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

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PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 0	**Issue Type:** (Aftersales) Field Performance Report	**Issue Status:** Closed		
		Current Step: Field Performance Report	**Current Step Status:** Complete	**Current Step Target:**	

Project: US-United States
Program: Canyon 31XX / GMNA Truck
Subject: Circuit 2501 Terminal , TCCM Connector X2 - Intermittent Loss of Steering Assist - 2016
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)

Associated Issues: 1 **Tasks:** **Attachments:** 1 **Memos:**

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	01-FEB-2017	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564
Originator	01-FEB-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
01-FEB-2017		01-FEB-2017		01-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Closed	01-FEB-2017	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Originated	01-FEB-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Submitted	01-FEB-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Canyon 31XX / GMNA Truck
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Circuit 2501 Terminal
Part Location: TCCM Connector X2
Complaint: Intermittent Loss of Steering Assist - 2016

Affected Vehicles

Model Year(s):	2016	Axles:	
Make:	GMC	Transmission(s):	
Vehicle Line:	Canyon 31XX	Transfer Case:	
Engine(s):		Hardware Stage:	

Origination Point

Origination Point: GM Internal
Dealer Number: 116944
Field Rep Number: 218154826

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GTG6DE32G1[redacted]	26-AUG-2016		168	Miles	

Problem Description

Symptoms/Complaints:

Condition:
OWNER STATES WHEN DRIVING THE VEHICLE WILL INTERMITTENTLY LOOSE POWER STEERING ASSIST AND HAVE TRACTION AND STABILITY CONTROL LIGHTS COME ON. VEHICLE HAS DTC'S U0073, U0101, U0109, U0121, P069E, P2544 .

Cause:
INPECTED VEHICLE WIRING HARNESS AND HIGH SPEED CIRCUIT 2501 AT THE TCCM X2 CONNECTOR-TERMINAL #8 LOOSE-CAUSING HIGH SPEED BUS TO OPEN. -SEE PICS.

Correction:
REMOVED TERMINAL AND INSTALLED TERMINATED LEAD PART NUMBER 13575855 TO CORRECT HIGH SPEED BUS ISSUE.

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function
2nd Level (VPPS): 80.06-Power & Signal Distribution
3rd Level (VPPS): 80.06.02-Connector/Terminal
4th Level (VPPS):

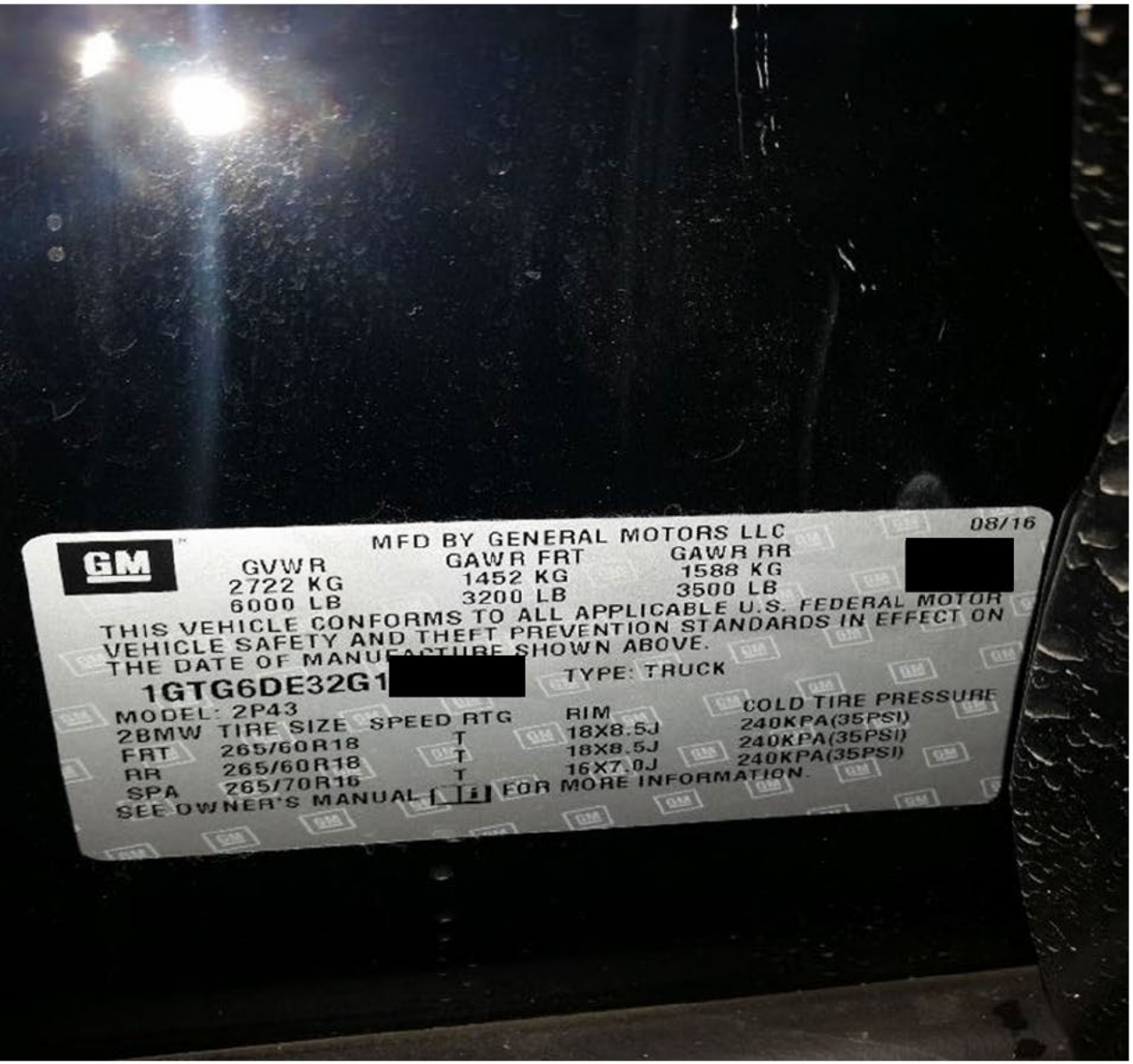
Parts

Part Name	Part Number

Suspect Parts Available?

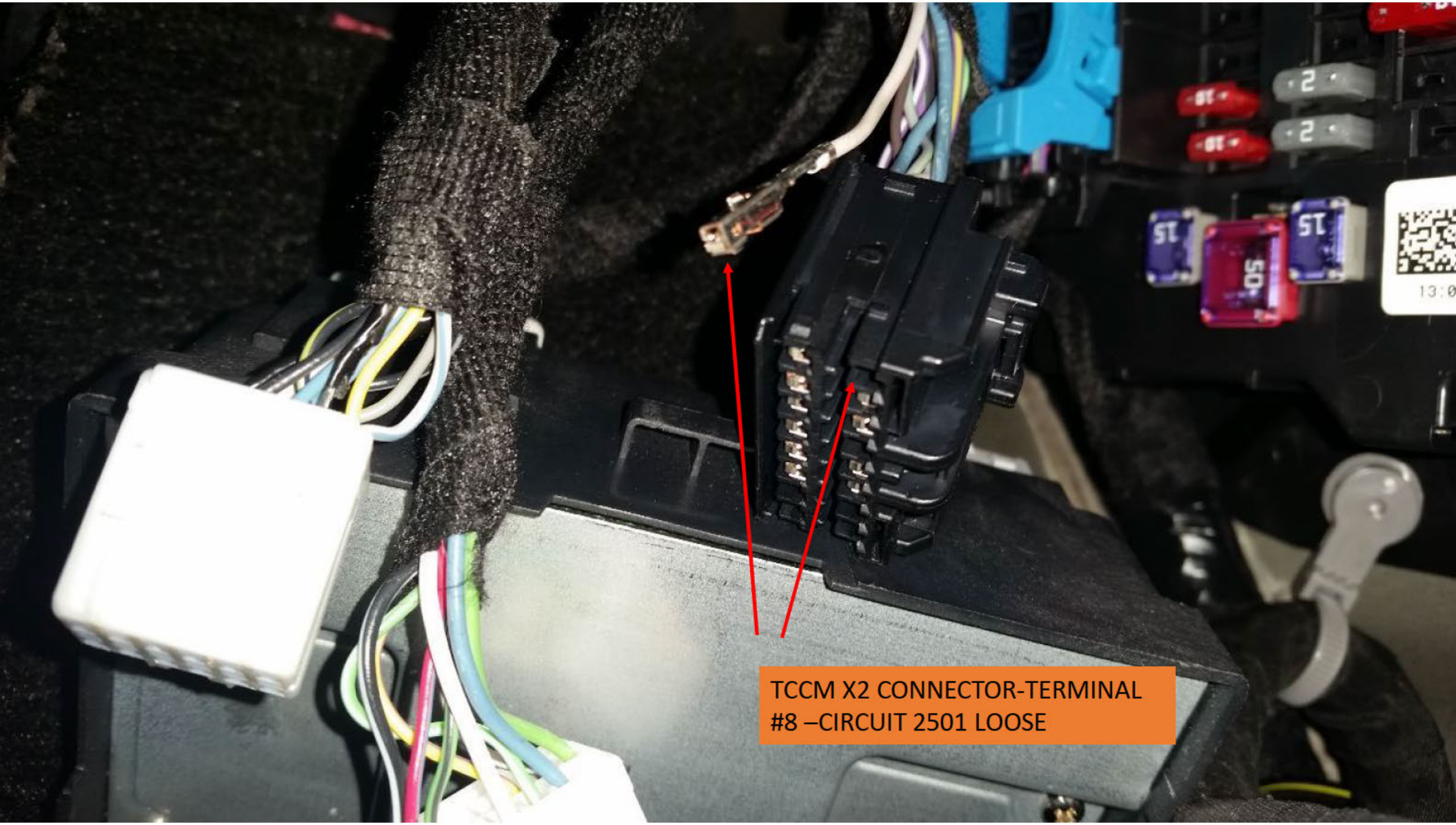
Location of Parts:

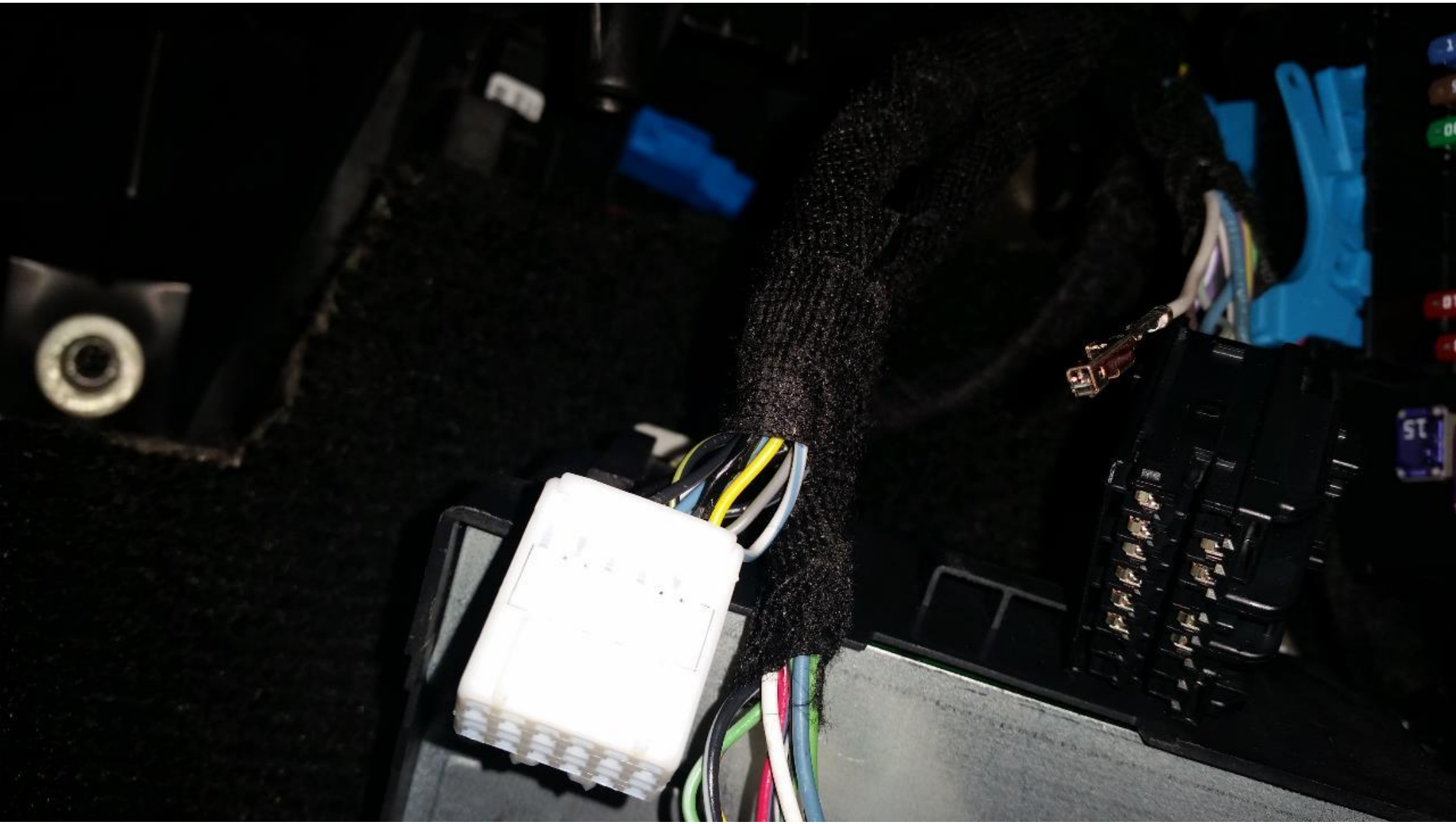
RO#: [redacted]
TAC Case [redacted]



1GTG6DE32G1[redacted]


RPM
X1000
0
MPH
168 mi
PRNDM
MPH
km/h
168 MILES


TCCM X2 CONNECTOR-TERMINAL
#8 –CIRCUIT 2501 LOOSE



PRTS Dynamics - Complete Report

Issue Number:	1879935	**Issue Age:**	4	**Issue Type:**	(Aftersales) Product Report	**Issue Status:**	Closed
Current Step:	Solution Feedback	**Current Step Status:**	Complete	**Current Step Target:**	07-MAR-2017		

Project: US-United States
Program: Canyon 31XX / GMNA Truck
Subject: Circuit 2501 Terminal , TCCM Connector X2 - Intermittent Loss of Steering Assist
Product Line: STmidtruck-Global Midsize Truck
Project Number: MST31XX (USA)

Associated Issues:	2	**Tasks:**	**Attachments:**	**Memos:**

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	01-FEB-2017	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564
Originator	01-FEB-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
01-FEB-2017		01-FEB-2017		01-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Originated	01-FEB-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Submitted	01-FEB-2017	Wendy Olivier	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Approved	01-FEB-2017	Charles Rouleau	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	

Issue Definition

Vehicle Line/Engineering Source:	Canyon 31XX / GMNA Truck
Product Line:	STmidtruck-Global Midsize Truck
Project Number:	MST31XX (USA)
Country:	US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Circuit 2501 Terminal
Part Location: TCCM Connector X2
Complaint: Intermittent Loss of Steering Assist
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue:

Affected Vehicles

Model Year(s):
Other Potentially Affected Vehicle Lines:
Steering Type:
Engine(s):
Body Style(s):
Transmission(s):
Axles:
Transfer Case:
Relavent Options:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GTG6DE32G1[redacted]					

Problem Description

Symptoms/Complaints:

Condition:
OWNER STATES WHEN DRIVING THE VEHICLE WILL INTERMITTENTLY LOOSE POWER STEERING ASSIST AND HAVE TRACTION AND STABILITY CONTROL LIGHTS COME ON. VEHICLE HAS DTC'S U0073, U0101, U0109, U0121, P069E, P2544 .

Cause:
INPECTED VEHICLE WIRING HARNESS AND HIGH SPEED CIRCUIT 2501 AT THE TCCM X2 CONNECTOR-TERMINAL #8 LOOSE-CAUSING HIGH SPEED BUS TO OPEN. -SEE PICS.

Correction:
REMOVED TERMINAL AND INSTALLED TERMINATED LEAD PART NUMBER 13575855 TO CORRECT HIGH SPEED BUS ISSUE.

Probable Cause:

Corrective Action:

Driving Conditions:
Environmental Condtions:
Road Surface:
Action Requested:
Success of Corrective Action:
Trouble Codes Affected:

Remarks:

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function
2nd Level (VPPS): 80.06-Power & Signal Distribution
3rd Level (VPPS): 80.06.02-Connector/Terminal

4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial/Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

RO#: [redacted]
TAC Case [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: 116944
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: 218154826
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
STmidtruck	MST31XX (USA)	N		

External Systems

System References

External System Name	External System Issue ID

Issue Status

Issue Status

The complaint in this field product report has been covered under the associated SWA 1821877.
Based on the associated SWA, this report should be closed.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	01-FEB-2017	Lucian Dobrin	General Motors *** Global Product Group and Cadillac *** Global Hardware Components and Subsystems *** Chassis & Active Thermal Management *** Chassis Driveline & Mounts *** Driveline Systems (C0740)	+1 586-850-7845

Next Step Target Dates

Next Step Target Submit Date: 06-FEB-2017 Next Step Target Approve/Close Date:

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	01-FEB-2017	Lucian Dobrin	General Motors *** Global Product Group and Cadillac *** Global Hardware Components and Subsystems *** Chassis & Active Thermal Management *** Chassis Driveline & Mounts *** Driveline Systems (C0740)	+1 586-850-7845

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
01-FEB-2017	06-FEB-2017	01-FEB-2017		01-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	01-FEB-2017	Lucian Dobrin	General Motors *** Global Product Group and Cadillac *** Global Hardware Components and Subsystems *** Chassis & Active Thermal Management *** Chassis Driveline & Mounts *** Driveline Systems (C0740)	+1 586-850-7845	

Supporting Processes

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status:

The complaint in this field product report has been covered under the associated SWA 1821877.
Based on the associated SWA, this report should be closed.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	01-FEB-2017	Lucian Dobrin	General Motors *** Global Product Group and Cadillac *** Global Hardware Components and Subsystems *** Chassis & Active Thermal Management *** Chassis Driveline & Mounts *** Driveline Systems (C0740)	+1 586-850-7845

Next Step Target Dates

Next Step Target Submit Date: 15-FEB-2017
Next Step Target Approve/Close Date:

ADD. INFO NEEDED

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	01-FEB-2017	Lucian Dobrin	General Motors *** Global Product Group and Cadillac *** Global Hardware Components and Subsystems *** Chassis & Active Thermal Management *** Chassis Driveline & Mounts *** Driveline Systems (C0740)	+1 586-850-7845

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
01-FEB-2017	15-FEB-2017	01-FEB-2017		01-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	01-FEB-2017	Lucian Dobrin	General Motors *** Global Product Group and Cadillac *** Global Hardware Components and Subsystems *** Chassis & Active Thermal Management *** Chassis Driveline & Mounts *** Driveline Systems (C0740)	+1 586-850-7845	

24 Hour Information

24 Hour:
Source of Information:

24 Hour CDP Group Information

Natural owner of problem:
Name of Natural owner of problem:

Affected Vehicles

Model Year(s):
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Units	Transmission No	Engine No
	1GTG6DE32G1[redacted]					

Problem Description

Symptoms/Complaints:

Condition:
OWNER STATES WHEN DRIVING THE VEHICLE WILL INTERMITTENTLY LOOSE POWER STEERING ASSIST AND HAVE TRACTION AND STABILITY CONTROL LIGHTS COME ON. VEHICLE HAS DTC'S U0073, U0101, U0109, U0121, P069E, P2544 .

Cause:
INPECTED VEHICLE WIRING HARNESS AND HIGH SPEED CIRCUIT 2501 AT THE TCCM X2 CONNECTOR-TERMINAL #8 LOOSE-CAUSING HIGH SPEED BUS TO OPEN. -SEE PICS.

Correction:
REMOVED TERMINAL AND INSTALLED TERMINATED LEAD PART NUMBER 13575855 TO CORRECT HIGH SPEED BUS ISSUE.

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function
2nd Level (VPPS): 80.06-Power & Signal Distribution
3rd Level (VPPS): 80.06.02-Connector/Terminal
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

RO#: [redacted]
TAC Case [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: 116944
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: 218154826
Field Rep Phone:
Field Rep Email Address:

Supporting Processes

Trigger Question: Trigger Answer:
Step when issue is flagged: Date when issue was flagged:
Flagged by:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
STmidtruck	MST31XX (USA)	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

The complaint in this field product report has been covered under the associated SWA 1821877.
Based on the associated SWA, this report should be closed.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	01-FEB-2017	Lucian Dobrin	General Motors *** Global Product Group and Cadillac *** Global Hardware Components and Subsystems *** Chassis & Active Thermal Management *** Chassis Driveline & Mounts *** Driveline Systems (C0740)	+1 586-850-7845

Next Step Target Dates

Next Step Target Submit Date: 22-APR-2017 Next Step Target Approve/Close Date: 06-FEB-2017

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	01-FEB-2017	Lucian Dobrin	General Motors *** Global Product Group and Cadillac *** Global Hardware Components and Subsystems *** Chassis & Active Thermal Management *** Chassis Driveline & Mounts *** Driveline Systems (C0740)	+1 586-850-7845

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
01-FEB-2017	22-APR-2017	01-FEB-2017	06-FEB-2017	05-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	05-FEB-2017	Eddie Simcox	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Global Dealer Service & Warranty Operations	+1 586-492-3186	
Submitted	01-FEB-2017	Lucian Dobrin	General Motors *** Global Product Group and Cadillac *** Global Hardware Components and Subsystems *** Chassis & Active Thermal Management *** Chassis Driveline & Mounts *** Driveline Systems (C0740)	+1 586-850-7845	

24 Hour Information

24 Hour:
Source of Information:

24 Hour CDP Group Information

Natural owner of problem:
Name of Natural owner of problem:

Affected Vehicles

Model Year(s):
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GTG6DE32G1[redacted]					

Problem Description

Symptoms/Complaints:

Condition:
OWNER STATES WHEN DRIVING THE VEHICLE WILL INTERMITTENTLY LOOSE POWER STEERING ASSIST AND HAVE TRACTION AND STABILITY CONTROL LIGHTS COME ON. VEHICLE HAS DTC'S U0073, U0101, U0109, U0121, P069E, P2544 .

Cause:
INPECTED VEHICLE WIRING HARNESS AND HIGH SPEED CIRCUIT 2501 AT THE TCCM X2 CONNECTOR-TERMINAL #8 LOOSE-CAUSING HIGH SPEED BUS TO OPEN. -SEE PICS.

Correction:
REMOVED TERMINAL AND INSTALLED TERMINATED LEAD PART NUMBER 13575855 TO CORRECT HIGH SPEED BUS ISSUE.

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Condtions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function
2nd Level (VPPS): 80.06-Power & Signal Distribution
3rd Level (VPPS): 80.06.02-Connector/Terminal
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

RO#: [redacted]
TAC Case [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: 116944
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: 218154826
Field Rep Phone:
Field Rep Email Address:

Supporting Process

Trigger Question: Trigger Answer:
Step when issue is flagged: Date when issue was flagged:
Flagged by:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
STmidtruck	MST31XX (USA)	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
STmidtruck	MST31XX (USA)	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

The complaint in this field product report has been covered under the associated SWA 1821877.
Based on the associated SWA, this report should be closed.

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	01-FEB-2017	Lucian Dobrin	General Motors *** Global Product Group and Cadillac *** Global Hardware Components and Subsystems *** Chassis & Active Thermal Management *** Chassis Driveline & Mounts *** Driveline Systems (C0740)	+1 586-850-7845

Next Step Target Dates

Next Step Target Submit Date: 15-FEB-2017 Next Step Target Approve/Close Date: 07-MAR-2017

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	01-FEB-2017	Lucian Dobrin	General Motors *** Global Product Group and Cadillac *** Global Hardware Components and Subsystems *** Chassis & Active Thermal Management *** Chassis Driveline & Mounts *** Driveline Systems (C0740)	+1 586-850-7845

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
05-FEB-2017	15-FEB-2017	05-FEB-2017	07-MAR-2017	05-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Closed	05-FEB-2017	Eddie Simcox	General Motors *** The Americas *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Global Dealer Service & Warranty Operations	+1 586-492-3186	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status

The complaint in this field product report has been covered under the associated SWA 1821877.
Based on the associated SWA, this report should be closed.

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Tonia Jenkins (C)
Sent: Friday, April 29, 2016 11:25 AM
To: Alexandra Adkins
Subject: [redacted] PAC Case Handled within BRC No Action Required

A product allegation claim has been made in your district. The customer is alleging power steering failed causing him to hit a wire fence.

Customer Last Name Only: [redacted]
Year, Make, Model: 2015 Chevrolet Colorado
VIN: 1GCHTCE35F1[redacted]8
Dealership, City, State (BAC) Mark Porter Chevrolet, Pomeray, OH (BAC 112898)
Dealership Contact, Title/Position: Justin Booth, CE Manager

This is only a notification. No action is required on your part at this time.

Tonia
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5921511
Fax: (586) 920-0719

tonia.jenkins@gm.com

Howell, Rosa (NHTSA)

From: David M. Parker <dmparker@bop.gov>
Sent: Wednesday, October 25, 2017 6:45 AM
To: James Bassman (C)
Subject: [EXTERNAL] [redacted], Chevrolet Colorado
Attachments: [redacted].jpeg; Resized_[redacted].jpeg; OneTouch Oct 25, 2017 (1).pdf; OneTouch Oct 25, 2017 (2).pdf

Please see the attached information you requested.

The 1st picture is the message that appears on the dash when the power steering goes out.
The 2nd Picture is the diagnostic result from Walker Jones saying what they say is the problem.
The other 2 PDF's are from the Gainseville Fl GM dealership saying what they did to the truck.


E
1/2
F
160
240
RPM
x1000
0
1
2
3
4
5
6
7
8
MPH
0
20
40
60
80
100
120
140
Service Power
Steering, Drive
with Care
W
52496 mi
D

GAINESVILLE BUICK GMC

2101 N. MAIN ST.
GAINESVILLE, FLORIDA 32609
(352) 372-2583

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	ANDREW BARRETT 158778		09/26/17	[redacted]

VOLKSWAGEN OF GAINESVILLE
3737 N MAIN ST
GAINESVILLE, FL 32601

[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		51,934	GRAY/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/COLORADO/CREW CAB		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G C G S B E 3 6 F 1 [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		09/23/17

COMMENTS

MO: 51936

FADA

****
********** BECOME A FAN OF US ON FACEBOOK **********
********** WWW.FACEBOOK.COM/WRBUICKGMC/ **********
****
* CASH ( ) CHECK# ( ) CHARGE # ( ) *
* << CREDIT CARD TYPE >> *
* AMERICAN EXPRESS ( ) CREDIT FIRST ( ) *
* ATM ( ) MASTERCARD ( ) VISA ( ) DISCOVER ( ) *
****

F.S.403.718 MANDATES A $ 1.00 FEE FOR EACH NEW TIRE SOLD IN THE STATE OF FLORIDA.
F.S.403.7185 MANDATES A $ 1.50 FEE FOR EACH NEW OR REMANUFACTURED BATTERY SOLD IN THE STATE OF FLORIDA.
MV-02678
****THANK YOU FOR YOUR BUSINESS****

TOTAL LABOR....	449.83
TOTAL PARTS....	61.98
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	34.72
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**546.53**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

Service Guarantee

We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory remanufactured unless otherwise indicated.

*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

Tire and Battery Fee

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

X _____
CUSTOMER SIGNATURE

BY SIGNING YOU AGREE TO ALL TERMS AND CONDITIONS ON BOTH SIDES OF THIS DOCUMENT.

©2011 The Reynolds and Reynolds Company ERAINTS114E CC717045 Q (08/16)

(912) 338-9620 Fax (912) 283-4279

[redacted]

PATTERSON, GA [redacted]

Service Advisor / Tag #	Work Phone	Vehicle Identification	Delivery Date
TOBY EASON/*W*	[redacted]	1GCGSBE36F1 [redacted]	9/07/17

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	COLORADO		OTHER	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [redacted]	
#1 - Customer Reports: CK ENGINE LIGHT ON (TICKING NOISE AT IDLE) Tech: KEN MCCULLER (569) PURGE VAVLE BAD DTC P0496 PART 51.92 LABOR 210.00 Sub Total: 52.75	52.75
#2 - Customer Reports: POWER STEERING QUIT WORKING AND POWER STEERING LI GHT CAME UP ON DASH Tech: KEN MCCULLER (569) NEEDS STEERING ANGLE SENSOR CODE C0545 PART 592.99 LABOR 320.00 Sub Total: .00	

PAID
SEP 07 2017
per

ur Service Department is now operating on an appointment ONLY basis. Please call 912-283-4250 to schedule your next Service Appointment." (including Oil Changes)

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

ER OF WARRANTIES. Any warranties on the products sold hereby are those made by acturer. The seller hereby expressly disclaims all warranties either express or implied, includ- plied warranty of merchantability or fitness for a particular purpose, and the seller neither or authorizes any other person to assume for it any liability in connection with the sale of cts. Any limitation contained herein does not apply where prohibited by law.

LABOR	52.75
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	2.64
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	55.39

ETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

LIGHTHOUSE SYSTEMS, Inc. Dealership Application Group (800) 643-1008

-9620 Fax (912) 283-4279
a Free: 1-800-673-9380

[redacted]

Work Phone	Service Advisor / Tag #
[redacted]	TOBY EASON/*W*
	Vehicle Identification: 1GCGSBE36F1[redacted]
	Delivery Date: 9/07/17

ON, GA [redacted]

Make	Model	Body	Color	License Number
CHEVROLET	COLORADO		OTHER	

[redacted] AMOUNT

stomer Reports:
ENGINE LIGHT ON (TICKING NOISE AT IDLE)
ch: KEN MCCULLER (569) 52.75
RGE VAVLE BAD
P0496
T 51.92
OR 210.00
ub Total: 52.75

---

tomer Reports:
ER STEERING QUIT WORKING AND POWER STEERING LI
CAME UP ON DASH
n: KEN MCCULLER (569)
OS STEERING ANGLE SENSOR
C0545
592.99
R 320.00
b Total: .00

PAID
SEP 0 7 2017
Per

epartment is now operating on an appointment ONLY basis. Please call 912-283-4250
schedule your next Service Appointment." (Including Oil Changes)

I hereby authorize the repair work hereinafter to be done along with the
that you are not responsible for loss or damage to vehicle or articles
fire, theft, or any other cause beyond your control or for any delays
rts or delays in parts shipments by the supplier or transporter. I hereby
s permission to operate the vehicle herein described on streets,
e purpose of testing and/or inspection. An express mechanic's lien is
e vehicle to secure the amount of repairs thereto."

ES. Any warranties on the products sold hereby are those made by
reby expressly disclaims all warranties either express or implied, includ
rchantability or fitness for a particular purpose, and the seller neither
her person to assume for it any liability in connection with the sale of
ntained herein does not apply where prohibited by law.

LABOR	52.75
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	2.64
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	55.39

CTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

Dealership Application Group 8001845 1029

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: wmoffitt@straubmotors.com
Sent: Wednesday, July 25, 2018 10:02 AM
To: Stacy Murray-Richardson (C)
Subject: [EXTERNAL] RE: RE: Executive Assistance, [redacted], Power Steering Loss of Assist | CSP: [redacted]

Supposed to be sometime today.

-----Original Message-----
From: "Stacy Murray-Richardson (C)" <stacy.murray-richardson@gm.com>
Sent: Wednesday, July 25, 2018 9:58am
To: "wmoffitt@straubmotors.com" <wmoffitt@straubmotors.com>
Subject: RE: [EXTERNAL] RE: Executive Assistance, 1GTG6CE33F1[redacted], Power Steering Loss of Assist | CSP: [redacted]

Hi Billy,

Is there an estimated time on part delivery?

Thank You,

Stacy Murray-Richardson
Executive Customer Assistance Team
Concentrix on behalf of General Motors
Ph: (855) 880-1500 ext. 5924174

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: wmoffitt@straubmotors.com [mailto:wmoffitt@straubmotors.com]
Sent: Wednesday, July 25, 2018 9:57 AM
To: Stacy Murray-Richardson (C)
Subject: [EXTERNAL] RE: Executive Assistance, 1GTG6CE33F1[redacted], Power Steering Loss of Assist | CSP: [redacted]

It appears the recall concern, caused the failure as per out technicians diagnostics. We ordered parts 7/25. We are putting him in a loaner vehicle later today. We will repair when the parts are here and return. We will update you accordingly.

William "Billy" Moffitt
Straub Motors Buick GMC
Service Manager
732-264-4000
wmoffitt@straubmotors.com

-----Original Message-----
From: "Stacy Murray-Richardson (C)" <stacy.murray-richardson@gm.com>
Sent: Wednesday, July 25, 2018 9:32am
To: "wmoffitt@straubmotors.com" <wmoffitt@straubmotors.com>, "drosado@straubmotors.com" <drosado@straubmotors.com>
Subject: RE: Executive Assistance, 1GTG6CE33F1[redacted], [redacted]n, Power Steering Loss of Assist | CSP:[redacted]

Good Morning Team,

I am following up on Mr.[redacted] vehicle that was towed into the dealership on 7/23. Please provide any update information and next steps.

Thank You,

Stacy Murray-Richardson
General Motors Executive Customer Assistance Team
Concentrix on behalf of General Motors
Ph: (855) 880-1500 ext. 5924174

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Stacy Murray-Richardson (C)
Sent: Monday, July 23, 2018 4:45 PM
To: 'wmoffitt@straubmotors.com'; 'drosado@straubmotors.com'
Cc: 'christopher.t.munger@gm.com'
Subject: Executive Assistance, 1GTG6CE33F1[redacted], [redacted] Power Steering Loss of Assist | CSP:[redacted]

Good Afternoon Team,

We have referred Mr.[redacted] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has not contacted you previously or made you aware of their concern.

Below are details on the customer and their case.

- VIN: 1GTG6CE33F1[redacted]
- SR Number:[redacted]
- Customer Last Name:[redacted]
- Customer Preferred Contact Method: Daytime
- Customer Daytime Phone:[redacted]
- Customer Evening Phone: n/a
- Customer Cell Phone: n/a
- Customer Email:[redacted]

Summary of Concern:
Mr.[redacted] reached out to us regarding a notice he received in the mail regarding Power Steering Loss of Assist. He states today while driving, the power steering went out and he almost collided with a pole. Mr.[redacted] and his sons were able to push the vehicle into the driveway of his home.

We have reached out to Roadside and the vehicle will be towed to your dealership today.

Please contact the customer within 4 hours of receipt of this message to begin formulating next steps. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

Should you have questions or concerns, I may be reached by calling (855) 880-1500 extension 5924174 or by fax at (586) 501-1701.

Thank You,

Stacy Murray-Richardson
General Motors Executive Customer Assistance Team
Concentrix on behalf of General Motors
Ph: (855) 880-1500 ext. 5924174

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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Howell, Rosa (NHTSA)

From: Stacy Murray-Richardson (C)
Sent: Monday, July 23, 2018 4:45 PM
To: 'wmoffitt@straubmotors.com'; 'drosado@straubmotors.com'
Cc: 'christopher.t.munger@gm.com'
Subject: Executive Assistance, 1GTG6CE33F1[redacted] Power Steering Loss of Assist | CSP: [redacted]

Good Afternoon Team,

We have referred Mr. [redacted] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has not contacted you previously or made you aware of their concern.

Below are details on the customer and their case.

- VIN: 1GTG6CE33F1[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Daytime
- Customer Daytime Phone: [redacted]
- Customer Evening Phone: n/a
- Customer Cell Phone: n/a
- Customer [redacted]

Summary of Concern:
Mr. [redacted] reached out to us regarding a notice he received in the mail regarding Power Steering Loss of Assist. He states today while driving, the power steering went out and he almost collided with a pole. Mr. [redacted] and his sons were able to push the vehicle into the driveway of his home.

We have reached out to Roadside and the vehicle will be towed to your dealership today.

Please contact the customer within 4 hours of receipt of this message to begin formulating next steps. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

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Ph: (855) 880-1500 ext. 5924174

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Howell, Rosa (NHTSA)

From: Stacy Murray-Richardson (C)
Sent: Wednesday, July 25, 2018 9:33 AM
To: 'wmoffitt@straubmotors.com'; 'drosado@straubmotors.com'
Subject: RE: Executive Assistance, 1GTG6CE33F1[redacted], [redacted], Power Steering Loss of Assist | CSP: [redacted]

Good Morning Team,

I am following up on Mr. [redacted] vehicle that was towed into the dealership on 7/23. Please provide any update information and next steps.

Thank You,

Stacy Murray-Richardson
General Motors Executive Customer Assistance Team
Concentrix on behalf of General Motors
Ph: (855) 880-1500 ext. 5924174

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Stacy Murray-Richardson (C)
Sent: Monday, July 23, 2018 4:45 PM
To: 'wmoffitt@straubmotors.com'; 'drosado@straubmotors.com'
Cc: 'christopher.t.munger@gm.com'
Subject: Executive Assistance, 1GTG6CE33F1[redacted] [redacted], Power Steering Loss of Assist | CSP:[redacted]

Good Afternoon Team,

We have referred Mr. [redacted] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has not contacted you previously or made you aware of their concern.

Below are details on the customer and their case.

- VIN: 1GTG6CE33F1[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: Daytime
- Customer Daytime Phone: ([redacted]
- Customer Evening Phone: n/a
- Customer Cell Phone: n/a
- Customer Email:[redacted]

Summary of Concern:

Mr. [redacted] reached out to us regarding a notice he received in the mail regarding Power Steering Loss of Assist. He states today while driving, the power steering went out and he almost collided with a pole. Mr. [redacted] and his sons were able to push the vehicle into the driveway of his home.

We have reached out to Roadside and the vehicle will be towed to your dealership today.

Please contact the customer within 4 hours of receipt of this message to begin formulating next steps. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

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Thank You,

Stacy Murray-Richardson
General Motors Executive Customer Assistance Team
Concentrix on behalf of General Motors
Ph: (855) 880-1500 ext. 5924174

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Howell, Rosa (NHTSA)

From: Elizabeth Gonzales (C)
Sent: Friday, November 16, 2018 5:04 PM
To: 'Robert M. Silverman'
Cc: 'Joan Hammer'
Subject: FW: [redacted] v. GM [redacted]
Attachments: 6.Offer.pdf

Hello, I am following up again on the offer.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

GENERAL MOTORS

From: Elizabeth Gonzales (C)
Sent: Tuesday, November 13, 2018 3:31 PM
To: Robert M. Silverman
Cc: 'Joan Hammer'
Subject: FW: [redacted] v. GM [redacted]

Hello, I am following up on the offer.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.



From: Elizabeth Gonzales (C)
Sent: Friday, November 09, 2018 4:46 PM
To: 'rsilverman@lemonlaw.com'
Cc: Joan Hammer
Subject: [redacted] v. GM [redacted]

Re: [redacted]
Service Request: [redacted]
2016 Chevrolet Colrado
VIN: 1GCHSBEA0G1[redacted]

Dear Mr. Silverman,

Attached is our offer for your client. Please respond back to confirm receipt of this offer and let us know if your client accepts the offer as soon as possible.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.



November 9, 2018

Robert Silverman, Esq.
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Colorado
Vehicle Identification Number: 1GCHSBEA0G1[redacted]
Customer Relationship Specialist: Elizabeth

Dear Mr. Silverman:

We regret that your client is dissatisfied with his 2016 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

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

A cash settlement of $2,000.00 plus $2,000.00 in fees

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

Your client would retain the vehicle.

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

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

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

Sincerely,

General Motors

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Elizabeth Gonzales (C)
Sent: Tuesday, November 20, 2018 2:45 PM
To: 'Robert M. Silverman'
Cc: 'Joan Hammer'
Subject: FW: [redacted] v. GM [redacted]
Attachments: 6.Offer.pdf; 6.10DayLetter.pdf

Hello, I am following up on the offer and the 10 day letter.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

GENERAL MOTORS

From: Elizabeth Gonzales (C)
Sent: Friday, November 16, 2018 5:04 PM
To: 'Robert M. Silverman'
Cc: 'Joan Hammer'
Subject: FW: [redacted] v. GM [redacted]

Hello, I am following up again on the offer.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.



From: Elizabeth Gonzales (C)
Sent: Tuesday, November 13, 2018 3:31 PM
To: Robert M. Silverman
Cc: 'Joan Hammer'
Subject: FW: [redacted] v. GM [redacted]

Hello, I am following up on the offer.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.



From: Elizabeth Gonzales (C)
Sent: Friday, November 09, 2018 4:46 PM
To: 'rsilverman@lemonlaw.com'
Cc: Joan Hammer
Subject: [redacted] v. GM [redacted]

Re: [redacted]
Service Request: [redacted]
2016 Chevrolet Colrado
VIN: 1GCHSBEA0G1[redacted]

Dear Mr. Silverman,

Attached is our offer for your client. Please respond back to confirm receipt of this offer and let us know if your client accepts the offer as soon as possible.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.



November 20, 2018

Robert Silverman, Esq.
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Colorado
Vehicle Identification Number: 1GCHSBEA0G1[redacted]
Customer Relationship Specialist: Elizabeth

Dear Mr. Silverman:

On November 9, 2018 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client to this offer.

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

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

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

Sincerely,

General Motors

November 20, 2018

Robert Silverman, Esq.
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Colorado
Vehicle Identification Number: 1GCHSBEA0G1[redacted]
Customer Relationship Specialist: Elizabeth

Dear Mr. Silverman:

On November 9, 2018 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client to this offer.

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

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

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

Sincerely,

General Motors

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Elizabeth Gonzales (C)
Sent: Monday, November 26, 2018 11:42 AM
To: 'Robert M. Silverman'
Cc: 'Joan Hammer'
Subject: FW: [redacted] v. GM [redacted]
Attachments: 6.Offer.pdf; 6.10DayLetter.pdf

Hello, I am following up again on the offer and the 10 day letter.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

GENERAL MOTORS

From: Elizabeth Gonzales (C)
Sent: Tuesday, November 20, 2018 2:45 PM
To: 'Robert M. Silverman'
Cc: 'Joan Hammer'
Subject: FW: [redacted] GM [redacted]

Hello, I am following up on the offer and the 10 day letter.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.



From: Elizabeth Gonzales (C)
Sent: Friday, November 16, 2018 5:04 PM
To: 'Robert M. Silverman'
Cc: 'Joan Hammer'
Subject: FW: [redacted] v. GM [redacted]

Hello, I am following up again on the offer.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.



From: Elizabeth Gonzales (C)
Sent: Tuesday, November 13, 2018 3:31 PM
To: Robert M. Silverman
Cc: 'Joan Hammer'
Subject: FW: [redacted] v. GM [redacted]

Hello, I am following up on the offer.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.



From: Elizabeth Gonzales (C)
Sent: Friday, November 09, 2018 4:46 PM
To: 'rsilverman@lemonlaw.com'
Cc: Joan Hammer
Subject: [redacted] v. GM [redacted]0

Re: [redacted]
Service Request: [redacted]
2016 Chevrolet Colrado
VIN: 1GCHSBEA0G1[redacted]

Dear Mr. Silverman,

Attached is our offer for your client. Please respond back to confirm receipt of this offer and let us know if your client accepts the offer as soon as possible.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.



November 20, 2018

Robert Silverman, Esq.
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Colorado
Vehicle Identification Number: 1GCHSBEA0G1[redacted]
Customer Relationship Specialist: Elizabeth

Dear Mr. Silverman:

On November 9, 2018 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client to this offer.

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

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

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

Sincerely,

General Motors

November 9, 2018

Robert Silverman, Esq.
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Colorado
Vehicle Identification Number: 1GCHSBEA0G1[redacted]
Customer Relationship Specialist: Elizabeth

Dear Mr. Silverman:

We regret that your client is dissatisfied with his 2016 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

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

A cash settlement of $2,000.00 plus $2,000.00 in fees

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

Your client would retain the vehicle.

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

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

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

Sincerely,

General Motors

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Elizabeth Gonzales (C)
Sent: Monday, December 10, 2018 2:54 PM
To: 'Robert M. Silverman'
Cc: 'Joan Hammer'
Subject: RE: [redacted] v. GM [redacted]
Attachments: 6.Offer2.pdf

Hello, please send the registration.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

GENERAL MOTORS

From: Robert M. Silverman [mailto:rsilverman@lemonlaw.com]
Sent: Monday, December 10, 2018 12:02 PM
To: Elizabeth Gonzales (C)
Cc: Mary Livingston (C)
Subject: [EXTERNAL] RE: [redacted] v. GM [redacted]

Good Morning:

Thank you for the offer, which is rejected.

My client purchased the subject 2016 Chevy Colorado on 8/26/16 for a total of $24,955.04, exclusive of certain recoverable collateral charges.

As detailed below, Mr. [redacted] vehicle suffers from a serious and highly dangerous power steering defect that has often put he and his wife in precarious positions out on the highway. This concern has been the subject of five (5) repair attempts to date, yet remains unrepaired.

8/16/18 – 8/16/18, 31,215 miles, client reports power steering completely fails, often while on the highway, and power steering warning message illuminates. Dealer makes no repairs.

? - 8/22/18, 31,325 miles, client reports power steering completely fails, often while on the highway, and power steering warning message illuminates. Dealer replaces power steering control module, steering rack and steering gear.

9/4/18 – 9/5/18, client reports power steering warning message illuminated. Dealer replaces harness from steering gear to main harness.

10/8/18 – 10/11/18, 33,403 miles, client reports power steering completely fails, often while on the highway, and power steering warning message illuminates. Dealer replaces certain ground terminal.

11/28/18 – 12/3/18, 35,423 miles, client reports power steering completely fails, often while on the highway, and power steering warning message illuminates. Dealer makes no repairs.

As of today, the power steering issue persists, unabated. As such, and in light of the foregoing repair history, my client demands a reasonable bottom line of $5,000.00. Attorney fees and costs can be separately settled for the $2,000.00 offered.

I look forward to hearing back.

Bob

From: Elizabeth Gonzales (C) [mailto:elizabeth.gonzales@gm.com]
Sent: Friday, November 09, 2018 4:46 PM
To: Robert M. Silverman
Cc: Joan Hammer
Subject: [redacted] v. GM [redacted]

Re: [redacted]
Service Request: [redacted]
2016 Chevrolet Colrado
VIN: 1GCHSBEA0G1[redacted]

Dear Mr. Silverman,

Attached is our offer for your client. Please respond back to confirm receipt of this offer and let us know if your client accepts the offer as soon as possible.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern 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.

December 10, 2018

Robert Silverman, Esq.
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Colorado
Vehicle Identification Number: 1GCHSBEA0G1[redacted]
Customer Relationship Specialist: Elizabeth

Dear Mr. Silverman:

We regret that your client is dissatisfied with his 2016 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

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

A cash settlement of $5,000.00 plus $2,000.00 in fees

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

Your client would retain the vehicle.

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

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

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

Sincerely,

General Motors

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Ashley Lugo (C) on behalf of Elizabeth Gonzales (C)
Sent: Thursday, December 13, 2018 10:00 AM
To: 'Robert M. Silverman'
Cc: 'Dave Kelly'; 'Joan Hammer'
Subject: [redacted] V. GM

Importance: High

Service Request: [redacted]
2016 Chevrolet Colrado
VIN: 1GCHSBEA0G1[redacted]

Good morning,

Can you please send in a copy of the registration so that we can prepare a release. The one faxed in is illegible.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone 1-800-231-1841 EXT 5911433
FAX (866) 215-6750

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Ashley Lugo (C)
Sent: Thursday, December 13, 2018 11:17 AM
To: 'Joan Hammer'; Elizabeth Gonzales (C)
Subject: RE: [redacted] V. GM
Attachments: 6.Release [redacted].pdf; 6.Offer2.PDF

Importance: High

Please see attached Release

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone 1-800-231-1841 EXT 5911433
FAX (866) 215-6750

From: Joan Hammer [mailto:jhammer@lemonlaw.com]
Sent: Thursday, December 13, 2018 10:08 AM
To: Elizabeth Gonzales (C)
Cc: Ashley Lugo (C)
Subject: [EXTERNAL] RE: [redacted] V. GM
Importance: High

Here you go, this is the best I can get it.

Thank you,

Joan Hammer

Legal Assistant

Kimmel & Silverman, PC
30 East Butler Pike
Ambler, PA 19002-4514
http://www.lemonlaw.com
Toll Free: 1-800-LEMON-LAW
Voice: 1-215-540-8888 ext. 102
Fax: 1-215-540-8817

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For more information about Kimmel & Silverman, please visit us at www.LemonLaw.com. For debt collection harassment visit www.CreditLaw.com; for employment discrimination visit www.UnfairlyFired.com

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Thank you.
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From: Ashley Lugo (C) [mailto:ashley.lugo@gm.com] **On Behalf Of** Elizabeth Gonzales (C)
Sent: Thursday, December 13, 2018 10:00 AM
To: Robert M. Silverman
Cc: Dave Kelly; Joan Hammer
Subject: [redacted] V. GM
Importance: High

Service Request: [redacted]
2016 Chevrolet Colrado
VIN: 1GCHSBEA0G1[redacted]

Good morning,

Can you please send in a copy of the registration so that we can prepare a release. The one faxed in is illegible.

Ashley -BRC Advisor
Business Resource Center
Alorica on behalf of General Motors
Phone 1-800-231-1841 EXT 5911433
FAX (866) 215-6750

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December 10, 2018

Robert Silverman, Esq.
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Colorado
Vehicle Identification Number: 1GCHSBEA0G1[redacted]
Customer Relationship Specialist: Elizabeth

Dear Mr. Silverman:

We regret that your client is dissatisfied with his 2016 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

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

A cash settlement of $5,000.00 plus $2,000.00 in fees

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

Your client would retain the vehicle.

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

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

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

Sincerely,

General Motors

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of $7,000.00 paid by General Motors LLC, hereby release and discharge General Motors LLC, General Motors 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(s) 2016 Chevrolet Colorado bearing Vehicle Identification Number 1GCHSBEA0G1[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 LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasor has initiated any court, arbitration or other proceeding against Releasees, Releasor immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is _____on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and Releasees, and Releasor is not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

I agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by [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: _____

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Howell, Rosa (NHTSA)

From: Elizabeth Gonzales (C)
Sent: Friday, November 9, 2018 4:46 PM
To: 'rsilverman@lemonlaw.com'
Cc: Joan Hammer
Subject: [redacted] v. GM [redacted]
Attachments: 6.Offer.pdf

Re: [redacted]
Service Request: [redacted]
2016 Chevrolet Colrado
VIN: 1GCHSBEA0G1[redacted]

Dear Mr. Silverman,

Attached is our offer for your client. Please respond back to confirm receipt of this offer and let us know if your client accepts the offer as soon as possible.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

GENERAL MOTORS

November 9, 2018

Robert Silverman, Esq.
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Colorado
Vehicle Identification Number: 1GCHSBEA0G1[redacted]
Customer Relationship Specialist: Elizabeth

Dear Mr. Silverman:

We regret that your client is dissatisfied with his 2016 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

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

A cash settlement of $2,000.00 plus $2,000.00 in fees

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Your client would retain the vehicle.

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

Sincerely,

General Motors

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

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Howell, Rosa (NHTSA)

From: Elizabeth Gonzales (C)
Sent: Friday, November 9, 2018 4:46 PM
To: 'rsilverman@lemonlaw.com'
Cc: Joan Hammer
Subject: [redacted] v. GM [redacted]
Attachments: 6.Offer.pdf

Re: [redacted]
Service Request: [redacted]
2016 Chevrolet Colrado
VIN: 1GCHSBEA0G1[redacted]

Dear Mr. Silverman,

Attached is our offer for your client. Please respond back to confirm receipt of this offer and let us know if your client accepts the offer as soon as possible.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-800-231-1841, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

GENERAL MOTORS

November 9, 2018

Robert Silverman, Esq.
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Colorado
Vehicle Identification Number: 1GCHSBEA0G1[redacted]
Customer Relationship Specialist: Elizabeth

Dear Mr. Silverman:

We regret that your client is dissatisfied with his 2016 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

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Your client would retain the vehicle.

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

Sincerely,

General Motors

_____
Odometer

_____ _____
Client's Signature Client's Signature

_____ _____
Date Date

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Elizabeth Gonzales (C)
Sent: Friday, October 19, 2018 3:29 PM
To: 'Robert M. Silverman'
Cc: 'Joan Hammer'
Subject: [redacted] v. GM [redacted]
Attachments: AckPC.pdf

Re: [redacted]
Service Request: [redacted]
2016 Chevrolet Colrado
VIN: 1GCHSBEA0G1[redacted]

Dear Mr. Silverman,

I have received your demand letter . Please see attached. Please send the sales, service & registration. Thank you.

Sincerely,

Elizabeth Gonzales

Business Resource Center

Alorica on behalf of General Motors LLC

PHONE: 1-866-790-5700, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

GENERAL MOTORS

October 19, 2018

Robert Silverman, Esq.
Kimmel & Silverman
30 E. Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2016 Chevrolet Colorado
Vehicle Identification Number: 1GCHSBEA0G1[redacted]
Customer Relationship Specialist: Elizabeth

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated October 12, 2018. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

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

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

☒ Copy of owner's current title and/or registration
☒ Other: Other supporting documentation
☒ 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

cc: File

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

_____ _____
Signature Signature

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Jeanetta Riley (C)
Sent: Friday, January 18, 2019 1:38 PM
To: Coleman Sudduth; Danita Bland-Sowell
Subject: RE: DMA Assitance [redacted],1GCGTAE3XF1[redacted],2015,Chevrolet,Colorodo

Danita,

As always thank you so much for your help!

Tommy,

The PET shows that GM would assist. I am not sure what totals they used but it allowed for Mr. [redacted] to pay 1,000.00. I ran it and got different numbers. Maybe they can send their results to you. But it is allowance to assist. He just does not want to go back to that dealership any longer.

Please advise.

Thank you!

Jeanetta Riley
Executive Liaison
Executive Resolution Team
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914694
586.501.1697
Jeanetta.riley@gm.com

Great Things are Happening in Warren !

From: Coleman Sudduth
Sent: Thursday, January 17, 2019 10:49 PM
To: Jeanetta Riley (C) ; Danita Bland-Sowell
Subject: RE: DMA Assitance,[redacted],1GCGTAE3XF1[redacted],2015,Chevrolet,Colorodo

Is the policy calculator saying 50/50 split or would this be a policy related claim? I can check with Criswell.

Thank you,

Tommy Sudduth
District Manager Aftersales
Metro Washington DC.
313-820-6078
coleman.sudduth@gm.com



From: Jeanetta Riley (C)
Sent: Thursday, January 17, 2019 2:07 PM
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Cc: Mark Faszcza <mfaszcza@4mckay.com>; Coleman Sudduth <coleman.sudduth@gm.com>
Subject: RE: DMA Assitance,[redacted]1GCGTAE3XF1[redacted],2015,Chevrolet,Colorodo

Danita,

Thank you for the follow up. I will see the customer would return to McKay.

Tommy: If he does not want to return would you be willing to honor the offer to Mr. [redacted]

Jeanetta Riley
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Cc: Mark Faszcza <mfaszcza@4mckay.com>; Coleman Sudduth <coleman.sudduth@gm.com>
Subject: Re: DMA Assitance,8[redacted],1GCGTAE3XF1[redacted],2015,Chevrolet,Colorodo

Jeanetta,

I have spoken with Mark at McKay regarding this case. We can honor the previous offer of 50/50 if Mr. [redacted] chooses to have the work done. This vehicle does not have a recall or Special Coverage for any steering concerns so he would have to participate in the repair. Again I cannot speak for Ourisman if he prefers to go there.

Sent from my iPhone

On Jan 15, 2019, at 5:06 PM, Jeanetta Riley (C) <jeanetta.riley@gm.com> wrote:

If Mr. [redacted] does have to come here(although he does not want to due to the way he states he is being treated.) The CEM is now saying the offer they gave him is off the table.

Are you able to assist?

Thank you

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I am the DMA for Jim McKay, but not Ourisman which is where the customer requested to have the work done.

Danita Bland-Sowell
General Motors Northeast Region
Chevrolet District Manager of Aftersales
Cell: [redacted]
Email: danita.bland-sowell@chevrolet.com
44 Old Ridgebury Road, Suite 200
Danbury, CT 06810

From: Jeanetta Riley (C)
Sent: Tuesday, January 15, 2019 3:59 PM
To: Danita Bland-Sowell <danita.bland-sowell@chevrolet.com>
Subject: RE: DMA Assitance,[redacted]1GCGTAE3XF1[redacted],2015,Chevrolet,Colorodo

Danita,

My apologies they still have you listed as the DMA for Jim McKay.

Thank you for your help.

Jeanetta Riley
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Phone: 855-880-1400 Extension: 5914694
586.501.1697
Jeanetta.riley@gm.com

Great Things are Happening in Warren !

From: Danita Bland-Sowell
Sent: Tuesday, January 15, 2019 10:00 AM
To: Jeanetta Riley (C) <jeanetta.riley@gm.com>
Subject: RE: DMA Assitance [redacted] 1GCGTAE3XF1 [redacted] ,2015,Chevrolet,Colorodo

Jeanetta,

The DMA for Ourisman is Tommy Sudduth (I have copied him on the email). The attachment was stripped from the email so I could not see the PET results. I cannot speak for Ourisman honoring what he was offered at my dealership; that would be Tommy's call.

Danita Bland-Sowell
General Motors Northeast Region
Chevrolet District Manager of Aftersales
Cell: [redacted]
Email: danita.bland-sowell@chevrolet.com
44 Old Ridgebury Road, Suite 200
Danbury, CT 06810

From: Jeanetta Riley (C)
Sent: Monday, January 14, 2019 3:09 PM
To: Danita Bland-Sowell <danita.bland-sowell@chevrolet.com>
Subject: DMA Assitance, [redacted] ,1GCGTAE3XF1 [redacted] ,2015,Chevrolet,Colorodo

To: Danita Bland-Sowell

Danita,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. Mr. [redacted] is requesting that GM covers his repairs stating that these are all issues that are known issues.

- VIN: 1GCGTAE3XF1[redacted]
- SR Number:[redacted]
- Customer Last Name:[redacted]
- Customer Cell Phone:[redacted]
- Customer Email: [redacted]

Summary of Concern: Mr. [redacted] does not think that his power steering should have failed and he states that there are plenty of steering concerns with GM and it should be totally covered. He is requesting assistance with the repair. Jim McKay offered to split the payment with Mr. [redacted] but Mr. [redacted] did not have a good experience at Jim McKay. He is requesting to go to Ourisman Chevrolet to get the repair done. I ran the PET and GM will participate in the repair I have attached the results for your review. Please advise if Mr. [redacted] is able to go to Ourisman with the 50% off offer that he was given to resolve his concerns. << File [redacted]General Motors.html >>

.

Thank you,

Jeanetta

Jeanetta Riley
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Executive Resolution Team
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Howell, Rosa (NHTSA)

From: Jeanetta Riley (C)
Sent: Friday, January 25, 2019 4:25 PM
To: Coleman Sudduth; Michael Smith (mikesmith@criswellauto.com)
Subject: RE: DMA Assitance [redacted],1GCGTAE3XF1[redacted]2015,Chevrolet,Colorodo

Tommy and Mike,

Thank you both for all your help in assisting Mr. [redacted] have attempted to get in touch with him on a few occasions with no follow up call from Mr. [redacted] Mike if you would like the customer contact information to follow up with him please let me know. On my end I will be closing his case out per my process but if you would like to try to follow up with him let me know.

Thank you

Jeanetta Riley
Executive Liaison
Executive Resolution Team
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914694
586.501.1697
Jeanetta.riley@gm.com

Great Things are Happening in Warren !

From: Coleman Sudduth
Sent: Thursday, January 24, 2019 6:28 PM
To: Jeanetta Riley (C) ; Michael Smith (mikesmith@criswellauto.com)
Cc: Danita Bland-Sowell
Subject: RE: DMA Assitance,[redacted],1GCGTAE3XF1[redacted],2015,Chevrolet,Colorodo

Mike,

Should the customer contact you? Please see below.

Thank you,

Tommy Sudduth
District Manager Aftersales
Metro Washington DC.
313-820-6078
coleman.sudduth@gm.com



From: Jeanetta Riley (C)
Sent: Thursday, January 24, 2019 4:57 PM
To: Coleman Sudduth <coleman.sudduth@gm.com>
Cc: Danita Bland-Sowell <danita.bland-sowell@chevrolet.com>
Subject: RE: DMA Assitance[redacted],1GCGTAE3XF1[redacted],2015,Chevrolet,Colorodo

Good Morning,

I was out of the office yesterday so my apologies for the delays.

I spoke to the dealership and they stated the following:

I ran policy calculator again this morning. Customer would have to pay $1000 towards repair.
$1000 is the total out of pocket from the customer.

Jeanetta Riley
Executive Liaison
Executive Resolution Team
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914694
586.501.1697
Jeanetta.riley@gm.com

Great Things are Happening in Warren !

From: Coleman Sudduth
Sent: Monday, January 21, 2019 5:27 PM
To: Jeanetta Riley (C) <jeanetta.riley@gm.com>
Cc: Danita Bland-Sowell <danita.bland-sowell@chevrolet.com>
Subject: Re: DMA Assitance,[redacted]1GCGTAE3XF1[redacted],2015,Chevrolet,Colorodo

Mike (service manager) at Criswell said yes to doing the work. What numbers were given to the customer so I can tell Mike ahead of time?

Thank you,
Tommy Sudduth
Sent from my iPhone

On Jan 21, 2019, at 5:06 PM, Jeanetta Riley (C) <jeanetta.riley@gm.com> wrote:

Then we will definitely wait for Criswell ☺

Thank you!

Jeanetta Riley
Executive Liaison
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Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914694
586.501.1697
Jeanetta.riley@gm.com

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To: Jeanetta Riley (C) <jeanetta.riley@gm.com>
Cc: Danita Bland-Sowell <danita.bland-sowell@chevrolet.com>
Subject: RE: DMA Assitance[redacted],1GCGTAE3XF1[redacted],2015,Chevrolet,Colorodo

I believe Criswell will do it. I am waiting on a response from them.

Thank you,

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Metro Washington DC.
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coleman.sudduth@gm.com

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Cc: Danita Bland-Sowell <danita.bland-sowell@chevrolet.com>
Subject: RE: DMA Assitance,[redacted],1GCGTAE3XF1[redacted],2015,Chevrolet,Colorodo

Mr. [redacted] needs a Power Control Module

Please let me know and I will follow up with him to see if he wants to go to Criswell. He requested Ourisman

Thank you
Jeanetta

Jeanetta Riley
Executive Liaison

Executive Resolution Team
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914694
586.501.1697
Jeanetta.riley@gm.com

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From: Coleman Sudduth
Sent: Saturday, January 19, 2019 10:23 AM
To: Jeanetta Riley (C) <jeanetta.riley@gm.com>
Cc: Danita Bland-Sowell <danita.bland-sowell@chevrolet.com>
Subject: Re: DMA Assitance,[redacted],1GCGTAE3XF1[redacted],2015,Chevrolet,Colorodo

To All,

What is the repair needed? I believe he can take it to Criswell. They are just curious to know what the repair is

Please advise.

Thank you,
Tommy Sudduth
Sent from my iPhone

On Jan 18, 2019, at 1:38 PM, Jeanetta Riley (C) <jeanetta.riley@gm.com> wrote:

> Danita,
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> As always thank you so much for your help!
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Jeanetta,

I have spoken with Mark at McKay regarding this case. We can honor the previous offer of 50/50 if Mr.[redacted] chooses to have the work done. This vehicle does not have a recall or Special Coverage for any steering concerns so he would have to participate in the repair. Again I cannot speak for Ourisman if he prefers to go there.

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- Customer Cell Phone: [redacted]

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> Are you able to assist?

Thank you
Jeanetta Riley
Executive Liaison
Executive Resolution Team
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914694
586.501.1697
Jeanetta.riley@gm.com
Great Things are Happening in Warren !

From: Danita Bland-Sowell
Sent: Tuesday, January 15, 2019 5:06 PM
To: Jeanetta Riley (C) <jeanetta.riley@gm.com>
Subject: RE: DMA Assitance,8-[redacted]1GCGTAE3XF1[redacted],Jim,McKay,2015,Chevrolet, Colorodo

I am the DMA for Jim McKay, but not Ourisman which is where the customer requested to have the work done.

Danita Bland-Sowell
General Motors Northeast Region
Chevrolet District Manager of Aftersales
Cell: [redacted]
Email: danita.bland-sowell@chevrolet.com
44 Old Ridgebury Road, Suite 200
Danbury, CT 06810

From: Jeanetta Riley (C)
Sent: Tuesday, January 15, 2019 3:59 PM
To: Danita Bland-Sowell <danita.bland-sowell@chevrolet.com>
Subject: RE: DMA Assitance,8-[redacted],1GCGTAE3XF1[redacted],Jim,McKay,2015,Chevrolet, Colorodo

Danita,
My apologies they still have you listed as the DMA for Jim McKay.
Thank you for your help.
Jeanetta Riley
Executive Liaison
Executive Resolution Team
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914694
586.501.1697
Jeanetta.riley@gm.com
Great Things are Happening in Warren !

From: Danita Bland-Sowell
Sent: Tuesday, January 15, 2019 10:00 AM
To: Jeanetta Riley (C) <jeanetta.riley@gm.com>
Subject: RE: DMA Assitance,8-

[redacted],1GCGTAE3XF1[redacted],Jim,McKay,2015,Chevrolet, Colorodo
Jeanetta,
The DMA for Ourisman is Tommy Sudduth (I have copied him on the email). The attachment was stripped from the email so I could not see the PET results. I cannot speak for Ourisman honoring what he was offered at my dealership; that would be Tommy's call.
Danita Bland-Sowell
General Motors Northeast Region
Chevrolet District Manager of Aftersales
Cell: [redacted]
Email: danita.bland-sowell@chevrolet.com
44 Old Ridgebury Road, Suite 200
Danbury, CT 06810

From: Jeanetta Riley (C)
Sent: Monday, January 14, 2019 3:09 PM
To: Danita Bland-Sowell <danita.bland-sowell@chevrolet.com>
Subject: DMA Assitance,8-[redacted],1GCGTAE3XF1[redacted],Jim,McKay,2015,Chevrolet, Colorodo
To: Danita Bland-Sowell
Danita,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. Mr. [redacted] is requesting that GM covers his repairs stating that these are all issues that are known issues.

- VIN: 1GCGTAE3XF11[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]

Summary of Concern: Mr. [redacted] does not think that his power steering should have failed and he states that there are plenty of steering concerns with GM and it should be totally covered. He is requesting assistance with the repair. Jim McKay offered to split the payment with Mr. [redacted] but Mr. [redacted] did not have a good experience at Jim McKay. He is requesting to go to Ourisman Chevrolet to get the repair done. I ran the PET and GM will participate in the repair I have attached the results for your review. Please advise if Mr. [redacted] is able to go to Ourisman with the 50% off offer that he was given to resolve his concerns. << File: [redacted]General Motors.html >>
.
Thank you,
Jeanetta
Jeanetta Riley

Executive Liaison
Executive Resolution Team
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914694
586.501.1697
Jeanetta.riley@gm.com
Great Things are Happening in Warren !

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Howell, Rosa (NHTSA)

From: Teresa Redding (C)
Sent: Friday, May 15, 2015 11:25 AM
To: 'jackatkins@weseloh.com'
Cc: 'conniemessore@weseloh.com'
Subject: ACTION REQUIRED WITHIN 4 HOURS / BRC Early Response Team CASE: Weseloh Chevrolet Co, VIN: 1GCGSCE3XF1[redacted], Customer: [redacted], SR # 71[redacted]6

To: Jack Atkins

Cc: Connie Messore

Jack Atkins & Connie Messore,

The Business Resource Center (BRC) is a specialized team that proactively handles escalated customer cases with possible legal involvement. The BRC has the ability to expedite access to GM resources to help you help your customer. Our goal is to partner with your dealership, as part of our customer focus initiative, to assist in the resolution of the customer's concern.

We have referred Mr. [redacted] to your dealership for your help in investigating their question or concern. Mr. [redacted] has indicated that they have previously contacted your dealership for this or another issue.

Below are details on the customer and their case. Please contact the customer within 24 hours of receipt of this message to begin formulating next steps.

- VIN: 1GCGSCE3XF1[redacted]
- Mileage: 2,410
- SR Number: [redacted]

  Customer Last Name: [redacted]

- Customer Preferred Contact Method:
- Customer Daytime Phone:
- Customer Evening Phone:
- Customer Cell Phone:
- Customer Email:
- Summary of Concern:

[redacted]**– Steering goes out, 2 times in for sameconcern, 2 days down, concern has been duplicated. Customer Concern: Steering going out Dealer Comments/Diagnosis (DTC's, What's Been Done): Tech has codes U0420 SYM42 and C0545 SYM00. When the vehicle came in the customer left the vehicle running and the codes were current. When tech cycled the key they went to history. TAC Recommendations: TAC Suggests answer the questions in PIT53096B, call PQC and order the gear.71-**[redacted]**- power steering – part restriction. I am emailing for your advice regarding contacting**

this customer. Would you suggest that the customer is contacted by the Business Resource Center, or Would your dealership prefer to work solely with the customer toward a vehicle resolution. If contact is not made by the Business Resource Center, then the service request will be closed immediately. I look forward to hearing from you soon regarding this matter.

We value your perspective and will be working closely with you to resolve this issue in a thorough and timely manner. Please contact me no later than with the below identified information so we can begin addressing these concerns and formulating the necessary steps to resolution.

- Acknowledgement of receipt of the customer's concern
- Verification of contact with the customer
- A plan for next steps
- Repair orders and technician notes
- Sales document
- Any other pertinent details that are needed

Should you have questions or concerns, I may be reached by calling 1.866.522.0300, extension 11633 or by fax at 1.866.213.9914. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

If you need additional information, please check the Customer Assistance Center (CAC) Cases tool on http://www.gmglobalconnect.com. (Case updates are transmitted every two hours between 10am ET and 10pm ET).

Sincerely,

Teresa Redding
General Motors Early Response
866.522.0300 ext. 11633
Teresa. Redding@gm.com

Constance Sloan (C)

From: Constance Sloan (C)
Sent: Wednesday, August 26, 2015 9:11 AM
To: 'jims@mcgirechevy.com'
Subject: ACTION REQUIRED BY 08/27/2015 by 4:30p.m. / Early Response Team Case, VIN: 1GCGTCE38F1[redacted] MCGUIRE CHEVROLET CADILLAC, BAC: 111223, Customer: [redacted]

James & Michael,

The Business Resource Center (BRC) is a specialized team that proactively handles escalated customer cases with possible legal involvement. The BRC has the ability to expedite access to GM resources to help you help your customer. Our goal is to partner with your dealership, as part of our customer focus initiative, to assist in the resolution of the customer's concern.

The above-referenced customer has contacted the Business Resource Center (BRC) for assistance, and 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.

I would like to offer our assistance and gain your agreement for us to contact the customer in order to help resolve the situation identified below.

- VIN: 1GCGTCE38F1[redacted]
- Mileage 4,000
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Preferred Contact Method: [redacted]
- Customer Daytime Phone: [redacted]
- Customer Evening Phone: [redacted]
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]

Summary of vehicle condition/situation: Customer is requesting GM Assistance with getting out of vehicle due to power steering concerns. Customer says vehicle has been to the dealer twice for the same concern and approximately 5 - 6 weeks total.

Facts supporting recommendation:

Repair Orders:

- 08/11/2015 [redacted] - VEHICLE PAYMENT EXPENSE 3,694 MI - customer reimbursement of 2 payments due to the fact the truck was down for a month (truck was down for over a month due to parts delay for the steering rack, then new part came in defective) $775.20

- 07/31/2015 [redacted] - Electric Belt Drive Rack and Pinion Steering Gear Replacement 3,690 MI 1DD/0RD - CUST STATES SERVICE POWER STEERING MESSAGE IS ON NEW PART FAILURE

- 07/06/2015 [redacted] - Rear Disc Brake Pads Replacement 3,690 MI - 10DD/0RD - CUST STATES SERVICE POWER STEERING MESSAGE IS ON NEW PART FAILURE

- 07/06/2015 [redacted] - Electric Belt Drive Rack and Pinion Steering Gear Replacement 26DD/ 0RD - 3,690 MI - TOWED TO SHOP-VEHICLE LOST ALL POWER STEERING ASSIST AND SERVICE TRACTION MESSAGE CAME ON

- 07/06/2015 0[redacted] - ROADSIDE SERVICE (TOWING) 4,000 MI

- 07/01/2015 1[redacted] Recall 15150 - Inspect Left and Right Front Seat Installation 3,547 MI

Recalls: 1 closed
Special Coverage: 0
Service Contract: 0
Goodwill: Vehicle payment expense by dealer

Total Days Down: 27
Rental Days: 0

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty. Please contact the customer within 24 hours of receipt of this message to begin formulating next steps.

We value your perspective and will be working closely with you to resolve this issue in a complete and timely manner. Please contact me no later **than 08/27/2015 by 4:30p.m.** to begin addressing these concerns and formulating the necessary next steps. Please provide:

- Acknowledgement of receipt of the customer's concern
- Verification of contact with the customer
- A plan for next steps
- Repair orders and technician notes
- Sales document
- Any other pertinent details that are needed

Should you have any questions or concerns, I may be reached by calling (866) 522-0300, extension 5911712 or by fax at (866) 202-4309. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

If you need additional information, please check the Customer Assistance Center (CAC) Cases tool on http://www.gmglobalconnect.com. (Case updates are transmitted every two hours between 10 am ET and 10 pm ET.)

Sincerely,

Constance Sloan
General Motors
Early Response
866.522.0300 ext. 5911712
866.202.4309 Fax
Constance.1.Sloan@gm.com



Constance Sloan (C)

From: Constance Sloan (C)
Sent: Wednesday, August 26, 2015 9:11 AM
To: 'christopher.f.rose@gm.com'
Subject: ACTION REQUIRED BY 08/27/2015 by 4:30p.m. / Early Response Team Case, VIN: 1GCGTCE38F1[redacted], MCGUIRE CHEVROLET CADILLAC, BAC: 111223, Customer: [redacted]

Michael,

I am contacting you for your approval of a trade repurchase for the above-referenced case. I have listed some relevant facts below as well as attached a case assessment for your review.

- Service Request: [redacted]
- Customer Last Name: [redacted]
- Involved Dealership: MCGUIRE CHEVROLET CADILLAC
- BAC: 111223
- Dealership Contact: James Swistack
- VIN: 1GCGTCE38F1[redacted]
- Automobile: 2015 Chevrolet Colorado
- Mileage: 4,000
- Case Origination description: CAC VRR

Summary of vehicle condition/situation: Customer is requesting GM Assistance with getting out of vehicle due to power steering concerns. Customer says vehicle has been to the dealer twice for the same concern and approximately 5 - 6 weeks total.

Facts supporting recommendation:

Repair Orders:

- 08/11/2015 [redacted] - VEHICLE PAYMENT EXPENSE 3,694 MI - customer reimbursement of 2 payments due to the fact the truck was down for a month (truck was down for over a month due to parts delay for the steering rack, then new part came in defective) $775.20

- 07/31/2015 [redacted] - Electric Belt Drive Rack and Pinion Steering Gear Replacement 3,690 MI 1DD/0RD - CUST STATES SERVICE POWER STEERING MESSAGE IS ON NEW PART FAILURE

- 07/06/2015 [redacted] - Rear Disc Brake Pads Replacement 3,690 MI - 10DD/0RD - CUST STATES SERVICE POWER STEERING MESSAGE IS ON NEW PART FAILURE

- 07/06/2015 [redacted] - Electric Belt Drive Rack and Pinion Steering Gear Replacement 26DD/ 0RD - 3,690 MI - TOWED TO SHOP-VEHICLE LOST ALL POWER STEERING ASSIST AND SERVICE TRACTION MESSAGE CAME ON

- 07/06/2015 [redacted] - ROADSIDE SERVICE (TOWING) 4,000 MI
- 07/01/2015 [redacted] Recall 15150 - Inspect Left and Right Front Seat Installation 3,547 MI

Recalls: 1 closed
Special Coverage: 0
Service Contract: 0
Goodwill: Vehicle payment expense by dealer

Total Days Down: 27
Rental Days: 0

Should you have questions or concerns, I may be reached by calling (866) 522-0300, extension 5911712 or by fax at (866) 202-4309. .

Sincerely,

Constance Sloan
General Motors
Early Response
866.522.0300 ext. 5911712
866.202.4309 Fax
Constance.1.Sloan@gm.com



Constance Sloan (C)

From: Constance Sloan (C)
Sent: Wednesday, August 26, 2015 9:19 AM
To: John Daly
Cc: christopher.f.rose@gm.com
Subject: FW: ACTION REQUIRED BY 08/27/2015 by 4:30p.m. / Early Response Team Case, VIN: 1GCGTCE38F1[redacted], MCGUIRE CHEVROLET CADILLAC, BAC: 111223, Customer: [redacted]

John,

In Chris Rose's absence, I am forwarding [redacted] request for GM assistance to get out of his vehicle. Please see the case information below. If you need anything else, please contact me by responding to this email or by phone.

Your assistance is greatly appreciated.

Constance Sloan
General Motors
Early Response
866.522.0300 ext. 5911712
866.202.4309 Fax
Constance.1.Sloan@gm.com



From: Constance Sloan (C)
Sent: Wednesday, August 26, 2015 9:11 AM
To: 'christopher.f.rose@gm.com'
Subject: ACTION REQUIRED BY 08/27/2015 by 4:30p.m. / Early Response Team Case, VIN: 1GCGTCE38F1[redacted], MCGUIRE CHEVROLET CADILLAC, BAC: 111223, Customer: [redacted]

Chris,

I am contacting you for your approval of a trade repurchase for the above-referenced case. I have listed some relevant facts below as well as attached a case assessment for your review.

- Service Request: [redacted]
- Customer Last Name: [redacted]
- Involved Dealership: MCGUIRE CHEVROLET CADILLAC
- BAC: 111223
- Dealership Contact: James Swistack

- VIN: 1GCGTCE38F1[redacted]
- Automobile: 2015 Chevrolet Colorado
- Mileage: 4,000
- Case Origination description: CAC VRR

Summary of vehicle condition/situation: Customer is requesting GM Assistance with getting out of vehicle due to power steering concerns. Customer says vehicle has been to the dealer twice for the same concern and approximately 5 - 6 weeks total.

Facts supporting recommendation:

Repair Orders:

- 08/11/2015 [redacted] - VEHICLE PAYMENT EXPENSE 3,694 MI - customer reimbursement of 2 payments due to the fact the truck was down for a month (truck was down for over a month due to parts delay for the steering rack, then new part came in defective) $775.20

- 07/31/2015 [redacted] - Electric Belt Drive Rack and Pinion Steering Gear Replacement 3,690 MI 1DD/0RD - CUST STATES SERVICE POWER STEERING MESSAGE IS ON NEW PART FAILURE

- 07/06/2015 [redacted] - Rear Disc Brake Pads Replacement 3,690 MI - 10DD/0RD - CUST STATES SERVICE POWER STEERING MESSAGE IS ON NEW PART FAILURE

- 07/06/2015 [redacted] - Electric Belt Drive Rack and Pinion Steering Gear Replacement 26DD/ 0RD - 3,690 MI - TOWED TO SHOP-VEHICLE LOST ALL POWER STEERING ASSIST AND SERVICE TRACTION MESSAGE CAME ON

- 07/06/2015 0[redacted] - ROADSIDE SERVICE (TOWING) 4,000 MI

- 07/01/2015 [redacted] Recall 15150 - Inspect Left and Right Front Seat Installation 3,547 MI

Recalls: 1 closed
Special Coverage: 0
Service Contract: 0
Goodwill: Vehicle payment expense by dealer

Total Days Down: 27
Rental Days: 0

Should you have questions or concerns, I may be reached by calling (866) 522-0300, extension 5911712 or by fax at (866) 202-4309. .

Sincerely,

Constance Sloan
General Motors

Early Response
866.522.0300 ext. 5911712
866.202.4309 Fax
Constance.1.Sloan@gm.com



Constance Sloan (C)

From: Constance Sloan (C)
Sent: Thursday, August 27, 2015 9:49 AM
To: John Daly
Cc: Christopher F. Rose
Subject: RE: ACTION REQUIRED BY 08/27/2015 by 4:30p.m. / Early Response Team Case, VIN: 1GCGTCE38F1[redacted] MCGUIRE CHEVROLET CADILLAC, BAC: 111223, Customer: [redacted]

Thanks for the update John.

I will document the case and move towards closure.

Constance Sloan
General Motors
Early Response
866.522.0300 ext. 5911712
866.202.4309 Fax
Constance.1.Sloan@gm.com

From: John Daly
Sent: Wednesday, August 26, 2015 3:31 PM
To: Constance Sloan (C)
Cc: Christopher F. Rose
Subject: RE: ACTION REQUIRED BY 08/27/2015 by 4:30p.m. / Early Response Team Case, VIN: 1GCGTCE38F1[redacted], MCGUIRE CHEVROLET CADILLAC, BAC: 111223, Customer: [redacted]

Constance

It appears the concerns were ultimately corrected and the customer was provided two months payments for compensation for the inconvenience experienced.
In my opinion there is no business case to proceed with a repurchase at this time.

Thank you

jd

From: Constance Sloan (C)
Sent: Wednesday, August 26, 2015 9:19 AM
To: John Daly
Cc: Christopher F. Rose

Subject: FW: ACTION REQUIRED BY 08/27/2015 by 4:30p.m. / Early Response Team Case, VIN: 1GCGTCE38F1[redacted]
MCGUIRE CHEVROLET CADILLAC, BAC: 111223, Customer: [redacted]

John,

In Chris Rose's absence, I am forwarding [redacted] request for GM assistance to get out of his vehicle. Please see the case information below. If you need anything else, please contact me by responding to this email or by phone.

Your assistance is greatly appreciated.

Constance Sloan
General Motors
Early Response
866.522.0300 ext. 5911712
866.202.4309 Fax
Constance.1.Sloan@gm.com



From: Constance Sloan (C)
Sent: Wednesday, August 26, 2015 9:11 AM
To: 'christopher.f.rose@gm.com'
Subject: ACTION REQUIRED BY 08/27/2015 by 4:30p.m. / Early Response Team Case, VIN: 1GCGTCE38F1[redacted],
MCGUIRE CHEVROLET CADILLAC, BAC: 111223, Customer: [redacted]

Chris,

I am contacting you for your approval of a trade repurchase for the above-referenced case. I have listed some relevant facts below as well as attached a case assessment for your review.

- Service Request: [redacted]
- Customer Last Name: [redacted]
- Involved Dealership: MCGUIRE CHEVROLET CADILLAC
- BAC: 111223
- Dealership Contact: James Swistack
- VIN: 1GCGTCE38F1[redacted]
- Automobile: 2015 Chevrolet Colorado
- Mileage: 4,000
- Case Origination description: CAC VRR

Summary of vehicle condition/situation: Customer is requesting GM Assistance with getting out of vehicle due to power steering concerns. Customer says vehicle has been to the dealer twice for the same concern and approximately 5 - 6 weeks total.

Facts supporting recommendation:

Repair Orders:

- 08/11/2015 [redacted] - VEHICLE PAYMENT EXPENSE 3,694 MI - customer reimbursement of 2 payments due to the fact the truck was down for a month (truck was down for over a month due to parts delay for the steering rack, then new part came in defective) $775.20

- 07/31/2015 [redacted] - Electric Belt Drive Rack and Pinion Steering Gear Replacement 3,690 MI 1DD/0RD - CUST STATES SERVICE POWER STEERING MESSAGE IS ON NEW PART FAILURE

- 07/06/2015 [redacted] - Rear Disc Brake Pads Replacement 3,690 MI - 10DD/0RD - CUST STATES SERVICE POWER STEERING MESSAGE IS ON NEW PART FAILURE

- 07/06/2015 [redacted] - Electric Belt Drive Rack and Pinion Steering Gear Replacement 26DD/ 0RD - 3,690 MI - TOWED TO SHOP-VEHICLE LOST ALL POWER STEERING ASSIST AND SERVICE TRACTION MESSAGE CAME ON

- 07/06/2015 [redacted] - ROADSIDE SERVICE (TOWING) 4,000 MI

- 07/01/2015 [redacted] Recall 15150 - Inspect Left and Right Front Seat Installation 3,547 MI

Recalls: 1 closed
Special Coverage: 0
Service Contract: 0
Goodwill: Vehicle payment expense by dealer

Total Days Down: 27
Rental Days: 0

Should you have questions or concerns, I may be reached by calling (866) 522-0300, extension 5911712 or by fax at (866) 202-4309. .

Sincerely,

Constance Sloan
General Motors
Early Response
866.522.0300 ext. 5911712
866.202.4309 Fax
Constance.1.Sloan@gm.com


GMC

Hi Casey,

I got a call from a customer by the name of [redacted]. His phone number is [redacted]5. He has been having problems with intermittent Power Steering loss on his 2015 Chevy Colorado VIN #1GCGTCE33F1[redacted] He has been working with Buff Whelan Chevrolet and a person by the name of Andy. He indicates that he has had it in the dealer a few times and they cannot detect or resolve his issue. Can we please open a ECAC ticket on this and get someone engaged to ensure he is getting a good root cause analysis? May need to engage TAC or get a RSE out there to help. May need to put a diagnostic tool on his truck to track when this happens again. I will leave it up to you experts.

Thanks,

Jeff Neelis

Global Vehicle Safety

Director Emerging Issues Identification and Safety Analytics

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2015 GMC Canyon	A GM Dealer has diagnosed the current concern
[redacted]	1GTG6BE33F1[redacted]	Repairs are in-progress (vehicle is in shop now)
Call Anytime	Mileage now: 7234 mi	Vehicle is currently operable & can be driven

Key Points

Customer is having problems with the vehicle's steering. She doesn't feel safe in the vehicle and would like to get rid of the vehicle. Customer was stated that this would be discussed with the CEM.

Supporting Factors	Limiting Factors
Original owner (verified) First time GM buyer (verified) Vehicle has been serviced for this concern: 2 time(s)	
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 (verified): 2015 GMC Canyon;

Reference

CAC SR#: [redacted]

CAC advisor: Maribel--> (866) 790-5700, Ext # 5921043

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

RESPONSE REQUIRED / GENERAL MOTORS EARLY RESPONSE TEAM / BAC: 114632 / VIN: 1GTG6CE35F1[redacted] / CUSTOMER: [redacted] / SR# 8-[redacted]

Mark & Colleen,

The Business Resource Center (BRC) is a specialized team that proactively handles escalated customer cases with possible legal involvement. The BRC has the ability to expedite access to GM resources to help you help your customer. Our goal is to partner with your dealership, as part of our customer focus initiative, to assist in the resolution of the customer's concern.

We have been notified that [redacted] had a TAC case opened on his vehicle. I would like to offer our assistance and **gain your agreement for us to contact the customer, if you feel it's necessary**, in order to help resolve the situation identified below.

- **VIN: 1GTG6CE35F1[redacted]**
- **Mileage: 7,369**
- **SR Number[redacted]**
- **Customer Last Name: [redacted]**

Summary of Concern: no power steering

Dealer Comments/Diagnosis (DTC's, What's Been Done):

NA

TAC Recommendation advised caller (your suggestions, info source, etc.):

NA

Please contact me no late than 9/22/15, 5:30pm EST to begin addressing these concerns and formulating the necessary next steps. We value your perspective and will be working closely with you, **if you feel it's necessary**, to resolve this issue in a complete and timely manner.

My phone number is 1-866-237-3603 at extension 5921644. Thank you for your crucial role in resolving this customer’s issue and creating long-term satisfaction and loyalty.

Sincerely,

Kristen

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2015 Chevrolet Colorodo	A GM Dealer has NOT diagnosed current concern
[redacted]	1GCGSBE35F1[redacted]	Repairs have not been scheduled
	Mileage now: 11000 mi	Vehicle is currently operable & can be driven

Key Points

The customer states that he has been to the dealership at least 4 times about his power steering issue within the last month. He states the dealership can not duplicate a code to move forward with possible repairs. He states that the dealership did perform the bulletin, but is also recommending a repair of a part that is on back order. He states the dealership says that they are not sure when the part will be in or if the part will repair his concern once repaired. The customer states he is concerned how long will he have to drive the vehicle or any of his family members with the power steering issue. He is afraid for their safety, because if a person should loose the power steering, unless your have the strength to maneuver the wheel, an accident is almost certain. He states the he has inquired with his states lemon law and he read that he has to allow GM 3 time to repair the vehicle, and if not then GM should buy the vehicle back. He states he loves the vehicle, he wants the vehicle to be repaired if possible, but it does not seem to be heading in that direction.

The customer states he wants to know how long he will have to wait before an appropriate resolution is provided to him.SA adv that my first point of contact is the dealership. Adv that I will communicate with CEM Christopher Lacy or Matt

Supporting Factors	**Limiting Factors**
Original owner (verified) Loyal GM customer: 4 GM vehicles purchased (verified) Vehicle has been serviced for this concern: 4 time(s)	Current or former fleet vehicle (verified)
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 (verified): 2015 Chevrolet Colorado, 1992 CHEVROLET S-10 2006 GMC SIERRA 2002 BUICK RENDEZVOUS 2013 Chevy Pickup

Reference

CAC SR#: [redacted]

CAC advisor: Jennifer Davis--> (866) 790-5700, Ext # 5921542

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

October 2, 2015

Mark klever
AL SERRA CHEVROLET
1570 AUTO MALL LOOP
COLORADO SPRINGS, CO 80920-3954

Re: [redacted]
Vehicle Identification Number: 1GCGTCE39F1[redacted]
2015 Chevrolet Colorado
Customer Relationship Specialist: Tawni

Dear Mr. Klever:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

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 front and backs of the shop copies).

Please fax them to 866-393-8053. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 800-231-1841, prompt 1, extension 5921253.

Your cooperation is greatly appreciated.

Sincerely,

Chevrolet

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

October 7, 2015

Mike Dyer
AL SERRA CHEVROLET-SOUTH
230 N ACADEMY BLVD
COLORADO SPRINGS CO 80909

Re: [redacted]
Vehicle Identification Number: 1GCGTCE39F1[redacted]
2015 Chevrolet Colorado
Customer Relationship Specialist: Tawni

Dear Mr. Dyer:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

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 front and backs of the shop copies).

Please fax them to 866-393-8053. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 800-231-1841, prompt 1, extension 5921253.

Your cooperation is greatly appreciated.

Sincerely,

Chevrolet

BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number:	[redacted]	Start Date:	10/27/2015
Customer Name:		State:	CO
VIN:	1GCGTCE39F1[redacted]	Probable Hearing Location:	Colorado Springs

This claim is ☑ IN Warranty ☐ OUT of Warranty
Has the customer contacted you regarding the claim? ☑ YES ☐ NO
Is the VIN listed above correct? ☑ YES ☐ NO
If you checked NO, please indicate the correct VIN: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
Customer Contact Info:

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).
As a voluntary settlement gesture to address Mr. Munoz's inconvenience with repairs made to 2015 Chevrolet Colorado and to promote his satisfaction with our products, General Motors has offered one vehicle payment Reimbursement. The consumer has declined our offer at this time.

Has this offer been communicated to the customer? ☑ YES ☐ NO
If you checked YES, please indicate the customer's response below:
☐ The customer accepted the offer on ____/____/____
☑ The customer rejected the offer on 11/09/2015
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed**? Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.
We do not believe Mr. [redacted] 2015 Chevrolet Colorado meets the criteria of the Colorado Lemon Law, or the General Motors Program Summary as there have been no more than 3 repairs to any one concern. Mr. [redacted] has not provided a Final Repair Attempt request letter by certified mail as Colorado Lemon Law requires to be done before meeting presumption.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.
All of the concerns that Mr. [redacted] has brought to the attention of the dealer in regards to his 2015 Chevrolet Colorado for Whistling noise coming from ventilation, On Star computer system failure, Molding adhesive, Four Wheel drive knob defective, Mylink system, Power steering recall have been corrected. The last time the vehicle was in a General Motors dealer on 10/30/2015 at 10,918 miles all concerns were addressed by applying weather tape, and when released the vehicle was operating as designed. If there are any current concerns on the vehicle we request that Mr. [redacted] make the vehicle available for repairs per the terms of the manufacturer's written warranty. There has been no significant loss of use, value or safety of his vehicle.

BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Please indicate the decision you request the arbitrator to render:

We respectfully ask that Mr. [redacted] request for repurchase of his 2015 Chevrolet Colorado be denied and that Mr. [redacted] continue to work with General Motors per the terms of our written warranty coverage.

List the amount of any over allowance/negative equity: $_____

I will participate ☑ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To:
BBB AUTO LINE
Fax: 703.247.9700

Completed by: _____Tawni_____Date: 11/17/2015
Future contact:_____Tawni_____
Phone: 866-790-5700 ext:5921253 Fax: 866-393-8053

MRF

Columbus copy document requested by nzxlpb at 12:15:29 PM on 10/8/2015

2015 COLORADO 4WD Z71 CREW SHORT BOX GENERAL MOTORS LLC
GAN SILVER ICE METALLIC /V6G
HH1 JET BLACK RENAISSANCE CENTER
ORDER NO. SDGBXP/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GC GTCE 39 F1[redacted] VEHICLE INVOICE [redacted]
**********3583******13*10211S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
12P43 COLORADO 4WD Z71 CREW SHORT	34115.00	32409.26
FE9 50-STATE EMISSIONS	N/C	N/C
LFX ENGINE, 3.6L SIDI DOHC V6 VVT	N/C	N/C
MYB TRANSMISSION, 6-SPD AUTOMATIC	N/C	N/C
SF5 WHEEL FLARES (DLR INSTALLED)	370.00	325.60
Z82 TRAILERING EQUIPMENT PACKAGE:	250.00	220.00

RETAIL - STOCK
INVOICE 01/12/15
SHIPPED 01/10/15
EXP I/T 01/25/15
INT COM 01/26/15
PRC EFF 01/09/15
KEYS Z5000 Z5000
WFP-S QTR OPT-1
BANK: ALLY - 021
CHG-TO 10-211

SHIP WT: 4388
HP: 32.9
GVWR: 6000
GAWR.FT: 3200
GAWR.RR: 3500
EMPLOY: 32711.67
SUPPLR: 34029.86
NTR: 1/2
EMPINC: 1983.24
SUPINC: 665.04

TOTAL MODEL & OPTIONS	34735.00	32954.86	ACT 237 32787.81
DESTINATION CHARGE	875.00	875.00	H/B 261 1042.05
DEALER IMR CONTRIBUTION		173.68	ADV 261 173.68
TOTAL	35610.00	34003.54	PAY 310 34003.54

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 32449.76

****

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.

AL SERRA CHEVROLET

REMIT TO ALLY NO. [redacted]
VIN 1GCGTCE39F1[redacted]
$ 34003.54 INV [redacted]
DUE 01/26/15 DEALER 10-211

Protected by the Best!

ProCote
Spray-on Bedliners
719-475-8188

ProCote LLC
1805 De Paul St.
Colorado Spings, CO 80909
Phone 719.475.8188 Fax 719.475.8444
www.procotesprayonbedliners.com

Invoice

Date	Invoice #
2/11/2015	[redacted]

Bill To
[redacted] Colorado Springs, CO [redacted]

Terms	P.O. No.
Due on receipt	

Item	Description	Amount
Under Rail Bedliner	15 Colorado Crew Sb Vin# 1GCGTCE39F1 [redacted]	260.00
Material	Material	134.72T
	Note - Special Pricing per Al Serra S	

Thank you for your business! Warranty and Workmanship are Void on any and all repainted Vehicles!

Signature_____

Subtotal	$394.72
Sales Tax (7.63%)	$10.28
Total	$405.00

USAA FEDERAL SAVINGS BANK

[redacted]

COLORADO SPRINGS CO [redacted]

4
16

ACCOUNT NUMBER	ACCOUNT TYPE	STATEMENT PERIOD
[redacted]	USAA SECURE CHECKING	01/16/15 - 02/13/15

BALANCE LAST STATEMENT	NO OF DEBITS PAID	TOTAL AMOUNT OF DEBITS PAID	NO. OF DEP	TOTAL AMOUNT OF DEPOSITS MADE	SERVICE CHARGES	BALANCE THIS STATEMENT
[redacted]	20	[redacted]	12	[redacted]	.00	[redacted]

Please examine immediately and report if incorrect. If no report is received within 60 days, the account will be considered correct.

	TOTAL NONSUFFICIENT FUNDS (NSF) FEES	TOTAL OVERDRAFT (OD) FEES
THIS STATEMENT	0.00	0.00
THIS YEAR'S STATEMENTS	0.00	0.00

Note: Fee reversals/refunds made by USAA will not reduce the totals on this chart.

DEPOSIT@MOBILE WAS DESIGNED FOR USAA MEMBERS ON THE GO. NEED TO MAKE A DEPOSIT, CONSIDER DEPOSIT@MOBILE. FOR DETAILS AND ELIGIBILITY VISIT USAA.COM (KEYWORD: DEPOSIT@MOBILE).

DEPOSITS AND OTHER CREDITS

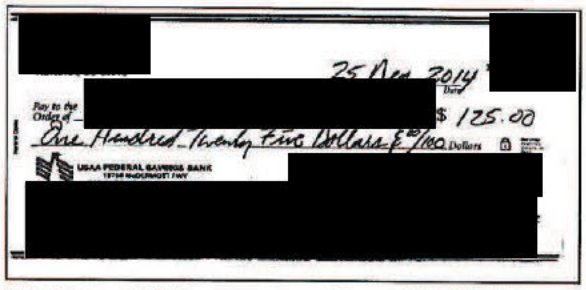
DATE	AMOUNT	TRANSACTION DESCRIPTION
01/27	400.00	OD CC ADVANCE
01/27	400.00	USAA FUNDS TRANSFER CR
01/29	2,746.77	ACH CREDIT 013015
		DFAS-IN IND, IN AF PAY J **********3254
02/02	100.00	DEPOSIT @ MOBILE
02/02	105.07	DEPOSIT @ MOBILE
02/02	300.00	DEPOSIT @ MOBILE
02/05	26,240.63	ACH CREDIT 020515
		USAA P&C CLAIMS BA CACH **********856P
02/09	64.98	DEPOSIT @ MOBILE
02/11	7,300.00	[redacted] 021015
		CAPITALONE **********1901
02/12	30.00	DEPOSIT @ MOBILE
02/12	2,996.80	ACH CREDIT 021315
		DFAS-IN IND, IN AF PAY J **********3254
02/13	0.07	INTEREST PAID

CHECKS

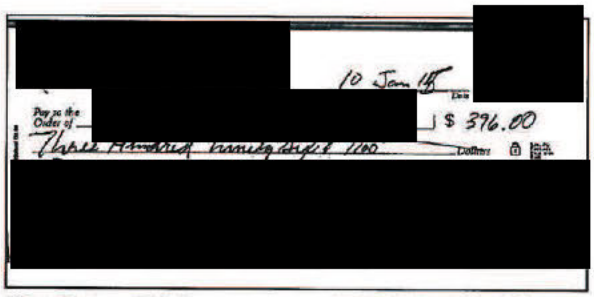
DATE	CHECK NO	AMOUNT	DATE	CHECK NO	AMOUNT
01/29	[redacted]	125.00	02/13	[redacted]	405.00
01/26		396.00	02/13		26,000.00

FDIC INSURED

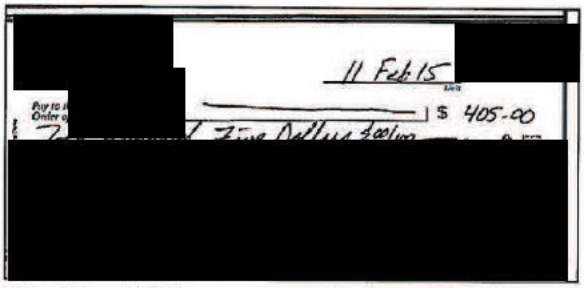
[redacted]



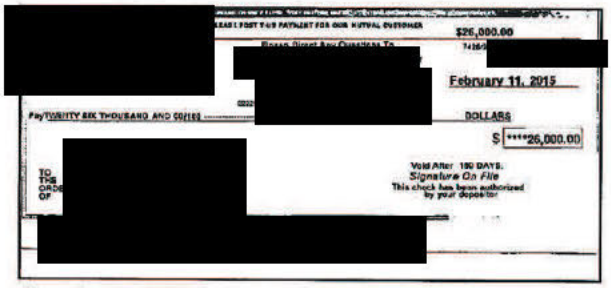
Check: 5015 Amount:125.00



Check: 5016 Amount:396.00



Check: 5018 Amount:405.00



Check: 996039 Amount:26,000.00

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 09/30/15
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]
Mailing address:
City: Colorado Springs State: CO Zip code:
Day phon[redacted] Evening phone: [redacted] ell phone
Fax: E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Pickup Year: 2015 Current mileage: 10017
Name(s) that appears on the vehicle title: [redacted]
Selling dealer/city/state: Al Serra Chevorlet South, Colorado Springs, CO
Primary Servicing dealer/city/state: Al Serra Chevorlet South,
Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no
Purchase/lease date: 01/27/15 Mileage at purchase/lease:
First repair attempt date: 02/04/15 First repair attempt mileage: 262
How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:
Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I would like the manufacture to repurchase the vehicle from me because it is not reliable or safe.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day**	**yes**
Ventilation system made a whistling sound above 45		1		no
OnStar Computer system failure		1		no
Sticker Molding adhesive on body defective		1		no
Four wheel drive knob defective		1		no
MyLink system texting functions do not work correc		1		yes
MyLink system does not work correctly with iPhone		1		yes
Multiple power steering failures		2		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

Tawni Pennington (C)

From: Gary Cochrane
Sent: Thursday, October 15, 2015 12:14 PM
To: Tawni Pennington (C)
Subject: RE: SR[redacted] BBB[redacted]

Tawni,

If I understand the Colorado State Lemon law its four times in for the same issue. This is not the case here. I reviewed the case and the warranty history and I do not feel it does meet the presumption of the State Lemon law. Request for repurchase denied.

Gary S. Cochrane
District Manager Aftersales
Chevrolet Motor Division, Western Region
Denver, CO
CELL: [redacted]
FAX: 303-799-1648

FIND NEW ROADS

From: Tawni Pennington (C)
Sent: Wednesday, October 14, 2015 9:42 AM
To: Gary Cochrane
Subject: [redacted]

Customer Last Name: [redacted]
[redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTCE39F1[redacted]

Dear Gary Cochrance:

I have attached the Case Assessment for the customer listed above. Customer is seeking a repurchase, please review and advise.

If you have further questions, please contact Customer Relationship Specialist, Tawni at 866-790-5700 ext 5921253, or by fax at 866-393-8053.
You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Tawni
General Motors, LLC
Business Resource Center

Tawni Pennington (C)

From: Gary Cochrane
Sent: Thursday, October 29, 2015 9:05 PM
To: Tawni Pennington (C)
Subject: RE: SR#[redacted]

None of the repairs effect the safety or operation of the vehicle and the dealership has addressed all issues. I look at repurchase as a last resort.

Gary S. Cochrane
District Manager Aftersales
Chevrolet Motor Division, Western Region
Denver, CO
CELL: [redacted]
FAX: 303-799-1648

FIND NEW ROADS

From: Tawni Pennington (C)
Sent: Wednesday, October 14, 2015 9:42 AM
To: Gary Cochrane
Subject: SR#[redacted]

Customer Last Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTCE39F1[redacted]

Dear Gary Cochrance:

I have attached the Case Assessment for the customer listed above. Customer is seeking a repurchase, please review and advise.

If you have further questions, please contact Customer Relationship Specialist, Tawni at 866-790-5700 ext 5921253, or by fax at 866-393-8053.
You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Tawni
General Motors, LLC
Business Resource Center

Tawni Pennington (C)

From: Gary Cochrane
Sent: Thursday, November 19, 2015 9:05 PM
To: Tawni Pennington (C)
Subject: RE: [redacted]

Hi Tawni,

I'm going to do a voluntary repurchase. However, I am going to be on vacation next week so I won't get an opportunity to dig into this until I get back the first week of December. I have asked the service manager to send me a reminder email that week.

Thanks

Gary S. Cochrane
District Manager Aftersales
Chevrolet Motor Division, Western Region
Denver, CO
CELL [redacted]
FAX: 303-799-1648

FIND NEW ROADS

From: Tawni Pennington (C)
Sent: Tuesday, November 10, 2015 10:17 AM
To: Gary Cochrane <gary.cochrane@chevrolet.com>
Subject: RE: [redacted]

Gary,

The customer has been back to the dealership and has added an additional 6 days to his days out of service. The customer is requesting a repurchase. Please review and advise. Thank you in advance for you assistance it is greatly appreciated.

If you have further questions, please contact Customer Relationship Specialist, Tawni at 866-790-5700 ext 5921253, or by fax at 866-393-8053.
You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Tawni
General Motors, LLC
Business Resource Center

From: Gary Cochrane
Sent: Thursday, October 29, 2015 9:05 PM

To: Tawni Pennington (C)
Subject: RE: [redacted]

None of the repairs effect the safety or operation of the vehicle and the dealership has addressed all issues. I look at repurchase as a last resort.

Gary S. Cochrane
District Manager Aftersales
Chevrolet Motor Division, Western Region
Denver, CO
CELL: [redacted]
FAX: 303-799-1648

FIND NEW ROADS

From: Tawni Pennington (C)
Sent: Wednesday, October 14, 2015 9:42 AM
To: Gary Cochrane
Subject: SR# [redacted]

Customer Last Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTCE39F1[redacted]

Dear Gary Cochrance:

I have attached the Case Assessment for the customer listed above. Customer is seeking a repurchase, please review and advise.

If you have further questions, please contact Customer Relationship Specialist, Tawni at 866-790-5700 ext 5921253, or by fax at 866-393-8053.
You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Tawni
General Motors, LLC
Business Resource Center

Kayla Sikes (C)

From:	Steve Franklin
Sent:	Wednesday, November 18, 2015 11:36 AM
To:	Kayla Sikes (C)
Cc:	Tawni Pennington (C)
Subject:	RE: BBB Arbitration, customer [redacted] seeking Approval - 1GCGTCE39F1[redacted]

I agree. You are authorized for straight or trade.

Steve Franklin
Business Resource Technical Manager
General Motors - Western Region
steve.franklin@gm.com
805.208.9245

From: Kayla Sikes (C)
Sent: Tuesday, November 17, 2015 9:46 AM
To: Steve Franklin
Cc: Tawni Pennington (C)
Subject: BBB Arbitration, customer [redacted], seeking Approval - 1GCGTCE39F1[redacted]

RE: Customer Name: [redacted]
Service Request: [redacted]
Vehicle: 2015 Chevrolet Colorado
VIN: 1GCGTCE39F1[redacted]
Arbitration Date/Time: 11/30/15 at 10 AM PST
State: CO

Good morning Steve,

I am the Arbitration Specialist on this case.

After review of this case I do not feel it is defendable.
Tawni has verified days out of service with this case. We are showing that power steering has 2 repair attempts w/ 30 days out of service.

Mr.[redacted] also has the complaint of a noise, the first one repaired on 2/4/15 (21 days out of service, reworked cowl). It also came in on 10/6 (2 days, unable to duplicate) and 10/30 (6 days, weather tape was applied to cabin air filter door). On the claim form it shows this concern still exists.

Would you approve a straight repurchase per CO Lemon Law?

Sincerely,

Kayla Sikes
GM Arbitration Specialist
Phone: 866-790-5600 ext 5911131
Fax: 866-268-5529
Email: kayla.sikes@gm.com

BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number:	[redacted]	Start Date:	10/27/2015
Customer Name:	[redacted]	State:	CO
VIN:	1GCGTCE39F1[redacted]	Probable Hearing Location:	Colorado Springs

This claim is ☑ IN Warranty ☐ OUT of Warranty
Has the customer contacted you regarding the claim? ☑ YES ☐ NO
Is the VIN listed above correct? ☑ YES ☐ NO
If you checked NO, please indicate the correct VIN: __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __
Customer Contact Info:

SETTLEMENT INFORMATION
What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).
As a voluntary settlement gesture to address Mr. Munoz's inconvenience with repairs made to 2015 Chevrolet Colorado and to promote his satisfaction with our products, General Motors has offered one vehicle payment Reimbursement. The consumer has declined our offer at this time.

Has this offer been communicated to the customer? ☑ YES ☐ NO
If you checked YES, please indicate the customer's response below:
☐ The customer accepted the offer on _____/_____/_____
☑ The customer rejected the offer on 11/09/2015
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed**? Please indicate a specific performance date or time frame: _____

ARBITRATION INFORMATION
Please list customer requests that you feel are ineligible for arbitration and explain why.
We do not believe Mr. [redacted] 2015 Chevrolet Colorado meets the criteria of the Colorado Lemon Law, or the General Motors Program Summary as there have been no more than 3 repairs to any one concern. Mr. [redacted]z has not provided a Final Repair Attempt request letter by certified mail as Colorado Lemon Law requires to be done before meeting presumption.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.
All of the concerns that Mr. [redacted]z has brought to the attention of the dealer in regards to his 2015 Chevrolet Colorado for Whistling noise coming from ventilation, On Star computer system failure, Molding adhesive, Four Wheel drive knob defective, Mylink system, Power steering recall have been corrected. The last time the vehicle was in a General Motors dealer on 10/30/2015 at 10,918 miles all concerns were addressed by applying weather tape, and when released the vehicle was operating as designed. If there are any current concerns on the vehicle we request that Mr. [redacted] make the vehicle available for repairs per the terms of the manufacturer's written warranty. There has been no significant loss of use, value or safety of his vehicle.

BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Please indicate the decision you request the arbitrator to render:

We respectfully ask that Mr. [redacted]s request for repurchase of his 2015 Chevrolet Colorado be denied and that Mr. [redacted] continue to work with General Motors per the terms of our written warranty coverage.

List the amount of any over allowance/negative equity: $_____

I will participate ☑ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To: Completed by: _____Tawni_____Date: 11/17/2015

BBB AUTO LINE Future contact:_____Tawni_____

Fax: 703.247.9700 Phone: 866-790-5700 ext:5921253 Fax: 866-393-8053

MRF

Penny Crisp (C)

From: Steve Franklin
Sent: Monday, November 16, 2015 3:06 PM
To: Penny Crisp (C)
Subject: RE: 1GCGTCE39F1[redacted] seeking arbitration availability [redacted]

Importance: High

Hi Penny, forgot today was a GM holiday. No, I will not be able to attend.

Sent from my Android phone using Symantec TouchDown (www.symantec.com)

-----Original Message-----
From: Penny Crisp (C) [penny.crisp@gm.com]
Received: Monday, 16 Nov 2015, 11:36am
To: Steve Franklin [steve.franklin@gm.com]
CC: Julia Villareal (C) [julia.villareal@gm.com]; ASHLEY Izaguirre [ashley.izaguirre@gm.com]
Subject: RE: 1GCGTCE39F1[redacted] seeking arbitration availability [redacted]

Mr. Franklin

I must provide an answer to BBB today.
Did you have a chance to check your schedule?

Thank You,

Penny Crisp
Arbitration Specialist
General Motors - Business Resource Center
Phone: 866-790-5600 x5911368
Fax: 866-485-4466
penny.crisp@gm.com

From: Steve Franklin
Sent: Thursday, November 12, 2015 7:14 PM
To: Penny Crisp (C)
Subject: RE: 1GCGTCE39F1[redacted] seeking arbitration availability [redacted]

I'll get to you in monday.

Sent from my Android phone using Symantec TouchDown (www.symantec.com)

-----Original Message-----
From: Penny Crisp (C) [penny.crisp@gm.com]
Received: Thursday, 12 Nov 2015, 3:33pm
To: Steve Franklin [steve.franklin@gm.com]

CC: Jessica Contreras (C) [jessica.contreras@gm.com]; Kayla Sikes (C) [kayla.sikes@gm.com]
Subject: FW: 1GCGTCE39F1[redacted] seeking arbitration availability[redacted]

Steve,

Was this a hearing you wanted to participate in?

Thank You,

Penny Crisp
Arbitration Specialist
General Motors - Business Resource Center
Phone: 866-790-5600 x5911368
Fax: 866-485-4466
penny.crisp@gm.com

From: Gary Cochrane
Sent: Thursday, November 12, 2015 6:29 PM
To: Penny Crisp (C)
Subject: RE: 1GCGTCE39F1[redacted] seeking arbitration availability[redacted]

No, I will not participate.

Gary S. Cochrane
District Manager Aftersales
Chevrolet Motor Division, Western Region
Denver, CO
CELL: [redacted]
FAX: 303-799-1648

FIND NEW ROADS

From: Penny Crisp (C)
Sent: Thursday, November 12, 2015 3:18 PM
To: Gary Cochrane <gary.cochrane@chevrolet.com>
Cc: Steve Franklin <steve.franklin@gm.com>; Kayla Sikes (C) <kayla.sikes@gm.com>; Jessica Contreras (C) <jessica.contreras@gm.com>
Subject: FW: 1GCGTCE39F11[redacted] seeking arbitration availability[redacted]

RE:
Customer:[redacted]
SR#: 8[redacted]
VIN#: 1GCGTCE39F1[redacted]
2015 Chevrolet Colorado

BAC#: 163417

BBB would like to schedule this case for arbitration in Colorado Springs either November 30, Dec, 1 or 2.

I am contacting you to inquire if you would like to participate in the arbitration process. Please respond via email on whether you will want to attend in person, by phone, or will be declining to attend. Should you choose to participate in the arbitration could you also please advise of the following:

- Which of the provided dates do you prefer?
- Do you prefer a morning or afternoon hearing?
- Would you like the assistance of an Arbitration Specialist over speaker phone at the hearing, or will you wish to defend the claim for General Motors on your own?

I must provide the BBB an answer within 24 hours. If a response is not received I will have to give a date and time without your input. Thank you in advance for your cooperation and assistance.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Thank You,

Penny Crisp.
Arbitration Specialist
General Motors - Business Resource Center
Phone: 866-790-5600 x 5911368
Fax: 866-485-4466
penny.crisp@gm.com

From: Khalifeh, MaryAnn [mailto:MKhalifeh@council.bbb.org]
Sent: Thursday, November 12, 2015 4:46 PM
To: Penny Crisp (C)
Cc: Jessica Contreras (C); Kayla Sikes (C); Tawni Pennington (C)
Subject: [redacted]

Will you be available November 30, Dec, 1 or 2 for a hearing of this case? The hearing site will be at the Colorado Springs, CO BBB.

Mary Ann Khalifeh *Dispute Resolution Specialist*
Council of Better Business Bureaus Inc
P:1-800-955-5100, Extension 527
bbb.org *Start With Trust®*

Penny Crisp (C)

From: Gary Cochrane
Sent: Thursday, November 12, 2015 6:29 PM
To: Penny Crisp (C)
Subject: RE: 1GCGTCE39F1[redacted] seeking arbitration availability[redacted]

No, I will not participate.

Gary S. Cochrane
District Manager Aftersales
Chevrolet Motor Division, Western Region
Denver, CO
CELL: [redacted]
FAX: 303-799-1648
FIND NEW ROADS

From: Penny Crisp (C)
Sent: Thursday, November 12, 2015 3:18 PM
To: Gary Cochrane <gary.cochrane@chevrolet.com>
Cc: Steve Franklin <steve.franklin@gm.com>; Kayla Sikes (C) <kayla.sikes@gm.com>; Jessica Contreras (C) <jessica.contreras@gm.com>
Subject: FW: 1GCGTCE39F1[redacted] seeking arbitration availability[redacted]

RE:
Customer:[redacted]
SR#: 8[redacted]
VIN#: 1GCGTCE39F1[redacted]
2015 Chevrolet Colorado

BAC#: 163417

BBB would like to schedule this case for arbitration in Colorado Springs either November 30, Dec, 1 or 2.

I am contacting you to inquire if you would like to participate in the arbitration process. Please respond via email on whether you will want to attend in person, by phone, or will be declining to attend. Should you choose to participate in the arbitration could you also please advise of the following:

- Which of the provided dates do you prefer?
- Do you prefer a morning or afternoon hearing?
- Would you like the assistance of an Arbitration Specialist over speaker phone at the hearing, or will you wish to defend the claim for General Motors on your own?

I must provide the BBB an answer within 24 hours. If a response is not received I will have to give a date and time without your input. Thank you in advance for your cooperation and assistance.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The 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.

Thank You,

Penny Crisp.
Arbitration Specialist
General Motors - Business Resource Center
Phone: 866-790-5600 x 5911368
Fax: 866-485-4466
penny.crisp@gm.com

From: Khalifeh, MaryAnn [mailto:MKhalifeh@council.bbb.org]
Sent: Thursday, November 12, 2015 4:46 PM
To: Penny Crisp (C)
Cc: Jessica Contreras (C); Kayla Sikes (C); Tawni Pennington (C)
Subject: [redacted]

Will you be available November 30, Dec, 1 or 2 for a hearing of this case? The hearing site will be at the Colorado Springs, CO BBB.

Mary Ann Khalifeh *Dispute Resolution Specialist*
Council of Better Business Bureaus Inc
P:1-800-955-5100, Extension 527
bbb.org *Start With Trust®*

Tawni Pennington (C)

From:	Tawni Pennington (C)
Sent:	Thursday, November 12, 2015 4:11 PM
To:	Steve Franklin
Subject:	RE: [redacted]

Tracking:	Recipient	Read
	Steve Franklin	Read: 11/12/2015 4:12 PM

No and now the customer is wanting a straight repurchase. The customer is now saying some of the issues with his vehicle will not be able to be repaired per the dealership.

If you have further questions, please contact Customer Relationship Specialist, Tawni at 866-790-5700 ext 5921253, or by fax at 866-393-8053.
You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Tawni
General Motors, LLC
Business Resource Center

From: Steve Franklin
Sent: Thursday, November 12, 2015 4:08 PM
To: Tawni Pennington (C)
Subject: RE: [redacted]

Has Gary gotten back to you on a decision?

Steve Franklin
Business Resource Technical Manager
General Motors - Western Region
steve.franklin@gm.com
805.208.9245

From: Tawni Pennington (C)
Sent: Thursday, November 12, 2015 12:56 PM
To: Steve Franklin
Cc: Rod Gasperik; Robert M. Kropp
Subject: FW: [redacted]

Steve,

This customer is now requesting a straight repurchase and is now being scheduled for arbitration.

If you have further questions, please contact Customer Relationship Specialist, Tawni at 866-790-5700 ext 5921253, or by fax at 866-393-8053.

You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Tawni
General Motors, LLC
Business Resource Center

From: Tawni Pennington (C)
Sent: Tuesday, November 10, 2015 12:17 PM
To: Gary Cochrane
Subject: RE: [redacted]

Gary,

The customer has been back to the dealership and has added an additional 6 days to his days out of service. The customer is requesting a repurchase. Please review and advise. Thank you in advance for you assistance it is greatly appreciated.

If you have further questions, please contact Customer Relationship Specialist, Tawni at 866-790-5700 ext 5921253, or by fax at 866-393-8053.
You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Tawni
General Motors, LLC
Business Resource Center

From: Gary Cochrane
Sent: Thursday, October 29, 2015 9:05 PM
To: Tawni Pennington (C)
Subject: RE: [redacted]

None of the repairs effect the safety or operation of the vehicle and the dealership has addressed all issues. I look at repurchase as a last resort.

Gary S. Cochrane
District Manager Aftersales
Chevrolet Motor Division, Western Region
Denver, CO
CELL: [redacted]
FAX: 303-799-1648

FIND NEW ROADS

From: Tawni Pennington (C)
Sent: Wednesday, October 14, 2015 9:42 AM

To: Gary Cochrane
Subject: SR#[redacted]

Customer Last Name: [redacted]
Service Request:[redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTCE39F1[redacted]

Dear Gary Cochrance:

I have attached the Case Assessment for the customer listed above. Customer is seeking a repurchase, please review and advise.

If you have further questions, please contact Customer Relationship Specialist, Tawni at 866-790-5700 ext 5921253, or by fax at 866-393-8053.
You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Tawni
General Motors, LLC
Business Resource Center

Tawni Pennington (C)

From: Tawni Pennington (C)
Sent: Tuesday, November 10, 2015 12:17 PM
To: Gary Cochrane
Subject: RE: [redacted]
Attachments: [redacted] Case Assessment (1).xls

Gary,

The customer has been back to the dealership and has added an additional 6 days to his days out of service. The customer is requesting a repurchase. Please review and advise. Thank you in advance for you assistance it is greatly appreciated.

If you have further questions, please contact Customer Relationship Specialist, Tawni at 866-790-5700 ext 5921253, or by fax at 866-393-8053.
You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Tawni
General Motors, LLC
Business Resource Center

From: Gary Cochrane
Sent: Thursday, October 29, 2015 9:05 PM
To: Tawni Pennington (C)
Subject: RE: [redacted]

None of the repairs effect the safety or operation of the vehicle and the dealership has addressed all issues. I look at repurchase as a last resort.

Gary S. Cochrane
District Manager Aftersales
Chevrolet Motor Division, Western Region
Denver, CO
CELL: [redacted]
FAX: 303-799-1648

FIND NEW ROADS

From: Tawni Pennington (C)
Sent: Wednesday, October 14, 2015 9:42 AM
To: Gary Cochrane
Subject: SR#8-[redacted]

Customer Last Name: [redacted]

Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTCE39F1[redacted]

Dear Gary Cochrance:

I have attached the Case Assessment for the customer listed above. Customer is seeking a repurchase, please review and advise.

If you have further questions, please contact Customer Relationship Specialist, Tawni at 866-790-5700 ext 5921253, or by fax at 866-393-8053.
You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Tawni
General Motors, LLC
Business Resource Center

Tawni Pennington (C)

From: Tawni Pennington (C)
Sent: Wednesday, October 14, 2015 11:42 AM
To: 'gary.cochrane@gm.com'
Subject: SR#[redacted]
Attachments: [redacted] Case Assessment.xls

Customer Last [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTCE39F1[redacted]

Dear Gary Cochrance:

I have attached the Case Assessment for the customer listed above. Customer is seeking a repurchase, please review and advise.

If you have further questions, please contact Customer Relationship Specialist, Tawni at 866-790-5700 ext 5921253, or by fax at 866-393-8053.
You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Tawni
General Motors, LLC
Business Resource Center

Kayla Sikes (C)

From:	Kayla Sikes (C)
Sent:	Tuesday, November 17, 2015 12:46 PM
To:	steve.franklin@gm.com
Cc:	Tawni Pennington (C) (tawni.pennington@gm.com)
Subject:	BBB Arbitration, customer [redacted] seeking Approval - 1GCGTCE39F1[redacted]
Attachments:	msdocs.pdf; 2. CCF.pdf; 1. CA.xls

RE: Customer Name: [redacted]
Service Request: [redacted]
Vehicle: 2015 Chevrolet Colorado
VIN: 1GCGTCE39F1[redacted]
Arbitration Date/Time: 11/30/15 at 10 AM PST
State: CO

Good morning Steve,

I am the Arbitration Specialist on this case.

After review of this case I do not feel it is defendable.
Tawni has verified days out of service with this case. We are showing that power steering has 2 repair attempts w/ 30 days out of service.

Mr. [redacted] also has the complaint of a noise, the first one repaired on 2/4/15 (21 days out of service, reworked cowl). It also came in on 10/6 (2 days, unable to duplicate) and 10/30 (6 days, weather tape was applied to cabin air filter door). On the claim form it shows this concern still exists.

Would you approve a straight repurchase per CO Lemon Law?

Sincerely,

Kayla Sikes
GM Arbitration Specialist
Phone: 866-790-5600 ext 5911131
Fax: 866-268-5529
Email: kayla.sikes@gm.com

FACE PAGE

RENTAL AGREEMENT

ADVISOR: BEN

(10)

DEALER INFORMATION

Name

Address AL SERRA CHEVROLET - SOUTH
230 N. ACADEMY BLVD.

City COLORADO SPRINGS, State CO 80909 Zip

Phone (719) 596-3040

CUSTOMER VEHICLE INFORMATION

License No. | State

VIN

Year/Make/Model/Color

RENTAL VEHICLE INFORMATION

Date and Time IN 7 29 15 A.M. P.M.

Date and Time OUT 07 03 15 A.M. 4:00 P.M.

Date and Time DUE IN / / A.M. P.M.

Vehicle VIN 7R[redacted]

Vehicle Description 2015 Chevy Silverado

Mileage IN 2768

Mileage OUT 1329

Miles Driven

Miles Allowed

Chargeable Miles

FUEL	OUT	IN
	E	F
	3/4	3/4
	1/2	1/2
	1/4	1/4
	E	E

Unit# 159517

CUSTOMER INFORMATION

Customer [redacted]

Home Address [redacted]

City CoS [redacted]

Driver's License No. [redacted] AL Expires 6/10/20

Birth Date [redacted]

Additional Driver's Name | Birth Date

Driver's License No. | State | Expires

Additional Driver's Name | Birth Date

Driver's License No. | State | Expires

CUSTOMER INSURANCE INFORMATION

Insurer USAA | Agent N/A

Policy No. 01334 15 384U | Expiration Date 6/19/15 | Telephone 1800-531-USAA

DAMAGE DESCRIPTION

Initials ADVISOR:

Condition Out: NO Damage
Missing emblem Crank
S 3/4

Condition In:

777

ADVISOR:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ _____¢	
DAYS: _____ @ $_____	
TOTAL TIME AND MILEAGE CHARGES →	
TAXABLE FUEL _____ GAL. @ $_____	
TAXABLE SUB-TOTAL →	
TAX @ _____%	
NON-TAXABLE FUEL _____ GAL. @ $_____	
Colorado Road Safety Fee @ $2/day	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	

METHOD OF PAYMENT

$_____ ☐ CHECK

☐ AMEX ☐ MC ☐ VISA ☐ OTHER

___/___ EXPIRES

#_____

☐ CARD VERIFIED

REFUNDED $_____

CUSTOMER INITIALS

Pursuant to the requirements of C.R.S. 43-3-302 and C.R.S. 42-4-1209, You (the Customer) are liable for payment of any toll evasion violation civil penalties and any parking violation fines incurred during the term of the Rental Period. If such a penalty is incurred, Your name, address, and state driver's license number will be furnished to the toll road or toll highway company (for toll violations) or to the prosecutorial division of the appropriate jurisdiction (for parking violation fines).

NO SMOKING OR PETS ALLOWED IN THIS VEHICLE. PLEASE RETURN WITH SAME AMOUNT OF GAS.

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement.

Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

White - Office Copy Canary - Customer Copy Pink - Folder Copy

FACE PAGE

RENTAL AGREEMENT

ADVISOR Ben

DEALER INFORMATION

Name
Address AL SERRA CHEVROLET - SOUTH
230 N. ACADEMY BLVD.
COLORADO SPRINGS, CO 80909
City (719) 596-3040 State Zip
Phone

CUSTOMER VEHICLE INFORMATION

License No. State
VIN
Year/Make/Model/Color

RENTAL VEHICLE INFORMATION

Date and Time IN	06/18/15 A.M. P.M.		
Date and Time OUT	06/16/15 A.M. 7:45 P.M.		
Date and Time DUE IN	/ / A.M. P.M.		
Vehicle VIN	1G1105S[redacted]	FUEL OUT	FUEL IN
Vehicle Description	2015 Chevy Malibu	F	F
Mileage IN	1930	3/4	3/4
Mileage OUT	1831	1/2	1/2
Miles Driven		1/4	1/4
Miles Allowed		E	E
Chargeable Miles			

RC [redacted] Unit# R15373 RA# 373-12

CUSTOMER INFORMATION

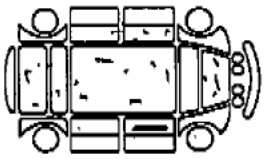
Customer [redacted]
Home Add [redacted]
City COS State CO [redacted]
Driver's Li [redacted] State FL Expires 6/16/20
Bir [redacted]
Additional Driver's Name Birth Date
Driver's License No. State Expires
Additional Driver's Name Birth Date
Driver's License No. State Expires

CUSTOMER INSURANCE INFORMATION

Insurer USAA Agent N/A
Policy No. 01334 15 381 Expiration Date 6/19/15 Telephone 210-531-USAA

DAMAGE DESCRIPTION

Initials ADVISOR



Condition Out: Hail Damage. Scratch $0-7k

Condition In: Same Level

ADVISOR Ben Johnson

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ _____¢	
DAYS: _____ @ $_____	
TOTAL TIME AND MILEAGE CHARGES →	
TAXABLE FUEL _____ GAL. @ $_____	
TAXABLE SUB-TOTAL →	
TAX @ _____%	
NON-TAXABLE FUEL _____ GAL. @ $_____	
Colorado Road Safety Fee @ $2/day	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	

METHOD OF PAYMENT

$_____
☐ CHECK
____/____ EXPIRES
#_____
☐ CARD VERIFIED
☐ AMEX
☐ MC
☐ VISA
☐ OTHER

REFUNDED

$_____

CUSTOMER INITIALS
X_____

Pursuant to the requirements of C.R.S. 43-3-302 and C.R.S. 42-4-1209, You (the Customer) are liable for payment of any toll evasion violation civil penalties and any parking violation fines incurred during the term of the Rental Period. If such a penalty is incurred, Your name, address, and state driver's license number will be furnished to the toll road or toll highway company (for toll violations) or to the prosecutorial division of the appropriate jurisdiction (for parking violation fines).

No Smoking or Pets

Return with Same Fuel Level

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms [redacted]

ALL CHARGES SUBJECT TO FINAL AUDIT

For **Roadside Assistance**: 800-531-8555

Report a claim, get coverage and deductible information, request a tow from the accident scene, schedule an appraisal or reserve a rental car using:

- usaa.com,
- USAA's Mobile App, or
- By calling **210-531-USAA (8722)**, our mobile phone shortcut number #8722 or 800-531-USAA.

03/16/15

Automobile Insurance Identification Card

This identification card is evidence of liability insurance for your vehicle. The card is valid only as long as liability insurance remains in force.

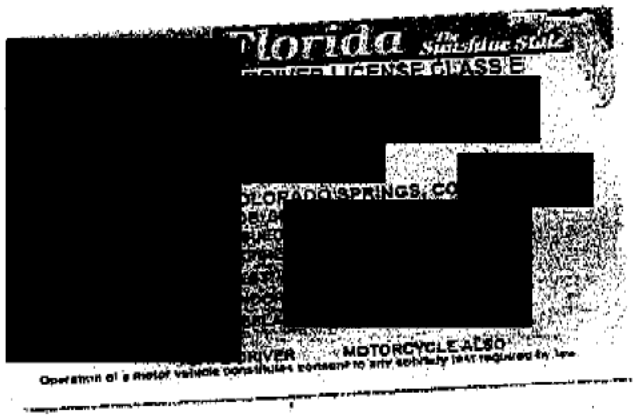
You may be required to produce your identification card at vehicle registration or inspection, when applying for a driver's license, following an accident or upon a law enforcement officer's request.

Keep a copy of the ID card in your vehicle at all times.

For your convenience, additional copies are available on usaa.com.

FCO1 Rev. 06-13

[redacted]



UNITED SERVICES AUTOMOBILE ASSN

THIS CARD IS TO BE USED AS EVIDENCE OF INSURANCE AS REQUIRED BY COLORADO LAW. KEEP IN YOUR VEHICLE AT ALL TIMES.

BI-PD

COLORADO INSURANCE IDENTIFICATION CARD

NAME [redacted]

POLICY NUMBER [redacted] 7108 0

EFFECTIVE DATE 01/28/15 TO 06/19/15

2015 CHEV COLORADO

1GCGTCE39F[redacted]

9800 Fredericksburg Road San Antonio, Texas 78288

Additional copies available at usaa.com

CONTACT US: 210-531-USAA(8722)
OR 800-531-USAA

GOOD CHEVROLET INC

325 SW 12TH ST.P.B 935
RENTON WA 98057
ORGANIZATION: GM
TO: TAWNI PENNINGTON
RE: [redacted]
PHONE: 800-231-1841
FAX: 866-393-8053
0 URGENT.
0 FOR REVIEW.
0 PLEASE COMMENT.
0 PLEASE REPLY.

FROM :

BOB MANNING
bmanning@goodchev.com
DIRECTOR OF FIXED OPERATIONS.
PHONE: 425-235-2059
FAX : 425-235-2032
DATE SENT: 9-30-15
TIME SENT: 2:40
NUMBER OF PAGES INCLUDING COVER PAGE: 39
MESSAGE: THANKS

[redacted]

GOOD CHEVROLET, INC

325 SW 12th St
PO Box 935
Renton, WA [redacted]
WWW.GOODCHEV.COM

CEL [redacted]

CUSTOMER NO [redacted]	ADVISOR LES COLEMAN 2737	TAG NO 870	INVOICE DATE 08/25/15		
[redacted] BURIEN, WA [redacted]	LABOR RATE	LICENSE NO APD0567	MILEAGE 15,291	COLOR ATLANTIS BL	STOCK NO 5383T
	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 12/24/13	DELIVERY MILES 83
	VEHICLE ID NO 1G11B5SL5E[redacted]			SELLING DEALER NO	PRODUCTION DATE
	FTE NO	P O NO		R O DATE 08/24/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 15320

COMMENTS
RENTAL

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT
5383T		

TOTAL LABOR	8.50
TOTAL PARTS	5.30
TOTAL SUBLET	76.00
TOTAL G O G	29.75
TOTAL MISC CHG	1.86
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	**121.41**

APPROVED BY SIGNATURE

YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. It is our goal to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately. All claims for adjustment must be accompanied by this invoice.

Good Chevrolet and General Motors warrants all parts and materials provided for non-warranty repairs under this order against defect in materials and workmanship under normal use for 90 days or 4,000 miles whichever occurs first. GOOD CHEVROLET AND GENERAL MOTORS DOES NOT WARRANT ANY PARTS OR MATERIALS PROVIDED FOR WARRANTY REPAIRS. GOOD CHEVROLET AND GENERAL MOTORS'S OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AND MATERIALS AT ITS REPAIR FACILITY. GOOD CHEVROLET AND GENERAL MOTORS DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES (INCLUDING BUT NOT LIMITED TO ANY OBLIGATIONS). GOOD CHEVROLET AND GENERAL MOTORS WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (SUCH AS TOWING CHARGES, RENTAL CAR EXPENSES OR LOSS OF USE, TIME, INCOME OR PROFIT). Because some states do not allow the exclusion or limitation of implied warranties and/or liability for incidental or consequential damages, some of the exclusions and limitations herein may not apply to you. Further you may have additional warranties, rights and remedies against the manufacturers of some or all of the parts and materials provided under this order.

The information contained on the estimate, worksheet and / or repair order is incorporated herein by reference

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC

THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY
X _____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED
X _____

WASHED AND VACUUMED
X _____

Thank You

Copyright © 1996 The Reynolds and Reynolds Company
ERAINTHVE SF087 (9/95

[redacted]

GOOD CHEVROLET, INC

325 SW 12th St
PO Box [redacted]
Renton [redacted]
WWW GOODCHEV COM

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR LES COLEMAN 2737	TAG NO 870	INVOICE DATE 08/25/15		
[redacted]	LABOR RATE	LICENSE NO APD0567	MILEAGE 15,291	COLOR ATLANTIS BL	STOCK NO 5383T
	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS			DELIVERY DATE 12/24/13	DELIVERY MILES 83
BURIEN, WA [redacted]	VEHICLE ID NO 1G11B5SL5EF [redacted]			SELLING DEALER NO	PRODUCTION DATE
	F T E NO	P O NO		R O DATE 08/24/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 15320

JOB# 1 CHARGES

LABOR
3#:2.00CVZ7 * DRIVEABILITY * HOURS: TECH(S) 1764 0 00

CUSTOMER STATES VEHICLE DIES AT STOPS
WILL DIE WHEN RPMS GO DOWN, COMES TO STOPS AT HIGHER
SPEEDS WILL SUDDENLY SURGE AT SHIFTING. SES IS ON
SCANNED FOR CODES RETREIVED 2 CODES FOR MAF IN HISTORY.
P0101 PERFORMANCE. AND P0102 MAF LOW. REMOVED MPE SENSOR.
CHECKS OK AIR FILTER HOUSING FREE AND CLEAR CHECKED
CONNECTIONS AND WIRE HARNESS ROUTING FROM MAF SENSOR TO PCM.
ALL CHECKS GOOD. ROAD TESTED OK, CLEARED CODES. HAD OC ROAD
TEST FOR 20 MILES. AND ALL CHECKS OK STILL.

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION		
	281275	706353	08/25/15	RENTAL		76.00
					TOTAL - SUBLET	76 00

JOB# 1 TOTALS

SUBLET	76 00
JOB# 1 JOURNAL PREFIX CVIS JOB# 1 TOTAL	76.00

JOB# 2 CHARGES

LABOR
J#:2.00CVZFS# LUBE OIL FILTER HOURS: TECH(S): 2203 8.50

LUBE OIL AND FILTER SERVICE
CHECK BELTS FLUIDS HOSES
ADJUST TIRE PRESSURE
VERIFIED VEHICLE ELIGIBITY
COMPLETED LUBE OIL AND FILTER SERVICE
CHECKED BELTS FLUID HOSES
ADJUSTED TIRE PRESSURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	12640445	FILTER 1.836 Y	5 30	5.30
				TOTAL - PARTS	5.30

G.O.G & SUPPLIES				
5 0 QT(S) 0W20 DEXOS	@ 5 950	/UNIT		29 75
			TOTAL - GOG	29 75

MISC	CODE	DESCRIPTION	CONTROL NO	
	1HW	HAZARDOUS REMOVAL FEE		1.86
			TOTAL - MISC	1 86

JOB# 2 TOTALS

LABOR	8.50
PARTS	5.30
G O.G	29.75
MISC	1 86
JOB# 2 JOURNAL PREFIX CVIS JOB# 2 TOTAL	45.41

YOUR SATISFACTION IS OUR GOAL

Thank you for this opportunity to serve you. It is our goal to perform all repairs requested on this repair order to your complete satisfaction If our service was satisfactory tell your friends, if not, please tell us immediately All claims for adjustment must be accompanied by this invoice.

Good Chevrolet and General Motors warrants all parts and materials provided for non-warranty repairs under this order against defect in materials and workmanship under normal use for 90 days or 4,000 miles, whichever occurs first GOOD CHEVROLET AND GENERAL MOTORS DOES NOT WARRANT ANY PARTS OR MATERIALS PROVIDED FOR WARRANTY REPAIRS GOOD CHEVROLET AND GENERAL MOTORS'S OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AND MATERIALS AT ITS REPAIR FACILITY GOOD CHEVROLET AND GENERAL MOTORS DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES (INCLUDING, BUT NOT LIMITED TO, ANY OBLIGATIONS GOOD CHEVROLET AND GENERAL MOTORS WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (SUCH AS TOWING CHARGES, RENTAL CAR EXPENSES OR LOSS OF USE, TIME, INCOME OR PROFIT) Because some states do not allow the exclusion or limitation of implied warranties and/or liability for incidental or consequential damages, some of the exclusions and limitations herein may not apply to you Further, you may have additional warranties, rights and remedies against the manufacturers of some or all of the parts and materials provided under this order

The information contained on the estimate, worksheet and / or repair order is incorporated herein by reference.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC

THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY
X _____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED
X _____

WASHED AND VACUUMED
X _____

Thank You

Copyright © 1999 The Reynolds and Reynolds Company DRAINTNYE 97307 10/03

[CONTINUED ON NEXT PAGE]
02 31pm

GOOD CHEVROLET, INC

[redacted]

WWW GOODCHEV COM

[redacted]

CEL [redacted]

CUSTOMER NO [redacted]	ADVISOR LES COLEMAN 2737	TAG NO 870	INVOICE DATE 08/25/15		
	LABOR RATE [redacted]	MILEAGE 15,291	COLOR ATLANTIS BL	STOCK NO 5383T	
	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13	DELIVERY MILES 83	
BURIEN, WA [redacted]	VEHICLE I D NO 1G11B55L5E[redacted]		SELLING DEALER NO	PRODUCTION DATE	
	F T E NO	P O NO	R O DATE 08/24/15		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 15320	

TOTALS

TOTAL LABOR. .	0 00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0 00
TOTAL G.O G..	0 00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0 00
TOTAL TAX .	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO [ ]

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

[redacted]

YOUR SATISFACTION IS OUR GOAL

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THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY

X_____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED

X_____

WASHED AND VACUUMED

X_____

Thank You

Copyright © 1998 The Reynolds and Reynolds Company

GOOD CHEVROLET, INC

[redacted]

325 SW 12th St
PO B[redacted]
Renton

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LES COLEMAN [redacted]	TAG NO 870	INVOICE DATE 08/25/15	
[redacted]	LABOR RATE	MILEAGE 15,291	COLOR ATLANTIS BL	STOCK NO 5383T
BURIEN, WA [redacted]	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13	DELIVERY MILES 83
	VEHICLE I D NO 1G11B5SL5E[redacted]		SELLING DEALER NO	PRODUCTION DATE
	P T E NO	P U NO	R O DATE 08/24/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 15320

JOB# 1 CHARGES

LABOR J#1:1CCVZ * DRIVEABILITY * TECH(S):1764 WARRANTY

CUSTOMER STATES VEHICLE DIES AT STOPS
WILL DIE WHEN RPMS GO DOWN.COMES TO STOPS.AT HIGHER
SPEEDS WILL SUDDENLY SURGE AT SHIFTING.SES IS ON.
SCANNED FOR CODES.RETREIVED 2 CODES FOR MAF IN HISTORY
P0101 PERFORMANCE. AND P0102 MAF LOW REMOVED MPE SENSOR.
CHECKS OK AIR FILTER HOUSING FREE AND CLEAR CHECKED
CONNECTIONS AND WIRE HARNESS ROUTING FROM MAF SENSOR TO PCM
ALL CHECKS GOOD ROAD TESTED OK. CLEARED CODES.HAD QC ROAD
TEST FOR 20 MILES. AND ALL CHECKS OK STILL

SUBLET PO# VEND INV# INV DATE DESCRIPTION

281275	706353	08/25/15	RENTAL	
			TOTAL - SUBLET	WARRANTY 0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR J#2:00CVZES * LUBE OIL FILTER * TECH(S):2203 INTERNAL

LUBE OIL AND FILTER SERVICE
CHECK BELTS FLUIDS HOSES
ADJUST TIRE PRESSURE
VERIFIED VEHICLE ELIGIBITY
COMPLETED LUBE OIL AND FILTER SERVICE
CHECKED BELTS FLUID HOSES
ADJUSTED TIRE PRESSURE

PARTS QTY FP-NUMBER DESCRIPTION UNIT PRICE

1	12640445	FILTER 1.836 Y		
			TOTAL - PARTS	INTERNAL 0.00

G O G. & SUPPLIES

5.0 QT(S) DW20 DEXOS	@	/UNIT		
			TOTAL - GOG	INTERNAL 0.00

MISC CODE DESCRIPTION CONTROL NO

1HW HAZARDOUS RENOVAL FEE		
TOTAL - MISC		INTERNAL 0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

COMMENTS
RENTAL

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THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY
X_____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED
X_____

WASHED AND VACUUMED
X_____

Thank You

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Vehicle Report

Printed on 08/24/2015 10 51 30

WORKBENCH Service

VIN: 1G11B5SL5EF[redacted] **Vehicle Model:** 2014 MALIBU LS **Delivery Date:** 12/24/2013

Service Consultant : Les Coleman **Mileage :** 15291

Repair Order History

	R.O. Closure Date	R.O. Number	Service Location	1st R O Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O Mileage
CH	04/27/2015	[redacted]	WA	* DRIVEABILITY *	1	I	12725 MI
CH	01/29/2015		WA	LUBE OIL FILTER	1	W	10043 MI
CH	07/29/2014		WA	BODY ELECT RECALL	2	W	4162 MI

Vehicle Report

Printed on 08/24/2015 10:51:30

WORKBENCH Service

VIN: 1G11B5SL5E[redacted] Vehicle Model: 2014 MALIBU LS Delivery Date: 12/24/2013

Service Consultant : Les Coleman Mileage : 15291

Vehicle Summary

OnStar Status	Diagnostics Report	DMN Enabled	Radio Status	Radio ID
Equipped - Active	No	No	Not Equipped	

Required Field Actions

Number	Type	Description	Release Date	Status
13380	Non Compliance Recall	HVAC CONTROL INOPERABLE	11/11/2013	Closed
14201	Non Compliance Recall	ELECTRONIC BRAKE CONTROL MODULE	05/12/2014	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	12/24/2013	83 MI	12/24/2016	36083 MI	Applicable
Corrosion Limited Warranty	12/24/2013	83 MI	12/24/2019	100083 MI	Applicable
Emission Limited Warranty	12/24/2013	83 MI	12/24/2016	50083 MI	Applicable
Chevrolet 2 Year Scheduled Maintenance	12/24/2013	83 MI	12/24/2015	24083 MI	2 of 4 visits remaining
Emission Select Component Ltd Wty	12/24/2013	83 MI	12/24/2021	80083 MI	Applicable
Emission Select State Component Ltd Wty	12/24/2013	83 MI	12/24/2020	70083 MI	Applicable
Powertrain Limited Warranty	12/24/2013	83 MI	12/24/2018	100083 MI	Applicable
Special Coverage 14232	12/24/2013	83 MI	12/24/2023	150083 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer
No information found for this vehicle								

Service Information

Type	Number	Description	Date Posted
No information found for this vehicle			

Vehicle Transaction History

Service Date	R.O Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
01/29/2015	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	10043 MI	Warranty
07/28/2014		ZREG	0600723	Chevrolet 2 Year Maintenance	4162 MI	Warranty
07/28/2014		ZFAT	9100545	N140201 - Reprogram Electronic Brake Control Module	4162 MI	Warranty
11/13/2013		ZFAT	9100249	N130380 - HVAC System Control Module Reprogramming with SPS	2 MI	Warranty
09/26/2013		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Please Note This document may be considered current for 24 hours from the time it was printed

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CVIS293619

CVIS293619

GOOD CHEVROLET, INC

325 SW 12th St
PO Box 925
Renton [redacted]

Telephone (425) 235-2040
Fax (425) 235-2032
WWW.GOODCHEV.COM

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LES COLEMAN 2737	TAG NO 927	INVOICE DATE 04/27/15		
[redacted]	LABOR RATE [redacted]	MILEAGE 12,725	COLOR ATLANTIS BL	STOCK NO 5383T	
	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13	DELIVERY MILES 83	
BURIEN, WA [redacted]	VEHICLE I D NO 1G11B5SL5EF [redacted]		SELLING DEALER NO	PRODUCTION DATE	
	F T B NO	P O NO	R O DATE 04/23/15		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 12725	

JOB# 1 CHARGES

LABOR 0.00

J# 1 10CVZ * DRIVEABILITY * HOURS: TECH(S):1165
CUST STATES ENGINE IS SHAKING,JUMPING UNDER LOAD LOSS OF POWER.SES IS NOT ON
CHECKED FOR CODES,NONE FOUND CHECKED FOR MISS,NONE FOUND.
ROAD TESTED SEVERAL TIMES. AND PERFORMED FINE

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
	273219		04/24/15	RENTAL CAR	38 00
				TOTAL - SUBLET	38 00

JOB# 1 TOTALS

SUBLET	38 00
JOB# 1 JOURNAL PREFIX CVIS JOB# 1 TOTAL	38 00

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT
5383T		

TOTAL LABOR	0.00
TOTAL PARTS	0 00
TOTAL SUBLET	38 00
TOTAL G O.G.	0 00
TOTAL MISC CHG	0 00
TOTAL MISC DISC	0.00
TOTAL TAX	0 00
TOTAL INVOICE $	**38.00**

APPROVED BY SIGNATURE

[redacted]

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THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY X_____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED X_____

WASHED AND VACUUMED X_____

Thank You

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LOSS OF POWER

GOOD CHEVROLET, INC.

29364[illegible]

325 SW 12th St
P.O Box 935
Renton, WA 98057

Telephone (425) 235-204[illegible]
(425) 235-204[illegible]
(425) 235-204[illegible]
Service Fax (425) 235-2032
www.GOODCHEV.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ012	12000 MILE SERVICE	MI	0.00	01CVZ015	15000 MILE SERVICE	MO	0.00
00CVZ001	LUBE OIL FILTER	MI	0.00	00CVZ004	ENGINE OIL FLUSH	MI	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/29/15	[redacted]	10043	2737	1248	W	00CVZFS	LUBE OIL FILTER
07/28/14		4162	1795	1717	W	51CVZ17	BODY ELECT RECALL
				1717	W	00CVZFS	LUBE OIL FILTER

SALESPERSON NO. 283 JACOB P MAYRHOFER — SERVICE — STATE REG#

TERMS	VEHICLE I D NO	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO	LICENSE NO
CASH ☐	1G11B5SL5EF[redacted]	14/CHEVROLET/MALIBU/4DR SDN LS		53837	[redacted]
CREDIT CARD ☐		COLOR/TRIM	DELIVERY DATE	DELIVERY MILES	SELLING DEALER #
CHECK ☐	[redacted]	[redacted] SERVICE CONTRACT	12/24/13	83	04/23/15
			CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES
CALL WHEN READY ☐ YES ☐ NO	BURIEN, WA [redacted]	ATLANTIS BLUE M/M			TAG NO 927

TURBO	MAKE	AIR COND	P/S	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	CVZZ				12,725	2737	LES COLEMAN

DATE | RESIDENCE PHONE | BUSINESS PHONE

TIME | TIME RECEIVED 03:42pm | DATE/TIME PROMISED 04/24/15 06:00pm | PRIORITY 4 | LABOR RATE

APPOINTMENT ☒ Yes ☐ No

CELL: 206-445-5693

SERVICE HOURS
MONDAY - FRIDAY
6:30 A.M. - 6:00 PM

GOOD CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

JOB

[redacted]

CUST STATES ENGINE IS SHAKING,JUMPING UNDER LOAD LOSS OF POWER,SES IS NOT ON.

SAVE PARTS ☐ YES ☐ NO

YOU ARE ENTITLED TO A WRITTEN PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED YOU ARE ALSO ENTITLED TO REQUIRE THE REPAIR FACILITY TO OBTAIN YOUR ORAL OR WRITTEN AUTHORIZATION TO EXCEED THE WRITTEN PRICE ESTIMATE YOUR SIGNATURE OR INITIALS WILL INDICATE YOUR SELECTION

1 ☐ I request an estimate in writing before you begin repairs Contact me if the price will exceed this estimate by more than ten percent

2 ☐ Proceed with repairs but contact me if the price will exceed $ ____

3 ☐ I do not want a written estimate

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle

PRELIMINARY ESTIMATE $ ____

AUTHORIZED BY X ____

		DATE	TIME	BY
REVISED ESTIMATE (1)	$			
REVISED ESTIMATE (2)	$			
REVISED ESTIMATE (3)	$			

[redacted]

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The Reynolds and Reynolds Company (C) 2235S4 Q (11/14)

CUSTOMER COPY

DEALERSHIPS USING DAILY JOB TICKETS SHOULD AFFIX THE JOB STICKERS IN THIS AREA	TECHNICIAN'S COMMENTS INCLUDE DESCRIPTION OF CAUSE
Road Tested By: 159 Start 12746 End 12750 all good	COMPLAINT CAUSE 1 CORRECTION
	COMPLAINT CAUSE 2 CORRECTION
	COMPLAINT CAUSE 3 CORRECTION
Road Tested By: 165 Start 12726 End 12729	COMPLAINT CAUSE 4 CORRECTION
Road Tested By: 177 Start 12729 End 12740	COMPLAINT CAUSE 5 CORRECTION

CC723554 O

09/30/2015 14:20 4252352032 GOOD CHEV PAGE 10/35

Vehicle Report

Printed on 04/23/2015 07:01:57

WORKBENCH Service

VIN: 1G11B5SL5E[redacted] Vehicle Model: 2014 MALIBU LS

Delivery Date: 12/24/2013

Mileage : 12725

Service Consultant : Les Coleman

Vehicle Summary

OnStar Status	DVD Enabled	DMN Enabled	Radio Status	Radio ID
Equipped - Active	No	No	Not Equipped	

Required Field Actions

Number	Type	Description	Release Date	Status
13380	Non Compliance Recall	HVAC CONTROL INOPERABLE	11/11/2013	Closed
14201	Non Compliance Recall	ELECTRONIC BRAKE CONTROL MODULE	05/12/2014	Closed

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	12/24/2013	83 MI	12/24/2016	36083 MI	Applicable
Corrosion Limited Warranty	12/24/2013	83 MI	12/24/2019	100083 MI	Applicable
Emission Limited Warranty	12/24/2013	83 MI	12/24/2016	50083 MI	Applicable
Chevrolet 2 Year Scheduled Maintenance	12/24/2013	83 MI	12/24/2015	24083 MI	2 of 4 visits remaining
Emission Select Component Ltd Wty	12/24/2013	83 MI	12/24/2021	80083 MI	Applicable
Emission Select State Component Ltd Wty	12/24/2013	83 MI	12/24/2020	70083 MI	Applicable
Powertrain Limited Warranty	12/24/2013	83 MI	12/24/2018	100083 MI	Applicable
Special Coverage 14232	12/24/2013	83 MI	12/24/2023	150083 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0329	Brake Lights Stay Illuminated Without Brake Pedal Being Pressed	03/16/2015

Vehicle Transaction History

Service Date	R.O Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
01/29/2015	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	10043 MI	Warranty
07/28/2014		ZREG	0600723	Chevrolet 2 Year Maintenance	4162 MI	Warranty
07/28/2014		ZFAT	9100545	N140201 - Reprogram Electronic Brake Control Module	4162 MI	Warranty
11/13/2013		ZFAT	9100249	N130380 - HVAC System Control Module Reprogramming with SPS	2 MI	Warranty
09/26/2013		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Vehicle Report

Printed on 04/23/2015 07 01 57

WORKBENCH Service

VIN: 1G11B5SL5EF[redacted] Vehicle Model: 2014 MALIBU LS

Delivery Date: 12/24/2013

Mileage : 12725

Service Consultant : Les Coleman

Repair Order History

R O. Closure Date	R O Number	Service Location	1st R.O. Job Description Text	R O Job Count	Job Type Indicators	Vehicle R.O. Mileage
01/29/2015	[redacted]	WA	LUBE OIL FILTER	1	W	10043 MI
07/29/2014		WA	BODY ELECT RECALL	2	W	4162 MI

GOOD CHEVROLET, INC
325 SW 12th St PO Box 935
Renton, WA 98057
425-235-2000
WWW GOODCHEV COM

NUMBER [redacted]
WRITTEN BY LES D COLEMAN
DEPARTMENT SERVICE
DATE 04/23/15 P. O AMOUNT 38.00

PURCHASE ORDER TO [redacted]

ENTERPRISE RENT A CAR
1110 SW GRADY WAY
RENTON WA 98055

SHIP TO

GOOD CHEVROLET INC
325 SW 12TH STREET
PO BOX 935
RENTON WA 98057

BILL TO

GOOD CHEVROLET INC
325 SW 12TH STREET
PO BOX 935
RENTON WA 98057
TAX EXEMPT # A00468317

QTY.	DESCRIPTION	PRICE	AMOUNT
	293619 RENTAL CAR	38 00	

ACCT.	AMOUNT	NUMBER	ACCT.	AMOUNT	CONTROL NUMBER
246	38 00	[redacted]			

SIGNATURE

FORM GBA-LZR-C (1/85)

PAGE 1 OF 1

PURCHASE ORDER

PURCHASE ORDER

PURCHASE ORDER TO 100045

ENTERPRISE RENT A CAR
1110 SW GRADY WAY
RENTON WA 98055

NUMBER [redacted]
WRITTEN BY LES D COLEMAN
DEPARTMENT SERVICE
DATE 04/23/15 P. O. AMOUNT 38.00

SHIP TO
GOOD CHEVROLET INC
325 SW 12TH STREET
PO BOX 935
RENTON WA 98057

BILL TO
GOOD CHEVROLET INC
325 SW 12TH STREET
PO BOX 935
RENTON WA 98057
TAX EXEMPT # A00468317

QTY	DESCRIPTION	PRICE	AMOUNT
	293619 RENTAL CAR	38 00	

ACCT	AMOUNT	CONTROL NUMBER	ACCT.	AMOUNT	CONTROL NUMBER
[redacted]	38 00	[redacted]			

SIGNATURE

FORM GBA-LZR-C (1/85)

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TO ORDER: www.reyrey.com 1-800-344-3858 fax 1-800-261-8655

PAGE 1 OF 1

GOOD CHEVROLET, INC
325 SW 12th St. PO Box 935
Renton, WA 98057
425-235-2000
WWW GOODCHEV COM

Ro# [redacted]

EAN HOLDINGS, LLC, 1110 SW GRADY WAY, RENTON, WA 980572970 (425) 277-5702

RENTAL AGREEMENT REF#
700343 10MZ6Z

RENTER
[redacted]

DATE & TIME OUT
04/23/2015 04 06 PM
DATE & TIME IN
04/24/2015 05 29 PM

BILLING CYCLE
24-HOUR

VEH #1 2014 CHEV IMPL LTZ
VIN# 2G1WC5E33E1[redacted]
LIC# [redacted]
MILES DRIVEN61

BILL TO ACCOUNT
GOOD CHEVROLET INC
ATTN UNKNOWN
P O BOX 935
RENTON, WA 98057

CLAIM INFO [redacted]
TYPE CAR MALIBU
SHOP GOOD CHEVROLET INC
PHONE (800) 486-1404
ATTN UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	04/23 - 04/24	1	DAY	$34 84	$34 84
REFUELING CHARGE	04/23 - 04/24				$0 00
			Subtotal:		**$34.84**
Taxes & Surcharges					
RTA TAX	04/23 - 04/24			0 8%	$0.29
SPORTS FACILITY TAX	04/23 - 04/24			1%	$0 35
VEHICLE LICENSE COST	04/23 - 04/24	1	DAY	$0 44	$0 44
RECOVERY FEE					
WA STATE RENTAL TAX	04/23 - 04/24			5.9%	$2 08
			Total Charges:		**$38.00**

Bill-To / Deposits

GOOD CHEVROLET INC.					
TIME & DISTANCE	04/23 - 04/24	1	DAY		
REFUELING CHARGE	04/23 - 04/24				
RTA TAX	04/23 - 04/24	1	PERCENT	0 8%	
SPORTS FACILITY TAX	04/23 - 04/24	1	PERCENT	1%	
VEHICLE LICENSE COST	04/23 - 04/24	1	DAY		
RECOVERY FEE					
WA STATE RENTAL TAX	04/23 - 04/24	1	PERCENT	5 9%	
			Subtotal:		**($38.00)**

Total Amount Due **$0.00**

PAYMENT INFORMATION
AMOUNT PAID **TYPE** **CREDIT CARD NUMBER**

[redacted]

GOOD CHEVROLET, INC

325 S
PO B
Rent

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LES COLEMAN 2737	TAG NO 873L	INVOICE DATE 01/29/15		
	LABOR RATE	LICENSE NO APD0567	MILEAGE 10,043	COLOR ATLANTIS BL	STOCK NO 5383T
			YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS	DELIVERY DATE 12/24/13	DELIVERY MILES 83
BURIEN, WA [redacted]			VEHICLE ID NO 1G11B5SL5EF [redacted]	SELLING DEALER NO	PRODUCTION DATE
			F T E NO	P O NO	R D DATE 01/29/15
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 10043

JOB# 1 CHARGES

LABOR — TECH(S): 1248 1501 — WARRANTY

J# 1 OCCVZFS LUBE OIL FILTER

LUBE OIL AND FILTER SERVICE
CHECK BELTS FLUIDS HOSES
ADJUST TIRE PRESSURE
VERIFIED VEHICLE ELIGIBITY
COMPLETED LUBE OIL AND FILTER SERVICE
CHECKED BELTS FLUID HOSES
ADJUSTED TIRE PRESSURE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12640445	FILTER 1 836 Y		
				TOTAL - PARTS	0.00

G O G & SUPPLIES					WARRANTY
5 0 QT(S) 5W30 DEXOS	@	/UNIT			
				TOTAL - GOG	0 00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0 00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G O G	0 00
TOTAL MISC CHG.	0 00
TOTAL MISC DISC	0.00
TOTAL TAX	0 00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

[redacted]

YOUR SATISFACTION IS OUR GOAL

Thank you for this opportunity to serve you. It is our goal to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately. All claims for adjustment must be accompanied by this invoice.

Good Chevrolet and General Motors warrants all parts and materials provided for non-warranty repairs under this order against defect in materials and workmanship under normal use for 90 days or 4,000 miles, whichever occurs first. GOOD CHEVROLET AND GENERAL MOTORS DOES NOT WARRANT ANY PARTS OR MATERIALS PROVIDED FOR WARRANTY REPAIRS. GOOD CHEVROLET AND GENERAL MOTORS'S OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AND MATERIALS AT ITS REPAIR FACILITY. GOOD CHEVROLET AND GENERAL MOTORS DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES (INCLUDING, BUT NOT LIMITED TO, ANY OBLIGATIONS. GOOD CHEVROLET AND GENERAL MOTORS WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (SUCH AS TOWING CHARGES, RENTAL CAR EXPENSES OR LOSS OF USE, TIME, INCOME OR PROFIT). Because some states do not allow the exclusion or limitation of implied warranties and/or liability for incidental or consequential damages, some of the exclusions and limitations herein may not apply to you. Further, you may have additional warranties, rights and remedies against the manufacturers of some or all of the parts and materials provided under this order.

The information contained on the estimate, worksheet and / or repair order is incorporated herein by reference.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY
X _____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED
X _____

WASHED AND VACUUMED
X _____

Thank You

Copyright © 1986 The Reynolds and Reynolds Company CRANTHVE order form

SERVICE FILE COPY

[END OF INVOICE] 08 39am

GOOD CHEVROLET, INC.

WAIT

[redacted]

325 SW 12th St
PO Box 935
Renton, WA 98057

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ009 00CVZ001	9000 MILE SERVICE LUBE OIL FILTER	MI MI	0 00 0 00	01CVZ012 00CVZ004	12000 MILE SERVICE ENGINE OIL FLUSH	MO MO	0 00 0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/28/14	[redacted]	4162	1795	1717 1717	W W	S1CVZ17 00CVZFS	BODY ELECT RECALL LUBE OIL FILTER

SALESPERSON NO 283 JACOB P MAYRHOFER SERVICE

STATE REG#

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐

CALL WHEN READY ☐ YES ☐ NO

DATE

TIME

APPOINTMENT ☐ Yes ☒ No

VEHICLE I D NO: 1G11B5SL5EF[redacted]

YEAR/MAKE/MODEL: 14/CHEVROLET/MALIBU/4DR SDN LS

CUSTOMER NO [redacted]

BURIEN, WA [redacted]

RESIDENCE PHONE

BUSINESS PHONE

CEL [redacted]

PRODUCTION DATE	STOCK NO	DELIVERY MILES
	5383[redacted]	

DELIVERY DATE	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	WO NO
12/24/13		R3	01/29/15	8731

ATLANTIS BLUE M/M

TURBO	MMC	AIR COND	P S	TRANS	MILEAGE	ADVISOR NO	ADVISOR
	CVZZ				10,043	2737	LES COLEMAN

TIME RECEIVED 07:54am | DATE/TIME PROMISED 01/29/15 09.00am | PRIORITY 4 | LABOR RATE

SERVICE HOURS
MONDAY - FRIDAY
6 30 A M - 6 00 PM

GOOD CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

JOB [redacted] ESTIMATE TOTAL

X

LUBE OIL FILTER DEX05 5W-20

5QTS

LUBE OIL AND FILTER SERVICE
CHECK BELTS FLUIDS HOSES
ADJUST TIRE PRESSURE

SAVE PARTS ☐ YES ☐ NO

YOU ARE ENTITLED TO A WRITTEN PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED YOU ARE ALSO ENTITLED TO REQUIRE THE REPAIR FACILITY TO OBTAIN YOUR ORAL OR WRITTEN AUTHORIZATION TO EXCEED THE WRITTEN PRICE ESTIMATE YOUR SIGNATURE OR INITIALS WILL INDICATE YOUR SELECTION

1 ☐ I request an estimate in writing before you begin repairs Contact me if the price will exceed this estimate by more than ten percent

2 ☐ Proceed with repairs but contact me if the price will exceed $ _____

3 ☐ I do not want a written estimate

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein in case of fire, theft or other cause beyond your control that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1) $			
REVISED ESTIMATE (2) $			
REVISED ESTIMATE (3) $			

WAIT

[redacted]

[redacted]

THE PRINTER NAMED HEREIN WARRANTS EXPRESS OR IMPLIED AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM CONSULT YOUR LEGAL COUNSEL

The Reynolds and Reynolds Company CC7233564 Q (1/14)

CUSTOMER COPY

DEALERSHIPS USING DAILY JOB TICKETS
SHOULD AFFIX THE JOB STICKERS IN THIS AREA

STRAIGHT TIME (HOURS)	FLAT RATE	RO [redacted]	5	TIME		
		O			29 JAN	8.6
		EMP NO 1244		.3	29 JAN	8.3

STRAIGHT TIME (HOURS)	FLAT RATE	RO [redacted]	1	TIME		
		O			29 JAN	8.5
		EMP NO 1401		.5	29 JAN	8.1

TECHNICIAN'S COMMENTS
INCLUDE DESCRIPTION OF CAUSE

1

COMPLAINT: 1 of 3581

CAUSE

CORRECTION

2

COMPLAINT

CAUSE 2

CORRECTION

3

COMPLAINT:

CAUSE 3

CORRECTION

4

COMPLAINT:

CAUSE 4

CORRECTION

5

COMPLAINT:

CAUSE 5

CORRECTION

CC723554 G

Global Warranty Management

GM GlobalConnect

Les Coleman

January 29, 2015

Update My Profile
Logout

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

INTERFACE WITH CUSTOMER | ANALYZE WARRANTY | MANAGEMENT PLANNING | PREPARE PARTS RETURN | USER OPTIONS

View Vehicle Summary

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

For this vehicle
- View Vehicle Summary
  - Service Contract
  - Branded Title
  - Warranty Block
- View Vehicle Build
- View Vehicle Component Summary
- View Vehicle Transaction History Detail
- View Vehicle Delivery Information
- Investigate Major Assembly History

Vehicle Information

VIN 1G11B5SL5EF[redacted]
Model 1GB69-2014 MALIBU LS
Service Contract No
Branded Title No
Warranty Block No
PDI Status Yes
Order Type 70 - RETAIL - STOCK
Field Actions 0 Open

[redacted]

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Noncompliance Recall	N130380	13380	HVAC CONTROL INOPERABLE	11/11/2013	Closed
Noncompliance Recall	N140201	14201	ELECTRONIC BRAKE CONTROL MODULE	05/12/2014	Closed

Branded Title

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

Vehicle has no current record of branded titles

Warranty Block

Vehicle has no current record of warranty block

Service Information

Vehicle has no current record of outstanding service information

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888 ON STAR1 (888 667 8271) and for XM Radio contact 877 GET XMST (877 438 9877 Canada) and in the USA 800-555-3600

OnStar Equipped Y
XM Equipped N
OnStar Vehicle Diagnostics N
XM Radio ID
OnStar Status Active
XM Status NA
DMN Enabled N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	12/24/2013	83 MI	12/24/2016	36,083 MI
	Corrosion Limited Warranty	12/24/2013	83 MI	12/24/2019	100,083 MI

Global Warranty Management

Emission Limited Warranty	12/24/2013	83 MI	12/24/2016	50,083 MI
Chevrolet 2 Year Scheduled Maintenance	12/24/2013	83 MI	12/24/2015	24,083 MI
Emission Select Component Ltd Wty	12/24/2013	83 MI	12/24/2021	80,083 MI
Emission Select State Component Ltd Wty	12/24/2013	83 MI	12/24/2020	70,083 MI
Powertrain Limited Warranty	12/24/2013	83 MI	12/24/2018	100,083 MI
Special Coverage 14232	12/24/2013	83 MI	12/24/2023	150,083 MI

Service Contract

Vehicle has no current record of service contracts

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/28/2014	[redacted]	ZREG---Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	4,162 MI
07/28/2014		ZFAT---Field Action Recall		9100545 - N140201 - Reprogram Electronic Brake Control Module	4,162 MI
11/13/2013		ZFAT---Field Action Recall		9100249 - N130380 - HVAC System Control Module Reprogramming with SPS	2 MI
09/26/2013		ZPDI---Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management Site Map
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[redacted] /29/2015

[redacted]

GOOD CHEVROLET, INC

325 SW 12th St
PO [redacted]
Ref [redacted]

CEL [redacted]

CUSTOMER NO [redacted]	ADVISOR LES COLEMAN 2737	TAG NO 873L	INVOICE DATE 01/29/15		
[redacted]	LABOR RATE [redacted]	MILEAGE 10,043	COLOR ATLANTIS BL	STOCK NO 5383T	
	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13	DELIVERY MILES 83	
BURIEN, WA [redacted]	VEHICLE I D NO 1G11B5SL5EF [redacted]		BILLING DEALER NO	PRODUCTION DATE	
	F T E NO	P O NO	R O DATE 01/29/15		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 10043	

JOB# 1 CHARGES

LABOR

J# 1.00CVZFS LUBE OIL FILTER HOURS: 0.80 TECH(S): 1248 1501

TECH#	DATE	START	FINISH	ACT TIME	DESCRIPTION
1248	01/29/15	0.00	0.30	0.00	OVERRIDE IN INVOICING
1501	01/29/15	0.00	0.50	0.50	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0.80

LUBE OIL AND FILTER SERVICE
CHECK BELTS FLUIDS HOSES
ADJUST TIRE PRESSURE
VERIFIED VEHICLE ELIGIBITY
COMPLETED LUBE OIL AND FILTER SERVICE
CHECKED BELTS FLUID HOSES
ADJUSTED TIRE PRESSURE

PARTS QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	12640445	FILTER 1.836 Y	4.30	4.30	7.85	7.85
		COST TOTAL		4.30		
				TOTAL - PARTS		7.85

G.O.G. & SUPPLIES

5.0 QT(S) 5W20 DEXOS @ 3.330 /UNIT — TOTAL - GOG 16.65

JOB# 1 TOTALS

LABOR	10.50
PARTS	7.85
G.O.G.	16.65
JOB# 1 JOURNAL PREFIX CWS JOB# 1 TOTAL	35.00
R/O TAX	0.00
R/O TOTALS	35.00

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	35.00
CLAIM TOTALS	35.00

APPROVED BY SIGNATURE

YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. It is our goal to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately. All claims for adjustment must be accompanied by this invoice.

Good Chevrolet and General Motors warrants all parts and materials provided for non-warranty repairs under this order against defect in materials and workmanship under normal use for 90 days or 4,000 miles, whichever occurs first. GOOD CHEVROLET AND GENERAL MOTORS DOES NOT WARRANT ANY PARTS OR MATERIALS PROVIDED FOR WARRANTY REPAIRS. GOOD CHEVROLET AND GENERAL MOTORS'S OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AND MATERIALS AT ITS REPAIR FACILITY. GOOD CHEVROLET AND GENERAL MOTORS DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES (INCLUDING, BUT NOT LIMITED TO, ANY OBLIGATIONS GOOD CHEVROLET AND GENERAL MOTORS WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (SUCH AS TOWING CHARGES, RENTAL CAR EXPENSES OR LOSS OF USE, TIME, INCOME OR PROFIT). Because some states do not allow the exclusion or limitation of implied warranties and/or liability for incidental or consequential damages, some of the exclusions and limitations herein may not apply to you. Further, you may have additional warranties, rights and remedies against the manufacturers of some or all of the parts and materials provided under this order.

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A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY
X _____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED
X _____

WASHED AND VACUUMED
X _____

Thank You

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ERANTHIVE SPORT (GM)

[CONTINUED ON NEXT PAGE]

09 18am

[redacted]

GOOD CHEVROLET, INC

325 SW 12th St
PO Box 935
Re[redacted]

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LES COLEMAN 2737	TAG NO 873L	INVOICE DATE 01/29/15		
[redacted]	LABOR RATE	LICENSE NO APD0567	MILEAGE 10,043	COLOR ATLANTIS BL	STOCK NO 5383T
BURIEN, WA [redacted]	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13	DELIVERY MILES 83	
	VEHICLE ID NO 1G11B5SL5EF [redacted]		SELLING DEALER NO	PRODUCTION DATE	
	F T E NO	P O NO	R O DATE 01/29/15		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 10043	

DCS AUDIT SLIP----------
JOB CARD [redacted]

VIN 1G11B5SL5EF [redacted]
ODOMETER INDICATOR M
ODOMETER 10043
NON-GM VEHICLE N
REFERENCE NUMBER

REPAIRING BAC 114500
JOB CARD OPEN DATE 01/29/2015
SERVICE ADVISOR GMIN 865217707
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		288153-1	001231917702	0002

JOB COMPLETION DATE: 01/29/2015
TECHNICIAN GMIN: 047150349

LABOR OPERATION BASE HOURS
0600723 0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: LUBE OIL AND FILTER SERVICE CHECK BELTS FLUIDS HOSES ADJUST TIRE PRESSURE

CAUSE CODE: 9094
CAUSE DESCRIPTION: VERIFIED VEHICLE ELIGIBITY

CORRECTION DESCRIPTION: COMPLETED LUBE OIL AND FILTER SERVICE CHECKED BELTS FLUID HOSES ADJUSTED TIRE PRESSURE

NET AMOUNT	CODE	INVOICE NO	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
35 00	NIM			FACTORY 2YR LOF		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0 00	0 00	0 00
LABOR	0 00	0 00	0.00
NET ITEMS	35.00	0 00	35.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	35 00	0 00	35.00

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THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY
X _____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED
X _____

WASHED AND VACUUMED
X _____

Thank You

Copyright © 1998 The Reynolds and Reynolds Company ERARTSVC SP007 (0202)

GOOD CHEVROLET, INC

[redacted]

WWW GOODCHEV COM

325
PO [redacted]

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LES COLEMAN 2737	TAG NO 873L	INVOICE DATE 01/29/15	
[redacted]	LABOR RATE [redacted]	MILEAGE 10,043	COLOR ATLANTIS BL	STOCK NO 5383T
	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13	DELIVERY MILES 83
BURIEN, WA [redacted]	VEHICLE ID NO 1G11B5SL5EF [redacted]		SELLING DEALER NO	PRODUCTION DATE
	PTE NO	P O NO	R O DATE 01/29/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 10043

JOB# 1 CHARGES----------

LABOR---------- HOURS: 0.80 TECH(S): 1248 1501 10.50

J# 1:00CVZFS LUBE OIL FILTER

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1248	01/29/15	0 00	0.30	0.00	0.30	OVERRIDE IN INVOICING
1501	01/29/15	0 00	0.50	0.00	0.50	ENTERED IN INVOICING
		TOTAL TECH TIME	0 00	0 80		

LUBE OIL AND FILTER SERVICE
CHECK BELTS FLUIDS HOSES
ADJUST TIRE PRESSURE
VERIFIED VEHICLE ELIGIBITY
COMPLETED LUBE OIL AND FILTER SERVICE
CHECKED BELTS FLUID HOSES
ADJUSTED TIRE PRESSURE

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12640445	FILTER 1 836 Y	4.30	4 30	7 85	7 85
			COST TOTAL	4.30			
					TOTAL - PARTS		7 85

G.O G & SUPPLIES----------

5.0	QT(S) 5W20 DEXOS	@	3.330	/UNIT	16.65
				TOTAL - GOG	16.65

JOB# 1 TOTALS----------

LABOR	10.50
PARTS	7.85
G O.G	16.65
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL	35.00
R/O TAX	0.00
R/O TOTALS	35.00

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
[redacted]	35.00
CLAIM TOTALS	35.00

APPROVED BY SIGNATURE

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A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC

THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY
X _____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED
X _____

WASHED AND VACUUMED
X _____

Thank You

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[CONTINUED ON NEXT PAGE] 09 16am

[redacted]

GOOD CHEVROLET, INC

325 SW 12th St
PO Box 935
Renton, WA 98057
WWW.GOODCHEV.COM

[redacted]

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR LES COLEMAN 2737	TAG NO 873L	INVOICE DATE 01/29/15	[redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 10,043	COLOR ATLANTIS BL	STOCK NO 5383T
BURIEN, WA [redacted]	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13	DELIVERY MILES 83
	VEHICLE ID NO 1G11B5SL5EF [redacted]		SELLING DEALER NO	PRODUCTION DATE
	FTB NO	P O	R O DATE 01/29/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 10043

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1G11B5SL5EF [redacted]	REPAIRING BAC	114500
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	01/29/2015
ODOMETER	10043	SERVICE ADVISOR GMIN	865217707
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN #	VER
1	W	ZREG		288153-1	001231917702	0002

JOB COMPLETION DATE. 01/29/2015
TECHNICIAN GMIN: 047150349

LABOR OPERATION	BASE HOURS
0600723	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE 0021
COMPLAINT DESCRIPTION LUBE OIL AND FILTER SERVICE CHECK BELTS FLUIDS HOSES ADJUST TIRE PRESSURE

CAUSE CODE: 9094
CAUSE DESCRIPTION: VERIFIED VEHICLE ELIGIBITY

CORRECTION DESCRIPTION. COMPLETED LUBE OIL AND FILTER SERVICE CHECKED BELTS FLUID HOSES ADJUSTED TIRE PRESSURE

NET AMOUNT	CODE	INVOICE NO	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
35.00	NIM			FACTORY 2YR LOF		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0 00	0.00
LABOR	0 00	0 00	0.00
NET ITEMS	35 00	0 00	35 00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	35.00	0.00	35 00

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ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED X_____

WASHED AND VACUUMED X_____

Thank You

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[redacted]

GOOD CHEVROLET, INC

325 SW 12th St
PO [redacted]
Re[redacted]

WWW.GOODCHEV.COM

CELL [redacted]

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE
[redacted]	CHRISTINE 1795	035.	07/28/14
	LABOR RATE [redacted]	MILEAGE 4,162	COLOR ATLANTIS BL / STOCK NO 5383T
	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13 / DELIVERY MILES 83
BURIEN, WA [redacted]	VEHICLE ID NO 1G11B5SL5EF[redacted]	SELLING DEALER NO	PRODUCTION DATE
	FTE NO	P O	R O DATE 07/28/14
RES DENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 4162

JOB# 1 CHARGES

LABOR WARRANTY
J#.1 51CVZ17 BODY ELECT RECALL TECH(S):1717
RECALL 14201 - EBCM REPROGRAM
RECALL
PERFORM RECALL 14201 - REPROGRAM EBCM

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0 00

JOB# 2 CHARGES

LABOR WARRANTY
J# 2+00CVZFS LUBE OIL FILTER TECH(S):1717
Added Operation (CHRISTINEW @ 07/28/2014 11:09)
LUBE OIL AND FILTER SERVICE
CHECK BELTS FLUIDS HOSES
ADJUST TIRE PRESSURE
VERIFIED VEHICLE ELIGIBITY
COMPLETED LUBE OIL AND FILTER SERVICE
CHECKED BELTS FLUID HOSES
ADJUSTED TIRE PRESSURE

PARTS QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	12640445	FILTER 1 836 Y		
		TOTAL - PARTS		0.00

G O G & SUPPLIES				WARRANTY
5 5 QT(S) 5W30 DEXOS	@	/UNIT		
		TOTAL - GOG		0 00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0 00

TOTALS

TOTAL LABOR	0 00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O G.	0 00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

[redacted]

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ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED X_____

WASHED AND VACUUMED X_____

Thank You

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SERVICE FILE COPY

[END OF INVOICE] 12 39pm

[redacted]

GOOD CHEVROLET, INC

325 SW 12th St
PO Box 935
Re[redacted]

CEL[redacted]

CUSTOMER NO [redacted]	ADVISOR CHRISTINE 1795	TAG NO 035.	INVOICE DATE 07/29/14		
	LABOR RATE [redacted]	MILEAGE 4,162	COLOR ATLANTIS BL	STOCK NO 5383T	
	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13	DELIVERY MILES 83	
BURIEN, WA [redacted]	VEHICLE I D NO 1G11B5SL5EF[redacted]		SELLING DEALER NO	PRODUCTION DATE	
	F T E NO	F O NO	R O DATE 07/28/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 4162	

JOB# 1 CHARGES

LABOR 32.19
J# 1 51CVZ17 . . . BODY ELECT RECALL HOURS: 0.30 TECH(S):1717

TECH#	DATE	START	FINISH	ACT TIME	DESCRIPTION
1717	07/28/14	0.00	0.30	0.00 0.30	FINISHED
		TOTAL TECH TIME		0.00 0.30	

RECALL 14201 - EBCM REPROGRAM
RECALL
PERFORM RECALL 14201 - REPROGRAM EBCM

JOB# 1 TOTALS
LABOR 32 19
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL 32.19

JOB# 2 CHARGES

LABOR 12.50
J# 2+00CVZFS LUBE OIL FILTER HOURS: 0.50 TECH(S):1717
Added Operation (CHRISTINEW @ 07/28/2014 11:09)

TECH#	DATE	START	FINISH	ACT TIME	DESCRIPTION
1717	07/28/14	0.00	0.00	0.00 0.50	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00 0.50	

LUBE OIL AND FILTER SERVICE
CHECK BELTS FLUIDS HOSES
ADJUST TIRE PRESSURE
VERIFIED VEHICLE ELIGIBITY
COMPLETED LUBE OIL AND FILTER SERVICE
CHECKED BELTS FLUID HOSES
ADJUSTED TIRE PRESSURE

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		12640445	FILTER 1 836 Y	4.30	4.30	5 30	5.30
				COST TOTAL		4.30		
						TOTAL - PARTS		5.30

G O G & SUPPLIES 17 20
5 5 QT(S) 5W30 DEXOS @ 3 127 /UNIT
TOTAL - GOG 17.20

JOB# 2 TOTALS
LABOR 12 50
PARTS 5 30
G O G 17.20
JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL 35 00
R/O TAX 0.00
R/O TOTALS 67.19

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	...	TOTAL
[redacted]		32 19

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X_____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED
X_____

WASHED AND VACUUMED
X_____

Thank You

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REYNOLDS SF967 10/05

[CONTINUED ON NEXT PAGE]
09 27am

[redacted]

GOOD CHEVROLET, INC

325 SW 12th St
PO Box 935
Re[redacted]

WWW.GOODCHEV.COM

CEL[redacted]

CUSTOMER NO [redacted]	ADVISOR CHRISTINE 1795	TAG NO 035.	INVOICE DATE 07/29/14		
[redacted]	LABOR RATE [redacted]	MILEAGE 4,162	COLOR ATLANTIS BL	5383T	
BURIEN, WA [redacted]	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13	DELIVERY MILES 83	
	VEHICLE ID NO 1G11B5SL5EF[redacted]		SELLING DEALER NO	PRODUCTION DATE	
	FTE NO	PO NO	RO DATE 07/28/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 4162	

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	35 00
CLAIM TOTALS	67.19

APPROVED BY SIGNATURE

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1G11B5SL5EF1[redacted]	REPAIRING BAC	114500
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/28/2014
ODOMETER	4162	SERVICE ADVISOR GMIN	552040286
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN #	VER
1	W	ZFAT		276921-1	001205635466	0002

JOB COMPLETION DATE. 07/28/2014
TECHNICIAN GMIN: 294382763

LABOR OPERATION	BASE HOURS
9100545	0 3

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION. PERFORM RECALL 14201 - REPROGRAM EBCM

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		0.00
PARTS	0.00	0.00	32.19
LABOR	32.19	0 00	0.00
NET ITEMS	0 00	0 00	(0.00)
PARTICIPATION AMOUNT			
TRANSACTION	32 19	0 00	32 19

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X_____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED
X_____

WASHED AND VACUUMED
X_____

Thank You

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GOOD CHEVROLET, INC

[redacted]

325 SW 12th St
PO Box 935
Ren[redacted]

WWW.GOODCHEV.COM

[redacted]

CUSTOMER NO [redacted]	ADVISOR CHRISTINE 1795	TAG NO 035.	INVOICE DATE 07/29/[redacted]		
[redacted]	LABOR RATE [redacted]	MILEAGE 4,162	COLOR ATLANTIS BL	STOCK NO 5383T	
	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13	DELIVERY MILES 83	
BURIEN, WA[redacted]	VEHICLE ID NO 1G11B55L5EF[redacted]		SELLING DEALER NO	PRODUCTION DATE	
	F T E NO	P O #	R O DATE 07/28/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 4162	

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1G11B5SL5EF[redacted]	REPAIRING BAC	114500
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	07/28/2014
ODOMETER	4162	SERVICE ADVISOR GMIN	552040286
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		276921-2	001205635569	0002

JOB COMPLETION DATE: 07/28/2014
TECHNICIAN GMIN: 294382763

LABOR OPERATION	BASE HOURS
0600723	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION. LUBE OIL AND FILTER SERVICE CHECK BELTS FLUIDS HOSES ADJUST TIRE PRESSURE

CAUSE CODE: 9094
CAUSE DESCRIPTION· VERIFIED VEHICLE ELIGIBITY

CORRECTION DESCRIPTION COMPLETED LUBE OIL AND FILTER SERVICE CHECKED BELTS FLUID HOSES ADJUSTED TIRE PRESSURE

NET AMOUNT	CODE	INVOICE NO	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
35.00	NIM			FACTORY 2YR LOF		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0 00		
PARTS	0.00	0.00	0.00
LABOR	0 00	0.00	0.00
NET ITEMS	35 00	0 00	35.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	35.00	0 00	35.00

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THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY
X_____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED
X_____

WASHED AND VACUUMED
X_____

Thank You

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ERA8STDWE 3/Rel7 10/05

GOOD CHEVROLET, INC

[redacted]

325 SW 12th St
PO Box 935
[redacted]

WWW GOODCHEV COM

[redacted]

CELL [redacted]

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE
[redacted]	CHRISTINE 1795	035.	07/29/14
	LABOR RATE / LICENSE NO APD0567	MILEAGE 4,162	COLOR ATLANTIS BL / STOCK NO 5383T
	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13 / DELIVERY MILES 83
BURIEN, WA [redacted]	VEHICLE ID NO 1G11B5SL5E [redacted]	SELLING DEALER NO	PRODUCTION DATE
	FTE NO	P O NO	R O DATE 07/28/14
RES DENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 4162

JOB# 1 CHARGES

LABOR 32.19

J# 1 51CVZ17 BODY ELECT RECALL HOURS: 0.30 TECH(S):1717

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1717	07/28/14	0 00	0 30	0.00	0 30	FINISHED
		TOTAL TECH TIME		0.00	0 30	

RECALL 14201 - EBCM REPROGRAM
RECALL
PERFORM RECALL 14201 - REPROGRAM EBCM

JOB# 1 TOTALS

LABOR	32.19
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL	32.19

JOB# 2 CHARGES

LABOR 12.50

J# 2+00CVZES LUBE OIL FILTER HOURS: 0.50 TECH(S):1717

Added Operation (CHRISTINEW @ 07/28/2014 11:09)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1717	07/28/14	0 00	0.00	0 00	0.50	ENTERED IN INVOICING
		TOTAL TECH TIME		0.00	0 50	

LUBE OIL AND FILTER SERVICE
CHECK BELTS FLUIDS HOSES
ADJUST TIRE PRESSURE
VERIFIED VEHICLE ELIGIBITY
COMPLETED LUBE OIL AND FILTER SERVICE
CHECKED BELTS FLUID HOSES
ADJUSTED TIRE PRESSURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12640445	FILTER 1 836 Y	4.30	4.30	5 30	5.30
			COST TOTAL		4.30		
					TOTAL - PARTS		5 30

G O.G & SUPPLIES

5.5 QT(S) 5W30 DEXOS	@	3 127	/UNIT	17 20
			TOTAL - GOG	17 20

JOB# 2 TOTALS

LABOR	12.50
PARTS	5.30
G O.G.	17 20
JOB# 2 JOURNAL PREFIX CVWS JOB# 2 TOTAL	35 00
R/O TAX	0.00
R/O TOTALS	67.19

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	32 19

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THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY
X _____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED
X _____

WASHED AND VACUUMED
X _____

Thank You

Copyright © 1998 The Reynolds and Reynolds Company ERAINTHVE 6/1997 10/03

[redacted]

GOOD CHEVROLET, INC

325 SW 12th St
PO Box 935
Reator[redacted]

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR CHRISTINE 1795	TAG NO 035.	INVOICE DATE 07/29/14		
[redacted]	LABOR RATE [redacted]	MILEAGE 4,162	COLOR ATLANTIS BL	STOCK NO 5383T	
BURIEN, WA [redacted]	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS		DELIVERY DATE 12/24/13	DELIVERY MILES 83	
	VEHICLE ID NO 1G11B5SL5EF [redacted]		SELLING DEALER NO	PRODUCTION DATE	
	F T E NO	P O NO	R O DATE 07/28/14		
RES DENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 4162	

WARRANTY CLAIM DETAIL TOTALS----------

[redacted] TOTAL...	35 00
CLAIM TOTALS	67.19

APPROVED BY SIGNATURE

DCS AUDIT SLIP---------- JOB CARD [redacted]

VIN 1G11B5SL5EF[redacted]
ODOMETER INDICATOR M
ODOMETER 4162
NON-GM VEHICLE N
REFERENCE NUMBER

REPAIRING BAC 114500
JOB CARD OPEN DATE 07/28/2014
SERVICE ADVISOR GMIN 552040286
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN #	VER
1	W	ZFAT		276921-1	001205635466	0002

JOB COMPLETION DATE- 07/28/2014
TECHNICIAN GMIN: 294382763

LABOR OPERATION	BASE HOURS
9100545	0 3

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION- PERFORM RECALL 14201 - REPROGRAM EBCM

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0 00		
PARTS	0 00	0 00	0.00
LABOR	32 19	0.00	32 19
NET ITEMS	0 00	0 00	0 00
PARTICIPATION AMOUNT			(0 00)
TRANSACTION	32 19	0.00	32.19

YOUR SATISFACTION IS OUR GOAL.
Thank you for this opportunity to serve you It is our goal to perform all repairs requested on this repair order to your complete satisfaction If our service was satisfactory tell your friends, if not, please tell us immediately All claims for adjustment must be accompanied by this invoice

Good Chevrolet and General Motors warrants all parts and materials provided for non-warranty repairs under this order against defect in materials and workmanship under normal use for 90 days or 4,000 miles, whichever occurs first GOOD CHEVROLET AND GENERAL MOTORS DOES NOT WARRANT ANY PARTS OR MATERIALS PROVIDED FOR WARRANTY REPAIRS GOOD CHEVROLET AND GENERAL MOTORS'S OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AND MATERIALS AT ITS REPAIR FACILITY GOOD CHEVROLET AND GENERAL MOTORS DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES (INCLUDING, BUT NOT LIMITED TO, ANY OBLIGATIONS GOOD CHEVROLET AND GENERAL MOTORS WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (SUCH AS TOWING CHARGES RENTAL CAR EXPENSES OR LOSS OF USE TIME INCOME OR PROFIT) Because some states do not allow the exclusion or limitation of implied warranties and/or liability for incidental or consequential damages, some of the exclusions and limitations herein may not apply to you Further, you may have additional warranties, rights and remedies against the manufacturers of some or all of the parts and materials provided under this order

The information contained on the estimate, worksheet and / or repair order is incorporated herein by reference

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC

THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY
X_____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED
X_____

WASHED AND VACUUMED
X_____

Thank You

Copyright © 1998 The Reynolds and Reynolds Company DRAINTHRU RR587 10/98

[redacted]

GOOD CHEVROLET, INC

325 SW 12th St
PO Box 935
Renton [redacted]
WWW.GOODCHEV.COM

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR CHRISTINE 1795	TAG NO 035.	INVOICE DATE 07/29/14	
[redacted]	LABOR RATE [redacted]	MILEAGE 4,162	COLOR ATLANTIS BL	STOCK NO 5383T
BURIEN, WA [redacted]	YEAR / MAKE / MODEL 14/CHEVROLET/MALIBU/4DR SDN LS	DELIVERY DATE 12/24/13		DELIVERY MILES 83
	VEHICLE ID NO 1G11B5SL5EF [redacted]	SELLING DEALER NO		PRODUCTION DATE
	PTE NO	PDI	R O DATE 07/28/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 4162

DCS AUDIT SLIP

JOB CARD [redacted]

VIN 1G11B5SL5EF [redacted]
ODOMETER INDICATOR M
ODOMETER 4162
NON-GM VEHICLE N
REFERENCE NUMBER

REPAIRING BAC 114500
JOB CARD OPEN DATE 07/28/2014
SERVICE ADVISOR GMIN 552040286
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		276921-2	001205635569	0002

JOB COMPLETION DATE. 07/28/2014
TECHNICIAN GMIN. 294382763

LABOR OPERATION	BASE HOURS
0600723	0 0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION. LUBE OIL AND FILTER SERVICE CHECK BELTS FLUIDS HOSES ADJUST TIRE PRESSURE

CAUSE CODE· 9094
CAUSE DESCRIPTION· VERIFIED VEHICLE ELIGIBITY

CORRECTION DESCRIPTION: COMPLETED LUBE OIL AND FILTER SERVICE CHECKED BELTS FLUID HOSES ADJUSTED TIRE PRESSURE

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
35 00	NIM			FACTORY 2YR LOF		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0 00		
PARTS	0.00	0.00	0.00
LABOR	0 00	0.00	0.00
NET ITEMS	35.00	0 00	35.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	35.00	0.00	35 00

YOUR SATISFACTION IS OUR GOAL
Thank you for this opportunity to serve you. It is our goal to perform all repairs requested on this repair order to your complete satisfaction If our service was satisfactory tell your friends, if not, please tell us immediately All claims for adjustment must be accompanied by this invoice

Good Chevrolet and General Motors warrants all parts and materials provided for non-warranty repairs under this order against defect in materials and workmanship under normal use for 90 days or 4,000 miles, whichever occurs first GOOD CHEVROLET AND GENERAL MOTORS DOES NOT WARRANT ANY PARTS OR MATERIALS PROVIDED FOR WARRANTY REPAIRS GOOD CHEVROLET AND GENERAL MOTORS'S OBLIGATION UNDER THIS WARRANTY IS LIMITED TO REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AND MATERIALS AT ITS REPAIR FACILITY GOOD CHEVROLET AND GENERAL MOTORS DISCLAIMS ALL OTHER EXPRESS OR IMPLIED WARRANTIES (INCLUDING, BUT NOT LIMITED TO ANY OBLIGATIONS GOOD CHEVROLET AND GENERAL MOTORS WILL NOT BE LIABLE FOR ANY SPECIAL INCIDENTAL OR CONSEQUENTIAL DAMAGES (SUCH AS TOWING CHARGES, RENTAL CAR EXPENSES OR LOSS OF USE, TIME, INCOME OR PROFIT) Because some states do not allow the exclusion or limitation of implied warranties and/or liability for incidental or consequential damages, some of the exclusions and limitations herein may not apply to you Further, you may have additional warranties, rights and remedies against the manufacturers of some or all of the parts and materials provided under this order

The information contained on the estimate, worksheet and / or repair order is incorporated herein by reference

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC

THIS VEHICLE HAS BEEN QUALITY CONTROLLED BY X_____

ALL REPAIRS HAVE BEEN ADDRESSED OR COMPLETED X_____

WASHED AND VACUUMED X_____

Thank You

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ERAINTHVE SF867 10/03

GOOD CHEVROLET, INC.

276921

325 SW 12th St
PO Box 935
Renton, WA 98057

Telephone (425) 235-2041
(425) 235-2041
(425) 235-2042
Service Fax (425) 235-2032
www.GOODCHEV.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ003 00CVZ001	3000 MILE SERVICE LUBE OIL FILTER	MI MI	0.00 0.00	01CVZ006	6000 MILE SERVICE	MO	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO 283 JACOB P MAYRHOFER **S E R V I C E** STATE REG# [redacted]

TERMS: CREDIT ☐ CREDIT CARD ☐ CHECK ☐

CALL WHEN READY ☐YES ☐NO

DATE

TIME

APPOINTMENT ☐ Yes ☒ No

VEHICLE I D NO: 1G11B5SL5EF[redacted]
YEAR/MAKE/MODEL: 14/CHEVROLET/MALIBU/4DR SDN LS
PRODUCTION DATE
STOCK NO: 5383T
CUSTOMER NO [redacted] SERVICE CONTRACT
DELIVERY DATE: 12/24/13
DELIVERY MILES: 83
SELLING DEALER NO
R/O DATE: 07/28/14
CONTRACT NO
EXPIRATION DATE
EXPIRATION MILES
TAG NO: 035.
COLOR: ATLANTIS BLUE M/M
TURBO | MMC: CVZZ | AIR COND | PB | TRANS | MILEAGE: 4,162 | ADVISOR NO: 1795 | ADVISOR: CHRISTINE

[redacted]
BURIEN, WA [redacted]

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED: 11:07am | DATE/TIME PROMISED: 07/28/14 06 00pm | PRIORITY: 4 | LABOR RATE

SERVICE HOURS
MONDAY - FRIDAY
6 30 A M - 6 00 P M

GOOD CHEVROLET IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

JOB [redacted]

1 W 51CVZ17 BODY ELECT RECALL
RECALL 14201 - EBCM REPROGRAM 9100 545 (13)

2) W LOT

Addendum [redacted]

WAIT

SAVE PARTS ☐YES ☐NO

"YOU ARE ENTITLED TO A WRITTEN PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED YOU ARE ALSO ENTITLED TO REQUIRE THE REPAIR FACILITY TO OBTAIN YOUR ORAL OR WRITTEN AUTHORIZATION TO EXCEED THE WRITTEN PRICE ESTIMATE YOUR SIGNATURE OR INITIALS WILL INDICATE YOUR SELECTION

1 ☐ I request an estimate in writing before you begin repairs Contact me if the price will exceed this estimate by more than ten percent

2 ☐ Proceed with repairs but contact me if the price will exceed $_____

3 ☐ I do not want a written estimate

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair, that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control, that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle

PRELIMINARY ESTIMATE $_____

AUTHORIZED BY X

		DATE	TIME	BY
REVISED ESTIMATE (1)	$			
REVISED ESTIMATE (2)	$			
REVISED ESTIMATE (3)	$			

[redacted]

[redacted]

DATA IMAGE INC 08-15-[redacted]

CUSTOMER COPY

DEALERSHIPS USING DAILY JOB TICKETS
SHOULD AFFIX THE JOB STICKERS IN THIS AREA

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO	TIME	OFF
@ 1	.3	OPER [redacted] EMP NO 111	.4	28 JUL 115 ON 28 JUL 115

STRAIGHT TIME (HOURS)	FLAT RATE	R/O	TIME	OFF
@	.5	OP [redacted] EMP NO 111	.5	28 JUL 124 ON 28 JUL 129

TECHNICIAN'S COMMENTS
INCLUDE DESCRIPTION OF CAUSE

COMPLAINT Recall 14201- Reprogrammed & Configured ePCM To Latest Software Version.
CAUSE
CORRECTION

COMPLAINT LoF 5½ Qts 5W30 Dexos.
CAUSE
CORRECTION

COMPLAINT
CAUSE
CORRECTION

COMPLAINT.
CAUSE
CORRECTION

COMPLAINT
CAUSE
CORRECTION

09/30/2015 14:20 4252352032 GOOD CHEV PAGE 32/35

Vehicle Report

Printed on 07/28/2014 14:06:55

WORKBENCH Service

VIN: 1G11B5SL5E[redacted] **Vehicle Model:** 2014 MALIBU LS **Delivery Date:** 12/24/2013

Service Consultant : christine warren

Vehicle Summary

OnStar Status	OVD Enabled	DMN Enabled	Radio Status	Radio ID
Equipped - Active	No	No	Not Equipped	

Required Field Actions

Number	Type	Description	Release Date	Status
13380	Non Compliance Recall	HVAC CONTROL INOPERABLE	11/11/2013	Closed
14201	Non Compliance Recall	ELECTRONIC BRAKE CONTROL MODULE	06/12/2014	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	12/24/2013	83 MI	12/24/2016	36083 MI	Applicable
Emission Select State Component Lty Wty	12/24/2013	83 MI	12/24/2020	70083 MI	Applicable
Powertrain Limited Warranty	12/24/2013	83 MI	12/24/2018	100083 MI	Applicable
Chevrolet 2 Year Scheduled Maintenance	12/24/2013	83 MI	12/24/2015	24083 MI	Applicable
Emission Limited Warranty	12/24/2013	83 MI	12/24/2016	50083 MI	Applicable
Emission Select Component Ltd Wty	12/24/2013	83 MI	12/24/2021	80083 MI	Applicable
Corrosion Limited Warranty	12/24/2013	83 MI	12/24/2019	100083 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer

No information found for this vehicle

Service Information

Type	Number	Description	Date Posted
EI	PIE0304	Intermittent Improper HVAC Air Temperature	07/08/2014

Vehicle Transaction History

Service Date	R O Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
11/13/2013	[redacted]	ZFAT	9100249	N130380 - HVAC System Control Module Reprogramming with SPS	2 MI	Warranty
09/26/2013		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R O Closure Date	R.O. Number	Service Location	1st R.O Job Description Text	R O Job Count	Job Type Indicators	Vehicle R O Mileage

No information found for this vehicle

Please Note This document may be considered current for 24 hours from the time it was printed

276921

276921

01CVZ003 00CVZ001	3000 MILE SERVICE LUBE OIL FILTER	MI MI	0 00 0.00	01CVZ006	6000 MILE SERVICE	MO	0.00

SALESPERSON NO 283 JACOB P MAYRHOFER

S E R V I C E

STATE REG#

[redacted]

1G11B5SL5EF[redacted]

[redacted]

BURIEN, WA [redacted]

14/CHEVROLET/MALIBU/4DR SDN LS

182346

ATLANTIS BLUE M/M

CVZZ

12/24/13 83 07/28/14

035.

4,162 1795 CHRISTINE

11:07am 07/28/14 06 00pm 4

X

ORIGINAL CUSTOMER ESTIMATE· TOTAL

X _____

1 W 51CVZ17 BODY ELECT RECALL

RECALL 14201 - EBCM REPROGRAM

[redacted]

PAGE 1 OF 1

ADVISOR COPY

[redacted]

[redacted]ss Thru Final Instructions



ProgrammingComplete.

WarrantyClaim Co[redacted]
Record this code on the warranty repair order(if applicable)

Post ProgrammingInstructions:
Follow the Controller Specific Instructionsbelow

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to resetthecontroller

Controller Specifidnstructions:

M5741 Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use
Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers
When finished, return the interface to the Data Linkconnector

VIN 1G11B5SL5EF123759

Clear DTCs | Proceed with same VIN | New | Cancel

Print

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232 5170

CHEVROLET

October 2, 2015

Mark klever
AL SERRA CHEVROLET
1570 AUTO MALL LOOP
COLORADO SPRINGS, CO 80920-3954

Re: [redacted]

Vehicle Identification Number: 1GCGTCE39F1[redacted]
2015 Chevrolet Colorado
Customer Relationship Specialist: Tawni

Dear Mr. Klever:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

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 front and backs of the shop copies).

Please fax them to 866-393-8053. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 800-231-1841, prompt 1, extension 5921253.

Your cooperation is greatly appreciated.

Sincerely,

Chevrolet

only 2 Service events. No sales documents. Customer did not purchase from our store

OCT 2, 2015 SUMMARY HISTORY DISPLAY Store 08 SERVC01 678/6940 3040

CUSTOMER NAME [redacted] SERIAL NO. 1GCGTCE39F1[redacted]
TOTAL R/O'S 2 TOTAL SERV. DAYS 2 MAKE CT CHEVROLET TRUCK

LN#	RO NO	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	[redacted]	05/16/2015	6064	A 195737				
				T 255075	1	W	10CTZ1	CAREFREE MAINTEN
2	[redacted]	01/23/2015	4	A 101986				
				T 236193	1	W	38CTZ	MECH PREP N/V

(E=ENTER)(P=PAGE)(LINE#)(S=SUMMARY PRINT)

Al Serra
CHEVROLET - HUMMER

1570 Auto Mall Loop • Colorado Springs, CO 80920
www.alserracolorado.com
719-867-1000

CELL: [redacted]

INVOICE NUMBER [redacted]
CUSTOMER NUMBER

[redacted]
COLORADO SPRINGS, CO [redacted]

RESIDENCE PHONE | BUSINESS PHONE

ADVISOR: TIM SMITH 195737 | TAG NO.
LABOR RATE | LICENSE NO. | MILEAGE: 6,064

YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB
VEHICLE ID NO.: 1 G C G T C E 3 9 F 1 [redacted]
F.T.E. NO. | P.

COLOR: SILV ICE ME | STOCK NO.: N4961T
COMMENTS

DELIVERY MILES | SELLING DEALER NO.: 166
R. O. DATE: 05/16/15 | INVOICE DATE: 05/16/15
REPAIR NUMBER | DELIVERY DATE: 01/27/15
MO: 6064 | PRODUCTION DATE

LABOR & PARTS

[redacted]	CAREFREE MAINTENANCE	TECH(S)7255D/S	WARRANTY

PERFORM GM CAREFREE MAINTENACE. CHANGE OIL, PERFORM TIRE ROTATION, RESET OIL LIFE AND TIRE PRESSURE MONITOR SYSTEMS AND TOP OFF ALL UNDER HOOD FLUIDS.
2YR/24,000 MILE MAINTENANCE PROGRAM
PERFORMED OIL CHANGE, ROTATED TIRES, RESET OIL LIFE MONITOR, RESET TIRE PRESSURE MONITOR AND TOPPED OFF ALL UNDER HOOD FLUIDS.
LABOR OP 0600673

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	5	19293000	OIL 8.800 N		WARRANTY
JOB # 1	1	19303249	FILTER KI 1.836 Y		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

The Reynolds and Reynolds Company ERA-IGNITE (05/07)

Al Serra
CHEVROLET - HUMMER

1570 Auto Mall Loop • Colorado Springs, CO 80920
www.alserracolorado.com
719-867-1000

INVOICE NUMBER [redacted]
CUSTOMER NUMBER

AL SERRA CHEVROLET/VW
1570 AUTO MALL LOOP
COLORADO SPRINGS, CO 80920

rfrizzell@alserracolorado.com

RESIDENCE PHONE	BUSINESS PHONE

ADVISOR		TAG NO.
MARK KLEVER	101986	961

LABOR RATE	LICENSE NO.	MILEAGE
		3

YEAR / MAKE / MODEL
15/CHEVROLET TRUCK/COLORADO/CREW CAB

VEHICLE ID NO.
1GCGTCE39F1[redacted]

F.I.E. NO.	

COLOR	STOCK NO.
SILV ICE ME	N4961T

COMMENTS

DELIVERY MILES	SELLING DEALER NO.
	166
R.O. DATE 01/23/15	INVOICE DATE 01/23/15
REPRINT NUMBER	DELIVERY DATE 01/27/15
MO: 4	PRODUCTION DATE

LABOR & PARTS
JOB # 1 20CTZ MECH (NEW N/A) TECH(S):236795 WARRANTY:
PERFORM PRE-DELIVERY INSPECTION
OPEN PDI
PRE-DELIVERY INSPECTION COMPLETED

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC-----CODE--------DESCRIPTION----------CONTROL NO--------

JOB # 1	PD	PDI DETAIL		WARRANTY
			TOTAL - MISC	0.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

The Reynolds and Reynolds Company (Form) 0113 (0/07)

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

October 7, 2015

Mike Dyer
AL SERRA CHEVROLET-SOUTH
230 N ACADEMY BLVD
COLORADO SPRINGS CO 80909

Re: [redacted]
Vehicle Identification Number: 1GCGTCE39F[redacted]
2015 Chevrolet Colorado
Customer Relationship Specialist: Tawni

Dear Mr. Dyer:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

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 front and backs of the shop copies).

Please fax them to 866-393-8053. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 800-231-1841, prompt 1, extension 5921253.

Your cooperation is greatly appreciated.

Sincerely,

Chevrolet

FAX

To: Mike Dyer
Company:
Fax: 7193806074
Phone:

From: Tawni Pennington
Fax: (866)393-8053
Phone: 1-866-790-5700 ext. 21253
E-mail:

NOTES:

Date and time of transmission: Wednesday, October 7, 2015 2:28:28 PM
Number of pages including this cover sheet: 02

[redacted] "I DO N[redacted]Y ESTIMATE, EITHER WRITTEN OR ORAL, TO WHIC[redacted]N, BEFORE REPAIRS ARE AUTHORIZED."

X _____ DATE _____

ESTIMATE OF REPAIRS:	SERVICE	BODY SHOP
	$	$

TOTAL ESTIMATE	EXPECTED COMP. DATE	EXPECTED COMP. TIME
$		A.M. P.M.

ORIGINAL ESTIMATE	REVISED ESTIMATE	DATE	TIME
$	$		

CONTACTED VIA	PERSON CONTACTED	SS NO.	SA NAME
PHONE IN PERSON			

REVISED ESTIMATE	DATE	TIME
$		

CONTACTED VIA	PERSON CONTACTED	SS NO.	SA NO.
PHONE IN PERSON			

[redacted] 36 FO

[redacted] Bill Koontz

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

CELL [redacted] 719-596-3040

SERVICE SALESPERSON NO. 273701 MATTHEW R ABRAHAM

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.
1GCGTCE39F1[redacted]	15/CHEVROLET TRUCK/COLORADO/CREW CA	15594T	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	
313019		01/27/15	61	10801	02/04/15

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ENG NO.
SILV ICE MET/JET				5332

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CTZZ				854	218942	

[redacted] COLORADO SPRINGS, CO

RESIDENCE PHONE	TIME RECEIVED
[redacted]	06:59am
	LABOR RATE

02/04/15 08:24am	PRIORITY 2

APPOINTMENT [X] Yes [ ] No

ADVISOR: BEN

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other materials for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

DATE 2/4/15 OPER. 1

MECH Tom # 28932

NAME NO.

REC'D BY

YOU ARE ENTITLED to the return of the replaced parts if you so request at the time you authorized the repair. Except for body shop repair parts and except for exchanged or warranty parts that shall only be presented to the customer for examination and not returned, the customer is entitled to the return of the replaced parts if the customer so requests at the time of consenting to or authorizing the repairs.

SAVE [ ] I hereby consent to have used, reconditioned [ ] YES

DISCARD [ ] or rebuilt parts used if possible. [ ] NO

TYPE OF PARTS

[ ] NEW OR REMANUFACTURED ORIGINAL EQUIPMENT PARTS

[ ] NEW NON-ORIGINAL EQUIPMENT MANUFACTURER

[ ] USED RECONDITIONED OR REBUILT

X _____

AUTHORIZED BY:

JOB LABOR INSTRUCTIONS

[redacted] WARR [redacted]

COMMENTS:

VERIFY MILES →854

[redacted]

C/S ONSTAR LIGHT IS RED AND WON'T CONNECT

Found defective On-Star Module - ordered 2/6/15

Replaced & programmed module per GE instructions.

[redacted] LIGHTLINE

CUSTOMER STATES BETWEEN 40MPH AND 55MPH HEARS A HIGH PITCH WISTLE NOISE GOES AWAY AT 60MPH CHECK AND ADVISE

wind blow over left of [redacted] Sunroof Glass

Seal Sunroof wind [redacted]

Called TK 2/10/15

[redacted]

[redacted]

CUSTOMER STATES STICKER ADDHIESIVE IN BETWEEN DRIVER FRONT AND DRIVER REAR WINDOWS BLACK ADDHIESIVE applique

Body Shop installed. applique scratched

D/R window trim - on order 2/6/15

[redacted]

[redacted]

AL SERRA CHEVROLET - SOUTH 230 N. Academy Blvd. Colorado Springs, Co. 80909 (FAX)719 380 6074 P. 003/006
10/07/2015 18:15:41 SERRA SERVICE MGR

AL SERRA CHEVROLET-SOUTH
230 N ACADEMY BLVD
COLORADO SPRINGS CO 80909
(719)596-3040
DEAL# [redacted]

[redacted]GREEMENT

SALESMAN
DATE 01/27/2015
BUYER [redacted]
ADDRESS [redacted]
PHONE RES. [redacted]
BUS. [redacted]
CITY COLORADO SPR COUNTY EL PASO STATE CO ZIP [redacted]
E-MAIL ADDRESS

BUYER AGREES TO PURCHASE THE FOLLOWING DESCRIBED VEHICLE FROM THE DEALER UNDER THE TERMS AND CONDITIONS DESCRIBED HEREIN:

STOCK NUMBER	YEAR	MAKE	MODEL	MILEAGE	VEHICLE V.I.N./I.D.#	COLOR	TRIM
	2015	CHEVRO	COLORA	61	1GCGTCE39F[redacted]	SILVER	4WD Z7

BUYER AGREES THAT TITLE TO THE FOLLOWING DESCRIBED USED VEHICLE IS TRANSFERRED TO THE DEALER AS A TRADE-IN AND THAT THE NET EQUITY (TRADE-IN ALLOWANCE LESS BALANCE OWED ON TRADE-IN) CONSTITUTES PARTIAL PAYMENT FOR THE ABOVE DESCRIBED VEHICLE.

* DESCRIPTION OF TRADE IN	YEAR	MAKE	MODEL	MILEAGE	VEHICLE IDENTIFICATION NUMBER

	DELIVERED PRICE	33605.86
	DEALER HANDLING: THIS CHARGE REPRESENTS COSTS & ADDITIONAL PROFIT TO THE DEALER.	499.00
	TOTAL CAR PRICE	34104.86
*	TRADE-IN ALLOWANCE INCLUDING DISCOUNT FROM LIST PRICE	N/A
	AFTERMARKETS	N/A
	TAXABLE SALE PRICE	34104.86
	SALES TAX N/A	N/A
	Credit Life Ins.	N/A
	Accident & Health Ins.	N/A
	FILING FEES	N/A
*	BALANCE OWED ON TRADE-IN: If the Actual Pay-Off on Buyer's trade-in exceeds the estimated pay-off amount stated here, Buyer agrees to pay Dealer the difference immediately.	N/A
	EXTENDED SERVICE CONTRACT	N/A
	GAP	N/A
	TOTAL CASH DUE	34106.86

	CUSTOMER DEPOSIT	N/A	SEE PARAGRAPH 6 ON REVERSE SIDE
	REBATES	750.00	
	TOTAL CASH PAYMENT		750.00
	REMAINING CASH BALANCE DUE		33356.86

DEALER INSTALLED ACCESSORIES

MANUFACTURER AND ITEM	AMOUNT
TOTAL ACCESSORIES INCLUDED IN DELIVERED PRICE	

USED VEHICLES SOLD "AS IS"
THIS MOTOR VEHICLE IS SOLD WITHOUT ANY WARRANTY, EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE. (THIS PROVISION IS APPLICABLE ONLY TO USED CARS SOLD WITHOUT AN EXPRESS WARRANTY.)
I understand the above statement.

X _____
BUYER'S SIGNATURE

DISCLAIMER OF WARRANTIES

THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, MADE BY THE DEALER HEREIN ON THE VEHICLE DESCRIBED ON THE FACE HEREOF. THE PRINTED MANUFACTURER'S VEHICLE WARRANTY DELIVERED TO BUYER WITH THE VEHICLE SHALL APPLY AND THE SAME IS HEREBY MADE A PART HEREOF AS THOUGH FULLY SET FORTH HEREIN. THE MANUFACTURER'S VEHICLE WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THE VEHICLE AND IS EXPRESSLY IN LIEU OF ALL WARRANTIES BY THE DEALER, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

BUYER'S GUIDE

THE "BUYER'S GUIDE" information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

PLEASE READ BEFORE SIGNING:

Financing subject to approval. The finance terms of the Retail Installment Contract or Lease and Disclosure, if any, executed pursuant to this Purchase Agreement are subject to approval by the lending institutions named therein. Buyer hereby grants to the Dealer the right to negotiate with lending institutions for a reasonable variation in terms. Buyer shall execute any new financing agreement required by the lender. If Buyer does not accept the new financing terms, this contract shall be cancelled and Buyer shall immediately return the vehicle to Dealer. If the contract is cancelled, Buyer agrees to pay the Dealer $ 50.00 dollars per day and 50 cents per mile for Buyer's use of the vehicle from the date of delivery until the vehicle is returned to the Dealer. If the contract is cancelled, the Dealer shall require Buyer to immediately return the vehicle to the Dealer and to pay the cost of repair or any damage occurring to the vehicle while it is in Buyer's possession along with the agreed upon daily and mileage charges. Buyer may also be required by the contract to pay any costs the Dealer may have to pay in regaining possession of the vehicle. If Buyer owes any money from daily and mileage charges, damage repair costs or repossession costs to the Dealer when the vehicle is returned, the Dealer may keep Buyer's deposit(s) up to the amount owed. Otherwise, the deposit must be returned unless you have agreed that it is nonrefundable.

ARBITRATION

BUYER AGREES THAT IN LIEU OF ANY LAWSUIT, ALL DISPUTES ASSERTED BY THE BUYER ARISING FROM THE SALE OR FINANCING OF THE VEHICLE, BASED ON STATUTE, CONTRACT OR TORT, WITHOUT LIMITATION, SHALL BE FULLY AND FINALLY RESOLVED BY ARBITRATION BEFORE A SINGLE ARBITRATOR APPOINTED BY THE BETTER BUSINESS BUREAU IN ACCORDANCE WITH THE BINDING ARBITRATION RULES OF THE BETTER BUSINESS BUREAU. ARBITRATION SHALL BE BUYER'S SOLE AND EXCLUSIVE METHOD OF DISPUTE RESOLUTION. DEALER SHALL PAY THE COST OF THE ARBITRATION NOT INCLUDING BUYER'S ATTORNEY FEES. IN THE EVENT A PARTY FAILS TO PROCEED WITH ARBITRATION OR UNSUCCESSFULLY CHALLENGES THE ARBITRATOR'S AWARD, OR FAILS TO COMPLY WITH THE ARBITRATOR'S AWARD, THE OTHER PARTY IS ENTITLED TO COSTS OF SUIT, INCLUDING REASONABLE ATTORNEYS' FEES FOR HAVING TO COMPEL ARBITRATION OR DEFEND OR ENFORCE THE AWARD. **BUYER UNCONDITIONALLY WAIVES THE RIGHT TO LITIGATE ALL CLAIMS IN COURT, INCLUDING THE RIGHT TO A JURY TRIAL, OR TO PARTICIPATE AS A MEMBER OR REPRESENTATIVE OF ANY CLASS IN ANY CLASS ACTION, INCLUDING CLASS ARBITRATION.**

INSURANCE

THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE, AND BUYER STATES THAT HE/SHE HAS IN EFFECT AN AUTOMOBILE LIABILITY POLICY AS DEFINED IN SECTION 42-7-103(2), COLORADO REVISED STATUTES, 1972, ON THE MOTOR VEHICLE SOLD BY THIS CONTRACT.

BUYER CERTIFIES THAT HE/SHE IS 18 YEARS OF AGE OR OLDER AND ACKNOWLEDGES THAT THIS ORDER INCLUDES ALL OF THE TERMS, AND CONDITIONS OF THE SALE OF THE SUBJECT VEHICLE ON BOTH THE FACE AND REVERSE SIDE HEREOF.

BUYER'S SIGNATURE [redacted]
THIS ORDER IS NOT BINDI[redacted]ET

NAME AND TITLE

The Republic and Republic Copyright

Al Serra

CHEVROLET - SOUTH

P.O. Box 16000 • 230 N. Academy Blvd. • Phone 596-3040

CO[redacted]

DATE 01/27/2015 SOLD TO: [redacted] INVOICE NO.

ADDRESS [redacted] Pensacola [redacted]

[redacted]	STOCK NO.	YEAR-MAKE	MODEL	NEW OR USED	SERIAL NUMBER	SALESMAN
	15594T	2015 CHEVROLET TRUCK	COLORADO	NEW	1GCGTCE39F1[redacted]	MATTHEW R ABRAHAM 273701

PRICE OF CAR	33605.86
D&H FEE	499.00
	N/A
	N/A
	N/A
	N/A
	N/A
SALES TAX	
	N/A
	N/A
	34104.86
TOTAL CASH PRICE	
	N/A
	N/A
FINANCING	N/A
INSURANCE	
TOTAL TIME PRICE	34104.86
SETTLEMENT:	
DEPOSIT	N/A
CASH ON DELIVERY	750.00
TRADE IN	N/A
PAYOFF	N/A
1 @ $ 33354.86	33354.86
TOTAL	34104.86

The Reynolds and Reynolds Company OK162332 O (10/13)

BUYER AGREES THAT IN LIEU OF ANY LAWSUIT, ALL DISPUTES ASSERTED BY THE BUYER ARISING FROM THE SALE OR FINANCING OF THE VEHICLE, BASED ON STATUTE, CONTRACT OR TORT, WITHOUT LIMITATION, SHALL BE FULLY AND FINALLY RESOLVED BY ARBITRATION BEFORE A SINGLE ARBITRATOR APPOINTED BY THE BETTER BUSINESS BUREAU IN ACCORDANCE WITH THE BINDING ARBITRATION RULES OF THE BETTER BUSINESS BUREAU. ARBITRATION SHALL BE BUYER'S SOLE AND EXCLUSIVE METHOD OF DISPUTE RESOLUTION. DEALER SHALL PAY THE COST OF THE ARBITRATION INCLUDING BUYER'S ATTORNEY FEES. IN THE EVENT A PARTY FAILS TO PROCEED WITH ARBITRATION OR UNSUCCESSFULLY CHALLENGES THE ARBITRATOR'S AWARD, OR FAILS TO COMPLY WITH THE ARBITRATOR'S AWARD, THE OTHER PARTY IS ENTITLED TO COSTS OF SUIT, INCLUDING ATTORNEYS' FEES FOR HAVING TO COMPEL ARBITRATION OR DEFEND OR ENFORCE THE AWARD. **BUYER UNCONDITIONALLY WAIVES ALL CLAIMS IN COURT, INCLUDING THE RIGHT TO A JURY TRIAL, OR TO PARTICIPATE AS A MEMBER OR CLASS IN ANY CLASS ACTION, INCLUDING CLASS ARBITRATION.**

INSURANCE

AUTOMOBILE LIABILITY INSURANCE, AND BUYER STATES THAT HE/SHE HAS IN EFFECT AN IN SECTION 42-7-103(2), COLORADO REVISED STATUTES, 1972, ON THE MOTOR VEHICLE

ND ACKNOWLEDGES THAT THIS ORDER INCLUDES ALL OF THE TERMS, AND CONDITIONS OF THE E HEREOF.

OLET

[redacted] 1/27/2015

Steve # Penfed ofee

DEAL RECAP

- ☐ Truth In Lending
- ☐ Check In Slip ☐ Bank
- ☐ Appraisal Slip ☒ Other CASH DEAL
- ☐ Odometer Certs
- ☐ Power Sheet
- ☐ Insurance
- ☐ Cash Receipts:
  - Amt. No.
  - Amt. No.
  - Amt. No.
- ☐ Trade: Disc. Llc. Llc.
  - ☐ P.O. Amt.
  - ☐ Good Till
  - ☐ Verified By
- ☐ Registration
  - Title In Due
  - Source

SELLING PRICE (Inc. all Acc.)	33605.86
SALES TAX	N/A
TRADE ALLOWANCE	N/A
PAY-OFF	N/A
LIENHOLDER N/A	
CASH DEPOSIT	N/A
C.O.D.	N/A
DEFERRED DOWN No. 1	N/A
DEFERRED DOWN No. 2	N/A
DEFERRED DOWN No. 3	N/A
REBATE	750.00
TOTAL CASH DOWN PAYMENT	750.00
NUMBER OF PAYMENTS/PAYMENT 1 @	33354.86
NO. DAYS BEFORE 1st PMT./DATE 1	01/28/2015
ADD-ON INTEREST RATE/APR N/A	0.00
LICENSE AND REGISTRATION	N/A

AMOUNT FINANCED 33354.86 DISCOUNT RATE: 0.00 FINANCE RESERVE: N/A

	PREMIUM	COST	RESERVE
CREDIT LIFE	N/A	N/A	N/A
CREDIT A & H	N/A	N/A	N/A
GAP	N/A	N/A	N/A
AFTERMARKET	N/A	N/A	N/A
SERVICE CONTRACTS	N/A	N/A	N/A
OTHER			

STOCK # DESCRIPTION 2015 CHEVROLE COLORADO
DEAL # 149898 I.D # 1GCGTCE39F[redacted]
CUSTOME[redacted] DATE 01/27/2015
ADDRESS[redacted] COLORADO SPRI CO[redacted]
SALESMAN 1 MATTHEW R ABRAHAM MGR. SCOTT D BARTLETT
SALESMAN 2 QUENTIN M DASSONVILL

PRICE OF VEHICLE	33605.86	
COST OF VEHICLE	34003.54	
PACK	2233.44	
TRADE ALLOWANCE	N/A	(PAYABLE GROSS)
A.C.V. OF TRADE	N/A	783.06
OVER-ALLOWANCE	N/A	
UNDER-ALLOWANCE	N/A	
COMMISSION No. 1/BONUS	50.00	N/A
COMMISSION No. 2/BONUS	50.00	N/A
MANAGER COMM.	N/A	
PROFIT OF SALE	862.06	

APPROVED

TOTAL INSURANCE RESERVE:	N/A
TOTAL F & I RESERVE:	N/A
FINANCE COMMISSION:	N/A
LAH INSURANCE COMMISSION:	N/A
GAP COMMISSION:	N/A
AFTERMARKET COMMISSION:	N/A
COMMISSION:	N/A
NET F & I RESERVE:	N/A
GROSS PROFIT:	962.06

LAW FORM NO. RFI-237-GAP (REV. 3/13)
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Tawni Pennington (C)

From: Tawni Pennington (C)
Sent: Tuesday, December 01, 2015 3:20 PM
To: 'Michael Rankin'
Subject: RE: GM Repurchase Case [redacted] - Aftermarket Item

Mike,

The DMA has already stated in a previous case just like this that he was not going to reimburse for the bedliner. Customers are responsible for aftermarket accessories.

-----Original Message-----
From: Michael Rankin [mailto:Michael.Rankin@gmrvdchq.com]
Sent: Tuesday, December 01, 2015 3:15 PM
To: Tawni Pennington (C)
Cc: Debra Solimine (C); debra.solimine@concentrix.com; Julia Villareal (C); julia.villareal@concentrix.com; Tracy Ehrlinger
Subject: FW: GM Repurchase Case [redacted] Aftermarket Item

Repurchase#: [redacted]
[redacted]
Customer: [redacted]
VIN: 1GCGTCE39F1[redacted]

Hi Tawni,

Mr. [redacted] in his email below, is asking that GM reimburse him for his spray-in bed liner for which he paid $405. See attached receipt. Could you check with the DMA and see if GM is willing to reimburse Mr. [redacted] for this aftermarket item?

Mike Rankin | Repurchase Coordinator
GM RVDC
T 866.802.6625 x 1205 | F 866.802.6668
michael.rankin@gmrvdchq.com

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-----Original Message-----
From: [redacted] [mailto[redacted]
Sent: Tuesday, December 01, 2015 2:48 PM
To: Michael Rankin
Subject: RE: GM Repurchase Case [redacted] Request for Documents

Mr. Rankin,

My understanding based on information from the BBB is that I would also be compensated for the spray in bed liner that cannot be removed from the vehicle (see attachment pages 6-8) . The bed liner was installed by a company that the dealership has a relationship with because it was not an option on this truck. The vehicle was delivered to that company by the dealership for installation. After installation was complete I then picked it up from the dealership. The bed liner is now a permanent part of the vehicle as it can't be removed.

As for the taxes and fees paid, see the attachment pages 9-12. The total came to $151.85. The state of FL does not charge for sales tax if you are active military on orders outside of the state and won't operate the vehicle inside the state of FL.

I will follow this email up with a phone call.

Respectfully,
[redacted]

-----Original Message-----
From: Michael Rankin [mailto:Michael.Rankin@gmrvdchq.com]
Sent: Tuesday, December 01, 2015 12:17 PM
To: [redacted]
Cc: [redacted]
Subject: RE: GM Repurchase Case [redacted] - Request for Documents

[redacted], according to the BBB ruling letter GM is supposed to be refunding you for any taxes and fees you paid for this vehicle. In most states, the amount you paid in taxes and fees would show up on the purchase agreement, but I don't see it on the purchase agreement provided to us by the dealership. In CO, are these monies something you paid for separately at the DMV? If so, could you send me the receipt for the taxes and fees?

Mike Rankin | Repurchase Coordinator

GM RVDC

T 866.802.6625 x 1205 | F 866.802.6668

michael.rankin@gmrvdchq.com <mailto:michael.rankin@gmrvdchq.com>

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From: Michael Rankin
Sent: Monday, November 30, 2015 2:22 PM
To: [redacted]
Cc: [redacted]

Subject: RE: GM Repurchase Case [redacted] - Request for Documents

Thank you Mr. [redacted]

Mike Rankin | Repurchase Coordinator

GM RVDC

T 866.802.6625 x 1205 | F 866.802.6668

michael.rankin@gmrvdchq.com

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From: [redacted]
Sent: Monday, November 30, 2015 1:57 PM
To: Michael Rankin
Cc: [redacted]
Subject: RE: GM Repurchase Case [redacted]) - Request for Documents

Mr Rankin,

The documents are attached. As stated my current address is:

[redacted]

Colorado Springs, CO [redacted]

Please confirm receipt and let me know if you require additional information.

Respectfully,

[redacted]

From: Michael Rankin [mailto:Michael.Rankin@gmrvdchq.com]
Sent: Monday, November 30, 2015 9:06 AM
To: [redacted]
Subject: GM Repurchase Case # [redacted] - Request for Documents

Hi [redacted]

As I mentioned on the phone, I have received the case to repurchase your
2015 Chevrolet Colorado. In order to proceed, I will need the following documentation from you either by email (michael.rankin@gmrvdchq.com) or fax
((866) 802-6668). If faxing, please make sure your case number, [redacted] is listed on each fax page.

. Copy of Driver's Licenses (for all on Title)

. A copy of Title (if no lien)

Once I have all the documents I need from you, your lien holder, and the dealership, I'll be able to proceed with processing your case. My process can take about 7 business days depending how quickly I get the documents needed. After I'm able to process your case, I will send you a settlement offer to review, sign, and send back to me. The dealership involved will also receive a letter to review, sign and send back to me. Once I receive the last signed letter, I'll be able to get a closing packet sent out to the dealership. The dealership should receive the closing packet about four days from when I get the last signed letter.

Please let me know if you have any questions.

Mike Rankin | Repurchase Coordinator

GM RVDC

T 866.802.6625 x 1205 | F 866.802.6668

michael.rankin@gmrvdchq.com

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[redacted]

AL SERRA CHEVROLET - SOUTH

230 North Academy Blvd.
Colorado Springs, CO 80909
719-596-3040
www.alserracolorado.com

[redacted]

INVOICE NUMBER [redacted]

CUSTOMER NUMBER

[redacted]

COLORADO SPRINGS, [redacted]

RESIDENCE PHONE | BUSIN [redacted]

ADVISOR: BEN 218942 | DEPT NO.: 5016

LABOR RATE | LICENSE NO. | MILEAGE: 10,918

YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB

VEHICLE ID NO.: 1 G C G T C E 3 9 F 1 [redacted]

F.T.E. NO. | P [redacted]

COLOR: SILV ICE ME | STOCK NO.: 15594T

COMMENTS

DELIVERY MILES: 61 | SELLING DEALER NO.: 10801

R. O. DATE: 10/30/15 | INVOICE DATE: 11/04/15

REPRINT NUMBER | DELIVERY DATE: 01/27/15

PRODUCTION DATE

CE [redacted]

LABOR & PARTS

J#:1 25CTZ	LIGHT LINE	TECH(S):323393	WARRANTY

CUSTOMER STATES VEHICLE HAS VIBRATION UNDER DASH WHEN
CONDS BLOWER IS ON HIGH C/S INTERMITTENLY A WHISTLE SOUND COMES
FROM DASH AS WELL WHEN USING BLOWER
FOUND COUNTER WEIGHT FOR BLOWER MOTOR MISSING.
FOUND TSB FOR CABIN AIR FILTER DOOR CAUSING WHISTLING.
CAUSE APPLIED SMALL AMOUNT OF WEATHER TAPE TOO DOOR AND WHISTLING
STOPPED AT THIS TIME.
APPLIED WEATHER TAPE TO CABIN AIR FILTER DOOR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	23306919	MOTOR 9.215		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J#:2 16CTZ	SUSPENSION	TECH(S):323393	WARRANTY

CUSTOMER STATES UPON TAKE OFF FROM A STOP FEELS POPPING FROM
UNDER VEHICLE POSSIBLY FROM DRIVE TRAIN ADVISE
FOUND TSB FOR REAR LEAF SPRING ANCHOR PLATE.
REMOVED BOTH LEAF SPRING ANCHOR PLATE AND APPLIED LEAF
SPRING GEACE AND REINSTALLED AND TORQUED TO SPEC.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 1	CT	COURTESY TRANSPORTATION		
			TOTAL - MISC	0.00

[CONTINUED ON NEXT PAGE]

[redacted]

AL SERRA CHEVROLET - SOUTH

230 North Academy Blvd.
Colorado Springs, CO 80909
719-596-3040
www.alserracolorado.com

[redacted]

CELL [redacted]

TOTALS

CASH [X] CHECK [ ] CHARGE [ ]
M/CARD [ ] VISA [ ] DISCOVER [ ]
AMEX [ ]
CHECK #
AMOUNT TENDERED 0.00
CHANGE
TOTAL INVOICE $ 0.00

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER
IF FOR ANY REASON YOU CANNOT GIVE US
A "COMPLETELY SATISIFIED" SCORE
PLEASE CONTACT YOUR SERVICE ADVISOR
THANK YOU FOR CHOOSING US.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

INVOICE NUMBER [redacted]
CUSTOMER NUMBER

[redacted]

COLORADO SPRINGS, CO [redacted]

RESIDENCE PHONE
BUSINESS [redacted]

ADVISOR: BEN 218942 5016
LABOR RATE | LICENSE NO. | MILEAGE: 10,918

YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB
VEHICLE ID NO.: 1 G C G T C E 3 9 F 1 [redacted]
E.T.E. NO. | [redacted]

COLOR: SILV ICE ME | STOCK NO.: 15594T
COMMENTS

DELIVERY MILES: 61 | SELLING DEALER NO.: 10801
R.O. DATE: 10/30/15 | INVOICE DATE: 11/04/15
REPRINT NUMBER | DELIVERY DATE: 01/27/15
PRODUCTION DATE

Reynolds and Reynolds (ADP) DEARBORN, MICHIGAN

[redacted]

SERVICE HISTORY

CELL [redacted]

"I DO N[redacted]Y ESTIMATE, EITHER WRITTEN OR ORAL, TO WHIC[redacted]W, BEFORE REPAIRS ARE AUTHORIZED."

X _____ DATE _____

ESTIMATE OF REPAIRS:	SERVICE	BODY SHOP
	$	$

TOTAL ESTIMATE	EXPECTED COMP. DATE	EXPECTED COMP. TIME
$		A.M. P.M.

ORIGINAL ESTIMATE	REVISED ESTIMATE	DATE	TIME
$	$		

CONTACTED VIA	PERSON CONTACTED	SS NO.	SA NAME
PHONE IN PERSON			

REVISED ESTIMATE	DATE	TIME
$		

CONTACTED VIA	PERSON CONTACTED	SS NO.	SA NO.
PHONE IN PERSON			

[redacted] 36 FO

Bill Koontz

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SERVICE

SALESPERSON NO. 273701 MATTHEW R ABRAHAM

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.
1GCGTCE39F1[redacted]	15/CHEVROLET TRUCK/COLORADO/CREW CA	15594T	[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	
313019		01/27/15	61	10801	02/04/15

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	ENG NO.
SILV ICE MET/JET				5332

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CTZZ				854	218942	

[redacted]

COLORADO SPRINGS, CO [redacted]

RESIDENCE PHONE	TIME RECEIVED
[redacted]	06:59am

LABOR RATE

DATE PROMISED	PRIORITY
02/04/15 08:24am	2

APPOINTMENT [X] Yes [ ] No

ADVISOR: BEN

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other materials for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

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

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MD / MI	TOTAL

DATE 2/4/15 OPER [redacted]

MECH Josh #

NAME NO.

REC'D BY

YOU ARE ENTITLED to the return of the replaced parts if you so request at the time you authorized the repair. Except for body shop repair parts and except for exchanged or warranty parts that shall only be presented to the customer for examination and not returned, the customer is entitled to the return of the replaced parts if the customer so requests at the time of consenting to or authorizing the repairs.

SAVE [ ] I hereby consent to have used, reconditioned [ ] YES

DISCARD [ ] or rebuilt parts used if possible. [ ] NO

TYPE OF PARTS

[ ] NEW OR REMANUFACTURED ORIGINAL EQUIPMENT PARTS

[ ] NEW NON-ORIGINAL EQUIPMENT MANUFACTURER

[ ] USED RECONDITIONED OR REBUILT

X _____

AUTHORIZED BY:

JOB LABOR INSTRUCTIONS

[redacted] WARR [redacted]

COMMENTS :

VERIFY MILES →854

[redacted]

C/S ONSTAR LIGHT IS RED AND WON'T CONNECT

Found defective On-Star Module - ordered 2/6/15

Replaced & programmed module per GM instructions.

[redacted] LIGHTLINE

CUSTOMER STATES BETWEEN 40MPH AND 55MPH HEARS A HIGH PITCH WISTLE NOISE GOES AWAY AT 60MPH CHECK AND ADVISE

wind deflector left of Sunroof Glass

Seal Sunroof [redacted]

Called T/C 2/10/15

[redacted]

[redacted]

CUSTOMER STATES STICKER ADDHIESIVE IN BETWEEN DRIVER FRONT AND DRIVER REAR WINDOWS BLACK ADDHIESIVE applique

Body Shop installed. applique scratched

D/R window trim - on order 2/6/15

[redacted]

[redacted]

AL SERRA CHEVROLET - SOUTH 230 N. Academy Blvd. Colorado Springs, Co. 80909 719-596-3040 (FAX)719 380 6074 P. 003/006
10/07/2015 18:15:41 SERRA SERVICE MGR

[redacted] GREEMENT

SALESMAN

DATE 01/27/2015

AL SERRA CHEVROLET-SOUTH
230 N ACADEMY BLVD
COLORADO SPRINGS CO 80909
(719)596-3040

DEAL# [redacted]

BUYER [redacted]

ADDRESS [redacted]

PHONE RES. [redacted] BUS.

CITY COLORADO SPR COUNTY EL PASO STATE CO ZIP [redacted]

E-MAIL ADDRESS

BUYER AGREES TO PURCHASE THE FOLLOWING DESCRIBED VEHICLE FROM THE DEALER UNDER THE TERMS AND CONDITIONS DESCRIBED HEREIN:

STOCK NUMBER	YEAR	MAKE	MODEL	MILEAGE	VEHICLE V.I.N./I.D. #	COLOR	TRIM
	2015	CHEVRO	COLORA	61	1GCGTCE39F1 [redacted]	SILVER	4WD Z7

BUYER AGREES THAT TITLE TO THE FOLLOWING DESCRIBED USED VEHICLE IS TRANSFERRED TO THE DEALER AS A TRADE-IN AND THAT THE NET EQUITY (TRADE-IN ALLOWANCE LESS BALANCE OWED ON TRADE-IN) CONSTITUTES PARTIAL PAYMENT FOR THE ABOVE DESCRIBED VEHICLE.

* DESCRIPTION OF TRADE IN	YEAR	MAKE	MODEL	MILEAGE	VEHICLE IDENTIFICATION NUMBER

	DELIVERED PRICE	33605.86
	DEALER HANDLING: THIS CHARGE REPRESENTS COSTS & ADDITIONAL PROFIT TO THE DEALER.	499.00
	TOTAL CAR PRICE	34104.86
*	TRADE-IN ALLOWANCE INCLUDING DISCOUNT FROM LIST PRICE	N/A
	AFTERMARKETS	N/A
	TAXABLE SALE PRICE	34104.86
	SALES TAX N/A	N/A
	Credit Life Ins.	N/A
	Accident & Health Ins.	N/A
	FILING FEES	N/A
*	BALANCE OWED ON TRADE-IN: If the Actual Pay-Off on Buyer's trade-in exceeds the estimated pay-off amount stated here, Buyer agrees to pay Dealer the difference immediately.	N/A
	EXTENDED SERVICE CONTRACT	N/A
	GAP	N/A
	TOTAL CASH DUE	34106.86

	CUSTOMER DEPOSIT	N/A SEE PARAGRAPH 8 ON REVERSE SIDE
	REBATES	750.00
	TOTAL CASH PAYMENT	750.00
	REMAINING CASH BALANCE DUE	33356.86

DEALER INSTALLED ACCESSORIES

MANUFACTURER AND ITEM	AMOUNT
TOTAL ACCESSORIES INCLUDED IN DELIVERED PRICE	

USED VEHICLES SOLD "AS IS"

THIS MOTOR VEHICLE IS SOLD WITHOUT ANY WARRANTY, EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE. (THIS PROVISION IS APPLICABLE ONLY TO USED CARS SOLD WITHOUT AN EXPRESS WARRANTY.)
I understand the above statement.

X _____
BUYER'S SIGNATURE

DISCLAIMER OF WARRANTIES

THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, MADE BY THE DEALER HEREIN ON THE VEHICLE DESCRIBED ON THE FACE HEREOF. THE PRINTED MANUFACTURER'S VEHICLE WARRANTY DELIVERED TO BUYER WITH THE VEHICLE SHALL APPLY AND THE SAME IS HEREBY MADE A PART HEREOF AS THOUGH FULLY SET FORTH HEREIN. THE MANUFACTURER'S VEHICLE WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THE VEHICLE AND IS EXPRESSLY IN LIEU OF ALL WARRANTIES BY THE DEALER, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

BUYER'S GUIDE

THE "BUYER'S GUIDE" information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

PLEASE READ BEFORE SIGNING:

Financing subject to approval. The finance terms of the Retail Installment Contract or Lease and Disclosure, if any, executed pursuant to this Purchase Agreement are subject to approval by the lending institutions named therein. Buyer hereby grants to the Dealer the right to negotiate with lending institutions for a reasonable variation in terms. Buyer shall execute any new financing agreement required by the lender. If Buyer does not accept the new financing terms, this contract shall be cancelled and Buyer shall immediately return the vehicle to Dealer. If the contract is cancelled, Buyer agrees to pay the Dealer $ 50.00 dollars per day and 50 cents per mile for Buyer's use of the vehicle from the date of delivery until the vehicle is returned to the Dealer. If the contract is cancelled, the Dealer shall require Buyer to immediately return the vehicle to the Dealer and to pay the cost of repair or any damage occurring to the vehicle while it is in Buyer's possession along with the agreed upon daily and mileage charges. Buyer may also be required by the contract to pay any costs the Dealer may have to pay in regaining possession of the vehicle. If Buyer owes any money from daily and mileage charges, damage repair costs or repossession costs to the Dealer when the vehicle is returned, the Dealer may keep Buyer's deposit(s) up to the amount owed. Otherwise, the deposit must be returned unless you have agreed that it is nonrefundable.

ARBITRATION

BUYER AGREES THAT IN LIEU OF ANY LAWSUIT, ALL DISPUTES ASSERTED BY THE BUYER ARISING FROM THE SALE OR FINANCING OF THE VEHICLE, BASED ON STATUTE, CONTRACT OR TORT, WITHOUT LIMITATION, SHALL BE FULLY AND FINALLY RESOLVED BY ARBITRATION BEFORE A SINGLE ARBITRATOR APPOINTED BY THE BETTER BUSINESS BUREAU IN ACCORDANCE WITH THE BINDING ARBITRATION RULES OF THE BETTER BUSINESS BUREAU. ARBITRATION SHALL BE BUYER'S SOLE AND EXCLUSIVE METHOD OF DISPUTE RESOLUTION. DEALER SHALL PAY THE COST OF THE ARBITRATION NOT INCLUDING BUYER'S ATTORNEY FEES. IN THE EVENT A PARTY FAILS TO PROCEED WITH ARBITRATION OR UNSUCCESSFULLY CHALLENGES THE ARBITRATOR'S AWARD, OR FAILS TO COMPLY WITH THE ARBITRATOR'S AWARD, THE OTHER PARTY IS ENTITLED TO COSTS OF SUIT, INCLUDING REASONABLE ATTORNEYS' FEES FOR HAVING TO COMPEL ARBITRATION OR DEFEND OR ENFORCE THE AWARD. **BUYER UNCONDITIONALLY WAIVES THE RIGHT TO LITIGATE ALL CLAIMS IN COURT, INCLUDING THE RIGHT TO A JURY TRIAL, OR TO PARTICIPATE AS A MEMBER OR REPRESENTATIVE OF ANY CLASS IN ANY CLASS ACTION, INCLUDING CLASS ARBITRATION.**

INSURANCE

THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE, AND BUYER STATES THAT HE/SHE HAS IN EFFECT AN AUTOMOBILE LIABILITY POLICY AS DEFINED IN SECTION 42-7-103(2), COLORADO REVISED STATUTES, 1972, ON THE MOTOR VEHICLE SOLD BY THIS CONTRACT.

BUYER CERTIFIES THAT HE/SHE IS 18 YEARS OF AGE OR OLDER AND ACKNOWLEDGES THAT THIS ORDER INCLUDES ALL OF THE TERMS, AND CONDITIONS OF THE SALE OF THE SUBJECT VEHICLE ON BOTH THE FACE AND REVERSE SIDE HEREOF.

BUYER'S SIGNATURE [redacted]

THIS ORDER IS NOT BINDI[redacted]ET

NAME AND TITLE

The Reynolds and Reynolds Company

MATTHEW R AR

Al Serra

CHEVROLET - SOUTH

P.O. Box 16000 • 230 N. Academy Blvd. • Phone 596-3040

CO[redacted]

DATE 01/27/2015 SOLD TO: [redacted] INVOICE NO. [redacted]

ADDRESS [redacted] Ans9c01a

[redacted]	STOCK NO.	YEAR-MAKE	MODEL	NEW OR USED	SERIAL NUMBER	SALESMAN
	15594T	2015 CHEVROLET TRUCK	COLORADO	NEW	1GCGTCE39F1[redacted]	MATTHEW R ABRAHAM 273701

PRICE OF CAR	33605.86
D&H FEE	499.00
	N/A
	N/A
	N/A
	N/A
	N/A
SALES TAX	
	N/A
	N/A
	34104.86
TOTAL CASH PRICE	
	N/A
	N/A
FINANCING	N/A
INSURANCE	
TOTAL TIME PRICE	34104.86
SETTLEMENT:	
DEPOSIT	N/A
CASH ON DELIVERY	750.00
TRADE IN	N/A
PAYOFF	N/A
1 @ $ 33354.86	33354.86
TOTAL	34104.86

The Reynolds and Reynolds Company OK162332 O (10/13)

BUYER AGREES THAT IN LIEU OF ANY LAWSUIT, ALL DISPUTES ASSERTED BY THE BUYER ARISING FROM THE SALE OR FINANCING OF THE VEHICLE, BASED ON STATUTE, CONTRACT OR TORT, WITHOUT LIMITATION, SHALL BE FULLY AND FINALLY RESOLVED BY ARBITRATION BEFORE A SINGLE ARBITRATOR APPOINTED BY THE BETTER BUSINESS BUREAU IN ACCORDANCE WITH THE BINDING ARBITRATION RULES OF THE BETTER BUSINESS BUREAU. ARBITRATION SHALL BE BUYER'S SOLE AND EXCLUSIVE METHOD OF DISPUTE RESOLUTION. DEALER SHALL PAY THE COST OF THE ARBITRATION INCLUDING BUYER'S ATTORNEY FEES. IN THE EVENT A PARTY FAILS TO PROCEED WITH ARBITRATION OR UNSUCCESSFULLY CHALLENGES THE ARBITRATOR'S AWARD, OR FAILS TO COMPLY WITH THE ARBITRATOR'S AWARD, THE OTHER PARTY IS ENTITLED TO COSTS OF SUIT, INCLUDING ATTORNEYS' FEES FOR HAVING TO COMPEL ARBITRATION OR DEFEND OR ENFORCE THE AWARD. **BUYER UNCONDITIONALLY WAIVES ALL CLAIMS IN COURT, INCLUDING THE RIGHT TO A JURY TRIAL, OR TO PARTICIPATE AS A MEMBER OR CLASS IN ANY CLASS ACTION, INCLUDING CLASS ARBITRATION.**

INSURANCE

AUTOMOBILE LIABILITY INSURANCE, AND BUYER STATES THAT HE/SHE HAS IN EFFECT AN IN SECTION 42-7-103(2), COLORADO REVISED STATUTES, 1972, ON THE MOTOR VEHICLE

ND ACKNOWLEDGES THAT THIS ORDER INCLUDES ALL OF THE TERMS, AND CONDITIONS OF THE E HEREOF.

OLET

[redacted] 1/27/2015

Steve
Penfed ofee

DEAL RECAP

- ☐ Truth In Lending
- ☐ Check In Slip ☐ Bank
- ☐ Appraisal Slip ☒ Other CASH DEAL
- ☐ Odometer Certs
- ☐ Power Sheet
- ☐ Insurance
- ☐ Cash Receipts:
  - Amt. No.
  - Amt. No.
  - Amt. No.
- ☐ Trade: Disc. Llc. Llc.
  - ☐ P.O. Amt.
  - ☐ Good Till
  - ☐ Verified By
- ☐ Registration
  - Title In Due
  - Source

SELLING PRICE (Inc. all Acc.)	33605.86
SALES TAX	N/A
TRADE ALLOWANCE	N/A
PAY-OFF	N/A
LIENHOLDER	N/A
CASH DEPOSIT	N/A
C.O.D.	N/A
DEFERRED DOWN No. 1	N/A
DEFERRED DOWN No. 2	N/A
DEFERRED DOWN No. 3	N/A
REBATE	750.00
TOTAL CASH DOWN PAYMENT	750.00
NUMBER OF PAYMENTS/PAYMENT	1 @ 33354.86
NO. DAYS BEFORE 1st PMT./DATE	1 01/28/2015
ADD-ON INTEREST RATE/APR	N/A 0.00
LICENSE AND REGISTRATION	N/A

AMOUNT FINANCED 33354.86 DISCOUNT RATE: 0.00 FINANCE RESERVE: N/A

	PREMIUM	COST	RESERVE
CREDIT LIFE	N/A	N/A	N/A
CREDIT A & H	N/A	N/A	N/A
GAP	N/A	N/A	N/A
AFTERMARKET	N/A	N/A	N/A
SERVICE CONTRACTS	N/A	N/A	N/A
OTHER	N/A	N/A	N/A

STOCK # DESCRIPTION 2015 CHEVROLE COLORADO
DEAL # 149898 I.D # 1GCGTCE39F[redacted]
CUSTOME[redacted] DATE 01/27/2015
ADDRESS[redacted] COLORADO SPRI CO[redacted]
SALESMAN 1 MATTHEW R ABRAHAM MGR. SCOTT D BARTLETT
SALESMAN 2 QUENTIN M DASSONVILL

PRICE OF VEHICLE	33605.86	
COST OF VEHICLE	34003.54	
PACK	2233.44	
TRADE ALLOWANCE	N/A	(PAYABLE GROSS)
A.C.V. OF TRADE	N/A	783.06
OVER-ALLOWANCE	N/A	
UNDER-ALLOWANCE	N/A	
COMMISSION No. 1/BONUS	50.00	N/A
COMMISSION No. 2/BONUS	50.00	N/A
MANAGER COMM.	N/A	
PROFIT OF SALE	862.06	

TOTAL INSURANCE RESERVE:	N/A
TOTAL F & I RESERVE:	N/A
FINANCE COMMISSION:	N/A
LAH INSURANCE COMMISSION:	N/A
GAP COMMISSION:	N/A
AFTERMARKET COMMISSION:	N/A
COMMISSION:	N/A
NET F & I RESERVE:	N/A

GROSS PROFIT: 962.06

APPROVED

LAW FORM NO. RFI-237-GAP (REV. 3/13)
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AL SERRA CHEVROLET - SOUTH
230 North Academy Blvd.
Colorado Springs, CO 80909
719-596-3040
www.alserracolorado.com

[redacted]

INVOICE NUMBER
CUSTOMER NUMBER

[redacted]

COLORADO SPRINGS, CO

RESIDENCE PHONE | BUSINESS [redacted]

ADVISOR: BEN 218942 | TAG NO.: 5332
LABOR RATE | LICENSE NO. | MILEAGE: 262
YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB
VEHICLE ID NO.: 1 G C G T C E 3 9 F 1 [redacted]
F.T.E. NO.
COLOR: SILV ICE ME | STOCK NO.: 15594T
COMMENTS
DELIVERY MILES: 61 | SELLING DEALER NO.: 10801
R. O. DATE: 02/04/15 | INVOICE DATE: 02/24/15
REPRINT NUMBER | DELIVERY DATE: 01/27/15
PRODUCTION DATE

[redacted]

LABOR & PARTS----------

J# 1 06CTZ BODY ELECTRICAL TECH(S):106154 289432 WARRANTY
C/S ONSTAR LIGHT IS RED AND WON'T CONNECT
NO COMUNICATION FROM ONSTAR MODULE
REPLACED VCIM RE-TEST OK AT THIS TIME

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+25CTZ LIGHT LINE TECH(S):106154 289432 WARRANTY
Added Operation (BJOHNSON @ 02/04/2015 12:24)
CUSTOMER STATES BETWEEN 40MPH AND 55MPH HEARS A HIGH PITCH
WISTLE NOISE GOES AWAY AT 60MPH CHECK AND ADVISE
WIND BLOWING OVER PLENUIM OF COWL CAUSING NOISE
REWORKED COWL ROAD TEST OK AT THIS TIME

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+10CTZ18 LIGHT LINE TECH(S):289432 720 WARRANTY
Added Operation (BJOHNSON @ 02/04/2015 12:24)
CUSTOMER STATES STICKER ADDHIESIVE IN BETWEEN DRIVER FRONT
AND DRIVER REAR WINDOWS BLACK ADDHIESIVE
DAMAGED OUT OF FACTORY
INSTALLED NEW TAPE COVER

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 3 1 22970271 TAPE 12.114 WARRANTY
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+07CTZ30 EXTERIOR TRIM MISC TECH(S):289432 INTERNAL
Added Operation (BJOHNSON @ 02/04/2015 12:24)
INSTALL FENDER FLARES FACTORY OPTION
NOT INSTALLED ON PDI
INSTALLED OPTION

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-
JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00

COMMENTS----------
VERIFY MILES
DELETED OPERATION(S)----------
07CTZ26 EXTERIOR TRIM 07CTZ TRIM

[CONTINUED ON NEXT PAGE]

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Colorado Springs, CO 80909
719-596-3040
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[redacted]

INVOICE NUMBER
CUSTOMER NUMBER

COLORADO SPRINGS, CO

RESIDENCE PHONE | BUSINE

ADVISOR
BEN 218942 5332

LABOR RATE | LICENSE NO. | MILEAGE
262

YEAR / MAKE / MODEL
15/CHEVROLET TRUCK/COLORADO/CREW CAB

VEHICLE ID NO.
1 G C G T C E 3 9 F 1

F.T.E. NO.

COLOR
SILV ICE ME

STOCK NO.
15594T

COMMENTS

DELIVERY MILES
61

SELLING DEALER NO.
10801

R. O. DATE
02/04/15

INVOICE DATE
02/24/15

REPRINT NUMBER

DELIVERY DATE
01/27/15

PRODUCTION DATE

Reusable and Reusable FRANTSIL14E 0385708C (08/08)

CE [redacted]

TOTALS----------

CASH [ ] CHECK [ ] CHARGE [ ]
M/CARD [ ] VISA [ ] DISCOVER [ ]
AMEX [ ]

CHECK #

AMOUNT TENDERED-
CHANGE

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER
IF FOR ANY REASON YOU CANNOT GIVE US
A "COMPLETELY SATISIFIED" SCORE
PLEASE CONTACT YOUR SERVICE ADVISOR
THANK YOU FOR CHOOSING US.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

AL SERRA CHEVROLET - SOUTH
230 North Academy Blvd.
Colorado Springs, CO 80909
719-596-3040
www.alserracolorado.com

CEL [redacted]

INVOICE NUMBER [redacted]
CUSTOMER NUMBER
[redacted]
COLORADO SPRINGS, CO [redacted]
RESIDENCE PHONE | BUSINE [redacted]
ADVISOR: BEN | 218942 | 5312
LABOR RATE | LICENSE NO. | MILEAGE: 7,344
YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB
VEHICLE ID NO.: 1 G C G T C E 3 9 F 1 [redacted]
P.T.E. NO.
COLOR: SILV ICE ME | STOCK NO.: 15594T
COMMENTS
DELIVERY MILES: 61 | SELLING DEALER NO.: 10801
R.O. DATE: 06/16/15 | INVOICE DATE: 06/18/15
REPRINT NUMBER | DELIVERY DATE: 01/27/15
PRODUCTION DATE

Reynolds and Reynolds ERAINTSIL14E

LABOR & PARTS

J# 1 29CTZ STEERING TECH(S):152730 WARRANTY

CUSTOMER STATES POWER STEERING INOP CHECK AND ADVISE
POWER STEERING SYS.
C/S 35MPH WARNING BELL ON DASH PWR STEERING FAILURE
DRIVE WITH CARE SERVICE PWR STEERING
NO CODES NO TSBS NO PI
UNABLE TO DUPLICATE AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 26CTZ 4 WHL DRIVE TECH(S):152730 WARRANTY

CUSTOMER STATES 4X4 SWITCH ON DRIVER LEFT LOOSE CHECK AND ADVISE
4X4 SWITCH NOT SECURED
REPOSITION SECURING TABS AND INSTALLED SWITCH

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 06CTZ10 RADIO & SPEAKERS TECH(S):152730 WARRANTY

TEXT FUNCTION WHILE DRIVING C/S RADIO WILL NOT DETECT
INCOMMING TEXT AND WILL NOT ALLOW HIM TO USE THE ONE BUTTON
RESPONSE FUNCTION
WILL ONLY SHOW NOTIFICATIONS , WILL NOT REPLY TEXT BACK
SOFTWARE NOT CAMPATIBLE WITH SOME PHONES
PROGRAMMED RADIO

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 06CTZ BODY ELECTRICAL TECH(S):152730 WARRANTY

CUSTOMER STATES WHILE LISTING TO APP NPR RADIO ON IPHONE 5S
WHEN PLUGS INTO USB WILL NOT GO TO RADIO JUST PLAYS OUT OF IPHONE
SEE LINE THREE

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+25CTZ06 FACTORY CAMPAIGNS TECH(S):152730 WARRANTY

Added Operation (BJOHNSON @ 06/16/2015 08:05)
PERFORM RECALL 15150
FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY
INSPECTED SEATS

JOB # 5 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	CT	COURTESY TRANSPORTATION		WARRANTY
			TOTAL - MISC	0.00

[CONTINUED ON NEXT PAGE]

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230 North Academy Blvd.
Colorado Springs, CO 80909
719-596-3040
www.alserracolorado.com

CELL: [redacted]

TOTALS----------

CASH [ ] CHECK [ ] CHARGE [ ]
M/CARD [ ] VISA [ ] DISCOVER [ ]
AMEX [ ]

CHECK #

AMOUNT TENDERED-
CHANGE -

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER
IF FOR ANY REASON YOU CANNOT GIVE US
A "COMPLETELY SATISIFIED" SCORE
PLEASE CONTACT YOUR SERVICE ADVISOR
THANK YOU FOR CHOOSING US.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

INVOICE NUMBER [redacted]
CUSTOMER NUMBER

[redacted]
COLORADO SPRINGS, CO [redacted]

RESIDENCE PHONE | BUSINESS [redacted]

ADVISOR
BEN 218942 5312

LABOR RATE | LICENSE NO. | MILEAGE 7,344

YEAR / MAKE / MODEL
15/CHEVROLET TRUCK/COLORADO/CREW CAB

VEHICLE ID NO.
1 G C G T C E 3 9 F 1 [redacted]

F.T.E. NO. | P. [redacted]

COLOR SILV ICE ME | STOCK NO. 15594T

COMMENTS

DELIVERY MILES 61 | SELLING DEALER NO. 10801

R. O. DATE 06/16/15 | INVOICE DATE 06/18/15

REPRINT NUMBER | DELIVERY DATE 01/27/15

PRODUCTION DATE

Reynolds and Reynolds ERAANTSL14E 9708946080 (09/08)

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230 North Academy Blvd.
Colorado Springs, CO 80909
719-596-3040
www.alserracolorado.com

CELL: [redacted]

INVOICE NUMBER [redacted]
CUSTOMER NUMBER

[redacted]
COLORADO SPRINGS, CO [redacted]

RESIDENCE PHONE | BUSIN [redacted]

ADVISOR: BEN | 218942 | 5437
LABOR RATE | LICENSE NO. | MILEAGE: 7,974

YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB
VEHICLE ID NO.: 1 G C G T C E 3 9 F 1 [redacted]
F. T. E. NO. | P

COLOR: SILV ICE ME | STOCK NO.: 15594T
COMMENTS

DELIVERY MILES: 61 | SELLING DEALER NO.: 10801
R. O. DATE: 06/27/15 | INVOICE DATE: 07/23/15
REPRINT NUMBER | DELIVERY DATE: 01/27/15
PRODUCTION DATE

Reynolds and Reynolds FRANTSIL14E (88888)

LABOR & PARTS----------
1 29CTZ STEERING TECH(S):152730 269284 WARRANTY

CUSTOMER STATES POWER STEERING WENT INOP WHILE DRIVING C/S
IN PAST WAS ABLE TO SHUT DOWN AND RE-START AND WOULD BE OK
NOW IT WILL NOT RESET TOWED IN CHECK AND ADVISE
INTERNAL FAILURE IN STEERING GEAR
REPALCED STEERING GEAR
AND PROGRAMMED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	22963310	GEAR 6.508		WARRANTY
JOB # 1	-1	22963310	CORE RETURN		WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

CASH [ ] CHECK [ ] CHARGE [ ]
M/CARD [ ] VISA [ ] DISCOVER [ ]
AMEX [ ]

CHECK #

AMOUNT TENDERED-
CHANGE -

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER
IF FOR ANY REASON YOU CANNOT GIVE US
A "COMPLETELY SATISIFIED" SCORE
PLEASE CONTACT YOUR SERVICE ADVISOR
THANK YOU FOR CHOOSING US.

CUSTOMER SIGNATURE

[redacted]

AL SERRA CHEVROLET - SOUTH
230 North Academy Blvd.
Colorado Springs, CO 80909
719-596-3040
www.alserracolorado.com

[redacted]

CELL [redacted]

INVOICE NUMBER [redacted]
CUSTOMER NUMBER

[redacted]

COLORADO SPRINGS, CO

RESIDENCE PHONE | BUSINESS [redacted]
ADVISOR: BEN 218942
LABOR RATE | LICENSE NO. | MILEAGE: 10,238
YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB
VEHICLE ID NO.: 1 G C G T C E 3 9 F 1 [redacted]
F. T. E. NO. | P.
COLOR: SILV ICE ME. | STOCK NO.: 15594T
COMMENTS
DELIVERY MILES: 61 | SELLING DEALER NO.: 10801
R. O. DATE: 10/06/15 | INVOICE DATE: 10/07/15
REPRINT NUMBER | DELIVERY DATE: 01/27/15
PRODUCTION DATE

LABOR & PARTS

J# 1 29CTZ STEERING TECH(S):269284 WARRANTY

PERFORM RECALL 15439
LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WITH BASE WAR
FACTORY CAMPAIGN
ATTEMPTING TO REPROGRAM WITH SAME CALIBRATION
MODULE HAS CURRENT UPDATES FROM PREVIOUS REPAIR

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 06CTZ BODY ELECTRICAL TECH(S):269284 0.00

CUSTOMER STATES ON HEAT AND DEFROST 2ND OR 3RD HIGHEST
SETTING HEARS WHISTLING SOUND IN CAB
COULD NOT DUPLICATE, NO ABNORMAL NOISES AT THIS TIME
NO ABNORMAL NOISE HEARD AT THIS TIME

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
RON TEST DRIVE FOR SHUTTER BETWEEN 20-30MPH

TOTALS

CASH [ ] CHECK [ ] CHARGE [ ]
M/CARD [ ] VISA [ ] DISCOVER [ ]
AMEX [ ]

CHECK #

AMOUNT TENDERED-
CHANGE

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER
IF FOR ANY REASON YOU CANNOT GIVE US
A "COMPLETELY SATISIFIED" SCORE
PLEASE CONTACT YOUR SERVICE ADVISOR
THANK YOU FOR CHOOSING US.

CUSTOMER SIGNATURE

Reprinted and Reproduced GRUNTRAVLE DP03245 G (09/05)

INSTRUCTIONS FOR ATTACHING DECAL

1. Clean area where new annual decal is to be affixed.
2. Peel decal from this document.
3. Affix decal in the upper right corner of license plate.

IMPORTANT INFORMATION

SECTION 320.0605, Florida Statutes, requires this registration certificate or an official copy or a true copy of a rental or lease agreement issued for the motor vehicle described be in possession of the operator or carried in the vehicle while the vehicle is being used or operated on the highways or streets of this state.

SECTION 316.613, Florida Statutes, requires every operator of a motor vehicle transporting a child in a passenger car, van or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat, for children aged 4 through 5 years, a separate carrier or seat belt may be used.

SECTION 627.733, Florida Statutes, requires mandatory Florida No-Fault Insurance to be maintained continuously throughout the entire registration period; failure to maintain the required coverage could result in suspension of your driver license and registration.

[redacted]
COLORADO SPRINGS, CO [redacted]

Important note: If you cancel the insurance for this vehicle, immediately return the license plate from this registration to a Florida driver license or tax collector office or mail it to: Dept. of Highway Safety, Return Tags, 2900 Apalachee Parkway, Tallahassee, FL 32399. Surrendering the plate will prevent your driving privilege from being suspended.

CO/AGY 17 / 1 T# [redacted]
B#

FLORIDA VEHICLE REGISTRATION

PLATE [redacted] DECAL [redacted] Expires **Midnight Fri 6/10/2016**

YR/MK	2015/CHEV	BODY	PK	COLOR	SIL	Reg. Tax	43.10	Class Code	31
VIN	1GCGTCE39F1[redacted]			TITLE	118254022	Init. Reg.		Tax Months	15
Plate Type	RGS	NET WT	4388			County Fee	3.00	Back Tax Mos	
						Mail Fee		Credit Class	31
DL/FEID	[redacted]					Sales Tax		Credit Months	3
Date Issued	3/23/2015	Plate Issued	6/26/2008	TRANSFER:	X	Voluntary Fees			
						Grand Total	46.10		

[redacted]
COLORADO SPRINGS, CO [redacted]

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 20 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

RGS - SUNSHINE STATE

VEHICLE PURCHASE AGREEMENT

SALESMAN _____

BUYER [redacted]

DATE 01/27/2015

ADDRESS [redacted]

PHONE RES [redacted] BUS

CITY COLORADO SPR COUNTY EL PASO STATE CO

E-MAIL ADDRESS _____

BUYER AGREES TO PURCHASE THE FOLLOWING DESCRIBED VEHICLE FROM THE DEALER UNDER THE TERMS AND CONDITIONS DESCRIBED HEREIN:

STOCK NUMBER	YEAR	MAKE	MODEL	MILEAGE	VEHICLE IDENTIFICATION NUMBER	COLOR	TRIM
	20[illegible]	SUBURBAN	2500HD	61	[redacted]	SILVER	LTZ

BUYER AGREES THAT TITLE TO THE FOLLOWING DESCRIBED USED VEHICLE IS TRANSFERRED TO THE D[illegible]E IN AND THAT THE NET EQUITY (TRADE-IN ALLOWANCE LESS BALANCE OWED ON TRADE-IN) CONSTITUTES PARTIAL PAYMENT FOR THE ABOVE DESCRIBED VEHICLE.

* DESCRIPTION OF TRADE IN	YEAR	MAKE	MODEL	MILEAGE	VEHICLE IDENTIFICATION NUMBER

	DELIVERED PRICE	73[illegible]
	DEALER HANDLING: THIS CHARGE REPRESENTS COSTS & ADDITIONAL PROFIT TO THE DEALER	[illegible]
	TOTAL CAR PRICE	[illegible]
*	TRADE-IN ALLOWANCE INCLUDING DISCOUNT FROM LIST PRICE	N/A
	AFTERMARKETS	N/A
	TAXABLE SALE PRICE	[illegible]
	SALES TAX N/A	N/A
	Credit Life Ins.	N/A
	Accident & Health Ins.	N/A
	FILING FEES	N/A
*	BALANCE OWED ON TRADE-IN If the Actual Pay-Off on Buye's trade-in exceeds the estimated pay-off amount stated here, Buyer agrees to pay Dealer the difference immediately.	N/A
	EXTENDED SERVICE CONTRACT	N/A
	GAP	N/A
	TOTAL CASH DUE	[illegible]

	CUSTOMER DEPOSIT	N/A SEE PARAGRAPH 6 ON REVERSE SIDE
	REBATES	[illegible]
	TOTAL CASH PAYMENT →	[illegible]
	REMAINING CASH BALANCE DUE	[illegible]

DEALER INSTALLED ACCESSORIES

MANUFACTURER AND ITEM	AMOUNT
TOTAL ACCESSORIES INCLUDED IN DELIVERED PRICE	

USED VEHICLES SOLD "AS IS"

THIS MOTOR VEHICLE IS SOLD WITHOUT ANY WARRANTY, EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE. (THIS PROVISION IS APPLICABLE ONLY TO USED CARS SOLD WITHOUT AN EXPRESS WARRANTY.)

I understand the above statement.

X _____
BUYER'S SIGNATURE

DISCLAIMER OF WARRANTIES

THERE ARE NO WARRANTIES, EXPRESSED OR IMPLIED, MADE BY THE DEALER HEREIN ON THE VEHICLE DESCRIBED ON THE FACE HEREOF. THE PRINTED MANUFACTURER'S VEHICLE WARRANTY DELIVERED TO BUYER WITH THE VEHICLE SHALL APPLY AND THE SAME IS HEREBY MADE A PART HEREOF AS THOUGH FULLY SET FORTH HEREIN. THE MANUFACTURER'S VEHICLE WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THE VEHICLE AND IS EXPRESSLY IN LIEU OF ALL WARRANTIES BY THE DEALER, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

BUYER'S GUIDE

THE "BUYER'S GUIDE" information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

PLEASE READ BEFORE SIGNING:

Financing subject to approval. The finance terms of the Retail Installment Contract or Lease and Disclosure, if any, executed pursuant to this Purchase Agreement are subject to approval by the lending institutions named therein. Buyer hereby grants to the Dealer the right to negotiate with lending institutions for a reasonable variation in terms. Buyer shall execute any new financing agreement required by the lender. If Buyer does not accept the new financing terms, this contract shall be cancelled and Buyer shall immediately return the vehicle to Dealer. If the contract is cancelled, Buyer agrees to pay the Dealer $_____ dollars per day and _____ cents per mile for Buyer's use of the vehicle from the date of delivery until the vehicle is returned to the Dealer. If the contract is cancelled, the Dealer shall require Buyer to immediately return the vehicle to the Dealer and to pay the cost of repair or any damage occurring to the vehicle while it is in Buyer's possession along with the agreed upon daily and mileage charges. Buyer may also be required by the contract to pay any costs the Dealer may have to pay in regaining possession of the vehicle. If Buyer owes any money from daily and mileage charges, damage repair costs or repossession costs to the Dealer when the vehicle is returned, the Dealer may keep Buyer's deposit(s) up to the amount owed. Otherwise, the deposit must be returned unless you have agreed that it is nonrefundable.

ARBITRATION

BUYER AGREES THAT IN LIEU OF ANY LAWSUIT, ALL DISPUTES ASSERTED BY THE BUYER ARISING FROM THE SALE OR FINANCING OF THE VEHICLE, BASED ON STATUTE, CONTRACT OR TORT, WITHOUT LIMITATION, SHALL BE FULLY AND FINALLY RESOLVED BY ARBITRATION BEFORE A SINGLE ARBITRATOR APPOINTED BY THE BETTER BUSINESS BUREAU IN ACCORDANCE WITH THE BINDING ARBITRATION RULES OF THE BETTER BUSINESS BUREAU. ARBITRATION SHALL BE BUYER'S SOLE AND EXCLUSIVE METHOD OF DISPUTE RESOLUTION. DEALER SHALL PAY THE COST OF THE ARBITRATION NOT INCLUDING BUYER'S ATTORNEY FEES. IN THE EVENT A PARTY FAILS TO PROCEED WITH ARBITRATION OR UNSUCCESSFULLY CHALLENGES THE ARBITRATOR'S AWARD, OR FAILS TO COMPLY WITH THE ARBITRATOR'S AWARD, THE OTHER PARTY IS ENTITLED TO COSTS OF SUIT, INCLUDING REASONABLE ATTORNEYS' FEES FOR HAVING TO COMPEL ARBITRATION OR DEFEND OR ENFORCE THE AWARD. **BUYER UNCONDITIONALLY WAIVES THE RIGHT TO LITIGATE ALL CLAIMS IN COURT, INCLUDING THE RIGHT TO A JURY TRIAL, OR TO PARTICIPATE AS A MEMBER OR REPRESENTATIVE OF ANY CLASS IN ANY CLASS ACTION, INCLUDING CLASS ARBITRATION.**

INSURANCE

THIS CONTRACT DOES NOT PROVIDE FOR AUTOMOBILE LIABILITY INSURANCE, AND BUYER STATES THAT HE/SHE HAS IN EFFECT AN AUTOMOBILE LIABILITY POLICY AS DEFINED IN SECTION 42-7-103(2), COLORADO REVISED STATUTES, 1972, ON THE MOTOR VEHICLE SOLD BY THIS CONTRACT.

BUYER CERTIFIES THAT HE/SHE IS 18 YEARS OF AGE OR OLDER AND ACKNOWLEDGES THAT THIS ORDER INCLUDES ALL OF THE TERMS AND CONDITIONS OF THE SALE OF THE SUBJECT VEHICLE ON BOTH THE **FACE** AND **REVERSE** SIDE HEREOF.

BUYER'S SIGNATURE _____

THIS ORDER IS NOT BIN[redacted]

_____ NAME AND TITLE

DR 2434 (11/19/07)
COLORADO DEPARTMENT OF REVENUE
AUTO INDUSTRY DIVISION
DENVER, CO 80261-0016
(303) 205-5604

DISCLOSURES REQUIRED AS PART OF A MOTOR VEHICLE/POWERSPORTS VEHICLE SALES CONTRACT

These disclosures are required by Colorado Law unless the buyer has already been given a copy of a completed retail installment sales contract that includes all disclosures required by federal and state laws. Initialing the provisions below incorporates them into your contract to purchase a Motor Vehicle/Powersports Vehicle.

Dealer/Agent's Initials		Buyer's Initials
SMB	A. IMPORTANT NOTICE: The papers you are signing as part of this Motor Vehicle/Powersports Vehicle sale are legal documents. You should read them carefully and if there is anything you do not understand, you should seek legal assistance.	A.
SMB	B. WARNING: Only the terms and conditions written into these documents are part of the contract. Be sure that any oral representations are also written into these documents otherwise they cannot be enforced.	B.
SMB	C. Any fraud or misrepresentation in a Motor Vehicle/Powersports Vehicle sale is punishable under Colorado State Law.	C.
SMB	D. The contract is for cash. It requires you to pay the dealer $ 33354.00, the total balance due after your trade-in and/or deposit(s) are deducted. Failure to pay this amount by 01/28/2015 may result in the loss of any deposit(s) you have paid and/or your trade vehicle. OR Dealer has agreed to arrange financing for you and you agree to buy the Motor Vehicle/ Powersports Vehicle if financing can be arranged at an interest rate that does not exceed N/A % annual percentage rate. At this percentage rate your monthly payments would be N/A per month for N/A months, until paid in full, assuming a down payment or trade worth N/A. This annual percentage rate must be agreed upon by both you and the dealer. Also, you are entitled by law to complete, written disclosure of all the loan terms and the contract is not binding until you receive such a disclosure and accept the loan terms disclosed.	D.
SMB	E. You and the dealer have agreed that the vehicle will be delivered to you prior to the purchase price being paid in full. If financing cannot be arranged at the terms stated in the contract, and the contract is cancelled, you agree to pay the dealer $ 50.00 dollars per day and 50 cents per mile for your use of the vehicle from the date of delivery until the vehicle is returned to the dealer. If the contract is cancelled, it may require you to immediately return the vehicle to the dealer and to pay the cost of repair for any damage occurring to the vehicle while it is in your possession along with the agreed upon daily and mileage charges. The contract may also give the dealer the right to take the vehicle from you 24 hours after cancellation and demand for the vehicle's return. You may also be required by the contract to pay any costs the dealer may have to pay in regaining possession of the vehicle. If you owe any money from daily and mileage charges, damage repair costs or repossession costs to the dealer when the vehicle is returned, the dealer may keep your deposit(s) up to the amount owed. Otherwise, the deposit must be returned unless you have agreed that it is non-refundable.	E.

The Colorado Motor Vehicle Dealer Board has the authority to investigate all complaints arising from the sale of a Motor Vehicle/Powersports Vehicle from a licensed dealer. ***Any complaints should be forwarded in writing to the Auto Industry Division on behalf of the Dealer Board to 1881 Pierce St. #142, Lakewood, CO 80214, or you may send via fax at 303-205-5977. You may visit our website at www.revenue.state.co.us/dlr/home.asp or contact us at 303-205-5604.***

I hereby certify that I have given the buyer a copy of this disclosure.

I hereby certify that I have received a copy of this disclosure.

Dealer/Agent's Printed Name			
SCOTT D BARTLETT		[redacted]	
Dealer/Agent's Signature	Date		Date
	01/27/2015		01/27/2015

REORDER • CP&P • (719) 574-1242

Who we are	
Who is providing this notice?	**Al Serra Chevrolet**

What we do	
How does Al Serra Chevrolet protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.
How does Al Serra Chevrolet collect my personal information?	We collect your personal information, for example, when you ■ apply for financing ■ give us your income information or provide employment information ■ provide account information or give us your contact information We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.
Why can't I limit all sharing?	Federal law gives you the right to limit only ■ sharing for affiliates' everyday business purposes–information about your creditworthiness ■ affiliates from using your information to market to you ■ sharing for nonaffiliates to market to you State laws and individual companies may give you additional rights to limit sharing.

Definitions	
Affiliates	Companies related by common ownership or control. They can be financial and nonfinancial companies. ■ *Our affiliates include companies with an Al Serra, Serra, Serra Automotive name and financial companies such as dealerships.*
Nonaffiliates	Companies not related by common ownership or control. They can be financial and nonfinancial companies. ■ *Al Serra Chevrolet does not share with nonaffiliates so they can market to you.*
Joint Marketing	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. ■ Our joint marketing partners include finance companies.

Other important information	
[redacted]	F THIS NOTICE. 27 Jan 15 Date

Print Customer Name	Customer Signature	Date

Al Serra
CHEVROLET - SOUTH
Sales (719) 596-3040
Service (719) 380-6018

WE OWE

NAM [redacted] STK NO. _____ NEW _____ USED _____

ADD [redacted] YEAR _____ MAKE _____

CITY _____ ZIP [redacted] MODEL _____

PHONE (HOM [redacted] WORK) _____ SERIAL NO. [redacted]

SALESPERSON _____ DEL. DATE _____

QTY	NAME OF ITEM	PART	LABOR

No verbal promises or representations have been made except, _____
I hereby accept this WE OWE with the understanding that it is valid for only **(30) THIRTY DAYS FROM DATE OF ISSUANCE**, and that I must make an ADVANCE APPOINTMENT before the above work can be performed.

YOU OWE

YOU OWE	TO BE RECEIVED DATE	TO BE RECEIVED TIME	YOU OWE	TO BE RECEIVED DATE	TO BE RECEIVED TIME
1) Title to Trade in Vehicle			4) Other		
2) All Monies			5) Other		
3) Valid Insurance Card			6) Other		

CUSTOME [redacted] DATE _____

APPROVED _____ MANAGER

The Reynolds and Reynolds Company FL6100/FL7100(m)

CHEVROLET

Thursday, December 03, 2015

[redacted]
Clorado Springs, CO [redacted]

BBB Arbitration Decision - Straight

Subject: Repurchase o[redacted]evrolet Colorado
VIN: 1GCGTCE39F1[redacted]
Ref SR: [redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2015 Chevrolet Colorado, VIN **1GCGTCE39F1**[redacted]nd that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, Chevrolet will repurchase your vehicle for **$31,093.78.** Your responsibilities are outlined below. This was calculated by using the following figures.

Total Repurchase Amount	$31,093.78
Base Price	$33,605.86
Registration/License/Title Fees	$151.85
Doc Fee	$499.00
Less Usage	$2,412.93
Less Incentives	$750.00
Total Amount to Customer	**$31,093.78**

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to [redacted] x 1205 if you have any questions or

[redacted]

3 Dec 15

Please return this signed document to fax number ***866-802-6668*** *by* Monday December 7, 2015

The requirements of the straight repurchase are as follows:

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment
- ⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes).*
- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** – needs to be intact and functional.
- ⇒ **Title** – if no lien on this vehicle, a free and clear title must be provided at time of repurchase.
- ⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

Sincerely,

General Motors RVDC
2717 Schust
Saginaw, MI 48603

[redacted]

December 3, 2015

Dealer Confirmation Letter-Straight

AL SERRA CHEVROLET-SOUTH
230 N ACADEMY BLVD
COLORADO SPRINGS, CO 80909

Subject: 2015 Chevrolet Colorado
Customer: [redacted]
VIN: 1GCGTYCE39F1
Ref SF[redacted]

Dear Steve Eling:

General Motors will issue a check in the amount of **$31,093.78** made payable to [redacted]
Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

***If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

If you are in agreement with this offer, please sign and date below and return this agreement to my att[redacted], 2015. If you have any questions yo[redacted]

GSM

AL SERRA CHEVROLET-SOUTH 113076 Management Agent's Signature and Title.

Steve T Eling GSM

AL SERRA CHEVROLET-SOUTH 113076 Management Agent's Printed Name and Title.

[redacted]



Case Number: [redacted]

Originator Name: Tawni Pennington tawni.pennington@gm.com
Created Date: 11/24/2015

Vehicle Info

***VIN:**	1GCGTCE39F1[redacted]	**MSRP:**	35610.0	***TAC #:**	[redacted]
Year:	2015	**Make:**	Chevrolet	**Model:**	Colorado

Vehicle Comments & TAC Explanation:
7[redacted]-Onstar replace VCM[redacted]-TAC suggested continuing to isolate and they

***Date Reviewed with Customer:**	11/20/2015	***Repurchase Mileage:**	11000
Original Purchase Date:	01/01/1900	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
***Names(s) on Title:**	[redacted]	***Title State:**	CO		
***Primary Owner:**	[redacted]				
***Address**	[redacted]				
***City**	Clorado Springs	***State**	CO	***ZIP Code:**	[redacted]
[redacted]	[redacted]	[redacted]		[redacted]	
***E-mail:**		***Fax Phone:**			

***Reason Repurchase** Power Steering going out intermittently

UCC Codes (M3005) Steering - Power Steering Pump / Brackets - Inoperative

Vehicle Lien Holder

Type of Secured Interest:	No Lien	***Company:**	**Account #:**
Contact or Attention:			
Address			
City		**State**	**ZIP Code:**
Day Phone:		**Fax:**	**E-mail:**

Original Selling Dealer

***Dealer #:**	163417	**Dealer Name:**	AL SERRA CHEVROLET		
Region:	10	**District:**	1111		
***Phone:**	(719) 867-1000	**Fax:**	(719) 867-2916		
***Contact Name:**	Steve Eling	***Contact Title:**	Sales Manager	**E-Mail:**	

Repurchasing Dealer: -

Repair

***Contact Name:**		***Contact Title:**	

Vehicle Location: -



Case Number: [redacted]

Originator Name: Tawni Pennington tawni.pennington@gm.com
Created Date: 11/24/2015

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	CO	*** Type:**	Straight Repurchase
Source:	ADR Mediated		
Replacement VIN:			-
Compliance Date:	2015-12-15	**Compliance Type:**	BBB Mediated
MSRP:	0.0	**Order #:**	

Repurchase:

Per Colorado Lemon Law usage 7,974

*** 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

INSTRUCTIONS FOR ATTACHING DECAL

1. Clean area where new annual decal is to be affixed.
2. Peel decal from this document.
3. Affix decal in the upper right corner of license plate.

IMPORTANT_INFORMATION

SECTION 320.0605, Florida Statutes, requires this registration certificate or an official copy or a true copy of a rental or lease agreement issued for the motor vehicle described be in possession of the operator or carried in the vehicle while the vehicle is being used or operated on the highways or streets of this state.

SECTION 316.613, Florida Statutes, requires every operator of a motor vehicle transporting a child in a passenger car, van or pickup truck registered in this state and operated on the highways of this state, shall, if the child is 5 years of age or younger, provide for protection of the child by properly using a crash-tested, federally approved child restraint device. For children aged through 3 years, such restraint device must be a separate carrier or a vehicle manufacturer's integrated child seat, for children aged 4 through 5 years, a separate carrier or seat belt may be used.

SECTION 627.733, Florida Statutes, requires mandatory Florida No-Fault Insurance to be maintained continuously throughout the entire registration period; failure to maintain the required coverage could result in suspension of your driver license and registration.

[redacted]
COLORADO SPRINGS, CO[redacted]

Important note: If you cancel the insurance for this vehicle, immediately return the license plate from this registration to a Florida driver license or tax collector office or mail it to: Dept. of Highway Safety, Return Tags, 2900 Apalachee Parkway, Tallahassee, FL 32399. Surrendering the plate will prevent your driving privilege from being suspended.

CO/AGY 17 / 1 T# [redacted]
B#

FLORIDA VEHICLE REGISTRATION

PLATE [redacted] DECAL [redacted] Expires **Midnight Fri 6/10/2016**

YR/MK	2015/CHEV	[redacted]	PK	COLOR	SIL	Reg. Tax	43.10	Class Code 31
VIN	1GCGTCE39F1[redacted]			TITLE	[redacted]	Init. Reg.		Tax Months 15
Plate Type	RGS	NET WT	4388			County Fee	3.00	Back Tax Mos
DL/FEID	[redacted]					Mail Fee		Credit Class 31
Date Issued	3/23/2015	Plate Issued	6/26/2008	TRANSFER:	X	Sales Tax		Credit Months 3
						Voluntary Fees		
						Grand Total	46.10	

[redacted]
COLORADO SPRINGS, CO[redacted]

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 20 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

RGS - SUNSHINE STATE

STATE OF FLORIDA

Mail Lien Satisfaction to: Dept of Highway Safety and Motor Vehicles, Neil Kirkman Building, Tallahassee, FL 32399-0500

Identification	Year	Make	Body	WT-L-BHP	Vessel Regis. No.	Title Number
1GCGTCE39F1 [redacted]	2015	CHEV	PK	4388		[redacted]

Registered Owner:
[redacted]
COLORADO SPRINGS, CO [redacted]

Date of Issue 03/23/2015

Lien Release
Interest in the described vehicle is hereby released
By_____
Title_____
Date_____

IMPORTANT INFORMATION

1. When ownership of the vehicle described herein is transferred, the seller MUST complete in full the Transfer of Title by Seller section at the bottom of the certificate of title.
2. Upon sale of this vehicle, the seller must complete the notice of sale on the reverse side of this form.
3. Remove your license plate from the vehicle.
4. See the web address below for more information and the appropriate forms required for the purchaser to title and register the vehicle, mobile home or vessel: http://www.hsmv.state.fl.us/html/titlinf.html

Mail To:
[redacted]
COLORADO SPRINGS, CO [redacted]

LIEN SATISFACTION

CERTIFICATE OF TITLE

Identification	Year	Make	Body	WT-L-BHP	Vessel Regis. No	Title Number
1GCGTCE39F1 [redacted]	2015	CHEV	PK	4388		[redacted]

Prev State	Color	Primary Brand	Secondary Brand	No of Brands	Use	Prev Issue Date
NEW	SIL				PRIVATE	

Odometer Status or Vessel Manufacturer or OH use	Hull Material	Prop	Date of Issue
61 MILES 01/27/2015 ACTUAL			03/23/2015

Lien Release
Interest in the described vehicle is hereby released
By_____
Title_____
Date_____

R[redacted]
COLORADO SPRINGS, CO [redacted]

1st Lienholder
NONE

[redacted] TALLAHASSEE FLORIDA [redacted]OTOR VEHICLES

Clayton Boyd Walden
Director

Control Number
17 /1 [redacted]

Terry L. Rhodes
Executive Director

TRANSFER OF TITLE BY SELLER (This section must be completed at the time of sale.)

Federal and/or state law require that the seller state the mileage, purchaser's name, selling price and date sold in connection with the transfer of ownership.
Failure to complete or providing a false statement may result in fines and/or imprisonment.
This title is warranted to be free from any liens except as noted on the face of the certificate and the motor vehicle or vessel described is hereby transferred to:

Seller Must Enter Purchaser's Name:_____ Address:_____

Seller Must Enter Selling Price:_____ Seller Must Enter Date Sold:_____

I/We state that this ☐ 5 or ☐ 6 digit odometer now reads |_|_|_|_|_|_| X | (no tenths) miles, date read_____ and I hereby certify that to the best of my knowledge the odometer reading:

☐ 1. reflects ACTUAL MILEAGE ☐ 2. is IN EXCESS OF ITS MECHANICAL LIMITS ☐ 3. is NOT THE ACTUAL MILEAGE.

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

SELLER Must Sign Here:_____ CO-SELLER Must Sign Here:_____

Print Here:_____ Print Here:_____

Selling Dealer's License Number:_____ Tax No:_____ Tax Collected:_____

Auction Name:_____ License Number:_____

PURCHASER Must Sign Here:_____ CO-PURCHASER Must Sign Here:_____

Print Here:_____ Print Here:_____

NOTICE: PENALTY IS REQUIRED BY LAW IF NOT SUBMITTED FOR TRANSFER WITHIN 30 DAYS AFTER DATE OF PURCHASE.

VOID IF ALTERED

VOID IF ALTERED

HSMV 82250 (REV. 10/12) STATE OF FLORIDA

STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES
2900 Apalachee Parkway • Neil Kirkman Building - Tallahassee, FL 32399-0620

Notice of Sale of Motor Vehicle, Mobile Home or Vessel

Section 319.22(2), Florida Statutes, requires that the seller file a Notice of Sale with the department within 30 days after the sale or transfer of the motor vehicle, vessel or mobile home. Filing this form removes any civil liability for the operation of the sold motor vehicle, vessel or mobile home. In addition to filing this form, we suggest you keep a copy of your bill of sale (we suggest it be notarized), certificate of title or other type of transaction document showing the vehicle was sold. **Complete the information below, tear the top portion of this document at the perforation and mail to the address above or submit to your local tax collector's office or license plate agency.**

I have this_____day of_____, _____, transferred by assignment of and delivered Florida Certificate of Title to:

Name: Purchaser(s)_____ Purchaser's DL/ID _____
First MI Last

Address_____ Selling Price $ _____

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

Seller's Signature_____ Co-Seller's Signature _____

NOTE: THE SUBMISSION OF THIS FORM, ACCURATELY COMPLETED, TO A TAX COLLECTOR'S OFFICE, LICENSE PLATE AGENCY OR TO THE ADDRESS ABOVE WILL ALLOW THE TITLE CLERK TO UPDATE THE DMV DATABASE TO REFLECT THE TITLE RECORD AS "SOLD". HOWEVER, THE OWNERSHIP STATUS WILL NOT CHANGE UNTIL THE PURCHASER APPLIES FOR AND IS ISSUED A CERTIFICATE OF TITLE.

ODOMETER CERTIFICATION - Federal and state laws require that you state the mileage in connection with transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

FIRST REASSIGNMENT BY LICENSED DEALER

Selling Dealer's License No.: _____ **Selling Dealer's Name:** _____ **Tax No.:** _____ **Tax Collected:** _____

Selling Dealer's Address: _____ **Date Sold:** _____

Purchaser's Name(s): _____ **Address:** _____

I/WE STATE THAT THIS ☐ 5 OR ☐ 6 DIGIT ODOMETER NOW READS ☐☐☐,☐☐☐XX (NO TENTHS) MILES, DATE READ ____/____/_____, AND I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING:

CAUTION: READ CAREFULLY BEFORE YOU CHECK A BOX

☐ 1. REFLECTS ACTUAL MILEAGE ☐ 2. IS IN EXCESS OF ITS MECHANICAL LIMITS (EXCESS OF ITS MECHANICAL LIMITS APPLIES TO 5 DIGIT ODOMETERS) ☐ 3. IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

Purchaser Must Sign Here: _____ **Co-Purchaser** Must Sign Here: _____

Print Here: _____ Print Here: _____

Seller/Agent Must Sign Here: _____ **Auction Name (When Applicable):** _____

Print Here: _____ Auction License Number: _____

SECOND REASSIGNMENT BY LICENSED DEALER

Selling Dealer's License No.: _____ **Selling Dealer's Name:** _____ **Tax No.:** _____ **Tax Collected:** _____

Selling Dealer's Address: _____ **Date Sold:** _____

Purchaser's Name(s): _____ **Address:** _____

I/WE STATE THAT THIS ☐ 5 OR ☐ 6 DIGIT ODOMETER NOW READS ☐☐☐,☐☐☐XX (NO TENTHS) MILES, DATE READ ____/____/_____, AND I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING:

CAUTION: READ CAREFULLY BEFORE YOU CHECK A BOX

☐ 1. REFLECTS ACTUAL MILEAGE ☐ 2. IS IN EXCESS OF ITS MECHANICAL LIMITS (EXCESS OF ITS MECHANICAL LIMITS APPLIES TO 5 DIGIT ODOMETERS) ☐ 3. IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

Purchaser Must Sign Here: _____ **Co-Purchaser** Must Sign Here: _____

Print Here: _____ Print Here: _____

Seller/Agent Must Sign Here: _____ **Auction Name (When Applicable):** _____

Print Here: _____ Auction License Number: _____

THIRD REASSIGNMENT BY LICENSED DEALER

Selling Dealer's License No.: _____ **Selling Dealer's Name:** _____ **Tax No.:** _____ **Tax Collected:** _____

Selling Dealer's Address: _____ **Date Sold:** _____

Purchaser's Name(s): _____ **Address:** _____

I/WE STATE THAT THIS ☐ 5 OR ☐ 6 DIGIT ODOMETER NOW READS ☐☐☐,☐☐☐XX (NO TENTHS) MILES, DATE READ ____/____/_____, AND I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING:

CAUTION: READ CAREFULLY BEFORE YOU CHECK A BOX

☐ 1. REFLECTS ACTUAL MILEAGE ☐ 2. IS IN EXCESS OF ITS MECHANICAL LIMITS (EXCESS OF ITS MECHANICAL LIMITS APPLIES TO 5 DIGIT ODOMETERS) ☐ 3. IS NOT THE ACTUAL MILEAGE. WARNING - ODOMETER DISCREPANCY

Purchaser Must Sign Here: _____ **Co-Purchaser** Must Sign Here: _____

Print Here: _____ Print Here: _____

Seller/Agent Must Sign Here: _____ **Auction Name (When Applicable):** _____

Print Here: _____ Auction License Number: _____

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By:
Tracy Ehrlinger

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

Vehicle VIN:
1GCGTCE39F1[redacted]

Date:
December 1, 2015

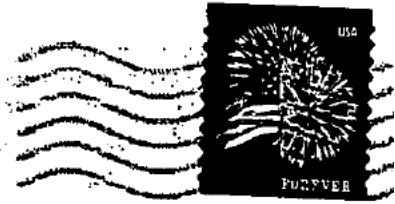
	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$33,605.86	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$151.85	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	$32,855.86	6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	Mileage	7,344	7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$2,412.93**	9	Other-Explain	$499.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$34,256.71**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$2,412.93**	12	*** Usage/Depreciation**	**$2,412.93**
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	$750.00	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)**	**$33,506.71**	22	**Total Deductions**	**$3,162.93**	22	**Total Deductions**	**$2,412.93**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$31,093.78**	24	**Total Refund to Customer**	**-$2,412.93**
25	**OR**		25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$31,093.78**	26	(GMAC=DL quote) good thru xx/xx/xx	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$31,093.78**	28	**Total Repurchase**	**-$2,412.93**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$31,093.78**	31	**Projected Loss**	**-$2,412.93**

	PURCHASE PRICE (before t/t/t)	$ 33,605.86		TRADE ALLOWANCE			PURCHASE PRICE	$ 33,605.86
	MSRP (FROM BARS INVOICE)	$ 35,610.00		PAYOFF OF TRADE	$ -		INCENTIVE* (from BARS)	$ 750.00
	DIFFERENCE	$ (2,004.14)		DIFFERENCE	$ -		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 32,855.86
				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	

[redacted]

PENSACOLA FL 325

06 OCT 2015 PM 1 L



GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5170

RECEIVED OCT 2015

RECEIVED OCT 2015

482325 7272

[redacted]

October 6, 2015

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5170

RE: 2015 GMC Canyon
1GTG6CE39F1 [redacted]

To Whom It May Concern:

Reoccurring over the past three (3) months, and the last week daily; the electronic steering in my vehicle malfunctions. I am unable to steer and must come to a stop, turn off the engine, wait 10 seconds, then restart the vehicle. You can see where this would be problematic traveling at a high rate of speed and stopping in traffic with vehicles passing at speeds over 70mph. I have contacted my local GMC dealer, McKenzie Motors. I delivered the vehicle to them for service twice. They stated they reprogrammed the steering and I should not have any further problems. This was not the case. I have since reached out to them an additional four (4) times. They said it is in the hands of the engineer and I should wait for a call and in the time being, and my family must live with it because there is nothing they can do. This is a very dangerous problem. My family and I cannot safely travel in this vehicle. What steps need to be taken to repair this vehicle?

Sincerely,

[redacted]

Milton, FL [redacted]

cc: GMC Customer Assistance Center
General Motors Company
McKenzie Motors

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

October 30, 2015

James Tipton
Ourisman Chevrolet Buick GMC of Alexandria
1800 Old Richmond Highway
Alexandria, VA 22303

Re: [redacted]
Vehicle Identification Number: 1GCGTBE35F1[redacted]
2015 Chevrolet Colorado
Customer Relationship Specialist: Myra

Dear Mr. Tipton:

This is a letter of notification regarding a Better Business Bureau /VA case involving the above referenced customer.

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 FRA service repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).
- All rental or loaner vehicle agreement or receipts

Please fax them to 866-256-2695. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 800-231-1841, and prompt 1, extension 5911062.

Your cooperation is greatly appreciated.

Sincerely,

Chevrolet

CHEVROLET

BUICK

GMC

OURISMAN CHEVROLET BUICK GMC OF ALEXANDRIA

1800 OLD RICHMOND HIGHWAY
ALEXANDRIA, VIRGINIA 22303
(703) 329-1300

LIMITED WARRANTY
THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST.
YOUR SPECIFIC WARRANTY MAY VARY. CONSULT SERVICE ADVISOR FOR DETAILS.

CUSTOMER NO. [redacted]	ADVISOR: JOSHUA RUSSELL 113817	TAG NO.: 3589	INVOICE DATE: 10/20/15	[redacted]
[redacted]	LICENSE NO.	MILEAGE: 25,832	COLOR: /	
ALEXANDRIA, VA [redacted]	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G C G T B E 3 5 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
			R. O. DATE: 10/20/15	
RE [redacted]	BUSINESS PHONE	COMMENTS		MO: 25832

CUSTOMER STATES SERVICE P/S MESSAGE & P/S LOCKED MESSAGES
APPEAR ON DIC. WILL COME ON JUST WHEN VEHICLE IS AT IDLE TOO
REFERENCE LINE# 2
REFERENCE LINE# 2

JOB # 1 TOTAL LABOR & PARTS 0.00

CHECK FOR RECALLS
N150439
LOSS OF ELECTRIC POWER STEERING ASSIST
REPROGRAMMED POWER STEERING CONTROL MODULE
9101773 0.3

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 2	RENT	RENTAL CAR		
			TOTAL - MISC	0.00

TOTALS

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
TOTAL INVOICE $	**0.00**

CASH..... CHECK #.....
VISA/M.C.....DISCOVER..... AMEX.....
CHARGE.....CUSTOMER #.....

CASHIER'S INITIALS..... DATE.....

THANK YOU FOR GIVING US THE OPPORTUNITY TO PERFORM YOUR SERVICE TODAY. WE APPRECIATE THE CHANCE TO EARN YOUR TRUST AND BUSINESS. YOU MAY RECEIVE A SURVEY FROM GM ABOUT YOUR VISIT TODAY. IF WE HAVEN'T EARNED A SCORE OF "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGER, JAMES TIPTON AT 703-329-1300 SO WE CAN ADDRESS YOUR CONCERN.

CUSTOMER SIGNATURE

DUPLICATE INVOICE

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 and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

THANK YOU!

The Reynolds and Reynolds Company ERAUTHME D0886838 D (01/10)

CUSTOMER COPY

[END OF INVOICE] 05:24am

From: [redacted]

Alexandria, VA [redacted]

70 [redacted] 56

UNITED STATES POSTAL SERVICE

1000 [redacted]

U.S.
ALE
OCT
A

001

[redacted]

RETURN RECEIPT REQUESTED

RECEIVED OCT 0 8 2015

To: General Motors Company
Customer Relations Department
P.O Box 33170
Detroit, MI 48232-5170

ReadyPost.

Document Mailer

[redacted]

[redacted]
Alexandria, VA [redacted]
[redacted]

General Motors Company
Customer Relations Department
P.O Box 33170
Detroit, MI 48232-5170

To: General Motors Company

Customer Relations Department

I am writing to [redacted]u, of the problems I am experiencing with my **2015 Chevrolet Colorado VIN: 1GCGTBE35F1** [redacted]d to request that you correct this problem within thirty (30) days of your receipt of this letter.

I purchased my vehicle from **Ourisman's Rockmont Chevrolet** on March 08, 2015. Approximately 3 months after purchase I began having problems with the power steering. Throughout the day when I am driving, the car losses its power steering and the steering wheel locks up making it close to impossible to turn the car. The car needs to be turned off and on to get the power steering back. This happens to me 4-5 times daily and I am concerned for the safety of my family and others driving. There has been times where the power steering shuts off when I am making a turn and almost crash onto oncoming traffic. I've also had many problems with all brakes in this car, all 4 brake pads, rotors, and calipers have been replaced by the dealer and have had them check the power steering and stabilitrak three (3) times. I took my vehicle back to the dealer for repairs on **04/29/2015, 07/03/2015, 08/05/2015, and 09/10/2015** but, to date, the dealer has been unable to correct the power steering problem and was told every single time that they "found the problem" and "fixed it". Attached are copies of the repair orders, which document the dealership's attempt to repair my vehicle.

This problem substantially impairs the use of my vehicle and creates a serious safety hazard. Therefore, if you and/or your dealer are unable to correct this problem, I will expect you to **replace or repurchase** the vehicle.

Please contact me on receipt of this letter at the above address or telephone number to arrange a mutually convenient date and time for you to have an opportunity to inspect my vehicle and make any necessary repairs.

Sincerely,

Sig[redacted]te: 10/05/15

CHEVROLET

BUICK

GMC

OURISMAN CHEVROLET BUICK GMC OF ALEXANDRIA

1800 OLD RICHMOND HIGHWAY
ALEXANDRIA, VIRGINIA 22303
(703) 329-1300

LIMITED WARRANTY
THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST.
YOUR SPECIFIC WARRANTY MAY VARY. CONSULT SERVICE ADVISOR FOR DETAILS.

CUSTOMER NO. [redacted]

[redacted]

ALEXANDRIA, VA [redacted]

ADVISOR: JOSHUA RUSSELL 1138

TAG NO.: 4748

INVOICE DATE: 07/03/15

LICENSE NO.:

MILEAGE: 15,500

COLOR: [redacted]

YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB

DELIVERY DATE:

DELIVERY MILES:

VEHICLE I.D. NO.: 1 G C G T B E 3 5 F 1 [redacted]

SELLING DEALER NO.:

PRODUCTION DATE:

P.O.:

R. O. DATE: 06/30/15

RE [redacted]

BUSINESS PHONE:

COMMENTS:

MO: 15519

LA

J#1104CVZ BRAKES TECH(S): 240745 WARRANTY

CUSTOMER STATES WHEN BRAKING CAN HEAT METAL ON METAL NOISE
FROM PASSENGER FRONT WHEEL AREA
RT FRONT ROTOR AND PADS WORN OUT AND GRINDING
REPLACED FRONT BRAKE PADS ANR RT FRONT ROTOR
2440140 0.5 ADD 0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	94775725	ROTOR 5.809		WARRANTY
JOB # 1	1	23292538	PAD KIT 5.017		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J#1207CVZ DRIVEABILITY TECH(S): 240745 WARRANTY

CUSTOMER STATES WHEN DRIVING SERVICE STABILTRAC MESSAGE
COMES ON AND VEHICLE LOSES POWERSTEERING
P056D - UPDATE PSCM
REPROGRAMMED PSCM WITH NEWEST SOFTWARE
2810625 0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J#5318CVZ RECALL TECH(S): 240745 WARRANTY

CHECK FOR RECALLS
N150150
FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY
INSPECTED BOTH FRONT SEAT HOOKS AND CONFIRMED NO REPIARS
NECESSARY. 9101513 0.2

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J#2404CVZ CONV. BRAKE JOB TECH(S): 240745 WARRANTY

C/S GRINDING NOISE ROM RT FRONT
RT AND LT FRONT HOSES COLLAPSED AND RT FRONT CDALIPER SEIZED
REPLACED HOSES AND RT FRONT CALIPER
2420530 0.3 ADD 1.0 OLH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	23341892	CALIPER 4.665		WARRANTY
JOB # 4	1	23153329	HOSE 4.680		WARRANTY
JOB # 4	1	23153330	HOSE 4.680		WARRANTY
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

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THANK YOU!

The Reynolds and Reynolds Company ERAINTWVE CC6B3933 O (01/10)

CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

02:39pm

CHEVROLET
BUICK
GMC

OURISMAN CHEVROLET BUICK GMC OF ALEXANDRIA

1800 OLD RICHMOND HIGHWAY
ALEXANDRIA, VIRGINIA 22303
(703) 329-1300

LIMITED WARRANTY
THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST.
YOUR SPECIFIC WARRANTY MAY VARY. CONSULT SERVICE ADVISOR FOR DETAILS.

CUSTOMER [redacted]	ADVISOR JOSHUA RUSSELL 113817	TAG NO 1104	INVOICE DATE 08/05/15	[redacted]	
[redacted]		LICENSE NO.	MILEAGE 18,547	COLOR	
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB			DELIVERY DATE	DELIVERY MILES
ALEXANDRIA, VA [redacted]	VEHICLE I.D. NO. 1GCGTBE35F1 [redacted]		SELLING DEALER NO.		PRODUCTION DATE
			R. O. DATE 08/01/15		
[redacted]	BUSINESS PHONE	COMMENTS			MO: 18547

[redacted] BRAKES TECH(S):10949 WARRANTY

CUSTOMER STATES DRIVERS FRONT CALIPER IS LOCKED UP AND
BRAKES ARE METAL TO METAL
LT FRONT CALIPER LOCKED CAUSING BRAKE PADS TO WEAR TO METAL
ON METAL
REPLACED LT FRONT CALIPER, ROTOR, AND BRAKE PADS
2420530 0.8

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	23341891	CALIPER 4.665		WARRANTY
JOB # 1	1	23292538	PAD KIT 5.017		WARRANTY
JOB # 1	1	94775725	ROTOR 5.809		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CASH..... CHECK # .....
VISA/M.C.....DISCOVER.....AMEX.....
CHARGE.....CUSTOMER #.....

CASHIER'S INITIALS.....DATE.....
THANK YOU FOR GIVING US THE OPPORTUNITY TO PERFORM YOUR SERVICE TODAY. WE APPRECIATE THE CHANCE TO EARN YOUR TRUST AND BUSINESS. YOU MAY RECEIVE A SURVEY FROM GM ABOUT YOUR VISIT TODAY. IF WE HAVEN'T EARNED A SCORE OF "COMPLETELY SATISFIED", PLEASE CONTACT OUR SERVICE MANAGER, JAMES TIPTON AT 703-329-1300 SO WE CAN ADDRESS YOUR CONCERN.

CUSTOMER SIGNATURE

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The Reynolds and Reynolds Company

CUSTOMER COPY

[END OF INVOICE] 04:18pm

THANK YOU

CHEVROLET
BUICK
GMC

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YOUR SPECIFIC WARRANTY MAY VARY. CONSULT SERVICE ADVISOR FOR DETAILS.

CUSTOMER NO. [redacted]	ADVISOR: JOSHUA RUSSELL 113817	TAG NO.: 1060	INVOICE DATE: 09/10/15	[redacted]	
[redacted]		LICENSE NO.	MILEAGE: 22,157	COLOR	STOCK NO
ALEXANDRIA, VA [redacted]	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO.: 1 G C G T B E 3 5 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
			R. O. DATE: 09/08/15		
[redacted]	BUSINESS PHONE	COMMENTS		MO: 22163	

LABOR & PARTS----------

03CVZ BRAKES TECH(S): 40745 WARRANTY
C/S REAR BRAKES LOCKING
REAR BRAKE CALIPERS LOCKED UP AND PADS WORN TO METAL TO METAL. BOTH REAR ROTORS DAMAGED DUE TO LOCKING OF CALIPERS.
REPLACED REAR CALIPERS, HOSES, BRAKE PADS, AND ROTORS
2420601 0.7 ADD 0.4

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	94778650	PAD KIT 5.017		WARRANTY
JOB # 1	2	94778644	ROTOR 5.809		WARRANTY
JOB # 1	1	23249394	CALIPER 4.665		WARRANTY
JOB # 1	1	23249393	CALIPER 4.665		WARRANTY
JOB # 1	1	23209674	HOSE 4.680		WARRANTY
JOB # 1	1	23209675	HOSE 4.680		WARRANTY
JOB # 1	2	19299818	FLUID 8.800		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	16927			RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

COMMENTS----------
DELETED OPERATION(S)----------
03CVZ STEERING/SUSPENSION

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

****

CASH..... CHECK # .....
VISA/M.C.....DISCOVER.....AMEX.....
CHARGE.....CUSTOMER #.....

CASHIER'S INITIALS.....DATE.....
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****

CUSTOMER SIGNATURE

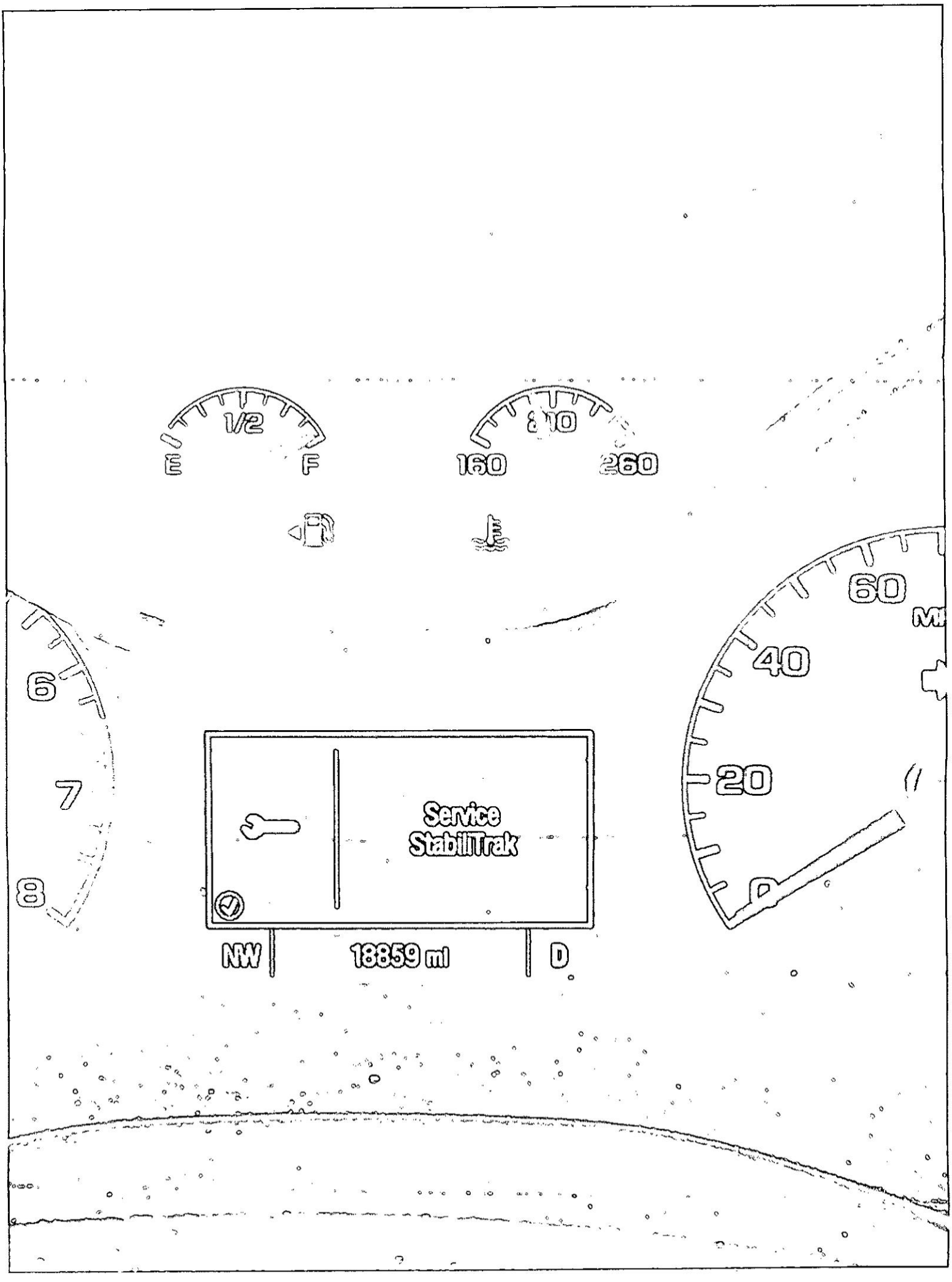
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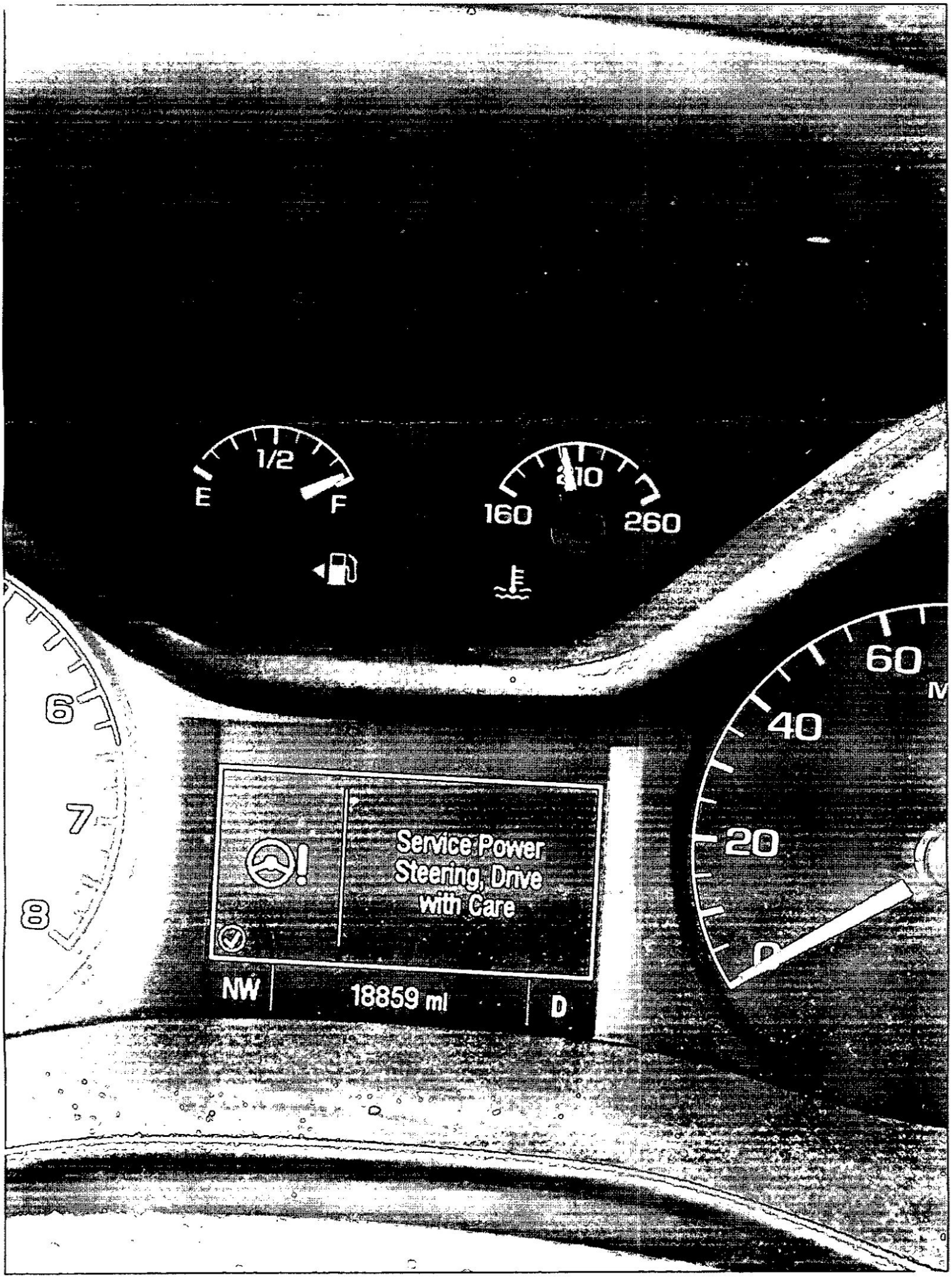
THANK YOU!

The Reynolds and Reynolds Company ERAINTINVE CC693033.0 (0u10)

CUSTOMER COPY

[END OF INVOICE] 11:21am


1/2
E
F
160
260
6
7
8
60
40
20
Service
StabiliTrak
NW
18859 mi
D


E
1/2
F
160
210
260
6
7
8
60
40
20
Service Power Steering, Drive with Care
NW
18859 mi
D

Myra Snelling (C)

From: Patrick A. O'Grady
Sent: Friday, October 09, 2015 1:29 PM
To: Myra Snelling (C); dave.howles@koons.com
Subject: RE: FRA Request

Importance: High

Howard
I'm not familiar with this customer situation. please fill me in. the FSE is extremely busy so scheduling his time is difficult. please let us know when you can schedule the customer with a loaner. once you can diagnose the concerns we can see if the FSE in needed. I suggest you verify customer concerns with a road test with the customer.

thanks

Patrick O'Grady
General Motors Company
301 471 5972
Sent from mobile

-----Original Message-----
From: Myra Snelling (C) [myra.snelling@gm.com]
Received: Friday, 09 Oct 2015, 1:20PM
To: Patrick A. O'Grady [patrick.a.ograd y@gm.com]
Subject: FRA Request

Customer last name: [redacted]
SR number: [redacted]
VIN: 1GCGTBE35F1[redacted]
Vehicle Year/Make/Model: 2015 Chevrolet Colorado
Involved dealership: Ourisman Chevrolet Buick GMC of Alexandria (BAC 260267) Service Manager James Tipton
Concerns: Customer stated that he is having power steering loss and his stabilitrak light is on. He stated that the power steering loss in April when he had the first brake repair, information attached. He would like a loaner vehicle, stated that he has never been able to get a loaner before and if we cannot repair the vehicle he wants a replacement or repurchase.
TAC case number: None
FRA GM CARS Mailroom timestamp: 10/8/15
State time parameters: 15 Days to Repair upon receipt
Other Open BRC Cases – None

Dear Mr. O'Grady

I have spoken with the customer who states that he is giving General Motors one last chance to repair his vehicle. Will you please let me know when you have a date and time from the FSE and I will present it set the date and time or would you rather I contact the dealership to set, I have to leave it up to you for a FSE, that I cannot do. Please advise once you get a date and time

If you have further questions, please contact Mediation Liaison, Myra at 866-790-5600 ext 5911062, or by fax at 866-256-2695. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 9:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Ms. Myra V Snelling | Mediation Liaison
General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911062
FX: 866-256-2695
myra.snelling@gm.com

Myra Snelling (C)

To: Patrick A. O'Grady
Subject: Case Closure
Attachments: FRA Invoice.pdf

RE: Customer Last Name: L[redacted]
Service Request [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE35F1[redacted]

Dear Pat

Case for customer [redacted] is being closed. Customer stated that the dealership did nothing to the vehicle as far as repairs, that the problem was worse. He said that he went on vacation to New York and did not receive any messages that his vehicle was ready for pick-up, same day repair, 10/20/15, he contacted me 10/30/15. Someone else picked up the phone and made a statement, that we had our chance, that they were going to get an Attorney and sue General Motors, per VALL.

If you have further questions, please contact Mediation Liaison, Myra at 866-790-5600 ext 5911062, or by fax at 866-256-2695. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 9:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Ms. Myra V Snelling | Mediation Liaison
General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911062
FX: 866-256-2695
myra.snelling@gm.com

Myra Snelling (C)

From: Myra Snelling (C)
Sent: Friday, October 09, 2015 1:20 PM
To: Patrick A. O'Grady
Subject: FRA Request
Attachments: FRA Request.pdf

Importance: High

Customer last name: [redacted]
SR number: [redacted]
VIN: 1GCGTBE35F1[redacted]
Vehicle Year/Make/Model: 2015 Chevrolet Colorado
Involved dealership: Ourisman Chevrolet Buick GMC of Alexandria (BAC 260267) Service Manager James Tipton
Concerns: Customer stated that he is having power steering loss and his stabilitrak light is on. He stated that the power steering loss in April when he had the first brake repair, information attached. He would like a loaner vehicle, stated that he has never been able to get a loaner before and if we cannot repair the vehicle he wants a replacement or repurchase.
TAC case number: None
FRA GM CARS Mailroom timestamp: 10/8/15
State time parameters: 15 Days to Repair upon receipt
Other Open BRC Cases – None

Dear Mr. O'Grady

I have spoken with the customer who states that he is giving General Motors one last chance to repair his vehicle. Will you please let me know when you have a date and time from the FSE and I will present it set the date and time or would you rather I contact the dealership to set, I have to leave it up to you for a FSE, that I cannot do. Please advise once you get a date and time

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Sincerely,

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General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911062
FX: 866-256-2695
myra.snelling@gm.com

CHEVROLET

BUICK

GMC

OURISMAN CHEVROLET BUICK GMC OF ALEXANDRIA

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LIMITED WARRANTY
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YOUR SPECIFIC WARRANTY MAY VARY. CONSULT SERVICE ADVISOR FOR DETAILS.

[redacted]

CUSTOMER NO. [redacted]

[redacted]

ALEXANDRIA, VA [redacted]

[redacted]

ADVISOR: JOSHUA RUSSELL 1138	TAG NO.: 4748	INVOICE DATE: 07/03/15	
LICENSE NO.	MILEAGE: 15,500	COLOR	
YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO.: 1 G C G T B E 3 5 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.O.	R. O. DATE: 06/30/15	
BUSINESS PHONE	COMMENTS		MO: 15519

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J#1104CVZ BRAKES TECH(S): 240745 WARRANTY

CUSTOMER STATES WHEN BRAKING CAN HEAR METAL ON METAL NOISE
FROM PASSENGER FRONT WHEEL AREA
RT FRONT ROTOR AND PADS WORN OUT AND GRINDING
REPLACED FRONT BRAKE PADS ANR RT FRONT ROTOR
2440140 0.5 ADD 0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	94775725	ROTOR 5.809		WARRANTY
JOB # 1	1	23292538	PAD KIT 5.017		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J#1207CVZ DRIVEABILITY TECH(S): 240745 WARRANTY

CUSTOMER STATES WHEN DRIVING SERVICE STABILTRAC MESSAGE
COMES ON AND VEHICLE LOSES POWERSTEERING
P056D - UPDATE PSCM
REPROGRAMMED PSCM WITH NEWEST SOFTWARE
2810625 0.3

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J#5318CVZ RECALL TECH(S): 240745 WARRANTY

CHECK FOR RECALLS
N150150
FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY
INSPECTED BOTH FRONT SEAT HOOKS AND CONFIRMED NO REPIARS
NECESSARY. 9101513 0.2

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J#Z404CVZ CONV BRAKE JOB TECH(S): 240745 WARRANTY

C/S GRINDING NOISE ROM RT FRONT
RT AND LT FRONT HOSES COLLAPSED AND RT FRONT CDALIPER SEIZED
REPLACED HOSES AND RT FRONT CALIPER
2420530 0.3 ADD 1.0 OLH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	23341892	CALIPER 4.665		WARRANTY
JOB # 4	1	23153329	HOSE 4.680		WARRANTY
JOB # 4	1	23153330	HOSE 4.680		WARRANTY
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

THANK YOU!

The Reynolds and Reynolds Company ERAINTRVE CC6B2933 Q (01/10)

CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

02:39pm

CHEVROLET

BUICK

GMC

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[redacted]

CUSTOMER NO. [redacted]

[redacted]

ALEXANDRIA, VA [redacted]

[redacted]

ADVISOR	TAG NO.	INVOICE DATE
JOSHUA RUSSELL 113817	1104	08/05/15

LICENSE NO.	MILEAGE	COLOR
	18,547	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/COLORADO/CREW CAB		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G C G T B E 3 5 F 1 [redacted]		

P.	P.O. DATE
	08/01/15

BUSINESS PHONE	COMMENTS
	MO: 18547

[redacted]VZ BRAKES TECH(S):10949 WARRANTY

CUSTOMER STATES DRIVERS FRONT CALIPER IS LOCKED UP AND
BRAKES ARE METAL TO METAL
LT FRONT CALIPER LOCKED CAUSING BRAKE PADS TO WEAR TO METAL
ON METAL
REPLACED LT FRONT CALIPER, ROTOR, AND BRAKE PADS
2420530 0.8

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	23341891	CALIPER 4.665		WARRANTY
JOB # 1	1	23292538	PAD KIT 5.017		WARRANTY
JOB # 1	1	94775725	ROTOR 5.809		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CASH..... CHECK # .....
VISA/M.C.....DISCOVER.....AMEX.....
CHARGE.....CUSTOMER #.....

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The Reynolds and Reynolds Company

CUSTOMER COPY

[END OF INVOICE] 04:18pm

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BUICK
GMC

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YOUR SPECIFIC WARRANTY MAY VARY. CONSULT SERVICE ADVISOR FOR DETAILS.

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: JOSHUA RUSSELL 113817	TAG NO. 1060	INVOICE DATE: 09/10/15
	LICENSE NO.	MILEAGE: 22,157	COLOR
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE / DELIVERY MILES
ALEXANDRIA, VA [redacted]	VEHICLE I.D. NO.: 1 G C G T B E 3 5 F 1 [redacted]		SELLING DEALER NO. / PRODUCTION DATE
		P.O.	R.O. DATE: 09/08/15
[redacted]	BUSINESS PHONE	COMMENTS	MO: 22163

LABOR & PARTS

04CVZ BRAKES TECH(S): 40745 WARRANTY

C/S REAR BRAKES LOCKING
REAR BRAKE CALIPERS LOCKED UP AND PADS WORN TO METAL TO METAL. BOTH REAR ROTORS DAMAGED DUE TO LOCKING OF CALIPERS.
REPLACED REAR CALIPERS, HOSES, BRAKE PADS, AND ROTORS
2420601 0.7 ADD 0.4

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
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JOB # 1	2		94778644	ROTOR 5.809		WARRANTY
JOB # 1	1		23249394	CALIPER 4.665		WARRANTY
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JOB # 1	1		23209675	HOSE 4.680		WARRANTY
JOB # 1	2		19299818	FLUID 8.800		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	16927			RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

COMMENTS
DELETED OPERATION(S)
03CVZ STEERING/SUSPENSION

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CASH..... CHECK # .....
VISA/M.C.....DISCOVER.....AMEX.....
CHARGE.....CUSTOMER #.....

CASHIER'S INITIALS.....DATE.....

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THANK YOU!

CUSTOMER COPY

[END OF INVOICE] 11:21am

The Reynolds and Reynolds Company ERAINTINVE CC693933 O (01/10)

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Shawn R. Andren 315-652-2183 shawn.andren@gm.com
Created Date: 10/07/2015

Vehicle Info

***VIN:**	1GCGTCE32F1[redacted]	**MSRP:**	35830.0	***TAC #:**	
Year:	2015	**Make:**	Chevrolet	**Model:**	Colorado

Vehicle Comments & TAC Explanation:

***Date Reviewed with Customer:**	01/01/1900	***Repurchase Mileage:**	19285
Original Purchase Date:	01/01/1900	*** Original Purchase Condition:**	New
Stipend Amount:	$6,900.00		

Vehicle Owner(s)

Entity Type Person
*** Names(s) on Title:** [redacted]
*** Primary Owner:** [redacted]
*** Address**
*** City** *** State** *** ZIP Code:**
*** Day Phone:** [redacted] *** Home Phone:** *** Cell Phone:**
*** E-mail:** *** Fax Phone:**
*** Reason Repurchase** intermittent lack of power steering assist.

UCC Codes

State

Vehicle Lien Holder

Type of Secured Interest: *** Company:** **Account #:**
Contact or Attention:
Address
City **State** **ZIP Code:**
Day Phone: **Fax:** **E-mail:**

Original Selling Dealer

*** Dealer #:** **Dealer Name:**
Region: **District:**
*** Phone:** **Fax:**
*** Contact Name:** *** Contact Title:** **E-Mail:**

Repurchasing Dealer: -

*** Dealer #:**	115305	**Dealer Name:**	SUN CHEVROLET INC.		
Region:	40	**District:**	4115		
*** Phone:**	(315) 687-7231	**Fax:**	(315) 687-7918		
*** Contact Name:**	Bob Bradt or Rob Curcio	*** Contact Title**		**E-Mail:**	

Repair

*** Contact Name:** *** Contact Title:**

Vehicle Location: -

*** Company Name:**
Phone: **Fax:**
*** Contact Name:** *** Contact Title** **E-Mail:**
Address:
City **ZIP Code:**



Case Number: [redacted]

Originator Name: Shawn R. Andren 315-652-2183 shawn.andren@gm.com
Created Date: 10/07/2015

Transaction Details

Siebel Request #:		*** Disposition:**	
State:		*** Type:**	
Source:			
Replacement VIN:	1GCGTDE37G[redacted]	Year: 2016 Make: Chevrolet Model: Colorado	
Compliance Date:		**Compliance Type:**	
MSRP:	0.0	**Order #:**	

Repurchase:

*** Processing Instructions:**

Disposition:

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2015 Chevrolet Colorado	A GM Dealer has diagnosed the current concern
[redacted]	1GCGTBE39F1[redacted]	Repairs are in-progress (vehicle is in shop now)
Call Anytime	Mileage now: 4400 mi	Vehicle is currently inoperable/down

Key Points

Post Recall 15439, power steering going out, Third repairs Customer states:
Power steering has gone out three times while vehicle was being driven. That he feels the vehicle is not safe. Concerned about why he wasn't notified about the recall. States that service at the dealership is not satisfactory and wants vehicle repaired. Dealership has the vehicle currently and say that he has another concern and that his gear box has to be replaced. That he himself asked if the dealership opened a TAC on his vehicle and was told no. Hasn't been able to speak with Eric or manager. Customer seeks: Complete repair of vehicle, does not want it if it's not %100 safe to drive. Or wants another vehicle that is safe. Expectations set: That she will reach out to the dealership with his concern. That the case will be documented and reviewed. That she will see if a TAC will be opened an find out what is going on. The dealership is his main point of contact and her partners.That she will see what is the action/plant set in place. Informed the customer if he doesn't hear from his dealership contact her and she will reach out to them. that he should contacted sometime Wednesday with a follow up.

Supporting Factors	**Limiting Factors**
Original owner (verified) First time GM buyer (verified) Vehicle has been serviced for this concern: 3 time(s) Vehicle was inop/down due to this concern: 2 day(s)	
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 (verified): Chevrolet Colorado 2015

Reference

CAC SR#[redacted]
CAC advisor: Lawren --> (866) 790-5600 , Ext # 5913225

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Omar Aparicio 859-537-2234 omar.aparicio@gm.com
Created Date: 10/08/2015

Vehicle Info

***VIN:**	1GTG6CE33F1[redacted]	**MSRP:**	39265.0	***TAC #:**	
Year:	2015	**Make:**	GMC	**Model:**	Canyon

Vehicle Comments & TAC Explanation:

***Date Reviewed with Customer:**	01/01/1900	***Repurchase Mileage:**	3418
Original Purchase Date:	01/01/1900	*** Original Purchase Condition:**	New
Stipend Amount:	$5,497.10		

Vehicle Owner(s)

Entity Type Person
*** Names(s) on Title:** [redacted]
*** Primary Owner:** [redacted]
*** Address**
*** City** *** State** *** ZIP Code:**
*** Day Phone:** [redacted] *** Home Phone:** *** Cell Phone:**
*** E-mail:** *** Fax Phone:**
*** Reason Repurchase** power steering failure

UCC Codes

State

Vehicle Lien Holder

Type of Secured Interest: *** Company:** **Account #:**
Contact or Attention:
Address
City **State** **ZIP Code:**
Day Phone: **Fax:** **E-mail:**

Original Selling Dealer

*** Dealer #:** **Dealer Name:**
Region: **District:**
*** Phone:** **Fax:**
*** Contact Name:** *** Contact Title:** **E-Mail:**

Repurchasing Dealer: -

*** Dealer #:**	112987	**Dealer Name:**	TINCHER-WILLIAMS CHEVROLET BUICK GMC		
Region:	30	**District:**	3117		
*** Phone:**	(606) 864-5790	**Fax:**	(606) 864-5770		
*** Contact Name:**	Sherman Clark	*** Contact Title**		**E-Mail:**	

Repair

*** Contact Name:** *** Contact Title:**

Vehicle Location: -

*** Company Name:**
Phone: **Fax:**
*** Contact Name:** *** Contact Title** **E-Mail:**
Address:
City **ZIP Code:**



Case Number: [redacted]

Originator Name: Omar Aparicio 859-537-2234 omar.aparicio@gm.com
Created Date: 10/08/2015

Transaction Details

Siebel Request #:		*** Disposition:**	
State:		*** Type:**	
Source:			
Replacement VIN:	1GCGTCE30G1[redacted]	Year: 2016 Make: Chevrolet Model: Colorado	
Compliance Date:		**Compliance Type:**	
MSRP:	0.0	**Order #:**	

Repurchase:

*** Processing Instructions:**

Disposition:

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

Cindy Wagner (C)

From:	Cindy Wagner (C)
Sent:	Friday, December 11, 2015 1:06 PM
To:	'lprimero@caminorealchevrolet.com'; 'gary@caminorealchevrolet.com'
Subject:	[redacted] / 1GCGSAE36F1[redacted]

Customer Name:[redacted]
Vehicle Information:2015 Chevrolet Colorado
VIN: 1GCGSAE36F[redacted]
CA CEC: Cindy Wagner
Telephone: 1-866-790-5700 ext. 5921255
Fax: 866-266-1789

Dear Gary Takamine or Leslie Primero:

The above customer will be bringing his truck back to the dealership as soon as he finds the time for the electrical issues again. He advised that the power completely turns off the radio & the back up camera is working sometimes. I just wanted to give you a heads up for the customers concern since he was in there not long ago.

Let me know if you have any questions.

Thank you for your assistance with this concern and creating a long-term customer satisfaction and loyalty.

Sincerely,

General Motors
Customer Engagement Center

SXJ1506014-00D

FL9-600-02-26
P.O. Box 45224
Jacksonville, FL 32232-5224

Statement of Account

Bank of America

Reduce the clutter!

Sign up for e-bills through bankofamerica.com or another bill paying service.

bankofamerica.com/onlinebanking

[redacted]
045978
GROVETOWN GA
[redacted]

Loan Account Status

Maturity Date:	08/31/2020
Payoff Balance*:	$25,428.57
Payoff Good Through:	11/30/2015

*Payoff does not include any fees, credits, or reversals that have not been posted.

Statement Date:	11/10/2015
Current Payment Due:	$457.33
Amount Past Due:	$0.00
Total Fees and Charges:	$0.00

Total Payment Due by 11/30/2015 is $457.33

Transaction Activity

Effective Date	Description	Amount	Detail
	Beginning principal balance		$25,806.89
10/26/2015	PAYMENT - THANK YOU	-$457.33	
	PRINCIPAL		$421.89
	FINANCE CHARGE		$35.44
	Ending principal balance		$25,385.00

EFDN40/NCP/5-14

Customer Service

ACCOUNT NUMBER: [redacted]

Paying your bill is easy with any of these convenient options:

Pay online anytime by visiting bankofamerica.com.

Pay by phone - Call 1.800.215.6195 24 hours a day, 7 days a week. Provide security information and authorize us to initiate an electronic payment from your account, the payment amount and timing. Same day payments can not be cancelled. A fee may apply.

Pay by mail - Bank of America, P.O. Box 15220, Wilmington, DE 19886-5220

Account questions? Call 1.800.215.6195
1.866.345.1248 TDD/TTY Users Only

Please contact us if you have any questions regarding your account. For faster service, reference the account number above and have your social security number available. Bank of America appreciates the opportunity to service this account for you. This is an attempt to collect a debt. Any information obtained will be used for that purpose.

WRITE TO: Bank of America, N.A. • FL9-600-02-26 • P.O. Box 45224 • Jacksonville, FL 32232-5224

[redacted]

[redacted]

PAYMENT DUE DATE	CURRENT PAYMENT DUE	AMOUNT PAST DUE	TOTAL FEES AND CHARGES	TOTAL PAYMENT DUE
11/30/2015	$457.33	$.00	$.00	$457.33

☐ Check box for change of address (over).

☐ Check box if you are paying loan balance in full.

PUT YOUR BILL ON CRUISE CONTROL! ENROLL IN AUTOMATIC PAYMENT TODAY. SEE THE BACK OF THIS STATEMENT FOR DETAILS.

Additional Principal: $.

Make Check Payable to:

Total Payment Enclosed: $.

BANK OF AMERICA
P.O. BOX 15220
WILMINGTON, DE 19886-5220

[redacted]

Bank of America

[redacted]

GEORGIA MVD - RECEIPT (COPY)

[redacted]

THOMAS MITCHELL COURSEY
2015 CHEV TK
1GCGSCE32F[redacted]
[redacted]
0700 03/03/2015 VJD
CASH

TRANSFER TAG FEE	5.00
TOTAL FEES PAID	5.00

PURCH DT: 02/14/2015
REG DT: 03/03/2015

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

1GCGSCE32F1[redacted] 2015 CHEV COLORADO TK

Tag Number: [redacted]
Valuation 31807F $10440
Title Number: [redacted]
County: 070 District: 24 Mill Rate:
Farm Vehicle? N GVW:
Classification: ALT PASSENGER CAR/LIGHT TRUCKS
Insurance Sta[redacted]NCE COVERAGE
Customer 1 [redacted] Customer 2 [redacted]

Expires: 12/23/2015
Tag Fee: 20.00
Equip. No:
Fuel: G
Color: WHI/WHI

[redacted]
GROVETOWN GA[redacted]

Signature: _____

[redacted]

WAYNE BRIDGES
COLUMBIA COUNTY TAX COMMISSIONER
630 RONALD REAGAN DRIVE P O BOX 2330
EVANS GA 30809
[redacted]

2015 CHEV TK
[redacted]
0700 03/03/2015 VJD

TRANSFER TAG FEE	5.00
TOTAL FEES PAID	5.00

PURCH DT: 02/14/2015

STATE OF GEORGIA
[redacted]OTOR VEHICLE REGISTRATION

1GCGSCE32[redacted]015 CHEV COLORADO TK
Tag Number: [redacted]
Valuation 31807F $10440
Title Number: [redacted]
County: 070 District: 24 Mill Rate:
Farm Vehicle? N GVW:
Classification: ALT PASSENGER CAR/LIGHT TRUCKS
Insurance Status[redacted]NCE COVERAGE
Customer 1 No[redacted] Customer 2 No: [redacted]

Expires: 12/23/2015
Tag Fee: 20.00
Equip. No:
Fuel: G
Color: WHI/WHI

[redacted]
GROVETOWN GA[redacted]

DEC

COLUMBIA
PHJ2481

CASH

THIS IS NOT A BILL
THIS IS YOUR RECEIPT
*** RETAIN FOR TAX PURPOSES ***

Signature: _____

DRUMMOND
LAW FIRM

228 SOUTH FOURTH ST.
FIRST FLOOR
LAS VEGAS, NV 89101

$0.48[5]
US POSTAGE
FIRST-CLASS

071V00793518
89101
000004104

endicia.com endicia.com endicia.com

General Motors, LLC
P.O. Box 33170
Detroit, MI. 48232-5170

RECEIVED OCT 20 2015

48232$5170 8051

[redacted]

Pryor, Ramirez & Amar LLC
attorneys at law

Craig Drummond, Esq. 228 South Fourth Street, First Floor, Las Vegas, NV 89101-5705
(866) 772-5529 (phone) (866) 663-3497 (fax)

October 26, 2015

Sent Via US Mail to:
General Motors, LLC
P.O. Box 33170
Detroit, MI 48232-5170

RE: [redacted] v. General Motors, LLC
Vehicle: 2015 Chevrolet Colorado VIN #1GCGSBE30F1[redacted]
Our File Number: [redacted]

Dear Sir/Madam:

Please be advised that Pryor, Ramirez & Amar, LLC represents [redacted] in his claim against General Motors, LLC ("GM") pursuant to the federal Magnuson-Moss Warranty Act and Nevada Lemon Law. The claims pertain to our client's 2015 Chevrolet Colorado VIN # 1GCGSBE30F1[redacted] ("Colorado"). Please direct all future contacts and correspondence pertaining to these claims to Pryor, Ramirez & Amar, LLC as listed above.

The Colorado has experienced substantial, frequent, and dangerous defects despite its short time in service. According to our client, and the vehicle's repair records, the vehicle was subject to repair for the following defects and conditions: power steering control module (4 repair attempts) and seat. Nevertheless, the vehicle remains defective. Indeed, the vehicle currently remains in the repair shop after several weeks of attempted repairs. This repair history is unreasonable under the Nevada Lemon Law and the Magnuson-Moss Warranty Act; especially in light of the vehicle's low mileage, the fact that the repeated defects repairs have occurred within 7 months from the initial purchase, and its dangerous condition. Notably, the power steering has malfunctioned on four separate occasions while vehicle was at highway speeds and placed the health and safety of Mr. Livigni and those around him at substantial risk.

The dangerous reoccurring defects and repair history herein have caused substantial impairment in the use and value of the subject vehicle to our client. Further,

the untimely, unsuccessful repairs, and unsafe product are not consistent with the GM name and expectation of quality. As such, after giving your authorized dealership repair agents more than a reasonable opportunity to resolve these condition, our client has no other option but to pursue legal remedy. This letter constitutes additional direct written notification of the nonconformities in Mr. [redacted] Colorado and of our client's intent to pursue claims under the 15 U.S.C §2301 *et seq.* and N.R.S. § 597.600 *et seq.*

To avoid litigation, our client requests a refund or replacement for the defective vehicle plus payment of his attorneys' fees as required by law. Our client would prefer to resolve this matter at this early stage and save the parties the burden and expense of litigation. Moreover, a reasonable repurchase or replacement at this point will alleviate the risk caused by the vehicle. And GM's liability concerning the same.

Accordingly, please contact our office within fourteen (14) days if you wish to resolve this matter amicably. If we are not contacted within that time, we will be forced file a formal claim in court. It is our desire, however, to work out these issues with GM in an efficient manner that is best for all parties involved. Thank you for your attention and expected cooperation.

[redacted]sq.

Cc: [redacted]

(1)

ED BOZARTH #1 CHEVROLET
5501 DREXEL RD.
LAS VEGAS, NV 89130
702-967-5500

FAX COVER SHEET

TO: Thaddeus

FROM: AL Belford.

COMPANY:

DATE: 11-3-2015

FAX NUMBER: 8666-775-9477

TOTAL NO. OF PAGES, INCLUDING COVER:

PHONE NUMBER: 866-790-5700 x 5921038

SENDER'S REFERENCE NUMBER:

[redacted] Service Request [redacted]

YOUR REFERENCE NUMBER:

2015 CHEVROLET Colorado. VIN# 1GCGSBE30F [redacted]

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

Dealership Fax: (702) 967-5585

Al Belford (702) 967-5660

Main Phone: (702) 967-5500

CUSTOMER #: [redacted]

INVOICE

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 1323 JASON BRANNON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30FT[redacted]		5/27	150729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
DD			17:00 16FEB15		134.88	CASH	12FEB15

R.O. OPENED	BOOKED
13:30 12FEB15	17:27 12FEB15

OPTIONS: STK:150729 DLR:39624
ENG:LFX 3.6L SIDI DOHC V6 VVT
TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PRE-DELIVERY INSPECTION - BASE TIME						
	0590072			PRE-DELIVERY INSPECTION - BASE TIME			
		1235		IPDI			(N/C)
		9999		IPDI			(N/C)
	27			PERFORMED AND COMPLETED PDI			
				**********			
B	PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS						
CAUSE: .							
	0590032			PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS			
		1235		W			(N/C)
	27			INSTALLED CARGO TIE DOWNS, CARGO BOX DIVIDER			
				**********			
C**	CLEAN UP FOR DELIVERY						
	FRESHUP			CLEAN UP FOR DELIVERY			
		1184		INT			(N/C)
				**********			

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss, loss of time, loss of profit or income or any other incidental damages.

X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

FILE COPY

NOV/04/2015/WED 11:29 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 002

CUSTOMER #: [redacted]

WORKORDER

PAGE 2

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

HOME: CONT: N/A
BUS: CELL: SERVICE ADVISOR: 1323 BRANNON, JASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F1 [redacted]		5/	150729

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	[redacted] ATE	PAYMENT	INV. DATE
DD			17:00 16FEB15		134.88	CASH	

R.O. OPENED	BOOKED	OPTIONS: STK:150729 DLR:39624
12FEB2015 13:30		ENG:LFX 3.6L SIDI DOHC V6 VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0590072	IPDI	PRE-DELIVERY INSPECTION - BASE TIME
# B	0590032	W	PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS

CARGO DIVIDER, CARGO TIE DOWN RINGS

Sold .1 .N

$0815

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			

[redacted]

APPROVAL

TECHNICIAN

CUSTOMER #: [redacted]

WORKORDER

PAGE 1

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1323 BRANNON, JASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F1[redacted]		5/	150729

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
DD			17:00 16FEB15		134.88	CASH	

R.O. OPENED	BOOKED	OPTIONS: STK:150729 DLR:39624
12FEB2015 13:30		ENG:LFX 3.6L SIDI DOHC V6 VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	CLSD DTE TECH.	TYPE	DESCRIPTION

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $_____

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

TECHNICIAN COPY

NOV/04/2015/WED 11:31 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 004

Test Report

ED BOZARTH CHEVY
5501 DREXEL RD
L.V. NV.
89130
USA
7029675500
EDBOZARTH.COM

BAC CODE
255705

2/12/2015
2:38 PM

PDI MODE

Test Info
[redacted]
IN VEHICLE
FLOODED

RESULTS
PDI COMPLETE
RATED: ----
MEASURED: ----
MEASURED VOLTS: 13.05
CHARGE TIME: 00:20:00
AMP HOURS: 2.5
LAST 8 OF VIN
F1167694

MID INFO
[redacted]

NEXT MAINTENANCE
CHARGE DATE
3/12/2015

User ID: UNREG

VERSION: 192-8750

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information
→ Investigate Major Assembly History

Vehicle Informa[redacted]

VIN: 1GCGSBE30F1[redacted]
Model: 12N43-2015 COLORADO
Service Contract: No
Branded Title: No
Warranty Block: No
PDI Status: Yes
Order Type: 60 - RETAIL - SOLD
Field Actions: [redacted]

REQUEST ANOTHER VIN

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ONSTAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9877 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y
XM Equipped: Y
OnStar Vehicle Diagnostics: N
XM Radio [redacted]
OnStar Status: Inactive
XM Status: Inactive
DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select State Component Ltd Wty	01/27/2015	0 MI	01/27/2022	70,000 MI
	Emission Limited Warranty	01/27/2015	0 MI	01/27/2018	50,000 MI
	Powertrain Limited Warranty	01/27/2015	0 MI	01/27/2020	100,000 MI
	Corrosion Limited Warranty	01/27/2015	0 MI	01/27/2021	100,000 MI
	Emission Select Component Ltd Wty	01/27/2015	0 MI	01/27/2023	80,000 MI
	Bumper to Bumper Limited Warranty	01/27/2015	0 MI	01/27/2018	36,000 MI

NOV/04/2015/WED 11:32 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 006

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/17/2015	[redacted]	ZPDI—Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: Site Map

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[redacted]

2/12/2015

VEHICLE ACCESSORY CENTER
10863 JERSEY BLVD., UNIT 101
RANCHO CUCAMONGA, CA 91730-5113
PHONE (909) 987-8237
FAX (909) 476-1928

[redacted]

GMC

ACCESSORIES

ONLINE ORDER: *WWW.VEHICLEACCESSORYCENTER.COM*

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
[redacted]	NEED	[redacted]		CHARGE	RUSSELL HOYT	01/16/15	1680900 CVW

[redacted]

BILL TO
ED BOZARTH NEVADA #1 CHEVROLET
5501 DREXEL ST
LAS VEGAS, NV 89130

SHIP TO
1GCGSBE30F1[redacted]

QUANTITY SHIP	QUANTITY B. O.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	22937756P DIVIDER		0.00	0.00	0.00

RETURN POLICY: **NO RETURNS AFTER 90 DAYS.** Bedliners, Electrical and Special Order items are NOT RETURNABLE.
DISCLAIMER OF WARRANTIES; All warranties on the products sold hereby are those made by the manufacturer. The seller, VAC, hereby expressly disclaims all warranties, either expressed or implied, including any warranty of merchantability or fitness for a particular purpose, and VAC, neither assumes nor authorizes any other person to assume for it any liability in connection with the said products. Any limitation contained herein does not apply where prohibited by law.

RECEIVED BY_____

SUBTOTAL	0.00
TAX	0.00
FREIGHT	0.00
PAY THIS AMOUNT	0.00

The Reynolds and Reynolds Company ERAN1PTCE SF6757765 O (03/14)

15:56:44 ACCOUNTING COPY NET522

NOV/04/2015/WED 11:33 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 008

VEHICLE ACCESSORY CENTER
10863 JERSEY BLVD., UNIT 101
RANCHO CUCAMONGA, CA 91730-5113
PHONE (909) 987-8237
FAX (909) 476-1928

[redacted]

GMC

ACCESSORIES

ONLINE ORDER: *WWW.VEHICLEACCESSORYCENTER.COM*

CUST. NO.	TAX EXEMPT NUMBER	CUST P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
[redacted]		[redacted]		CHARGE	RUSSELL HOYT	01/16/1	[redacted]

CVW

T#400

BILL TO
ED BOZARTH NEVADA #1 CHEVROLET
5501 DREXEL ST
LAS VEGAS, NV 89130

SHIP TO
1GCGSBE30F1 [redacted]

QUANTITY SHIP	QUANTITY B. O.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	23143241P TIE DOWN		0.00	0.00	0.00

RETURN POLICY: **NO RETURNS AFTER 90 DAYS.** Bedliners, Electrical and Special Order items are NOT RETURNABLE.
DISCLAIMER OF WARRANTIES; All warranties on the products sold hereby are those made by the manufacturer. The seller, VAC, hereby expressly disclaims all warranties, either expressed or implied, including any warranty of merchantability or fitness for a particular purpose, and VAC, neither assumes nor authorizes any other person to assume for it any liability in connection with the said products. Any limitation contained herein does not apply where prohibited by law.

RECEIVED BY_____

SUBTOTAL	0.00
TAX	0.00
FREIGHT	0.00
PAY THIS AMOUNT	0.00

The Reynolds and Reynolds Company ERARTPTCE SF6757685 O (03/14)

16:00:06 ACCOUNTING COPY NET522 PAGE 1 OF 1

NOV/04/2015/WED 11:33 AM EdBozarth#1Chevrlot FAX No. 702-967-5585 P. 009

2015 Colorado
Pre-Delivery Inspection Form

Vehicle Identification Number [redacted] Dealer/BAC Code

1GCGSBE30F1 [redacted] 9624 Stock # 150729 Repair Ord [redacted]

Remove wristwatches, jewelry and cover belt buckles to prevent damage

Deficiencies must be called to Service Me [redacted] pect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:

- ☑ Leave door edge protection and other shipping/storage materials on until customer delivery
- ☑ Adjust tires to pressures specified on the Certification/Tire Label. Do NOT relearn the Tire Pressure Monitoring System. Record adjusted results.

Temperature: 72 °F☒ °C☐

Tires: LF 35 RF 35 LR 35 RR 35

Spare 35 (if equipped)

- ☑ Install loose shipped parts and all accessories (torque as needed)

Interior:

- ☑ Power mirrors (if equipped)
- ☑ Seats, all: Check material, operation and that removable seats are properly secured
- ☑ Seat belts, all: material, operation, routing and latches
- ☑ Displays, gauges, interior and exterior lights

Exterior:

- ☑ Doors, locks, all keys/fobs and keyless entry system
- ☑ Check child safety door/window locks are in normal (unlocked) position (if equipped)
- ☐ Fit/Function removable top/panel convertible top (if equipped)
- ☑ Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches, sunroof (if equipped)
- ☑ Check antenna mast installation

Under Hood:

- ☑ Remote hood release, latch and hood safety latch
- ☑ Check condition and charge 12V battery using ***PDI Mode*** on the EL-50313 battery tester/charger (Midtronics GR8). Attach print out to repair order. See TSB 03-06-03-004 for additional information.
- ☑ Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
- ☑ Hoses, clamps, pipes, fittings, seals, and gaskets for seepage and proper connection
- ☑ Fluid levels: Add as required

Under Vehicle:

- ☑ Visually inspect underbody; check all fluid systems for leaks
- ☑ Brake/fuel lines secured in clips

Road Test:

ODOMETER:

Before 22 After 27

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

Drive on a legal roadway with road conditions permitting. Evaluate the following:

- ☑ Check Automatic Transmission Shift lock control
- ☑ Check electronic steering column lock (PEPS vehicles only) (if equipped)
- ☑ Remote start (if equipped)
- ☑ Engine Performance: Cold start, idle quality
- ☑ Forward Collision Alert, Front and Rear Parking Assist, Lane Departure Warning, Side Blind Zone Alert, Lane Change Alert, Rear Cross Traffic Alert, Safety Seat Alert, Rear Vision Camera (if equipped)
- ☑ Front and rear HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
- ☑ Electronic compass for function. Set to correct zone and calibrate (if equipped)
- ☑ Regular and steering wheel controls for radio, CD, MP3, XM, RSA, RSE and NAV (if equipped)
- ☑ Steering wheel – center position
- ☑ Steering for leads, pulls, vibration at idle, vibration while driving
- ☑ Wipers, delay, RainSense and washers, front and rear (if equipped)
- ☑ Brakes for noise, pulls, vibration or shudder at both high and low speeds
- ☑ Unusual wind noise
- ☑ Unusual noise/vibration/squeak/rattle
- ☑ Cruise/adaptive cruise (if equipped)
- ☐ Transfer case operation, all ranges (if equipped)
- ☑ Transmission shifter, clutch, noise, shift smoothness
- ☑ Engine performance: Hot start, idle quality
- ☑ Check for MIL, SES, SVS, and any warning lights

OnStar: Verify Hot Spot (if equipped)

- ☑ Verify OnStar indicator light is green
- ☑ Wi-Fi® broadcast check – Press the OnStar "Voice Command" button and say "Wi-Fi® Settings"
- ☑ Using the information on the screen connect a device, using a Wi-Fi® enabled device (e.g. smartphone), verify that you can connect to vehicle's Hot Spot

Note: You do not need to press the Blue OnStar button. The Demo message will continue to play during each ignition cycle until a customer purchases the vehicle and an Online Enrollment is submitted by the selling Dealer.

Special Inspection Items

- ☑ **Preparation** – "Transport Mode On" may display on the DIC or the red battery light may flash. To turn the mode off, start the engine, activate hazard flashers, press brake pedal and turn the ignition key to the crank position for 15 seconds.
- ☑ **Initial Preparation** – Ensure all GM Accessories have been installed. Examples: Cargo Lamps, Running Boards, cargo hooks. Refer to the Accessories Installation Manual in SI.
- ☐ **Interior** – Set NAV radio to the correct region. NAV Map data is loaded into internal memory hard disc drive from factory (if equipped).
- ☑ **Note** – Vehicles in dealer inventory need to be properly maintained for a quality delivery. Refer to TSB 09-00-89-002J.
- ☐ **Final Inspection & Prep** – Due to normal daily & seasonal temperature changes, tire pressures MUST be rechecked at time of delivery. Consult Tire Loading Label Recommended Cold Tire Inflation Pressure.

Final Inspection & Preparation:

Perform just prior to delivery.

- ☐ Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
- ☐ Install and secure the floor mat retainers to the carpet side retainers (if equipped)
- ☐ Check heated/cooled seats/steering wheel (if equipped)
- ☐ Set NAV to correct region (if required)
- ☐ Exterior wash and dry, preferably by hand or touchless car wash to avoid paint scratches; check for water leaks
- ☐ Check paint finish for dents, dings, chips, scratches, or blemishes. Repair.
- ☐ Reset fuel economy readings
- ☐ Set clock/calendar to local time
- ☐ Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
- ☐ Thoroughly clean all glass surfaces, use plain water on interior glass
- ☐ Recheck tire pressures (including spare, if equipped) and 12V battery condition (using EL50313 battery tester/charger ***PDI Mode***)
- ☐ Check Investigate Vehicle History (IVH) for required field actions (open recall campaigns, service update bulletins, systems software updates)

Certification: I certify that this Pre-Deliver [redacted]

BB #1235

Technician (Print Name)

02/12/15

Date

NOV/04/2015/WED 11:33 AM EdBozarth#IChevrlot FAX No. 702-967-5585 P. 010

Completely Satisfied
New Vehicle Delivery System

2015 Chevrolet Colorado

Vehicle Identification Number _____
Pre-Delivery Inspection (PDI) Date _____
Delivery Date _____

Pre-Delivery Check (Sales consultant performs these checks prior to customer arrival.)

☐ I reviewed the completed GM Pre-Delivery Inspection form, inspected the body and paint surfaces for fit and appearance, confirmed that all financial paperwork is in order (e.g., title/registration, financing, service contract), and prepared the Disclosure of Non-GM Products form (if appropriate).The vehicle has been driven on a road test and the battery is fully charged. Sales consultant's initials: _____

Consultation at Delivery

☐
- Present all glovebox material including the Owner Manual, Maintenance Schedule, Warranty Information, XM Radio and OnStar literature (if applicable).
- Review Roadside Assistance and Courtesy Transportation procedures.
- Provide state-required Lemon Law information, if applicable.

☐ Explain the importance of following the GM Recommended Maintenance Schedule and the GM Engine Oil Life System (if equipped). The engine oil and filter must be changed at least once a year.

☐ Inform the customer that they will be receiving a Purchase and Delivery Satisfaction Survey and, if applicable, a Service Satisfaction Survey so that your dealership can better serve them.
- Advise the customer of a potential follow-up call to ensure that they are completely satisfied with their new vehicle.

Vehicle Presentation with Customer

☐ Review the exterior of the vehicle to make sure it is clean and damage-free.

☐ Review the location and operation of important items, including:
- Hood latch, prop rod, and trunk release (if applicable)
- Fuel door cap
- Spare tire and jack, or tire sealant and compressor kit (as applicable)
- Remote Keyless Entry (RKE), remote start, manual door release handles, and keyless ignition (as applicable)
- Procedure for checking all fluid levels (e.g., Diesel Exhaust Fluid (DEF), engine oil, engine coolant, windshield washer fluid)

☐ Review the interior of the vehicle to make sure it is clean and damage-free.

☐ Demonstrate all vehicle features and controls using the Owner Manual, the "In Brief" section located at the front of the Owner Manual, or other supplemental information. Customer understanding of the vehicle features and controls is critical to satisfaction with the ownership experience.
- Discuss operation of the Tire Pressure Monitoring System
- Assist the customer in setting all personalized, programmable and memory functions, including the Universal Home Remote System (if equipped).
- Demonstrate the proper operation of seats (both front and rear), steering wheel, mirrors, and adjustable pedals (as applicable).
- Review the climate control system operation: manual, automatic, dual zone, defog, defrost. Include heated/cooled seats and steering wheel (if equipped).
- Explain key features of the audio and infotainment systems: clock, radio, XM, CD, DVD, MP3, USB, Mass Storage Media (MEM), and navigation.
- Go to www.gm.com/Bluetooth, print phone specific instructions, and demonstrate how to pair the customer's phone to the in-vehicle Bluetooth system (as applicable).
- Point out safety features such as safety belts, airbags, child restraints, LATCH system, window lockout switch and rear door security locks (as applicable).
- Inform customer of the operation of OnStar www.onstar.com/web/portal/home (if applicable). Explain the benefits of OnStar Vehicle Diagnostics and the Dealer Maintenance Notification.
- Review OnStar Prep with customer: data plans/trials, Hands-Free Calling (HFC) minutes, credit card requirements for data plans and HFC minutes, and download OnStar RemoteLink to smartphone.
- Demonstrate Infotainment Set up: pairing Bluetooth, navigation, and radio presets/voice controls/steering wheel controls.
- Inform customer about the new OnStar with 4G LTE Wi-Fi® Hotspot set up, push "OnStar Voice Command" button, after the beep say "Wi-Fi® settings", pair device, "If desired", in device Wi-Fi® settings. OnStar welcome call – change hotspot password.
- Assist customer with setting up OnStar RemoteLink on customer's smartphone.
- Reset the Average Fuel Economy reading in the Driver Information Center (if applicable).

Vehicle Features and Controls – Customer Tips

☐ **Infotainment System** – Radios with a USB port, located on the instrument panel or in the center console, can control an iPod ® or USB storage device using the radio buttons and knobs. Not all iPods® and USB drives are compatible with the USB port. See Owner Manual page 7-15 thru 7-18 (as applicable).

☐ **Infotainment System** – Bluetooth® capable cell phones can be easily paired to your vehicle's audio system. Refer to the cell phone manufacturer's user guide before beginning the process and to Owner Manual page 7-18 and 7-29 thru 7-33 for instructions on pairing the phone to the in-vehicle Bluetooth® system (as applicable).

☐ **Infotainment System** – Review Text Messaging with the customer. Refer to Owner's Manual pages 7-37 thru 7-38..

☐ **Driving & Operating** – Vehicles equipped with Forward Collision Alert System (FCA) Refer to Owner's Manual pages 9-56 thru 9-58.

☐ **Driving & Operating** – For vehicles with Lane Departure Warning (LDW), review system operation with the customer. Refer to Owner's Manual pages 9-61 and 9-62.

☐ **Driving & Operating** – For vehicles with the Rear Vision Camera (RVC) system, the rear vision camera must be disconnected if the tailgate needs to be removed. Refer to Owner Manual page 9-59 thru 9-61 for instructions (as applicable).

☐ **Driving & Operating** – Review Normal Cruise, Tow Haul, Cruise Grade Braking and Hill Descent features. Refer to Owner's Manual pages 5-18, 9-37, and 9-53 thru 9-56 (as applicable).

☐ **Driving & Operating** – Review Towing and Trailer Sway Control (TSC) information. Refer to Owner's Manual pages 5-18 and 9-67 thru 9-74 (as applicable).

☐ **Navigation System** – Radios equipped with Navigation capabilities can have destinations entered in different ways. Press the DEST control button to access the destination entry screen. From this screen you can select from several options to plan a route. Refer to Navigation System Manual pages 50 thru 89.

☐ **Information** – Inform the customer about the Manage My Chevrolet Owners Center which requires owners registration: https://my.chevrolet.com/web/portal/managemybrand?g=1

☐ **Information** – For Manuals & Videos refer to: http://www.chevrolet.com/owners/chevy-manuals/?evar25=chevrolet

Service Introduction and Orientation

☐ Introduce the customer to Service Department personnel and familiarize the customer with the dealership's Service facilities.
- Present dealership service benefits (e.g., hours of operation, shuttles, early bird drop-off, after hours pickup, factory-trained technicians)
- Discuss convenience and competitive pricing for regular maintenance items (e.g., wiper blades, filters, batteries, brakes, tires)
- Suggest a follow-up visit (e.g., courtesy inspection or New Owner Clinic)
- Schedule first follow-up visit. Date scheduled: _____

The above items were inspected, explained and demonstrated to my complete satisfaction.

Customer's Signature _____ Date _____

Salesperson's Signature _____ Date _____

Retain a copy of this completed form in the customer's sales file.

NOV/04/2015/WED 11:34 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 011

CUSTOMER #: [redacted]

INTERNAL

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1323 JASON BRANNON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F1[redacted]		5/27	150729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
DD			17:00 16FEB15		134.88	CASH	12FEB15

R.O. OPENED	BOOKED
13:30 12FEB15	17:27 12FEB15

OPTIONS: STK:150729 DLR:39624
ENG:LFX 3.6L SIDI DOHC V6 VVT
TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PRE-DELIVERY INSPECTION - BASE TIME						
	0590072	PRE-DELIVERY INSPECTION - BASE TIME					
		1235	IPDI	0.70	77.35	77.35	
		9999	IPDI	0.50	55.26	55.26	
				1.20	132.61	132.61	
	27	PERFORMED AND COMPLETED PDI					
		**********					
C**	CLEAN UP FOR DELIVERY						
	FRESHUP	CLEAN UP FOR DELIVERY					
		1184	INT	0.40	16.00	16.00	
		**********					

COST, SALE, & COMP TOTALS 3565 14861 0

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss, loss of time, loss of profit or income or any other incidental damages.

X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	148.61
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	148.61
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	148.61

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INTERNAL COPY

NOV/04/2015/WED 11:34 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 012

CUSTOMER #: [redacted]

ACCOUNTING

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 1323 JASON BRANNON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F[redacted]		5/27	150729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO #	RATE	PAYMENT	INV. DATE
DD			17:00 16FEB15		134.88	CASH	12FEB15

R.O. OPENED	BOOKED
13:30 12FEB15	17:27 12FEB15

OPTIONS: STK:150729 DLR:39624
ENG:LFX_3.6L_SIDI_DOHC_V6_VVT
TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PRE-DELIVERY INSPECTION - BASE TIME										
	0590072	PRE-DELIVERY INSPECTION - BASE TIME									
		1235	IPDI	0.00	0.70	1365	7735			77.35	77.35
		9999	IPDI	0.00	0.50	1000	5526			55.26	55.26
				0.00	1.20	2365	13261	**		132.61	132.61
	VERSION 1 (EMP# 1235,12FEB15 15:43): 27 PERFORMED AND COMPLETED PDI										
B	PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS										
	CAUSE: .										
	0590032	PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS									
		1235	W	0.00	0.40	780	4420			44.20	44.20
						0	0	TPARTS			
						780	4420	TLABOR			
	VERSION 1 (EMP# 1235,12FEB15 15:44): 27 INSTALLED CARGO TIE DOWNS;CARGO BOX DIVIDER										
C	** CLEAN UP FOR DELIVERY										
	FRESHUP	CLEAN UP FOR DELIVERY									
		1184	INT	0.00	0.40	1200	1600			16.00	16.00
*** NO RO PUNCH TIMES ON FILE ***											

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46400	13261	2365		46200	4420	780	
46300	1600	1200		26102	13261	*******	167694
26300	4420	*******		23700	1600	*******	

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	4345	19281	0

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss, loss of time, loss of profit or income or any other incidental damages.

X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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ACCOUNTING COPY

NOV/04/2015/WED 11:35 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 013

ACC

CUSTOMER #:

[redacted]

WARRANTY

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 1323 JASON BRANNON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F1[redacted]		5/27	150729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 16FEB15		134.88	CASH	12FEB15

R.O. OPENED	BOOKED	OPTIONS: STK:150729 DLR:39624
		ENG:LFX 3.6L SIDI DOHC V6 VVT
13:30 12FEB15	17:27 12FEB15	TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS						
CAUSE: .							
	0590032			PDI - DEALER INSTALLED - FACTORY INVOICED OPTIONS			
	1235		W	0.40			
				0	0 TPARTS		
				780	4420 TLABOR		
27	INSTALLED CARGO TIE DOWNS, CARGO BOX DIVIDER						

ZPDI

RECEIVED FEB 07 2015

SLT 4

****

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

COST, SALE, & COMP TOTALS 780 4420 0

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss, loss of time, loss of profit or income or any other incidental damages.

X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	44.20
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	44.20
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	44.20

Copyright 2000 ADP, Inc. SERVICE INVOICE 4.3 X512C

WARRANTY COPY

CUSTOMER [redacted]

[redacted]

WARRANTY

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

N LAS [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1648 MICHELLE L VIERRA-GO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30FI[redacted]		3299/3299	T338

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
13FEB15 DD			WAIT 18MAY15		135.28	CASH	18MAY15

R.O. OPENED	BOOKED	OPTIONS: STK:150729 DLR:39624
08:07 18MAY15	09:16 18MAY15	ENG:LFX 3.6L SIDI DOHC V6 VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHEVROLET 2 YEAR MAINTENANCE, LOF AND ROTATE TIRES.						
	CAUSE: MAINTENANCE						
	0600723 CHEVROLET 2-YEAR MAINTENANCE, LOF AND ROTATE TIRES.						
	1600	W	0.50			15.00	15.00
	1 19303250 (S)FILTER				7.52	5.26	5.26
	6 19293002 DEXOS				4.80	3.50	21.00
	FC: PART#: 19303250 COUNT: 1			2188	2626 TPARTS		
	CLAIM TYPE:						
	AUTH CODE:						
				1000	1500 TLABOR		
	3299 LUBE OIL FILTER & TIRE ROTATE COMPLETE						
	**********						
B	CUSTOMER REQUEST RECALL 15150 FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY						
	CAUSE: FACTORY REQUIRED						
	9101513 RECALL 151150 FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBOD						
	L286	W	0.20			22.10	22.10
				0	0 TPARTS		
				20	2210 TLABOR		
	3299 RECALL 15150 DONE INSPECTION ONLY						
	**********						

RECEIVED
MAY 20 2015

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

COST, SALE, & COMP TOTALS 3208 6336 0

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling [redacted] to property, damages income or any other

CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

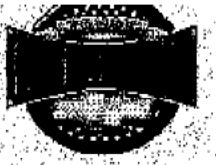
DESCRIPTION	TOTALS
LABOR AMOUNT	37.10
PARTS AMOUNT	26.26
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	63.36
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	63.36

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WARRANTY COPY

CUSTOMER # [redacted]

INVOICE



ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

[redacted]
N LAS VEGAS, NV [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 1648 MICHELLE L VIERRA-GO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F1[redacted]		3299/3299	T338

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
13FEB15 DD			WAIT 18MAY15		135.28	CASH	18MAY15

R.O. OPENED	BOOKED	OPTIONS: STK:150729 DLR:39624
08:07 18MAY15	09:16 18MAY15	ENG:LFX 3.6L SIDI DOHC V6 VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHEVROLET 2 YEAR MAINTENANCE, LOF AND ROTATE TIRES							
CAUSE: MAINTENANCE							
0600723 CHEVROLET 2-YEAR MAINTENANCE, LOF AND ROTATE TIRES.							
	1600		W				(N/C)
1	19303250		(S)FILTER				(N/C)
6	19293002		DEXOS				(N/C)
FC: PART#: 19303250 COUNT: 1							
CLAIM TYPE:							
AUTH CODE:							
3299 LUBE OIL FILTER & TIRE ROTATE COMPLETE							
**********							
B CUSTOMER REQUEST RECALL 15150 FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY							
CAUSE: FACTORY REQUIRED							
9101513 RECALL 151150 FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBOD							
	1286		W				(N/C)
3299 RECALL 15150 DONE INSPECTION ONLY							
**********							
C PERFORM 30PT VISUAL INSPECTION							
30PT PERFORM 30PT VISUAL INSPECTION							
	1600		ISP				(N/C)
3299 30PT COMPLETE							
**********							
D UNDER SOME CONDITIONS THE WINDSHIELD MAY CRACK DURING THE CAR WASH PROCESS.WITH YOUR PERMISSION WE WILL PROVIDE A COURTESY CAR WASH,HOWEVER WE ARE NOT RESPONSIBLE FOR CRACKED WINDSHIELDS DURING THE WASH PROCESS! THANK YOU							
TY THANK YOU							
	1167		ISP				(N/C)
**********							

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling [redacted] mages to property, damages t or income or any other

_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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FILE COPY

(1)

ED BOZARTH #1 CHEVROLET
5501 DREXEL RD.
LAS VEGAS, NV 89130
702-967-5500

FAX COVER SHEET

TO: Thaddeus

FROM: AL Belford.

COMPANY:

DATE: 11-3-2015

FAX NUMBER: 866-775-9477

TOTAL NO. OF PAGES, INCLUDING COVER:

PHONE NUMBER: 866-790-5700 x 5921038

SENDER'S REFERENCE NUMBER:

[redacted] Service Request [redacted]

YOUR REFERENCE NUMBER:

2015 CHEVROLET Colorado. VIN# 1GCGSBE30F[redacted]

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

Dealership Fax: (702) 967-5585

Al Belford (702) 967-5660

Main Phone: (702) 967-5500

CUSTOMER #: [redacted]

[redacted]

INTERNAL

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

N LAS VEGAS NV
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1648 MICHELLE L VIERRA-GO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F[redacted]		3299/3299	T338

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO	TE	PAYMENT	INV. DATE
13FEB15 DD			WAIT 18MAY15		135.28	CASH	18MAY15

R.O. OPENED	BOOKED	OPTIONS: STK:150729 DLR:39624
08:07 18MAY15	09:16 18MAY15	ENG:LFX 3.6L SIDI DOHC V6 VVT
		TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	PERFORM 30PT VISUAL INSPECTION						
	30PT		PERFORM 30PT VISUAL INSPECTION				
		1600	ISP	0.00	0.00	0.00	
3299	30PT		COMPLETE				
			**********				
D	UNDER SOME CONDITIONS THE WINDSHIELD MAY CRACK DURING THE CAR WASH PROCESS.WITH YOUR PERMISSION WE WILL PROVIDE A COURTESY CAR WASH.HOWEVER WE ARE NOT RESPONSIBLE FOR CRACKED WINDSHIELDS DURING THE WASH PROCESS! THANK YOU						
	TY		THANK YOU				
		1167	ISP	0.20	0.00	0.00	
			**********				

	COST, SALE, & COMP TOTALS	400	0	0	

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss, loss of time, loss of profit or income or any other incidental damages.

X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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INTERNAL COPY

NOV/04/2015/WED 11:42 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 002/022

CUSTOMER #: [redacted]

[redacted]

N LAS VEGAS, NV [redacted]

WORKORDER [redacted]

PAGE 2

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 www.edbozarth.com

BUS: CELL: SERVICE ADVISOR: 1648 VIERRA-GONZALEZ,MICH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F1 [redacted]		3299/	T338

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
13FEB15 DD			** WAITER **		135.28	CASH	

R.O. OPENED	BOOKED
18MAY2015 08:07	

OPTIONS: STK:150729 DLR:39624
ENG:LFX 3.6L SIDI DOHC V6 VVT
TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0600723		W	CHEVROLET 2-YEAR MAINTENANCE, LOF AND ROTATE TIRES.
# B	S140		W	CUSTOMER REQUEST RECALL 15150 FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY
# C	30PT		CQC	PERFORM 30PT VISUAL INSPECTION
# D	WASH		ISP	UNDER SOME CONDITIONS THE WINDSHIELD MAY CRACK DURING THE CAR WASH PROCESS.WITH YOUR PERMISSION WE WILL PROVIDE A COURTESY CAR WASH.HOWEVER WE ARE NOT RESPONSIBLE FOR CRACKED WINDSHIELDS DURING THE WASH PROCESS! THANK YOU

9161533 .2

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED			

[redacted] GAVE ORAL APPROVAL

TECHNICIAN

Copyright 2000 ADP, Inc. SERVICE WORKORDER Type 2 - SW2C

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ A/R ☐ OTHER _____

TIRE CONDITION

LF _____ RF _____

LR _____ RR _____

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ % RF _____ %

LR _____ % RR _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

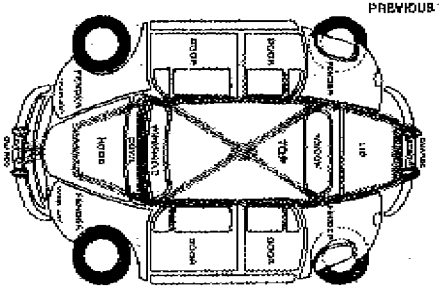
FOREMAN'S SIG. X _____

Order: Login into www.staplesessyprint.com or Call 1-800-237-2372 Item # 8001971-C

LABOR RECORD

FLAG SHEET	OFF	10
	ON	
FLAG SHEET	OFF	9
	ON	
FLAG SHEET	OFF	8
	ON	
FLAG SHEET	OFF	7
	ON	
FLAG SHEET	OFF	6
	ON	
FLAG SHEET	OFF	5
	ON	
FLAG SHEET	OFF	4
	ON	
FLAG SHEET	OFF	3
	ON	
FLAG SHEET	OFF	2
	ON	
FLAG SHEET	OFF	1
	ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

NOV/04/2015/WED 11:45 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P.004/022

Vehicle Report

Printed on: 05/18/2015 11:02:35

WORKBENCH

VIN: 1GCGSBE30F1 [redacted] Vehicle Model: 2015 COLORADO Delivery Date: 02/13/2015

Service Consultant : michelle vierra-gonzalez Mileage : 3299

Vehicle Summary

OnStar Status	OVD Enabled	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	[redacted]

Required Field Actions

Number	Type	Description	Release Date	Status
15150	Non Compliance Recall	FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY	05/08/2015	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	02/13/2015	26 MI	02/13/2020	100026 MI	Applicable
Corrosion Limited Warranty	02/13/2015	26 MI	02/13/2021	100026 MI	Applicable
Chevrolet 2 Year Scheduled Maintenance	02/13/2015	26 MI	02/13/2017	24026 MI	4 of 4 visits remaining
Emission Select Component Ltd Wty	02/13/2015	26 MI	02/13/2023	80026 MI	Applicable
Bumper to Bumper Limited Warranty	02/13/2015	26 MI	02/13/2018	36026 MI	Applicable
Emission Limited Warranty	02/13/2015	26 MI	02/13/2018	50026 MI	Applicable
Emission Select State Component Ltd Wty	02/13/2015	26 MI	02/13/2022	70026 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer
No information found for this vehicle.								

Service Information

Type	Number	Description	Date Posted
No information found for this vehicle.			

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
02/12/2015	[redacted]	ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	5 MI	Warranty
01/17/2015		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
02/12/2015	[redacted]	NV	PRE-DELIVERY INSPECTION - BASE TIME	3	I,W	5 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

NOV/04/2015/WED 11:46 AM EdBozarth#IChevrolet FAX No. 702-967-5585 P. 005/022

Vehicle Report

Printed on: 05/1? 2015 11:03:19

WORKBENCH

VIN: 1GCGSBE30F1 [redacted] Vehicle Model: 2015 COLORADO Delivery Date: 02/13/2015

Service Consultant : michelle vierra-gonzalez Mileage : 3299

Vehicle Summary

OnStar Status	OVD Enabled	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	3826B3R6

Required Field Actions

Number	Type	Description	Release Date	Status
18150	Non Compliance Recall	FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY	05/08/2015	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Powertrain Limited Warranty	02/13/2015	26 MI	02/13/2020	100026 MI	Applicable
Corrosion Limited Warranty	02/13/2015	26 MI	02/13/2021	100026 MI	Applicable
Chevrolet 2 Year Scheduled Maintenance	02/13/2015	26 MI	02/13/2017	24026 MI	4 of 4 visits remaining
Emission Select Component Ltd Wty	02/13/2015	26 MI	02/13/2023	80026 MI	Applicable
Bumper to Bumper Limited Warranty	02/13/2015	26 MI	02/13/2018	36026 MI	Applicable
Emission Limited Warranty	02/13/2015	26 MI	02/13/2018	50026 MI	Applicable
Emission Select State Component Ltd Wty	02/13/2015	26 MI	02/13/2022	70026 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer
No information found for this vehicle.								

Service Information

Type	Number	Description	Date Posted
No information found for this vehicle.			

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
02/12/2015	[redacted]	ZPDI	0590032	PDI - Dealer Installed - Factory Invoiced Options	5 MI	Warranty
01/17/2015		ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
02/12/2015	[redacted]	NV	PRE-DELIVERY INSPECTION - BASE TIME	3	I,W	5 MI

Please Note: This document may be considered current for 24 hours from the time it was printed.

NOV/04/2015/WED 11:47 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 008/022

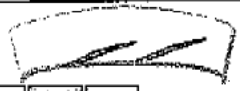
Certified Service

MULTI-POINT VEHICLE INSPECTION

Name [redacted] Year/Model: Colorado Date: 5/14/15

Repair Order #: _____ VIN (last 8 digits): [redacted] eter: 3297 Tag#: 32[illegible] License#: _____

WIPER BLADES



XWIPY XWIPR RF

XWIPY XWIPR LF

Rear (if applicable)

XWNDY XWNDR Windshield condition

Cracks_____ Chips_____

OnStar active

Enrolled in OVD

Enrolled in DMN

Service History Check

XACY XACR Air Conditioning Performance

XOLSG XOLSY XOLSR Remaining engine oil life: 0 % Reset:_____ N/A:_____

CHECK BATTERY



XBATY XBATR Battery health

XCABY XCABR Battery cables and connections

CHECK TIRES AND TREAD DEPTH

XROTR Rotation needed

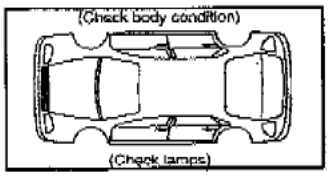
X Rotation performed

XALGN Alignment needed

Alignment performed

XBALR Balance needed

Balance performed



Lowest Tread Depth:_____/32

LF Wear Pattern Damage RF

LR RR

LF		LR		RF		RR	
TIRE8	8/32 or Greater	TIRE8	8/32 or Greater	8/32 or Greater	TIRE8	8/32 or Greater	TIRE8
TIRE7	7/32	TIRE7	7/32	7/32	TIRE7	7/32	TIRE7
TIRE6	6/32	TIRE6	6/32	6/32	TIRE6	6/32	TIRE6
TIRE5	5/32	TIRE5	5/32	5/32	TIRE5	5/32	TIRE5
TIRE4	4/32	TIRE4	4/32	4/32	TIRE4	4/32	TIRE4
TIRE3	3/32 or Less	TIRE3	3/32 or Less	3/32 or Less	TIRE3	3/32 or Less	TIRE3
ACTUAL				ACTUAL			

PSI@:_____ set to: 30 PSI PSI@:_____ set to: 30 PSI PSI@:_____ set to: 30 PSI PSI@:_____ set to: 30 PSI

CHANGE ENGINE OIL & FILTER N/A

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
	✓	Engine oil	
X		Brake fluid reservoir	
X		Transmission (if equipped w/dipstick)	
X		Coolant recovery reservoir	
X		Power steering	
	✓	Windshield washer	

ADDITIONAL CHECKS (Inspect for visible leaks and visual condition)

X	XFULY	XFULR	Fuel system (also including gas cap seating)
X	XTRAY	XTRAR	Engine, transmission, drive axle, transfer case
X	XENGY	XENGR	Engine cooling system, leak/other
X	XSHKY	XSHKR	Shocks and struts - also check operation
X	XBELY	XBELR	Belts: engine, power steering and/or V-drive
X	XHOSY	XHOSR	Hoses: engine, power steering and HVAC
X	XAFY	XAFR	Engine air filter
	XCEY	XCFR	Passenger Compartment Air Filter
X	XSTRY	XSTRR	Steering components and steering linkage
X	XCVJY	XCVJR	CV drive axle boots or driveshafts and U-joints
X	XEXSY	XEXSR	Exhaust system components
X	XBODY	XBODR	Body components lubrication

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF		RF		LR		RR	
BK7		BK7	7 mm or greater	BK7		BK7	
BK6		BK6	6 mm	BK6		BK6	
BK5		BK5	5 mm	BK5		BK5	
BK4		BK4	4 mm	BK4		BK4	
BK3		BK3	3 mm or less	BK3		BK3	
BK2		BK2	2 mm or less	BK2		BK2	
BK1		BK1	1 mm or less	BK1		BK1	
ACTUAL				ACTUAL			

Lowest Front Lining _____ Lowest Rear Lining _____

XBRKY XBRKR Brake system (also including lines, hoses and parking brake)

Additional Recommended Services	FRH
1) 5k service	
2)	
3)	
Service Consultant:	
Technician: Anthony C. No.: 1601	
Recommended FRH:	
Total FRH Sold:	

X	XRESY	XRESR	Restraint system component check
X	XCHSY	XCHSR	Chassis components lubrication
X	XAXLY	XAXLR	Drive Axle (leak/other)
X	XEVPY	XEVPR	Evaporative control system

4/11/14

NOV/04/2015/WED 11:48 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 007/022

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL: [redacted]

SERVICE ADVISOR: 1579 WILLIAM J DERRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F1[redacted]		9362/9365	T426

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
13FEB15 DL			17:00 30SEP15		135.28	CASH	01OCT15

R.O. OPENED	BOOKED	OPTIONS: STK:150729 DLR:39624 ENG:LFX 3.6L SIDI DOHC V6 VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50
08:54 30SEP15	16:59 01OCT15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES CUSTOMER WAS DRIVING ON THE STREET AND MESSAGE APPEARED SERVICE POWER STEERING AND CUSTOMER STATES LOST POWER STEERING AND WHEN TRYING TO PUT VEHICLE IN REVERSE WHEN THIS HAPPENS MESSAGE APPEARS ON THE SCREEN VISUAL GUIDELINES NOT AVAILABLE CHECK AND ADVISE						
	S130	DRIVEABILITY					
		1572	ISP				(N/C)
	9365 STEERING ANGLE TORQUE SENSOR NOT CALIBRATED INSPECT AND FIND NO MESSAGES DISPLAYED IN DIC, TROUBLESHOOT AND FIND U0420 AND C0545-00STORED AS HISTORY CODES, PERFORM STEERING ANGLE SENSOR LEARN IN EBCM AND PSCM AND CLEAR CODES, TEST DRIVE TO VERIFY REPAIRS AND FIND NO MESSAGES DISPLAYED, RETURN TO SHOP AND RECHECK DATA/CODES, ANGLE SENSOR READING PROPERLY AND NO CODES STORED, OK AT THIS TIME.						
	**********						
B	PERFORM 30PT VISUAL INSPECTION						
	30PT	PERFORM 30PT VISUAL INSPECTION					
		1572	C		0.00	0.00	
	9365 PERFORM INSPECTION						
	**********						
C	UNDER SOME CONDITIONS THE WINDSHIELD MAY CRACK DURING THE CAR WASH PROCESS WITH YOUR PERMISSION WE WILL PROVIDE A COURTESY CAR WASH.HOWEVER WE ARE NOT RESPONSIBLE FOR CRACKED WINDSHIELDS DURING THE WASH PROCESS! THANK YOU _____						
	TY	THANK YOU					
		1184	C		0.00	0.00	
	****** [redacted] **********						
D	VIN #1G11B5SL4FF[redacted] STOCK #150146 PLATE #350AUX AGREEMENT# A_____ DATE OUT_____ DATE IN_____ MILES OUT_____ MILES IN_____						
CAUSE: E							
	DRAC20 VIN #1G11B5SL4FF166488 STOCK #150146 PLATE #350AUX AGREEMENT# A_____ DATE OUT_____ DATE IN_____ MILES OUT_____ MILES IN						

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss, loss of time, loss of profit or income or any other incidental damages.

X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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FILE COPY

NOV/04/2015/WED 11:48 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 008/022

CUSTOMER #: [redacted]

[redacted]

INVOICE

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1579 WILLIAM J DERRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F[redacted]		9362/9365	T426

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
13FEB15 DL			17:00 30SEP15		135.28	CASH	01OCT15

R.O. OPENED	BOOKED	OPTIONS: STK:150729 DLR:39624
08:54 30SEP15	16:59 01OCT15	ENG:LFX 3.6L SIDI DOHC V6 VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	999		IOFF					(N/C)
MISC COURTESY RENTAL								
	IOFF							(N/C)
**********								
E** CHEVROLET 2-YEAR MAINTENANCE, LOF AND ROTATE TIRES.								
	0600723	CHEVROLET 2-YEAR MAINTENANCE, LOF AND ROTATE TIRES.						
	1572	ISP						
1	19303250	(S)FILTER						(N/C)
6	19293000	DEXOS						(N/C)
9365 PERFORM MAINTENANCE REPLACE ENGINE OIL/FILTER, RESET OIL LIFE MONITOR, PLACE DECAL, ROTATE/RELEARN TIRES.								(N/C)
**********								

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or [redacted] to recover from the selling [redacted] damages to property, damages [redacted] profit or income or any other [redacted]

_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

FILE COPY

CUSTOMER #[redacted]

[redacted]

LAS VEGAS, NV [redacted]

[redacted].COM

[redacted]:N/A

BUS: CELL:

WORKORDER [redacted] Bill Derry

PAGE 2

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F[redacted]		9362/9365	T426

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
13FEB15 DD			17:00 30SEP15		135.28	CASH	

R.O. OPENED	BOOKED
30SEP2015 08:54	

OPTIONS: STK:150729 DLR:39624
ENG:LFX 3.6L SIDI DOHC V6 VVT
TRN:MYB 6-SPEED AUTOMATIC, RMD, 6L50

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	S130	157	W	CUSTOMER STATES CUSTOMER WAS DRIVING ON THE STREET AND MESSAGE APPEARED SERVICE POWER STEERING AND CUSTOMER STATES LOST POWER STEERING AND WHEN TRYING TO PUT VEHICLE IN REVERSE WHEN THIS HAPPENS MESSAGE APPEARS ON THE SCREEN VISUAL GUIDELINES NOT AVAILABLE CHECK AND ADVISE Labor Cod. #2810605 .3hrs
# B	30PT	157	C	PERFORM 30PT VISUAL INSPECTION
# C	WASH		C	UNDER SOME CONDITIONS THE WINDSHIELD MAY CRACK DURING THE CAR WASH PROCESS.WITH YOUR PERMISSION WE WILL PROVIDE A COURTESY CAR WASH.HOWEVER WE ARE NOT RESPONSIBLE FOR CRACKED WINDSHIELDS DURING THE WASH PROCESS! THANK YOU _____
# D	DRAC20		W	VIN #1G11E5SL4FF166488 STOCK #150146 PLATE #350AUX AGREEMENT# A_____ DATE OUT_____ DATE IN_____ MILES OUT_____ MILES IN_____

73700
30PT 50200

E 157 0600723 GM LoF & Rotate [redacted]

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIM[redacted]

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X [redacted]

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE WORKORDER TYPE 3 - SW3C

TECHNICIAN COPY

NOV/04/2015/WED 11:51 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 010/022

A

COMPLAINT:

CAUSE:

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID

4 CYL ☐ 6 CYL ☐ V-6 ☐ V-8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER

TIRE CONDITION

LF	RF
LR	RR

TIRE PRESSURE

LF psi	RF psi
LR psi	RR psi

BRAKE CONDITION

LF %	RF %
LR %	RR %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH

ASM

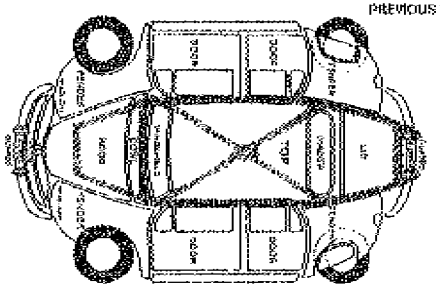
FOREMAN'S SIG. X

To Reorder: Login into www.staplesbusinessprint.com or Call 1-800-237-2372 Item # 6001971-C

LABOR RECORD

FLAG SHEET	OFF	10
	ON	
FLAG SHEET	OFF	9
	ON	
FLAG SHEET	OFF	8
	ON	
FLAG SHEET	OFF	7
	ON	
FLAG SHEET	OFF	6
	ON	
FLAG SHEET	OFF	5
	ON	
FLAG SHEET	OFF	4
	ON	
FLAG SHEET	OFF	3
	ON	
FLAG SHEET	OFF	2
	ON	
FLAG SHEET	OFF	1
	ON	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

NOV/04/2015/WED 11:53 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P.011/022

CUSTOMER [redacted]

[redacted]

LAS VEGAS, NV

[redacted]OM
N/A

BUS: CELL:

[redacted]

WORKORDER [redacted] Bill

PAGE 1

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

SERVICE ADVISOR: [redacted]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F1[redacted]		9362/	T426

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
13FEB15 DD			17:00 30SEP15		135.28	CASH	

R.O. OPENED	BOOKED	OPTIONS: STK:150729 DLR:39624
30SEP2015 08:54		ENG:LFX 3.6L SIDI DOHC V6 VVT
		TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH	TYPE	DESCRIPTION
[redacted]		1579	6742 11AUG15			
			RESER	1660	W	RESERVATION 7
			24200270	1592	W	POWER STEERING ASSIST MOTOR REPLACEMENT
			30PT	1660	W	PERFORM 30PT VISUAL INSPECTION
			TY	1167	W	THANK YOU
			80700012	1660	W	WHEEL ALIGNMENT - STEERING WHEEL ANGLE AND
		1566	6210 25JUL15			
			22810625	1660	W	POWER STEERING CONTROL MODULE REPROGRAMMING
			30PT	1660	W	PERFORM 30PT VISUAL INSPECTION
			TY	1184	W	THANK YOU
		1648	3259 18MAY15			
			00600723	1600	W	CHEVROLET 2-YEAR MAINTENANCE, LOF AND ROTAT
			24101513	1286	W	RECALL 151150 FRONT SEAT HOOKS NOT INSTALL
			30PT	1600	ISP	PERFORM 30PT VISUAL INSPECTION
			TY	1167	ISP	THANK YOU

EXCLUSION OF WARRANTIES

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

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $_____

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____

CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE WORKORDER TYPE 2 - SW2C

TECHNICIAN COPY

NOV/04/2015/WED 11:55 AM EdBozarth#1Chevrolot FAX No. 702-967-5585 P. 013/022

COMPLAINT:

A labor Code # 2810625 .3hrs Calibration learn EBCM/PSCM

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D LOF

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID

4 CYL ☐ 6 CYL ☐ V6 ☐ V-8 ☐ DIESEL ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER

TIRE CONDITION

LF RF

LR RR

TIRE PRESSURE

LF psi RF psi

LR psi RR psi

BRAKE CONDITION

LF % RF %

LR % RR %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH

ASM

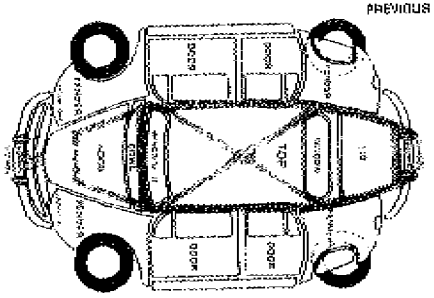
FOREMANS SIG. X

To Reorder: Login into www.staplesadvantage.com or Call 1-800-237-2372 Item # 6001971-C

LABOR RECORD

	OFF	ON
FLAG SHEET	10	
FLAG SHEET	9	
FLAG SHEET	8	
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS.



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

Vehicle Informa[redacted]

VIN: 1GCGSBE30F1[redacted] Model: 12N43-2015 COLORADO
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 60 - RETAIL - SOLD
Field Actions: 1 Open REQUEST ANOTHER VIN

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N150439	15439	LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WITH BASE WARRANTY	09/21/2015	Open
Noncompliance Recall	N150150	15150	FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY	05/08/2015	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0343	Vehicle Pulls to One Side and/or Steering Feels Loose	07/21/2015

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y
XM Equipped: Y
OnStar Vehicle Diagnostics: Y
XM Radio I[redacted]
OnStar Status: Active
XM Status: Active
DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	02/13/2015	26 MI	02/13/2020	100,026 MI

Corrosion Limited Warranty	02/13/2015	26 MI	02/13/2021	100,026 MI
Chevrolet 2 Year Scheduled Maintenance	02/13/2015	26 MI	02/13/2017	24,026 MI
Emission Select Component Ltd Wty	02/13/2015	26 MI	02/13/2023	80,026 MI
Bumper to Bumper Limited Warranty	02/13/2015	26 MI	02/13/2018	36,026 MI
Emission Limited Warranty	02/13/2015	26 MI	02/13/2018	50,026 MI
Emission Select State Component Ltd Wty	02/13/2015	26 MI	02/13/2022	70,026 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/06/2015	[redacted]	REG---Regular Vehicle Transaction		7420270 - Power Steering Assist Motor Replacement	8,742 MI
07/24/2015		REG---Regular Vehicle Transaction		2810625 - Power Steering Control Module Reprogramming with SPS	8,210 MI
05/18/2015		ZFAT---Field Action Recall		9101513 - N150150 - Inspect Left and Right Front Seat Installation (No Further Action Required)	3,299 MI
05/18/2015		REG---Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	3,299 MI
02/12/2015		ZPDI---Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	5 MI
01/17/2015		ZPDI---Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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NOV/04/2015/WED 11:56 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 015/022

2810625 Power Steering Control Module Reprogramming with SPS

Effective Date: Sep 1, 2015

LABOR CODE: 2810625

Base **LABOR TIME:** 0.3

2101
HALF/3/4

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[redacted]

NOV/04/2015/WED 11:57 AM FaBo22ph#1Cb0vo2]o+ FAX No. 709-967-6686 P 016/022

CUSTOMER #: [redacted]

[redacted]

LAS VEGAS, NV [redacted]
HOME [redacted] ONT:N/A
BUS: [redacted] LL:

[redacted]

ACCOUNTING

PAGE 1
** PRE-INVOICE **
SERVICE ADVISOR: 1579 WILLIAM J DERRY

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F[redacted]		9362/9365	T426

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	DATE	PAYMENT	INV. DATE
13FEB15 DD			17:00 30SEP15		135.28	CASH	01OCT15

R.O. OPENED	BOOKED	OPTIONS: STK:150729 DLR:39624 ENG:LFX 3.6L SIDI DOHC V6 VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50
08:54 30SEP15	16:59 01OCT15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES CUSTOMER WAS DRIVING ON THE STREET AND MESSAGE APPEARED SERVICE POWER STEERING AND CUSTOMER STATES LOST POWER STEERING AND WHEN TRYING TO PUT VEHICLE IN REVERSE WHEN THIS HAPPENS MESSAGE APPEARS ON THE SCREEN VISUAL GUIDELINES NOT AVAILABLE CHECK AND ADVISE										
	S130	DRIVEABILITY									
		1572	ISP	0.00	0.30	795	795			7.95	7.95
	VERSION 1 (EMP# 1572,30SEP15 17:07): 9365 STEERING ANGLE TORQUE SENSOR NOT CALIBRATED INSPECT AND FIND NO MESSAGES DISPLAYED IN DIC, TROUBLESHOOT AND FIND U0420 AND C0545-00STORED AS HISTORY CODES, PERFORM STEERING ANGLE SENSOR LEARN IN EBCM AND PSCM AND CLEAR CODES, TEST DRIVE TO VERIFY REPAIRS AND FIND NO MESSAGES DISPLAYED, RETURN TO SHOP AND RECHECK DATA/CODES, ANGLE SENSOR READING PROPERLY AND NO CODES STORED, OK AT THIS TIME.										
B	PERFORM 30PT VISUAL INSPECTION										
	30PT	PERFORM 30PT VISUAL INSPECTION									
		1572	C	0.00	0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 1572,30SEP15 17:05): 9365 PERFORM INSPECTION										
C	UNDER SOME CONDITIONS THE WINDSHIELD MAY CRACK DURING THE CAR WASH PROCESS.WITH YOUR PERMISSION WE WILL PROVIDE A COURTESY CAR WASH HOWEVER WE ARE NOT RESPONSIBLE FOR CRACKED WINDSHIELDS DURING THE WASH PROCESS! THANK YOU										
	TY	THANK YOU									
		1184	C	0.00	0.20	400	0			0.00	0.00
D	VIN #1G11B5SL4FF166488 STOCK #150146 PLATE #350AUX AGREEMENT# A _____ DATE OUT _____ DATE IN _____ MILES OUT _____ MILES IN _____										
CAUSE: E											
	DRAC20	VIN #1G11B5SL4FF166488 STOCK #150146 PLATE #350AUX AGREEMENT# A _____ DATE OUT _____ DATE IN _____ MILES OUT _____ MILES IN _____									
		999	TOFF	0.00	0.00	0	0			0.00	0.00
MISC	COURTESY RENTAL										

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss, loss of time, loss of profit or income or any other incidental damages.

X _____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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ACCOUNTING COPY

NOV/04/2015/WED 11:57 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 017/022

CUSTOMER #: [redacted]

[redacted]

LAS VEGAS, NV [redacted]
HOME: [redacted]
BUS: CELL:

ACCOUNTING

PAGE 2
** PRE-INVOICE **
SERVICE ADVISOR: 1579 WILLIAM J DERRY

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-6500 · www.edbozarth.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F1[redacted]		9362/9365	T426

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
13FEB15 DD			17:00 30SEP15		135.28	CASH	01OCT15

R.O. OPENED	BOOKED
08:54 30SEP15	16:59 01OCT15

OPTIONS: STK:150729 DLR:39624
ENG:LFX 3.6L SIDI DOHC V6 VVT
TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
			IOFF			0	2000			20.00	20.00
E** CHEVROLET 2-YEAR MAINTENANCE, LOF AND ROTATE TIRES.											
0600723 CHEVROLET 2-YEAR MAINTENANCE, LOF AND ROTATE TIRES.											
		1572	ISP	1.30	0.50	700	700			7.00	7.00
1	19303250	(S)FILTER				376	376	0	7.52	3.76	3.76
6	19293000	DEXOS				1884	1884	0	5.51	3.14	18.84
VERSION 1 (EMP# 1572,30SEP15 17:05): 9365 PERFORM MAINTENANCE REPLACE ENGINE OIL/FILTER, RESET OIL LIFE MONITOR, PLACE DECAL, ROTATE/RELEARN TIRES.											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-30-15	15:49	17:07	1.30	W	1572	E B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	1495	1495		46001	0	400	
50200	2000	0		48100	376	376	
49100	1884	1884		6704	3755	*******	
22500	0	*******		73700	2000	*******	

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	4155	5755	0

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss, loss of time, loss of profit or income or any other incidental damages.

X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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ACCOUNTING COPY

NOV/04/2015/WED 11:58 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 018/022

CUSTOMER #: [redacted]

INTERNAL

[redacted]

LAS VEGAS, NV [redacted]

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

PAGE 1

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

SERVICE ADVISOR: 1579 WILLIAM J DERRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F1[redacted]		9362/9365	T426

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
13FEB15 DL			17:00 30SEP15		135.28	CASH	01OCT15

R.O. OPENED	BOOKED	OPTIONS: STK:150729 DLR:39624
08:54 30SEP15	16:59 01OCT15	ENG:LFX 3.6L SIDI DOHC V6 VVT
		TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES CUSTOMER WAS DRIVING ON THE STREET AND MESSAGE APPEARED SERVICE POWER STEERING AND CUSTOMER STATES LOST POWER STEERING AND WHEN TRYING TO PUT VEHICLE IN REVERSE WHEN THIS HAPPENS MESSAGE APPEARS ON THE SCREEN VISUAL GUIDELINES NOT AVAILABLE CHECK AND ADVISE			
S130 DRIVEABILITY			
1572 ISP 0.30	7.95		7.95
9365 STEERING ANGLE TORQUE SENSOR NOT CALIBRATED INSPECT AND FIND NO MESSAGES DISPLAYED IN DIC, TROUBLESHOOT AND FIND U0420 AND C0545-00STORED AS HISTORY CODES, PERFORM STEERING ANGLE SENSOR LEARN IN EBCM AND PSCM AND CLEAR CODES, TEST DRIVE TO VERIFY REPAIRS AND FIND NO MESSAGES DISPLAYED, RETURN TO SHOP AND RECHECK DATA/CODES, ANGLE SENSOR READING PROPERLY AND NO CODES STORED, OK AT THIS TIME.			
**********			
D VIN #1G11B5SL4FF166488 STOCK #150146 PLATE #350AUX AGREEMENT# A_____ DATE OUT_____ DATE IN_____ MILES OUT_____ MILES IN_____			
CAUSE: E			
DRAC20 VIN #1G11B5SL4FF166488 STOCK #150146 PLATE #350AUX AGREEMENT# A_____ DATE OUT_____ DATE IN_____ MILES OUT_____ MILES IN_____			
999 IOFF 0.00	0.00		0.00
MISC COURTESY RENTAL			
IOFF	20.00		20.00
**********			
E** CHEVROLET 2-YEAR MAINTENANCE, LOF AND ROTATE TIRES.			
0600723 CHEVROLET 2-YEAR MAINTENANCE, LOF AND ROTATE TIRES.			
1572 ISP 0.50	7.00		7.00
1 L9303250 (S)FILTER	7.52	3.76	3.76
6 19293000 DEXOS	5.51	3.14	18.84
9365 PERFORM MAINTENANCE REPLACE ENGINE OIL/FILTER, RESET OIL LIFE MONITOR, PLACE DECAL, ROTATE/RELEARN TIRES.			

LIMITED WARRANTY

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X_____ CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

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

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INTERNAL COPY

NOV/04/2015/WED 11:59 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 019/022

CUSTOMER #: [redacted]

[redacted]

INTERNAL

ED BOZARTH NEVADA #1 CHEVROLET
US 95, at Ann Road · 5501 Drexel Road
Las Vegas, Nevada 89130
(702) 967-5500 · www.edbozarth.com

LAS VEGAS, NV [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 1579 WILLIAM J DERRY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ SUMMIT	15	CHEVROLET COLORADO	1GCGSBE30F1[redacted]		9362/9365	T426

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
13FEB15 DD			17:00 30SEP15		135.28	CASH	01OCT15

R.O. OPENED	BOOKED	OPTIONS: STK:150729 DLR:39624
08:54 30SEP15	16:59 01OCT15	ENG:LFX 3.6L SIDI DOHC V6 VVT
		TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COST, SALE, & COMP TOTALS 3755 5755 0

LIMITED WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or [redacted] recover from the selling ges to property, damages or income or any other

CUSTOMER SIGNATURE

PARTS & SERVICE HOURS

MON-FRI
7:00 AM - 5:00 PM
SAT
7:00 AM - 5:00 PM

ALL VEHICLES MUST BE PICKED UP BY 5:00 P.M. SATURDAY

DESCRIPTION	TOTALS
LABOR AMOUNT	14.95
PARTS AMOUNT	22.60
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	57.55
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	57.55

INTERNAL COPY

Service Power steering/Visual Guide Lines

Certified Service

MULTI-POINT VEHICLE INSPECTION

no lights

Name:_____ Year/Model:_____ Date:_____

Repair Order #:_____ VIN (last 8 digits):[redacted] Odometer: 93621 Tag#:_____ License#:_____

WIPER BLADES



RF
LF
Rear (if applicable)
Windshield condition

Cracks_____ Chips_____

OnStar active
Enrolled in OVD
Enrolled in DMN

On

Service History Check
Air Conditioning Performance
Remaining engine oil life: 22 %
Reset:_____ N/A:_____

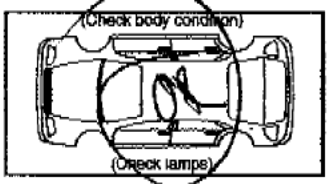
CHECK BATTERY



Battery health
Battery cables and connections

CHECK TIRES AND TREAD DEPTH

Rotation needed
Rotation performed
Alignment needed
Alignment performed
Balance needed
Balance performed



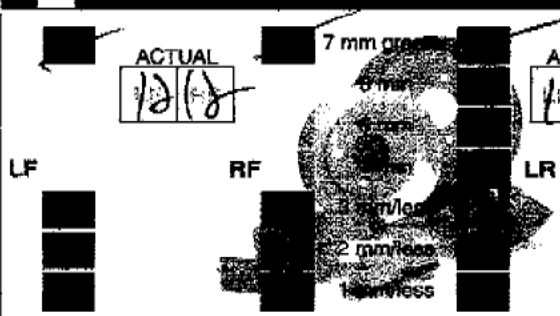
Lowest Tread Depth:_____/32

LF Wear Pattern Damage RF
LR RR

LF	LR	RF	RR
8/32 or Greater	8/32 or Greater	8/32 or Greater	8/32 or Greater
7/32	7/32	7/32	7/32
ACTUAL		ACTUAL	
6/32	6/32	6/32	6/32
5/32	5/32	5/32	5/32
4/32	4/32	4/32	4/32
3/32 or Less	3/32 or Less	3/32 or Less	3/32 or Less
PSI@:_____ set to:_____ PSI	PSI@:_____ set to:_____ PSI	PSI@:_____ set to:_____ PSI	PSI@:_____ set to:_____ PSI

CHANGE ENGINE OIL & FILTER — N/A

CHECK BRAKES/MEASURE FRONT AND REAR LININGS



Lowest Front Lining _____ Lowest Rear Lining _____

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
		Engine oil	
		Brake fluid reservoir	
		Transmission (if equipped w/dipstick)	
		Coolant recovery reservoir	
		Power steering	
		Windshield washer	

ADDITIONAL CHECKS (inspect for visible leaks and visual condition)

- Fuel system (also including gas cap sealing)
- Engine, transmission, drive axle, transfer case
- Engine cooling system, leak/other
- Shocks and struts - also check operation
- Belts: engine, power steering and/or V-drive
- Hoses: engine, power steering and HVAC
- Engine air filter
- Passenger Compartment Air Filter
- Steering components and steering linkage
- CV drive axle boots or driveshafts and U-joints
- Exhaust system components
- Body components lubrication
- Brake system (also including lines, hoses and parking brake)

Additional Recommended Services

1)
2)
3)

Service Consultant:

Technician: Mike Ebert No.: 1572

- Restraint system component check
- Chassis components lubrication
- Drive Axle (leak/other)
- Evaporative control system

NOV/04/2015/WED 12:02 PM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 021/022

RENTAL AGREEMENT

DEALER INFORMATION

Name: ED BOZARTH CHEVROLET
Address: 5501 DREXEL RD.
City: LAS VEGAS | State: NV | Zip: 89130
Phone: 702-967-5500

RO#: [redacted] | Unit#: 150508 | RA#:

CUSTOMER INFORMATION

Custom[redacted]
Home [redacted]
City: North Las Vegas | State: NV
Driver [redacted] | State: NV
Home Telephone

CU[redacted]ON

License No. [redacted] | State: NV
VIN: F[redacted]
Year/Make/M[redacted]: 2015 Chevy Colorado.

Birth Date
Driver's License No. | State | Expires
Additional Driver's Name | Birth Date
Driver's License No. | State | Expires

RENTAL VEHICLE INFORMATION

Date and Time IN: 10 / 2 / 15 @ 900 P.M.
Date and Time OUT: / / A.M. P.M.
Date and Time DUE IN: ON Demand A.M. P.M.
Vehicle VIN: F4[redacted]
Vehicle Description: 2015 SONIC
Mileage IN: 2101
Mileage OUT: 2012
Miles Driven
Miles Allowed
Chargeable Miles

FUEL	OUT	IN
	F	F
	3/4	3/4
	1/2	1/2
	1/4	1/4
	E	E

CUSTOMER INSURANCE INFORMATION

Insura[redacted] GEICO INSURANCE | Agent
[redacted] | Expiration Date: 12/15 | Telephone

[redacted]AGE DESCRIPTION

Initials: CL

Condition Out: Floor mats no Damage

Condition In: same condition

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ _____¢	
DAYS: _____ @ $_____	
[redacted]	
1/8 TANK TAXABLE FUEL @ $ 20.00	
VEHICLE LICENSE FEE	
[redacted]	
TAX @ _____%	
NON-TAXABLE FUEL _____ GAL. @ $_____	
VEHICLE LICENSE FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
[redacted]	

The driver of the Vehicle and any passenger over five years of age must wear a seat belt.

NOTICE: Our liability insurance does not cover injuries to passengers in the Vehicle.

NOTICE: If our Vehicle qualifies as a service loaner under Nev. Rev. Stat. Ann. § 690B.025(1)(c): Your liability insurance is Primary; our insurance is excess.

If the Vehicle is not returned on the date and time indicated on this Agreement, We reserve the right to report the vehicle stolen to the appropriate authorities. ON Demand NO SMOKING, NO PETS.

[redacted]

f this and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and ease your billing/rental information to sing purposes; and agree that binding er described in Section 2 of the Terms ment.

FINAL AUDIT

METHOD OF PAYMENT

$_____
☐ CHECK ☐ AMEX ☐ MC ☒ VISA ☐ OTHER
3/19 EXPIRES
#_____
☐ CARD VERIFIED

REFUND
$_____
CUSTOMER I[redacted]
X_____

[redacted]

CTP-1 NV RA 120114 White: Dealer Copy Canary: Customer Copy Pink: RO Copy

The Most Trusted Name in Automobiles

Ed Bozarth

Nevada #1 Chevrolet, Inc.
5501 Drexel Rd. • Las Vegas, NV 89130
(702) 967-5500
www.edbozarth.com

DEAL # [redacted]
STOCK NO 150729
SALESMAN SIMMONS, ADRIANNA R

☐ NEW ☐ DEMONSTRATOR
☐ USED

BUYERS ORDER

Purchaser (PF [redacted]
Address [redacted]
City & State N LAS VEGAS, [redacted]
County CLARK Phone [redacted]

Date 13 FEB 2015
Yr, 15 Make CHEV
Model COL
Body PU Color
Serial 1GCGSBE30F1 [redacted] SUMMIT W

ALL USED CARS SOLD "AS IS" OR "WITH ALL FAULTS" UNLESS SEPARATE AGREEMENT IS FURNISHED BUYER.

Initials

THIS VEHICLE SOLD "AS EQUIPPED" UNLESS OTHERWISE STATED BELOW

Column 1	Column 2	Column 3
Base Veh.		

I HAVE INSPECTED THE VEHICLE INDICATED ABOVE AND ACKNOWLEDGE IT IS FREE OF ANY DEFECTS OR DAMAGES.

CUSTOMER UNDERSTANDS DEALER IS NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN THE TRADE VEHICLE!

I HAVE RECEIVED MY EMISSIONS VOUCHER AT TIME OF DELIVERY

THIS VEHICLE WAS A DAILY RENTAL CAR IF INITIALED BY BUYER

____CUSTOMER AGREES TO PAY A $50.00 RETURN CHECK FEE IF FUNDS ARE NOT IMMEDIATELY AVAILABLE UPON PRESENTATION TO BANK

I HEREBY VERIFY MY TOTAL TAX RATE TO BE 8.1000% SEE STATEMENT BELOW

Customer guarantees sales tax which may be recalculated based upon purchasers address and location within any city or county taxing authority and will pay any additional tax upon demand.

*seller may retain a portion of this amount

VEHICLE SELLING PRICE	$ 29311.10
DELIVERY AND HANDLING*	N/A 499 95
SUBTOTAL	29811.05
	N/A
	N/A
Used Car Allowance	N/A
Taxable Sub Total	29811.05
TOTAL CITY / NON NV ST TX	
Sales Tax	N/A
Title Fee	28 25
8.100	2414.70
Sub Total	32254.00
Payoff	N/A
Vehicle Service Contract	N/A
TOTAL CASH PRICE	32254.00
Cash Down	11000.00
	N/A
Cash/Rebates Due Dealer as Down Payment	N/A
CASH BALANCE DUE	11000.00
	21254.00

*Delivery and Handling represents costs and additional profit to the Seller/Dealer, for items such as adjusting new and used vehicles and preparing documents related to the sale.

CUSTOMER GUARANTEES PAYOFF BALANCE OWED AND WILL PAY DIFFERENCE TO DEALER IN CASH UPON DEMAND. Initials

SERVICE CONTRACT: Customer (does) (does not) agree to purchase vehicle service contract. The service contract is provided by a third party and not by Ed Bozarth Nevada #1 Chevrolet, Inc. See service contract for full details. Initials

Any cash transaction not paid at time of delivery shall be paid to dealer within three days. If such payment is not received dealer shall have the right to arrange financing from any available source and customer agrees to accept such financing and sign such documents as are necessary and proper to consummate financing. Initials

***

Balance Owed N/A

I VERIFY MY TRADE IS NOT A SALVAGED TITLE!

Pay Off Owed To:
Address:
Pay Off Good Till Acct. No.
Quoted By Verified By

N/A Make N/A Model N/A Color
Body N/A Serial N/A

FINANCE ON REMAINING CASH BALANCE DUE TO BE ARRANGED BY SELLER: YES: ____ NO: ____
IF FINANCING IS TO BE ARRANGED, DISCLOSURES SHALL BE ON SEPARATE FORM.

CAUTION: I HAVE READ THE MATTER PRINTED ON THE BACK HEREOF AND AGREE TO IT AS A PART OF THIS ORDER THE SAME AS IF PRINTED

ALL USED CARS SOLD "AS IS" OR "WITH ALL FAULTS" UNLESS SEPARATE AGREEMENT IS FURNISHED BUYER.

Initials

THIS VEHICLE SOLD "AS EQUIPPED" UNLESS OTHERWISE STATED BELOW

Column 1	Column 2	Column 3
Base Veh.		

I HAVE INSPECTED THE VEHICLE INDICATED ABOVE AND ACKNOWLEDGE IT IS FREE OF ANY DEFECTS OR DAMAGES.

CUSTOMER UNDERSTANDS DEALER IS NOT RESPONSIBLE FOR PERSONAL ITEMS LEFT IN THE TRADE VEHICLE!

I HAVE RECEIVED MY EMISSIONS VOUCHER AT TIME OF DELIVERY

THIS VEHICLE WAS A DAILY RENTAL CAR IF INITIALED BY BUYER

CUSTOMER AGREES TO PAY A $50.00 RETURN CHECK FEE IF FUNDS ARE NOT IMMEDIATELY AVAILABLE UPON PRESENTATION TO BANK

I HEREBY VERIFY MY TOTAL TAX RATE TO BE 8.1000% SEE STATEMENT BELOW

Customer guarantees sales tax which may be recalculated based upon purchasers address and location within any city or county taxing authority and will pay any additional tax upon demand.

*seller may retain a portion of this amount

VEHICLE SELLING PRICE	$ 29311.10
DELIVERY AND HANDLING*	N/A 499 95
SUBTOTAL	29811.05
	N/A
	N/A
Used Car Allowance	
Taxable Sub Total	N/A 29811.05
TOTAL CITY / NON NV ST TX	
Sales Tax	N/A
Title Fee	28 25
8.100 Sub Total	2414.70
	32254.00
Payoff	N/A
Vehicle Service Contract *	N/A
TOTAL CASH PRICE	32254.00

*Delivery and Handling represents costs and additional profit to the Seller/Dealer for items such as adjusting new and used vehicles and preparing documents related to the sale.

Initials CUSTOMER GUARANTEES PAYOFF BALANCE OWED AND WILL PAY DIFFERENCE TO DEALER IN CASH UPON DEMAND.

Initials SERVICE CONTRACT: Customer (does) (does not) agree to purchase vehicle service contract. The service contract is provided by a third party and not by Ed Bozarth Nevada #1 Chevrolet, Inc. See service contract for full details.

Initials Any cash transaction not paid at time of delivery shall be paid to dealer within three days. If such payment is not received dealer shall have the right to arrange financing from any available source and customer agrees to accept such financing and sign such documents as are necessary and proper to consummate financing.

Initials

*** Balance Owed N/A

I VERIFY MY TRADE IS NOT A SALVAGED TITLE!

Pay Off Owed To:

Address:

Pay Off Good Till Acct. No.

Quoted By Verified By

N/A Year N/A Make N/A Model N/A Color

Body N/A Serial# N/A

Cash Down	11000.00	
	N/A	
Cash/Rebates Due Dealer as Down Payment		N/A
CASH BALANCE DUE		11000.00
		21254.00

FINANCE ON REMAINING CASH BALANCE DUE TO BE ARRANGED BY SELLER: YES: ____ NO: ____
IF FINANCING IS TO BE ARRANGED, DISCLOSURES SHALL BE ON SEPARATE FORM.

CAUTION: I HAVE READ THE MATTER PRINTED ON THE BACK HEREOF AND AGREE TO IT AS A PART OF THIS ORDER THE SAME AS IF IT WERE PRINTED ABOVE MY SIGNATURE, THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT PERTAINING TO PURCHASE, AND NO OTHER AGREEMENT OF ANY KIND, VERBAL UNDERSTANDING OR PROMISE WHATSOEVER, WILL BE RECOGNIZED.

Initials

THIS CONTRACT MAY BE SUBJECT TO THE TERMS OF AN ARBITRATION AGREEMENT WHICH IS PROVIDED FOR VOLUNTARY ACCEPTANCE BY YOU, AS BUYER/LESSEE. IF A DISPUTE IS ARBITRATED IT WILL BE IN ACCORDANCE WITH THE ARBITRATION AGREEMENT, WHICH BOTH YOU AND SELLER WILL ENTER INTO BY SIGNING THE ARBITRATION AGREEMENT. BOTH YOU AND THE SELLER WILL GIVE UP ANY RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLAIM WHICH EITHER YOU OR THE SELLER MAY HAVE AGAINST THE OTHER, INCLUDING ANY CLASS ARBITRATION.

Initials **RECEIPT OF A COPY OF THIS ORDER IS HEREBY ACKNOWLEDGED. I CERTIFY THAT I AM 18 YEARS OF AGE OR OLDER.**

BUYER HEREBY ACKNOWLEDGES THE RECEIPT OF A COPY OF THIS DISCLOSURE RETAIL BUYERS ORDER AND CERTIFIES THAT THE PRICE LABEL WAS AFFIXED TO THE ABOVE DESCRIBED AUTOMOBILE ON DELIVERY.

*THE IN[redacted] VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CO[redacted]

Initials **CAUTIO[redacted] ARBITRATION AGREEMENT – SEE REVERSE SIDE FOR ADDITIONAL TERMS, CONDITIONS AND WA[redacted] MENT.**

Buyer's S[redacted] Buyer's S[redacted]

If Corp. [redacted] Accepted by Seller[redacted] Title _____ Date 02/13/15

THIS ORDER MUST BE SIGNED BY AN OFFICIAL OF THE COMPANY

STATE OF NEVADA
DEPARTMENT OF MOTOR VEHICLES

CERTIFICATE OF TITLE

VIN	YEAR	MAKE	MODEL	VEHICLE BODY
1GCGSBE30F1 [redacted]	2015	CHEV	COLORADO L	TCW [redacted]

DATE ISSUED	ODOMETER MILES	FUEL TYPE	SALES TAX PD	EMPTY WT	GROSS WT	GVWR
03/16/2015	27	G		4020	4020	

VEHICLE COLOR

ODOMETER BRAND
ACTUAL MILES

BRANDS

[redacted]

NORTH LAS VEGAS NV [redacted]

LIENHOLDER NAME AND ADDRESS
CAPITAL ONE AUTO FINANCE
PO BOX 255605
SACRAMENTO CA 95865-5605

[redacted] IN THE VEHICLE DESCRIBED ON THIS TITLE IS HEREBY RELEASED:

[redacted]

SIGNATURE OF AUTHORIZED AGENT

MAR 25 2015
DATE

Cindy Xiong

Capital One Auto Finance
PRINTED NAME OF AGENT AND COMPANY

[redacted]

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.
The undersigned hereby certifies the vehicle described in this title has been transferred to the following buyer(s):

Printed Full Legal Name of Buyer — Nevada Driver's License Number or Identification Number ☐ AND ☐ OR

Printed Full Legal Name of Buyer — Nevada Driver's License Number or Identification Number

Address — City — State — Zip Code

I certify to the best of my knowledge the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked.

ODOMETER READING — NO TENTHS

☐ The mileage stated is in excess of its mechanical limits.
☐ The odometer reading is not the actual mileage. WARNING: ODOMETER DISCREPANCY.
☐ Exempt - Model year over 9 years old.

Signature of Seller(s)/Agent/Dealership — Printed Name of Seller(s)/Agent/Dealership

I am aware of the above odometer certification made by the seller/agent. ☐ — Dealer's License Number _____ — Date of Sale _____

Signature of Buyer — Printed Full Legal Name of Buyer

ACCORDING TO THE RECORDS OF THE DEPARTMENT OF MOTOR VEHICLES, THE PERSON NAMED HEREON IS THE OWNER OF THE VEHICLE DESCRIBED ABOVE, SUBJECT TO LIEN AS SHOWN.

[redacted]

VP-2 (Rev. 8/10)

ALTERATION OR ERASURE VOIDS THIS TITLE

ED BOZARTH #1 CHEVROLET
5501 DREXEL RD.
LAS VEGAS, NV 89130
702-967-5500

FAX COVER SHEET

TO: Thaddeus

FROM: AL Belford.

COMPANY:

DATE: 11-3-2015

FAX NUMBER: 866-775-9477

TOTAL NO. OF PAGES, INCLUDING COVER:

PHONE NUMBER: 866-790-5700 x 5921038

SENDER'S REFERENCE NUMBER:

[redacted] Service Request [redacted]

YOUR REFERENCE NUM

2015 CHEVROLET Colorado. VIN # 1GCGSBE30F1 [redacted]

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

Dealership Fax: (702) 967-5585

Al Belford (702) 967-5660

Main Phone: (702) 967-5500

02/13/2015 150729

[redacted]

3/15/15

N LAS VEGAS NV [redacted]

[redacted]

1GCGSBE30F1 [redacted]
2015 CHEVROLET COLORADO

CAPITAL ONE AUTO FINANCE
SIMMONS,ADRIANNA R
BIEHL,CHRISTOPHER W
DEAL NO: [redacted]

ATTACHED DOCUMENTS

DRS
ODOMETER STATEMENT
RD-190
BUYERS GUIDE
REBATE FORMS
EXTENDED WARRANTY
TRADE TITLE
DUPLICATE TITLE FORM
GAP FORM
RECEIPT

RECEIVED BY: X [redacted]

DATE:

2/25/15
S/L [redacted] @ 11:15

DRS
RELEASE FORM

DMV
dmvnv.com

555 Wright Way
Carson City, NV 89711
Reno/Sparks/Carson City (775) 684-4DMV (4368)
Las Vegas area (702) 486-4DMV (4368)
Rural Nevada or Out of State (877) 368-7828
www.dmvnv.com

Electronic Dealer, Rebuilder or Lessor's Report of Sale or Lease

Dealer Stock # 232094 [redacted]

EDRS # 226567

Vehicle Identification Num
1GCGSBE30F1 [redacted]

DRS Issuance Date
02/15/2015

Date of Transaction
02/13/2015

Year 2015
Body Type TRU-CREW PICKUP
Axles 2
Length N/A
Sales Tax Collected YES

Make CHEVROLET
Fuel Type GASOLINE
Gross Weight 1
Placard Number 3784516
MSRP 27110.00

Model COLORADO LT
Cylinders 06
Unladen Weight 4020
Placard Exp. Date 3/15/2015 12:0
Full Sale Price 32254.00
County Based in CLARK
Rebuilt Vehicle NO

Transaction Type SALE
Odometer Reading 27

New or Used NEW
Odometer Brand ACTUAL MILES

Registered Ow
REGISTERED [redacted] [redacted] NONE
Name Code — Owner Combination Type

Name Code | First Name | Middle Name | Last Name | DL/ID/FEIN | Owner Combination Type

Name Code | First Name | Middle Name | Last Name | DL/ID/FEIN | Owner Combination Type

Name Code | First Name | Middle Name | Last Name | DL/ID/FEIN | Owner Combination Type

Mailing Addres [redacted] N LAS VEGAS NV [redacted] CLARK
Street | City | State | County

Physical Addre N LAS VEGAS NV CLARK
Street | City | State | County

Lessor NONE
First Name | Middle Name | Last Name | DL/ID/FEIN

Street | City | State | Zip | County

Lienholder CAPITAL ONE AUTO FINANCE [redacted]
Business Name

PO BOX 255605 SACRAMENTO CA 95865
Street | City | State | Zip | County

Seller's Business Name
ED BOZARTH NEVADA #1 CHEVROLET
Name

DLR000029606
DMV Business License Number

Authorized Representative Printed Name [redacted]

Authorized Representative Signature [redacted]

Purchaser: This form is required to obtain registration and license plates. Additionally, you must meet the insurance requirements set forth in NRS 485.185. NRS Chapter 482 requires the selling dealer to submit a copy to the Department of Motor Vehicles (DMV), at the address above and retain a copy available for inspection by any authorized agent of the DMV for three (3) years from the date of transaction.

VP240 (1/2013)

NOV/03/2015/TUE 10:29 AM EdBozarth#1Chevrolet FAX No. 702-967-5585 P. 003/026

CERTIFICATE OF ORIGIN FOR A VEHICLE

5902

GM

DATE
01/27/15

RBLPD019
INVOICE NO.
[redacted]

VEHICLE IDENTIFICATION NO.
1GCGSBE30F1[redacted]

YEAR
2015

CHEVROLET

BODY TYPE
COLORADO 2WD CREW SHORT BOX

SHIPPING WEIGHT
4148

H.P. (S.A.E.)
32.9

G.V.W.R.
5800

NO. CYLS.
06

SERIES OR MODEL
12N43

N.T.R.
1/2

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

NAME OF DISTRIBUTOR, DEALER, ETC.

ED BOZARTH NEVADA #1 CHEVROLET
5501 DREXEL ST
LAS VEGAS NV 89130-1619

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

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

GENERAL MOTORS LLC

BY: [redacted]
(SIGN) (AGENT)

DETROIT MI 48243-1114
CITY - STATE

GM 521 REV. 10-08

[redacted]