.94	31.94			0.00	INVOICED	20.88-

CUSTOMER STATEMENT OF ACCOUNT PG : 4

DATE : MAY 14 2015

CUSTOMER: [redacted]
A/C NBR : [redacted]

TRANS DATE	EFFECTIVE DATE	INVOICES/PAYMENTS TOTAL AMOUNT	BASE RENT	USE TAX	CHARGES CHARGES INVOICED	CHARGES PAID	TOTAL CHGS DUE	TRANSACTION DESCRIPTION	CURRENT DUE
02/10/15		388.00-	335.78-	30.22-			0.00	PAYMENT	386.88-
02/10/15			20.18-	1.82-			0.00	PAYMENT	408.88-
02/17/15		386.88	354.94	31.94			0.00	INVOICED	22.00-
03/10/15		388.00-	334.76-	30.12-			0.00	PAYMENT	386.88-
03/10/15			21.21-	1.91-			0.00	PAYMENT	410.00-
03/16/15		386.88	354.94	31.94			0.00	INVOICED	23.12-
04/09/15		365.00-	335.75-	30.03-			0.00	PAYMENT	386.88-
04/09/15			1.14-	.10-			0.00	PAYMENT	388.12-
04/16/15		386.88	354.94	31.94			0.00	INVOICED	1.24-
05/07/15		388.00-	353.80-	31.84-			0.00	PAYMENT	386.88-
05/07/15			2.17-	.19-			0.00	PAYMENT	389.24-
05/14/15		386.88	354.94	31.94			0.00	INVOICED	2.36-

TOTAL USE TAX PAID 1,049.81-

** END OF STATEMENT **

UTO REGISTRATION VALID FROM 09/16/2014 TO 09/16/2015 TYPE 11 [redacted]

VEHICLE IDENTIFICATION NUMBER
1G1RH6E40DU[redacted]

MAKE: CHEV

BODY TYPE MODEL: HB

CYLS.:

DATE FIRST SOLD: 00/00/2012

CLASS: LM

*YR:

Yr. Model: 2013

DATE ISSUED: 08/10/2014

TYPE VEH.: 150

MP: Q

AX:

WC:

UNLADEN/G/CGW:

TOTAL FEES PAID: $296

1900

REGISTERED OWNER

U S BANK LEASING LSR
ESTRADA SARA LSE
10532 LEOLANG AVENUE
SUNLAND CA 91040-2915

LIENHOLDER 0

U S BANK LEASING
1850 OSBORN AVE
OSHKOSH

WI

[redacted]

[redacted]

[redacted]

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

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2013 Chevrolet Volt Hatchback - What Your Car is Worth

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Zip Code 91040 Update For pricing in your area

True Market Value®

Trade-in	Dealer Retail
$14,828	$18,467

AutoNation

Private Party Sale $16,717

Pricing Details for a 2013 Chevrolet Volt Hatchback

Base 4dr Car

Customized True Market Value® Prices

	Trade-In	Private Party	Dealer Retail
National Base Price	$15,674	$17,675	$19,313
Optional Equipment	$1,252	$1,363	$1,615
Auto-Dim Rear View Mirror	$30	$33	$39
Rear View Camera	$151	$165	$195
Rear Parking Sensors	$101	$110	$130
Heated Passenger Seat	$47	$51	$61
Heated Driver's Seat	$47	$51	$61
Pass-Thru Rear Center Armrest	$76	$82	$97
Leather Steering Wheel Trim	$52	$57	$67
Leather Seating	$453	$493	$584
Bose Speakers	$39	$42	$50
Lane Departure Warning System	$227	$247	$293
Cargo Net	$29	$32	$38
Color Adjustment - Gray	$15	$17	$19
Regional Adjustment - for Zip Code 91040	$11	$12	$13
Mileage Adjustment - 30,000 miles	$0	$0	$0
Condition Adjustment - Average	$-2,124	$-2,350	$-2,493
Total	$14,828	$16,717	$18,467

Buying a Certified Used Vehicle

	Dealer Retail
Certified Used Price	Vehicle not eligible for certification.

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- Subaru Outback

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June 8, 2015

Norman Taylor, Esq.
Norman Taylor & Associates
425 West Broadway, Suite 220
Glendale, CA 91204

RE: [redacted]
Service Request: [redacted]
2013 Chevrolet Volt
Vehicle Identification Number: 1G1RH6E40DU[redacted]
Customer Relationship Specialist: Cynthia

Dear Mr. Taylor:

Regarding the above case, General Motors would like to make the following repurchase offer on your client's 2013 Chevrolet Volt for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 33 @ Various Amts.	$ 12,761.00
(which includes sales tax of $ 2,461.39)	
Capitalized Cost Reduction	$ 3,342.21
Sales/Use Tax on Capitalized Cost Reduction	$ 292.44
Registration Fees	$ 345.00
Tire & Doc fee	$ 88.75
Electronic Vehicle Registration or Transfer Fee	$ 18.60
Smog Ab/Doc Tax	$ 27.00
Incidental Expense	$ 500.00
Current Registration (Pro-Rated)	$ 123.33
Subtotal:	$ 17,498.33
Less Usage/Depreciation	- $ 2,147.14
(based on the service event at 5,768 miles)	
Less Rebates/Incentives	- $ 2,500.00

Subtotal:	$ 12,851.19
Attorney's Fees	$ 3,500.00
Subtotal:	$ 16,351.19
* Payoff to lien holder (good through 06/10/15)	$ 31,566.81

* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer	$ 47,918.00
Total due to attorney and client:	$ 16,351.19

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.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

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

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE
Attach.

CURRENT VEHICLE MILEAGE: _____

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

RELEASE OF CLAIM

1. I, [redacted] (hereinafter referred to as "Releasor(s)"), as lessee(s) of a certain 2013 Chevrolet Volt, bearing Vehicle Identification Number 1G1RH6E40DU[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors LLC of $47,918.00, said payment to be made as outlined below, does for him and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges General Motors LLC, General Motors Company, General Motors Corporation, Motors Liquidation Company, their subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable (hereinafter referred to as "Releasees"), of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $16,351.19, made payable to Sara Estrada and Norman Taylor & Associates; the second in the amount of $31,566.81, made payable to US Bank.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors, will execute a limited Power of Attorney in favor of General Motors to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before General Motors tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to General Motors upon receipt of $47,918.00, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors shall make payment of said consideration to Releasor(s) of $47,918.00, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2013 Chevrolet Volt as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

Initials: _____

(iv) That the Vehicle shall not exceed **36,000** plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of **44.5** cents per mile in excess of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasor(s);

(d) That neither General Motors's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and Releasees.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS _____ DAY OF _____, 20_____.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE _____ DATE SIGNED: _____

WITNESS: _____

_____	_____
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 [redacted].

_____

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

Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
NORMAN TAYLOR & ASSOCIATES, A PROFESSIONAL LAW CORPORATION

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only one of the following seven boxes:
☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☒ S Corporation ☐ Partnership ☐ Trust/estate
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶
Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.
☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any)
Exemption from FATCA reporting code (if any)
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) [redacted]
Requester's name and address (optional)

6 City, state, and ZIP code
GLENDALE, CA [redacted]

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number
[ ][ ][ ] - [ ][ ] - [ ][ ][ ][ ]

or

Employer identification number
[redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here | Signature of U.S. person ▶ [signature] Date ▶ 23 JAN 2015

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at *www.irs.gov/fw9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

June 8, 2015

Norman Taylor, Esq.
Norman Taylor & Associates
425 West Broadway, Suite 220
Glendale, CA 91204

RE: [redacted]
Service Request: [redacted]
2013 Chevrolet Volt
Vehicle Identification Number: 1G1RH6E40DU[redacted]
Customer Relationship Specialist: Cynthia

Dear Mr. Taylor:

Regarding the above case, General Motors would like to make the following repurchase offer on your client's 2013 Chevrolet Volt for all defendants. This offer is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

General Motors requires a vehicle inspection be performed at a General Motors dealership prior to the issuance of any funds. The vehicle inspection will take place at the selling dealership. The vehicle must be without any undisclosed damage and/or damage beyond normal wear and tear for the year/mileage of the vehicle. Appropriate repurchase documents will be sent to the selling dealership who will then contact you to arrange an inspection at a mutually agreed date and time. If for some reason the selling dealership is unacceptable to your client, please let us know immediately. Once the inspection has been completed satisfactorily and the necessary documents have been returned, the following repurchase offer will be processed:

Total payments 33 @ Various Amts. (which includes sales tax of $ 2,461.39)	$ 12,761.00
Capitalized Cost Reduction	$ 3,342.21
Sales/Use Tax on Capitalized Cost Reduction	$ 292.44
Registration Fees	$ 345.00
Tire & Doc fee	$ 88.75
Electronic Vehicle Registration or Transfer Fee	$ 18.60
Smog Ab/Doc Tax	$ 27.00
Incidental Expense	$ 500.00
Current Registration (Pro-Rated)	$ 123.33
Subtotal:	$ 17,498.33
Less Usage/Depreciation (based on the service event at 5,768 miles)	- $ 2,147.14
Less Rebates/Incentives	- $ 2,500.00
Subtotal:	$ 12,851.19

Attorney's Fees	$ 3,500.00
Subtotal:	$ 16,351.19

* Payoff to lien holder (good through 06/10/15) $ 31,566.81
* Check amounts are subject to change if this offer letter is not received in time for the current payoff amount to be processed.

Repurchase Offer	$ 47,918.00
Total due to attorney and client:	$ 16,351.19

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.

The financial information, pre-repurchase inspection and receipt of release documents must all be completed within 30 calendar days from the date of your acceptance of our offer. All aftermarket items (if applicable) must be present on the vehicle at the point of inspection. Any damages beyond normal wear and tear that is noted during the inspection must be repaired and paid for by your client before proceeding.

General Motors requests you make this offer available to your client at the earliest possible opportunity.

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

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. Please refer to the service request number above when calling our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

cc: FILE
Attach.

CURRENT VEHICLE MILEAGE: 30,400

[redacted]

Client's Signature

6/10/15
Date

Date

RELEASE OF CLAIM

1. I, [redacted] (hereinafter referred to as "Releasor(s)"), as lessee(s) of a certain 2013 Chevrolet Volt, bearing Vehicle Identification Number 1G1RH6E40DU[redacted] (hereinafter referred to as "Vehicle") and in consideration of payment by General Motors LLC of $47,918.00, said payment to be made as outlined below, does for him and each and all of his representatives, heirs, successors and assigns, hereby releases and discharges General Motors LLC, General Motors Company, General Motors Corporation, Motors Liquidation Company, their subsidiaries, divisions, officers, representatives, employees, stockholders, authorized dealers, successors and assigns and all other persons, firms or corporations, who are or might be claimed to be liable (hereinafter referred to as "Releasees"), of and from any and every claim, demand or right, including but not limited to those for diminution in value, repair costs, or any other economic or non-economic injuries, losses, breach of warranty damages and/or punitive damages, cost of suit and attorney(s) fees resulting or alleged to have resulted from the promotion, use or sale of, or any defect and/or nonconformities in the design or manufacture or assembly in the aforesaid Vehicle, including but not limited to those alleged in or that may be inferred from allegations set forth in any pleading or any claims made by the Releasor(s).

2. As consideration for this Release, and for the payment described above to be tendered in the form of two checks: the first, in the amount of $16,351.19, made payable to Sara Estrada and Norman Taylor & Associates; the second in the amount of $31,566.81, made payable to US Bank.

Note: These checks are subject to change if current registration, signed offer letter and signed Release(s) are not received in time for current payoff to be processed. Additionally, a penalty charge will be imposed if conditions are not met as outlined on the original letter. It is also expressly agreed:

(a) That upon receipt of the consideration described above, Releasor(s) will convey clear and unencumbered title of the vehicle to General Motors, will execute a limited Power of Attorney in favor of General Motors to correct any errors in title, and will execute an Odometer Statement.

(b) In the event the Vehicle is damaged, disabled, driven excessively or destroyed in any manner up to and including after Releasor(s) executes this Release, but before General Motors tenders payment of the consideration described above, payment of the consideration above shall be modified as follows:

(i) If the estimated cost of repair of the aforementioned Vehicle is less than the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below, Releasor(s) shall tender said Vehicle with clear title to General Motors upon receipt of $47,918.00, less the estimated cost of repair to said Vehicle,

(ii) If the estimated cost of repair of said Vehicle exceeds the value of said Vehicle, said value to be determined as outlined in Paragraph (iii) below General Motors shall make payment of said consideration to Releasor(s) of $47,918.00, less said value of said Vehicle, and,

(iii) For purposes of i, ii, and iii, the value of said Vehicle is the average retail value of a 2013 Chevrolet Volt as determined by the Edmunds book, at the time this Release is executed by Releasor(s).

(iv) That the Vehicle shall not exceed **36,000** plus 1,000 miles on the odometer at time of exchange. In the event the Vehicle does exceed the above stated mileage, the payment of the consideration above shall be modified as follows: a reduction of payment of **44.5** cents per mile in excess

Initials: [redacted]

of the agreed upon mileage. This shall not apply if a delay in the transaction is caused by Releasees or its authorized dealer.

(c) That Releasor(s) fully understands that this is a final settlement and disposition of all disputes as to legal liability for and as to the nature and extent of any damages claimed from Releasees by Releasor(s);

(d) That neither General Motors's payment of the consideration recited above nor the negotiations preliminary to the execution of this Release shall be considered an admission of liability or wrongdoing by Releasees to any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(e) That Releasor(s) and her attorneys have reviewed the provisions of this Release and that the contents of this Release have been explained to Releasor(s) by counsel prior to its execution;

(f) That Releasor(s) represents and warrant(s) that she is entitled to give a full and complete release of the claims which are the subject hereof;

(g) That Releasor(s) has not assigned or otherwise transferred any interest in any claims which are the subject hereof;

(h) That Releasor(s) shall not at any time hereafter commence, maintain or prosecute, or cause encourage or advise be commenced, maintained or prosecuted any action, suit, proceeding or claim based in whole or in part upon or arising out of or in any way connected with any of the matters released herein;

(i) That Releasor(s) does hereby for herself, her heirs, executors, administrators, successors and assigns covenant to defend, indemnify and save harmless Releasees from any of the claims or causes of actions alleged in or to be inferred from allegations set forth in the matter indicated above;

(j) That no promise, agreement, statement or representation except as expressed in this release has been made to been relied upon by Releasor(s) and that this document of 3 pages contains the entire agreement between Releasor(s) and Releasees.

INTENDING TO BE LEGALLY BOUND BY THE TERMS OF THIS RELEASE THE UNDERSIGNED HAS AFFIXED HIS/HER SIGNATURE THIS 10 DAY OF June, 20 15.

The undersigned has carefully read and understands this release and signs it to resolve the claim described above.

CURRENT VEHICLE MILEAGE 30,400 DATE SIGNED: 6/10/15

WITNESS: [redacted]

[redacted]

Claimant's Signature

[redacted] La Crescenta [redacted]

Address

Address

Initials [redacted]

La Crescenta, CA [redacted]
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 Sara Estrada.

_____
Signature of Notary Public

CALIFORNIA NOTARIZATION ATTACHED

_____
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ____

Type of identification _____

My commission expires: _____

CC: File

Initials: [redacted]

ACKNOWLEDGMENT

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California
County of Los Angeles)

On June 10, 2015 before me, Nicholas Forbes McNaughton, Notary Public
(insert name and title of the officer)

personally appeared [redacted],
who proved to me on the basis of satisfactory evidence to be the person(~~s~~) whose name(~~s~~) is/~~are~~ subscribed to the within instrument and acknowledged to me that ~~he~~/she/~~they~~ executed the same in ~~his~~/her/~~their~~ authorized capacity(~~ies~~), and that by ~~his~~/her/their signature(s) on the instrument the person(~~s~~), or the entity upon behalf of which the person(~~s~~) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

NICHOLAS FORBES MCNAUGHTON
COMM. # 2088671
NOTARY PUBLIC - CALIFORNIA
LOS ANGELES COUNTY
MY COMM. EXP. NOV. 30, 2018

Signature Nicholas Forbes McNaughton (Seal)

Case Number: [redacted]
Originator Name: Cynthia Reyes 866-790-5700 11153 cynthia.reyes@gm.com
Created Date: 06/11/2015

Vehicle Info

***VIN:**	1G1RH6E40DU[redacted]	**MSRP:**	44605.0	***TAC #:**	[redacted]
Year:	2013	**Make:**	Chevrolet	**Model:**	Volt

Vehicle Comments & TAC Explanation:
Advised to reevaluate concerns, power cycle may have repaired phone pairing issue. Advised to also try and duplicate the favorites issue. Advised to report back as needed.

Original Purchase Date: 09/14/2012 *** Repurchase Mileage:** 30400
*** Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type	Person				
*** Names(s) on Title:**	[redacted]	*** Title State:**	CA		
*** Primary Owner:**	[redacted]				
*** Address**	[redacted]				
*** City**	La Crescenta	*** State**	CA	*** ZIP Code:**	[redacted]
*** Day Phone:**	[redacted]	*** Home Phone:**		*** Cell Phone:**	
*** E-mail:**		*** Fax Phone:**			

*** Reason Repurchase** Airbag light on

UCC Codes (C6107) Restraints - (SIR) - Passenger Side - Seat Mounted Air - SIR - Light On

Repurchasing Dealer: -

*** Dealer #:**	114561	**Dealer Name:**	FELIX CHEVROLET		
Region:	10	**District:**	1114		
*** Phone:**	(213) 748-6141	**Fax:**	(213) 746-9091		
*** Contact Name:**	Jim Ryan	*** Contact Title:**	Service Manager	**E-Mail:**	

Repair

*** Contact Name:**		*** Contact Title:**	

Vehicle Location: -

Customer's Attorney

Legal Case Ref. #:

Firm Name:	Norman Taylor & Associat..	**Contact:**	Nick McNaughton		
Address:	425 W. Broadway, Suite 2..				
City:	Glendale	**State:**	CA	**Zip Code:**	91204
Phone:	818-244-3905	**Fax:**	818-244-6052	**E-mail:**	

Local Counsel

Firm Name:		**Contact Person:**			
Address:					
City:		**State:**		**Zip Code:**	
Phone:		**Fax:**		**E-mail:**	

Case Number: [redacted]
Originator Name: Cynthia Reyes 866-790-5700 11153 cynthia.reyes@gm.com
Created Date: 06/11/2015

Vehicle Lien Holder

Type of Secured Interest:	Lease	* **Company:**	US Bank	**Account #:**	[redacted]
Payoff Amount:	31566.81	**Per Diem:**	0.0	**Payoff Date:**	2015-07-03
Contact or Attention:	USB Dealer Services	**Address**	6400 Main St.		
City	Amherst	**State**	NY	**ZIP Code:**	14221
Day Phone:	866-250-3147	**Fax:**		**E-mail:**	

Transaction Details

Siebel Request #:	[redacted]	* **Disposition:**	Auction	**Trans. State:**	CA
* **Trans. Type:**	Straight	**Trans. Source:**	Early Res - NISM - Vol Mediated		
Compliance Type:		**Compliance Date:**			
* **Closing Date:**	2015-06-23	**Money to Dealer:**	0.0	**Money to Manuf.:**	0.0

Repurchase Vehicle

Replacement VIN:

Disposition:

* **Processing Instructions:** Auction vehicle. Joint check goes to the firm.

Disbursement(s)

Payment Type	TIN	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	****[redacted]	[redacted]	Norman Taylor & Associates	16351.19
Lien Payoff		US Bank		31566.81

Cynthia Reyes (C)

From: Nick McNaughton <nick@normantaylor.com>
Sent: Monday, June 15, 2015 5:56 PM
To: Cynthia Reyes (C)
Subject: RE: Surernder for [redacted] VIN#DU[redacted]

Dear Cynthia,

Thanks. Does this mean that the surrender packet is expected to arrive on the 23rd or before then?

Best regards,

Nick McNaughton
Paralegal
NORMAN TAYLOR & ASSOCIATES
425 West Broadway, Suite 220
Glendale, CA 91204
Toll-Free: 877.SOUR CAR 877.768.7227
Phone: 818.244.3905 extension 228
Fax: 818.244.6052
www.normantaylor.com
email: nick@normantaylor.com



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NOTICE
This communication may contain information that is privileged, confidential and/or exempt from disclosure under applicable law, including but not limited to the Electronic Communications Privacy Act, 18 USC 2510-2521, the attorney-client privilege, or the attorney work product doctrine. Any dissemination, distribution, copying, or use of this communication by or to anyone other than the designated and intended recipient named above is unauthorized and is strictly prohibited. If you are not the intended recipient named above, please delete and/or destroy this communication immediately.

If you are not the addressee please inform us immediately that you have received this e-mail by mistake and delete it. We thank you for your support.

From: Cynthia Reyes (C) [mailto:cynthia.reyes@gm.com]
Sent: Monday, June 15, 2015 11:44 AM
To: nick@normantaylor.com
Subject: Surernder for [redacted] VIN#DU[redacted]

RE: [redacted]
Service Request: [redacted]
Vehicle: 2013 Chevrolet Volt

Vehicle Identification Number: 1G1RH6E40DU[redacted]
Mediation Liaison: Cynthia
Telephone: 866-790-5600 Ext.11153
Fax: 866-363-8695

Nick,

The surrender for this vehicle is set for June 23rd, at Felix Chevrolet located on 3330 S. Figueroa St. Burbank, CA. Service manager Jim Ryan is the contact at #213-748-6141. Thank you.

If you have further questions, please contact the Business Resource Center at 1-866-790-5600 at extension 11153. Monday through Friday between 7:00 a.m. and 3:30 p.m., Pacific Standard Time. Please refer to the service request number above.

Sincerely,

General Motors

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.

Howell, Rosa (NHTSA)

From: Cynthia Reyes (C)
Sent: Friday, June 12, 2015 4:22 PM
To: 'paul.wasko@gm.com'
Subject: BRC-Legal Notification of Resolution, SR[redacted], Customer[redacted]

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Allen Gwynn Chevrolet, BAC 114543, Glendale, CA.
Dealership Contact: Mark Toohey
VIN: 1G1RH6E40DU[redacted]
Vehicle: 2013 Chevrolet Volt
Mileage: 30,400

Dear Paul,

This email is being sent to notify you of the resolution of the above referenced legal matter. After negotiation with the plaintiff's counsel, the final offer of a Straight Lease Repurchase, Trade was accepted.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling 866-790-5600, extension #11153.

Sincerely,

Cynthia

Howell, Rosa (NHTSA)

From: Cynthia Reyes (C)
Sent: Monday, May 18, 2015 5:35 PM
To: 'Nick McNaughton'
Subject: RE [redacted], 2013 Volt, Service Request [redacted]

Hello Nick,

I forgot to ask you during our phone call earlier to also provide the repair order, proof of payment/receipt of the other $250 your client paid the independent mechanic for further consideration. Thanks.

From: Nick McNaughton [mailto:nick@normantaylor.com]
Sent: Monday, May 18, 2015 4:30 PM
To: Cynthia Reyes (C)
Subject: [redacted], 2013 Volt, Service Request [redacted]

Hi Cynthia,

Here are the payment history/payoff & buyout for this client.

Also, as we discussed, the client was charged $250 for repairs due to alleged rodent damage. In fact, the problem with her car found at Community Chevrolet was consistent with problems that she'd had throughout the history of the vehicle and she has never had a problem with rodents. She was required to engage the services of an inspector whom she paid another $250 to confirm that there were no such problems. She is seeking reimbursement of the $500.

Best regards,

Nick McNaughton
Paralegal
NORMAN TAYLOR & ASSOCIATES
425 West Broadway, Suite 220
Glendale, CA 91204
Toll-Free: 877.SOUR CAR 877.768.7227
Phone: 818.244.3905 extension 228
Fax: 818.244.6052
www.normantaylor.com
email: nick@normantaylor.com

NORMAN TAYLOR & ASSOCIATES
A Professional Law Corporation

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unauthorized and is strictly prohibited. If you are not the intended recipient named above, please delete and/or destroy this communication immediately.

If you are not the addressee please inform us immediately that you have received this e-mail by mistake and delete it. We thank you for your support.

Howell, Rosa (NHTSA)

From: Nick McNaughton <nick@normantaylor.com>
Sent: Wednesday, May 27, 2015 5:30 PM
To: Cynthia Reyes (C)
Subject: RE: [redacted], 2013 Volt, Service Request [redacted] -
Attachments: 2015-05-27 US Bank buyout quote.pdf; payment history.pdf

Hi Cynthia,

We can proceed as you've laid out here. Here is a payment history and a current buyout quote.

I need to get you the current registration.

Best regards,

Nick McNaughton
Paralegal
NORMAN TAYLOR & ASSOCIATES
425 West Broadway, Suite 220
Glendale, CA 91204
Toll-Free: 877.SOUR CAR 877.768.7227
Phone: 818.244.3905 extension 228
Fax: 818.244.6052
www.normantaylor.com
email: nick@normantaylor.com

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If you are not the addressee please inform us immediately that you have received this e-mail by mistake and delete it. We thank you for your support.

From: Cynthia Reyes (C) [mailto:cynthia.reyes@gm.com]
Sent: Saturday, May 23, 2015 11:38 AM
To: Nick McNaughton
Subject: RE: [redacted], 2013 Volt, Service Request [redacted]

Nick,

Here is our new offer to settle this claim. Thank you.

From: Nick McNaughton [mailto:nick@normantaylor.com]
Sent: Wednesday, May 20, 2015 12:46 PM
To: Cynthia Reyes (C)
Subject: RE: [redacted], 2013 Volt, Service Request [redacted]

Okay, thanks.

Best regards,

Nick McNaughton
Paralegal
NORMAN TAYLOR & ASSOCIATES
425 West Broadway, Suite 220
Glendale, CA 91204
Toll-Free: 877.SOUR CAR 877.768.7227
Phone: 818.244.3905 extension 228
Fax: 818.244.6052
www.normantaylor.com
email: nick@normantaylor.com



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If you are not the addressee please inform us immediately that you have received this e-mail by mistake and delete it. We thank you for your support.

From: Cynthia Reyes (C) [mailto:cynthia.reyes@gm.com]
Sent: Wednesday, May 20, 2015 10:23 AM
To: Nick McNaughton
Subject: RE: [redacted], 2013 Volt, Service Request [redacted]

Nick ,

I got your message. I got the proof of payment to Lemon Protection, just wondering if there is an invoice from that facility on your clients visit? I will submit what I have for review and we'll see what happens. Thank you.

From: Nick McNaughton [mailto:nick@normantaylor.com]
Sent: Tuesday, May 19, 2015 5:07 PM

To: Cynthia Reyes (C)
Subject: RE: [redacted], 2013 Volt, Service Request [redacted]

Here is the proof of payment.

Best regards,

Nick McNaughton
Paralegal
NORMAN TAYLOR & ASSOCIATES
425 West Broadway, Suite 220
Glendale, CA 91204
Toll-Free: 877.SOUR CAR 877.768.7227
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From: Cynthia Reyes (C) [mailto:cynthia.reyes@gm.com]
Sent: Monday, May 18, 2015 2:35 PM
To: Nick McNaughton
Subject: RE: [redacted] 2013 Volt, Service Request [redacted]

Hello Nick,

I forgot to ask you during our phone call earlier to also provide the repair order, proof of payment/receipt of the other $250 your client paid the independent mechanic for further consideration. Thanks.

From: Nick McNaughton [mailto:nick@normantaylor.com]
Sent: Monday, May 18, 2015 4:30 PM
To: Cynthia Reyes (C)
Subject: [redacted], 2013 Volt, Service Request [redacted]

Hi Cynthia,

Here are the payment history/payoff & buyout for this client.

Also, as we discussed, the client was charged $250 for repairs due to alleged rodent damage. In fact, the problem with her car found at Community Chevrolet was consistent with problems that she'd had throughout the history of the vehicle and she has never had a problem with rodents. She was required to engage the services of an inspector whom she paid another $250 to confirm that there were no such problems. She is seeking reimbursement of the $500.

Best regards,

Nick McNaughton
Paralegal
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Howell, Rosa (NHTSA)

From: Cynthia Reyes (C)
Sent: Monday, June 08, 2015 1:49 PM
To: 'Nick McNaughton'
Subject: RE: [redacted] -
Attachments: [redacted] Offer 6-8-15.doc; [redacted] Release 6-8-15.doc

Nick,

Here are the settlement documents to settle this case. Thank you.

From: Nick McNaughton [mailto:nick@normantaylor.com]
Sent: Wednesday, June 03, 2015 4:39 PM
To: Cynthia Reyes (C)
Subject: [redacted]

Hi Cynthia,

Any news on this?

Best regards,

Nick McNaughton
Paralegal
NORMAN TAYLOR & ASSOCIATES
425 West Broadway, Suite 220
Glendale, CA 91204
Toll-Free: 877.SOUR CAR 877.768.7227
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Howell, Rosa (NHTSA)

From: Nick McNaughton <nick@normantaylor.com>
Sent: Wednesday, June 10, 2015 5:06 PM
To: Cynthia Reyes (C)
Subject: RE: [redacted]--
Attachments: 2015-06-10 executed settlement letter.pdf; 2015-06-10 notarized release.pdf

Hi Cynthia,

Here are the executed settlement documents.

Best regards,

Nick McNaughton
Paralegal
NORMAN TAYLOR & ASSOCIATES
425 West Broadway, Suite 220
Glendale, CA 91204
Toll-Free: 877.SOUR CAR 877.768.7227
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From: Cynthia Reyes (C) [mailto:cynthia.reyes@gm.com]
Sent: Monday, June 08, 2015 10:49 AM
To: Nick McNaughton
Subject: RE: [redacted]-

Nick,

Here are the settlement documents to settle this case. Thank you.

From: Nick McNaughton [mailto:nick@normantaylor.com]
Sent: Wednesday, June 03, 2015 4:39 PM
To: Cynthia Reyes (C)
Subject: [redacted]

Hi Cynthia,

Any news on this?

Best regards,

Nick McNaughton
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Howell, Rosa (NHTSA)

From: James Ryan <jryan@dtlamotors.com>
Sent: Friday, May 29, 2015 11:07 AM
To: Cynthia Reyes (C); Ivie Mendoza
Subject: RE: Surrender Request for Customer [redacted] VIN#DU[redacted]

We would be willing to host the surrender. I will be the contact at Felix.

Jim Ryan
Service Manager
Felix Chevrolet
213-748-6141 extension 5201

From: Cynthia Reyes (C) [mailto:cynthia.reyes@gm.com]
Sent: Friday, May 29, 2015 8:01 AM
To: Ivie Mendoza
Cc: James Ryan
Subject: Surrender Request for Customer [redacted] VIN#DU[redacted]

RE: [redacted]
Service Request: [redacted]
Vehicle: 2013 Chevrolet Volt
Vehicle Identification Number: 1G1RH6E40DU[redacted]
Mediation Liaison: Cynthia
Telephone: 866-790-5600 Ext.11153
Fax: 866-363-8695

Ms. Mendoza and Mr. Ryan,

I am assisting with legal cases in our Business Resource Center and we are repurchasing the above customer's vehicle. As the selling dealer would you be willing to host the surrender? If so, who is the contact for this transaction? Thank you.

If you have further questions, please contact the Customer Engagement Center at 1-866-790-5600 at extension 11153. Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please refer to the service request number above.

Sincerely,

General Motors

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Howell, Rosa (NHTSA)

From: Nick McNaughton <nick@normantaylor.com>
Sent: Monday, May 18, 2015 5:30 PM
To: Cynthia Reyes (C)
Subject: [redacted], 2013 Volt, Service Request [redacted]
Attachments: payment history.pdf; payoff buyout.pdf; repair mile [redacted].pdf

Hi Cynthia,

Here are the payment history/payoff & buyout for this client.

Also, as we discussed, the client was charged $250 for repairs due to alleged rodent damage. In fact, the problem with her car found at Community Chevrolet was consistent with problems that she'd had throughout the history of the vehicle and she has never had a problem with rodents. She was required to engage the services of an inspector whom she paid another $250 to confirm that there were no such problems. She is seeking reimbursement of the $500.

Best regards,

Nick McNaughton
Paralegal
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Howell, Rosa (NHTSA)

From: Nick McNaughton <nick@normantaylor.com>
Sent: Thursday, May 28, 2015 1:26 PM
To: Cynthia Reyes (C)
Subject: [redacted] Registration
Attachments: 2014 2015 dmv registration [redacted].jpg

Hi Sara,

Here is the registration.

Best regards,

Nick McNaughton
Paralegal
NORMAN TAYLOR & ASSOCIATES
425 West Broadway, Suite 220
Glendale, CA 91204
Toll-Free: 877.SOUR CAR 877.768.7227
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If you are not the addressee please inform us immediately that you have received this e-mail by mistake and delete it. We thank you for your support.

Howell, Rosa (NHTSA)

From: Cynthia Reyes (C)
Sent: Friday, May 29, 2015 11:01 AM
To: 'imendoza@dtlamotors.com'
Cc: 'jryan@dtlamotors.com'
Subject: Surrender Request for Customer [redacted] VIN#DU[redacted]

RE: [redacted]
Service Request: [redacted]
Vehicle: 2013 Chevrolet Volt
Vehicle Identification Number: 1G1RH6E40DU[redacted]
Mediation Liaison: Cynthia
Telephone: 866-790-5600 Ext.11153
Fax: 866-363-8695

Ms. Mendoza and Mr. Ryan,

I am assisting with legal cases in our Business Resource Center and we are repurchasing the above customer's vehicle. As the selling dealer would you be willing to host the surrender? If so, who is the contact for this transaction? Thank you.

If you have further questions, please contact the Customer Engagement Center at 1-866-790-5600 at extension 11153. Monday through Friday between 8:00 a.m. and 4:30 p.m., Pacific Standard Time. Please refer to the service request number above.

Sincerely,

General Motors

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 7 days	**Issue Type:** (Lite) Supplier Warranty Analysis	**Issue Status:** Closed	
		Current Step: Root Cause	**Current Step Status:** Complete	**Current Step Target:** 12-APR-2012

Subject: MODULE KIT-INFL RST FRT PASS PRESENCE (W,NULL - CUSTOMER STATES AIR BAG LIGHT IS ON. SERVICE AIR BAG LIGHT IS ON , B0081-11 AND B101D ARE PRESENT US

Product Line: R-Global Electric Vehicles

Project Number: Volt

Severity:

Associated Issues: 0 **Tasks:** 0 **Attachments:** 0 **Memos:** 1

DEFINITION

Main

User Role Assignments

Role	Assignment Date	Name	Phone	Department

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
22-MAR-2012	24-MAR-2012	22-MAR-2012	24-MAR-2012	22-MAR-2012

Step Actions

Action	Date	Name	Department	Phone	Comment
Originated	22-MAR-2012	MENZAIRE BOYKINS	Genera Motors *** The Americas *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Dea er Service & Warranty Operations *** Warranty Parts Center	+1 586 575 3145	
Approved	22-MAR-2012	MENZAIRE BOYKINS	Genera Motors *** The Americas *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Dea er Service & Warranty Operations *** Warranty Parts Center	+1 586 575 3145	

Issue Definition

Product Line: R-Global Electric Vehicles
Project: Volt
Business Unit:

Issue Title

Part Name: MODULE KIT-INFL RST FRT PASS PRESENCE (W
Complaint: CUSTOMER STATES AIR BAG LIGHT IS ON. SERVICE AIR BAG LIGHT IS ON , B0081-11 AND B101D ARE PRESENT US
Item:
Condition:
Severity:

Product Description

Model Year: 2012
Marketing Division(s):
Model Code(s):
Engine(s):
Marketing Region(s):
Transmission(s):
Tranmission Serial #:

Engine Serial #:

Part/Supplier Information

Part

Primary Part	Part Number	Part Name	UPC/FNA	Supplier Name	Part Year
	22744679	MODULE KIT-INFL RST FRT PASS PRESENCE (W/ SEN)	9B - * 9B *STEERING WHEEL	IEE automotive	

Incident Description

Date First Reported:

Incident Description:

PART TEST RESULTS:
Part Tested: N
Customer Concern Duplicated: N
Test Comments:

REVIEW OBSERVATIONS:

CODES and COMMENTS:

Data Migration: Issue Type: - Supp ier Warranty Ana ysis

VIN Information

VIN Information

VIN	Build Date	Engine No.	Odometer Reading	Odometer Unit	Transm. No.
1G1RD6E4XCU[redacted]	08-NOV-2011		1,022	Mi es	

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number
R	Vo t
GM Assemb y Center	Detroit-Hamtramck
SMT - E ectrica	Safety E ectronics

Impact Info -> Warranty

Labor Codes Information

Labor Code
C8871

External Systems

System Reference

External System Name	External System Issue ID

Next Step

Next Step Role Assignments

PRTS Dynamics - Complete Report

Name	Assignment Date	Name	Department	Phone
Design Engineer	22-MAR-2012	Chad O'Brien	Genera Motors *** G oba Product Group and Cadi ac *** G oba E ectrification, Contro s, SW & E ectronics *** G oba E ectronic Components and Subsystems *** Body/HVAC/Passive Safety E ectronics & Contro s *** Passive Safety E ectronics (E0H60)	+1 586-459-6805
Originator	22-MAR-2012	S avko Purgar	Genera Motors *** G oba Product Group and Cadi ac *** G oba Purchasing and Supp y Chain *** G oba Purchasing - Customer Care and Aftersa es *** G oba Supp ier Cost Recoveries	+1 586-899-5318
Supp ier Contact	22-MAR-2012	Jaret Jardine	IEE automotive--DO NOT USE	248-410-4327

ROOT CAUSE

Main

User Role Assignments

Role	Assignment Date	Name	Phone	Department
Design Engineer	22-MAR-2012	Chad O'Brien	+1 586-459-6805	Genera Motors *** G oba Product Group and Cadi ac *** G oba E ectrification, Contro s, SW & E ectronics *** G oba E ectronic Components and Subsystems *** Body/HVAC/Passive Safety E ectronics & Contro s *** Passive Safety E ectronics (E0H60)
Originator	22-MAR-2012	S avko Purgar	+1 586-899-5318	Genera Motors *** G oba Product Group and Cadi ac *** G oba Purchasing and Supp y Chain *** G oba Purchasing - Customer Care and Aftersa es *** G oba Supp ier Cost Recoveries
Supp ier Contact	22-MAR-2012	Jaret Jardine	248-410-4327	IEE automotive--DO NOT USE

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
22-MAR-2012	04-APR-2012	29-MAR-2012	12-APR-2012	29-MAR-2012

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	29-MAR-2012	Chad O'Brien	Genera Motors *** G oba Product Group and Cadi ac *** G oba E ectrification, Contro s, SW & E ectronics *** G oba E ectronic Components and Subsystems *** Body/HVAC/Passive Safety E ectronics & Contro s *** Passive Safety E ectronics (E0H60)	+1 586-459-6805	
Transfer	10-APR-2012	S avko Purgar	Genera Motors *** G oba Product Group and Cadi ac *** G oba Purchasing and Supp y Chain *** G oba Purchasing - Customer Care and Aftersa es *** G oba Supp ier Cost Recoveries	+1 586-899-5318	transfer
Submitted	29-MAR-2012	Jaret Jardine	IEE automotive--DO NOT USE	248-410-4327	

Root Cause Analysis

Description of Root Cause Investigation Progress and Verification:

B101D and B0081-11 were present. Sensor received and ana yzed by IEE. Root cause is that an unknown iquid was present in the sensor mat. This caused the sensor guard ayer to become shorted to the sense ayer of the mat. This caused DTC B101D to set current as this ooks ike a hardware fau t. The technician must have performed a "bui d check" function on the scan too to try to recover the sensor from this fau t. However, the B101D must have been current at that time, as this caused the B0081-11 DTC to set...this indicates that the "bui d check" fai ed due to a fau t present in the system. The end resu ts being the B101D set due to a customer induced iquid spi in the passenger seat, and the B0081-11 was technician induced due to have a current fau t set when trying to run the "bui d check" function.

Problem Mainly Caused By 3 - Not Supplier

Root Cause Checklist

Specification Verification

Do parts meet functional specification?: Yes

Parts Functional Specification Comment:

Do parts meet dimensional specification?: Yes

Parts Dimensional Specification Comment:

Do parts meet material specification?: Yes

Parts Material Specification Comment:

Supplier Verification

Functional Test of part at supplier?: Ok

Functional Test Comment:

Funtiona Testing proved no issues with sensor.

Material Test of part at supplier?: Ok

Material Test Comment:

Specification Test of part at supplier?: Ok

Specification Test Comment:

Root Cause Analuysis Method

Was a Red X project conducted during the Root Cause?:

Was a Red X project conducted during the Root Cause Comment:

Associations

Associations	Issue Number	Subject	Issue Type	Issue Status	Current Step	Step Status	Target Date	Step Roles	Associated By	Associated Date

Tasks

Task Type	Task Status	Task Description	Due Date	Task Owner	Completed Date	Completed By	Create Date	Created By

Tasks Memos

Date Sent	Sent By	Subject	Issue Step

Attachments

Attachment Title	Attachment File Size	Associated Step	Attachment Date	Attached By

Memos

Date Sent	Sent By	Subject	Issue Step
29-MAR-2012	Chad O'Brien	PRTS+ 1264876: MODULE KIT-INFL RST FRT PASS PRESENCE (W - CUSTOMER STATES AIR BAG LIGHT IS ON. SERVICE AIR BAG LIGHT IS ON , B0081-11 AND B101D ARE PRESENT US	Definition

PRTS Dynamics

03 Oct 2019

Issue Number: [redacted] **Issue Age:** 7 days **Issue Type:** (Lite) Supplier Warranty Analysis **Issue Status**

Issue Events: 10-Apr-2012 - Transfer [Root Cause] ... **Current Step:** Root Cause **Current Ste**

Subject: MODULE KIT-INFL RST FRT PASS PRESENCE (W,NULL - CUSTOMER STATES AIR BAG LIGHT IS ON. SERVICE AIR BAG LIGHT I

Program: R-Global Electric Vehicles

Project: Volt

Severity:

Associated Issues: 0 **Attachments:** 0 **Memos:** 1

Issue Memos -> View User Memo

Close

From : **Chad O'Brien**

Sent To:

To	**menzaire.boykins@gm.com**
cc ...	**chad.obrien@gm.com, jaret.jardine@iee.lu, slavko.s.purgar@gm.com**

Memo:

Subject : **PRTS+ 1264876: MODULE KIT-INFL RST FRT PASS PRESENCE (W - CUSTOMER STATES AIR BAG LIGHT IS ON. SERVICE AIR BAG LIGHT IS ON , B0081-11 AND B101D ARE PRESENT US**

Text:

This was a customer induced failure, unknown liquid spilled on passenger seat causing a short circuit between the sense and guard layers of the sensor mat. This issue can be closed.

Attachment(s):

Action	View/Download Attachment	Attachment Title	File Size(MB)	Associated Step	Attach Date	Attached By
There are no items to display.						

Last Updated By: **Chad O'Brien** Last Updated Date: **29-Mar-2012**

* **indicates required field for this screen**

Close

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