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

Jason Lui (C)

From: Rod Gasperik
Sent: Monday, October 03, 2016 10:05 AM
To: Jason Lui (C)
Subject: RE: URGENT – CA CEC Early Response Approval, F1[redacted],SR[redacted],

Repurchase
30,982 miles use

Rod Gasperik
BRSM Western Region
661-618-1847

From: Jason Lui (C)
Sent: Saturday, October 01, 2016 9:02 AM
To: Rod Gasperik <rod.gasperik@gm.com>
Subject: RE: URGENT – CA CEC Early Response Approval, F1[redacted],SR 8[redacted]

Rod

From the RO received it looks like everything was the same as the customer send over just on this copy we had the cause of the engine replacement. Rental receipts show two rentals on 7-1 until 7-14 (original rental in accident) and then 7-18 until 7-28 which is where I have the RO open and closed dates at(7-1 until 7-28). Looking at the tech notes I have one closing on 7-28.

Jason Lui
CA CEC Senior Advisor
Phone: 866-790-5600 ext 5911020
Fax: 866-480-3630
Jason.lui@gm.com

From: Rod Gasperik
Sent: Friday, September 30, 2016 9:46 AM
To: Jason Lui (C)
Subject: RE: URGENT – CA CEC Early Response Approval, F1[redacted],SR[redacted],

So add it to the assessment and resend to me. Make sure you use tech flag dates for completion and not the r.o. ready date listed on the r.o.

Rod Gasperik
BRSM Western Region
661-618-1847

From: Jason Lui (C)
Sent: Thursday, September 29, 2016 11:40 AM
To: Rod Gasperik <rod.gasperik@gm.com>
Subject: RE: URGENT – CA CEC Early Response Approval, F1[redacted],SR[redacted]

Attached is the final ro confirming days out.

Jason Lui
CA CEC Senior Advisor
Phone: 866-790-5600 ext 5911020
Fax: 866-480-3630
Jason.lui@gm.com

From: Rod Gasperik
Sent: Tuesday, September 27, 2016 4:16 PM
To: Jason Lui (C)
Subject: RE: URGENT – CA CEC Early Response Approval, F1[redacted]SR[redacted]

Did you get the r.o. on the engine?

Sent via the Samsung GALAXY S®4, an AT&T 4G LTE smartphone

-------- Original message --------
From: "Jason Lui (C)" <jason.lui@gm.com>
Date: 09/27/2016 1:42 PM (GMT-08:00)
To: Rod Gasperik <rod.gasperik@gm.com>
Subject: RE: URGENT – CA CEC Early Response Approval, F1[redacted],SR[redacted]

Rod

I wanted to follow up on this one to see if we have a decision on this one. Thank you.

Jason Lui
CA CEC Senior Advisor
Phone: 866-790-5600 ext 5911020
Fax: 866-480-3630
Jason.lui@gm.com

From: Rod Gasperik
Sent: Friday, September 23, 2016 9:41 AM
To: Jason Lui (C)
Subject: RE: URGENT – CA CEC Early Response Approval, F1[redacted],SR[redacted]

Well that changes things. Do we have a copy of that r.o. from the dealer, not the customer

Rod Gasperik

BRSM Western Region
661-618-1847

From: Jason Lui (C)
Sent: Thursday, September 22, 2016 4:49 PM
To: Rod Gasperik <rod.gasperik@gm.com>
Cc: Corwin Keal (C) <corwin.keal@gm.com>
Subject: RE: URGENT – CA CEC Early Response Approval, F1[redacted]

Rod

I apologize it looks like the customer brought to our attention that there was another RO for an engine replacement. It does not show on ivh yet as I don't think it's been paid fully. From the information obtained from the dealership the RO [redacted] was opened on July 1 2016 and closed out on July 28 2016. This would give it 29 days just for that repair. We did also have 25 days down prior to that. Recommending repurchase at 30982 miles when 30 days down crossed.

Jason Lui
CA CEC Senior Advisor
Phone: 866-790-5600 ext 5911020
Fax: 866-480-3630
Jason.lui@gm.com

From: Jason Lui (C)
Sent: Tuesday, September 20, 2016 12:14 PM
To: Rod Gasperik
Cc: Corwin Keal (C)
Subject: RE: URGENT – CA CEC Early Response Approval, F1[redacted]

Rod

The customer brought to our attention he did go in once while reviewing case so he did want the information reviewed again. The only repair was a recalibration of ecm and tcm with 2 days down. Again nothing significantly impairing use value or safety.

Jason Lui
CA CEC Senior Advisor
Phone: 866-790-5600 ext 5911020
Fax: 866-480-3630
Jason.lui@gm.com

From: Rod Gasperik
Sent: Wednesday, September 07, 2016 10:45 AM
To: Jason Lui (C)
Subject: RE: URGENT – CA CEC Early Response Approval, F1[redacted]

– Available information reviewed. The vehicle is not a candidate for repurchase. It's our recommendation that the owner continues to work with the GM Dealership for any current or future diagnosis and/or repairs as outlined in the NVLW

Rod Gasperik
BRSM Western Region
661-618-1847

From: Jason Lui (C)
Sent: Tuesday, September 06, 2016 9:17 AM
To: Rod Gasperik <rod.gasperik@gm.com>
Cc: Corwin Keal (C) <corwin.keal@gm.com>
Subject: URGENT – CA CEC Early Response Approval, F1[redacted]

Dear Rod,

This email is being sent to obtain your approval/denial of a Straight Repurchase or Trade Repurchase for the above referenced case. I have included some additional information that will be of assistance to you:

Involved Dealership: Connell Chevrolet, BAC 114582, Costa Mesa, CA
Dealership Contact: Alan Vondra

VIN: 1GCGSCE35F1[redacted]

Vehicle: 2015 Chevrolet Colorado

Mileage: 32000

Summary of vehicle concern: Engine Issues

Facts supporting recommendation: Customer asking for repurchase due issues with engine. No repairs made. No significant loss of use value or safety

Vehicle Transaction History:

12/19/2015 530716 ZREG----Regular Vehicle Transaction 0600723 - Chevrolet 2 Year Maintenance 15,886 MI
11/02/2015 528303 ZREG----Regular Vehicle Transaction 2062170 - Rear Side Door Locking Rod Knob Replacement 13,049 MI
11/02/2015 528303 ZFAT----Field Action Recall 9101773 - N150439 - Power Steering Control Module Reprogramming with SPS 13,049 MI
11/02/2015 528303 ZREG----Regular Vehicle Transaction 7421770 - Electric Belt Drive Rack and Pinion Steering Gear Replacement 13,049 MI
09/12/2015 78261 ZREG----Regular Vehicle Transaction 0600723 - Chevrolet 2 Year Maintenance 10,119 MI
05/09/2015 519134 ZFAT----Field Action Recall 9101513 - N150150 - Inspect Left and Right Front Seat Installation (No Further Action Required) 5,119 MI
05/09/2015 519134 ZREG----Regular Vehicle Transaction 0600723 - Chevrolet 2 Year Maintenance 5,119 MI
03/24/2015 F1166871 ZPDI----Pre-Delivery Inspection 0590072 - Pre-Delivery Inspection - Base Time 809 MI
02/27/2015 233680 ZPDI----Pre-Delivery Inspection 0590032 - PDI - Dealer Installed - Factory Invoiced Options 809 MI
02/14/2015 514471 ZREG----Regular Vehicle Transaction 8042390 - Rear Leaf Spring Replacement 809 MI

Jason Lui
CA CEC Senior Advisor
Phone: 866-790-5600 ext 5911020
Fax: 866-480-3630
Jason.lui@gm.com

INVOICE

CHEVROLET

Phone: (714) 546-1200 · Fax: (714) 755-3326
www.connellchevy.com

[redacted]

Page 1 of 2

LAGUNA [redacted]
Home: [redacted]
Email:

Cell:

BAR# ARD002241 EPA # CAD981618325

SERVICE ADVISOR: *233 ED CARBURY*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBV/Gray	15	CHEVROLET COLORADO	1GCGSCE35F1[redacted]	[redacted]	32953 / 32957	T599W

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01FEB15			17:00 30AUG16		130.00	CASH	31AUG16

R.O. OPENED	READY	OPTIONS: SOLD-STK:F166871T ENG:3.6_Liter_DOHC
07:13 30AUG16	14:50 31AUG16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THE SERVICE ENGINE LIGHT WAS FLASHING WHILE DRVING ON THE FREEWAY ADVISE

CAUSE: updated ecm calibration. updated tcm calibration for p0300

10- "SERVICE ENGINE SOON" LIGHT ON

1178 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

updated ecm calibration. updated tcm calibration for p0300 SCAN TEST(P0300). FOUND MISFIRES ON #1 AND #4. ROAD TEST(NO MISFIRE). INSPECT COILS(OK). BULLETIN SEARCH(NONE). CHECKED CALIBRATION AND FOUND 2 UPDATES FOR P0300. REPROGRAMMED TCM. REPROGRAMMED ECM(S03D7). CLEAR INFO AND ROAD TEST

****

B CUSTOMER STATES TRANS SLIPS ON ACCEL AN D HE MUST RESTART VEHICLE TO COBNTINUE DRIVING

CAUSE: .

32- AUTOMATIC TRANSMISSION PERFORMANCE ISSUES

1178 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

RELATED TO LINE A

****

C CHECK AND RECORD ALL "OPERATIONAL" TIRE PRESSURES PER CALIFORNIA STATE REGULATION.

00-TIRE-CALIF CHECK AND RECORD ALL "OPERATIONAL" TIRE PRESSURES PER CALIFORNIA STATE REGULATION.

1178 CP 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

SET ALL OPERATIONAL TIRE PRESSURES / RF= 35 LF= RR= LR=

****

D PERFORM 27 POINT SAFETY INSPECTION, INCLUDES VISUAL INSPECTION OF ALL BELTS, HOSES AND FLUID CONDITIONS AND FLUID LEVELS. ALSO CHECK TIRES BRAKE CONDITION, AND BATTERY. (.3)

80-SAFETY-27POINT PERFORM 27 POINT SAFETY INSPECTION, INCLUDES VISUAL INSPECTION OF

Connell Chevrolet's mission is to be recognized in the community as a quality business, employing quality people selling quality products. We will accomplish our goal by fulfilling our customer automotive needs with competitive pricing, quality service and a honest attempt to achieve 100% customer satisfaction.

POWER OF ATTORNEY: The undersigned, hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said CONNELL CHEVROLET Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X_____ (DATE) X_____ (INSURED)

X_____ (DATE) X_____ (INSURED)

FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS:

MON. - FRI. 7:00 a.m. - 6:00 p.m.

SAT. 8:00 a.m. - 5:00 p.m.

CLOSED SUNDAY

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

SERVICE INVOICE ID ELF 8200C

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Customer Copy

Connell Chevrolet

20% OFF

"INVOICE"

CHEVROLET

Phone: (714) 546-1200 · Fax: (714) 755-3326
www.connellchevy.com

[redacted]

LAGUNA HILLS, CA
Home: [redacted]
Email:

Cell:

BAR# ARD002241 EPA # CAD981618325

SERVICE ADVISOR: *233 ED CARBURY*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBV/Gray	15	CHEVROLET COLORADO	1GCGSCE35F1[redacted]	[redacted]	32953 / 32957	T599W

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01FEB15			17:00 30AUG16		130.00	CASH	31AUG16

R.O. OPENED	READY	OPTIONS: SOLD-STK:F166871T ENG:3.6_Liter_DOHC
07:13 30AUG16	14:50 31AUG16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

ALL BELTS, HOSES AND FLUID CONDITIONS AND
FLUID LEVELS. ALSO CHECK TIRES BRAKE
CONDITION, AND BATTERY. (.3)
1178 I (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
****

E CONNELL RENTAL
CAUSE: .
60- DAILY RENTAL / NON-ENTERPRISE
246 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
****

F RECALL 15671 WIRING HARNESS LENGTH
CAUSE: .
12- 15-A CAMPAIGNS
246 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
COMPLETED RECALL
****

EST: 1.00 30AUG16 07:13 SA: 233

CONNELL RENTAL #67618, 2016
SILVERADO STOCK #G3
89601..... ALBA 8/31/16

CASH.....CHECK.....CHARGE.....
CASHIER.....DATE PD.....

CUST SIGN.....
a "W" after a part listing indicates a life-time guaranteed part. Please see your service advisor for details.

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X_____ (DATE) X_____ (INSURED)

X_____ (DATE) X_____ (INSURED)

FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS:

MON. - FRI.
7:00 a.m. - 6:00 p.m.

SAT.
8:00 a.m. - 5:00 p.m.

CLOSED SUNDAY

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**

SERVICE INVOICE #5 PLEASE RETURN

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Customer Copy

Connell Chevrolet

20% OFF

[redacted]
LAGUNA HILLS, CA
Home [redacted] Cell:
Email:

BAR# ARD002241 EPA # CAD981618325

SERVICE ADVISOR: *207 MICHAEL PEREZ*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBV/Gray	15	CHEVROLET COLORADO	1GCGSCE35F1[redacted]		809 / 809	T403V

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01FEB15			17:00 14FEB15		120.00	CASH	16FEB15

R.O. OPENED	READY	OPTIONS: SOLD-STK:F166871T ENG:3.6_Liter_DOHC
09:18 14FEB15	16:29 18FEB15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A CUSTOMER STATES WHEN TURNING TO RIGHT AND GOING OVER BUMPS HE HEARS A CLUNKING SOUND ON LEFT SIDE (FRONT TO MID SECTION OF VEHICLE)

CAUSE: BOLTS

41- SUSPENSION NOISES

211 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

clock on road test vehicle hoist and inspect loosen body mounts shift and tighten road test hoist and inspect tighten shocks and springs road test, reposition springs and tighten u bolts road test noise gone clock off out mile 813

****

B CHECK AND RECORD ALL "OPERATIONAL" TIRE PRESSURES PER CALIFORNIA STATE REGULATION.

00-TIRE-CALIF CHECK AND RECORD ALL "OPERATIONAL" TIRE PRESSURES PER CALIFORNIA STATE REGULATION.

211 CP 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

SET ALL OPERATIONAL TIRE PRESSURES // RF= LF= RR= LR=

****

714-678-5201.....CONNELL
RENTAL #65383 / 2014 W HITE
IMPALA STOCK #E143823
.....NIKKI 02/16/15

CASH.....CHECK.....CHARGE.....
CASHIER.....DATE PD.....

CUST SIGN.....

a "W" after a part listing indicates a life-time guaranteed part. Please see your service advisor for details.

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X_____ X_____
(OWNER) (INSURED)

X_____ X_____
(OWNER) (INSURED)

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:
MON. - FRI. 7:00 a.m. - 8:00 p.m.
SAT. 8:00 a.m. - 5:00 p.m.
CLOSED SUNDAY

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

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Customer Copy

Connell Chevrolet

10%

Your Next Service

Visit Over $ 75.00

for your Chevrolet Colorado. Cannot be combined with any other discounted offers (and does not include sales tax). For example: oil changes, tires, alignments, tire rotations, batteries, engine assemblies, and transmission assemblies are not eligible as they are already discounted. See your Service Advisor for full details. Valid only at Connell Chevrolet. Not valid for prior service.

Must present coupon at time of order.

20% OFF

Vehicle Detail

Expires: Apr 17 2015

for your Chevrolet Colorado. Cannot be combined with any other offers. See Service Advisor for full details. Plus tax. Must present coupon at time of order. Valid only at Connell Chevrolet

[redacted]
LAGUNA HILLS, CA
Home: [redacted]
Email: [redacted]

Page 1 of 3

Cell:

www.connellchevy.com

BAR# AR0002241 EPA # CAD981818325

SERVICE ADVISOR: *757 MAXX MAYO*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBV/Gray	15	CHEVROLET COLORADO	1GCGSCE35F1[redacted]	[redacted]	13049 / 13049	T791T

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01FEB15			17:00 02NOV15		120.00	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: SOLD-STK:F166871T ENG:3.6_Liter_DOHC
10:55 02NOV15	13:41 12NOV15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE POWER STEERING ASSIST WENT OUT AND "SERVICE POWER STEERING" MESSAGE APPEARED AT HE DASH			
CAUSE: ps gear internal failure			
43- POWER STEERING SYS.			
211 W			
1 23353847 F-($)GEAR			(N/C)
CORE CHARGE W			(N/C)
SPAC # G00388835 - N307 -11/03/15			(N/C)
-1 23353847 CORE RETURN			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
ps gear internal failure replace ps gear assembly. program and set up , set toe			
**********			
B CUSTOMER STATES THERE IS A METALLIC RATTLING SOUND COMING FROM ENGINE COMPARTMENT WHILE DRIVING. THINKS HEAT SHIELD IS RATTLING			
53 ENGINE COMPLAINTS			
211 W			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
may have been related to gear failure			
**********			
C RENTAL VEHICLE SUPPLIED BY CONNELL CHEVROLET			
60-CONNELL_RENTAL RENTAL VEHICLE SUPPLIED BY CONNELL CHEVROLET			
211 W			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
RENTAL VEHICLE SUPPLIED BY CONNELL CHEVROLET			
**********			
D CHECK AND RECORD ALL "OPERATIONAL" TIRE PRESSURES PER CALIFORNIA STATE REGULATION.			
00-TIRE-CALIF CHECK AND RECORD ALL "OPERATIONAL" TIRE PRESSURES PER CALIFORNIA STATE REGULATION.			
211 CP		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00

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X_____ (DATE) X_____ (INSURED)

X_____ (DATE) X_____ (INSURED)

SERVICE INVOICE/R.O. 01-3282

FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS:

MON. - FRI. 7:00 a.m. - 8:00 p.m.

SAT. 8:00 a.m. - 5:00 p.m.

CLOSED SUNDAY

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

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Customer Copy

Connell Chevrolet

10%

Your Next Service

Visit Over $ 75.00

for your Chevrolet Colorado. Cannot be combined with any other discounted offers (and does not include sales tax). For example: oil changes, tires, alignments, rim rotations, batteries, engine assemblies, and transmission assemblies are not eligible as they are already discounted. See your Service Advisor for full details. Valid only at Connell Chevrolet. Not valid for prior Must present coupon at time of order.

20% OFF

Vehicle Detail

Expires: Jan 11 2016

for your Chevrolet Colorado. Cannot be combined with any other offers. See Service Advisor for full details. Plus tax. Must present coupon at time of order. Valid only at Connell Chevrolet

CHEVROLET

www.connellchevy.com

[redacted]

Page 2 of 3

LAGUNA HILLS, CA

Home: [redacted]

Cell:

Email:

BAR# ARD002241 EPA # CAD981616326

SERVICE ADVISOR: *757 MAXX MAYO*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBV/Gray	15	CHEVROLET COLORADO	1GCGSCE35F1[redacted]	[redacted]	13049 / 13049	T791T

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01FEB15			17:00 02NOV15		120.00	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: SOLD-STK:F166871T ENG:3.6_Liter_DOHC
10:55 02NOV15	13:41 12NOV15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

SET ALL OPERATIONAL TIRE PRESSURES / RF= 32 LF= 32 RR= 32 LR=32

****

E THANK YOU FOR CHOOSING CONNELL CHEVROLET TO SERVICE YOUR VEHICLE. WE HAVE PERFORMED A COMPLIMENTARY 27 POINT INSPECTION FOR YOU. THE RESULTS ARE ATTACHED TO YOUR INVOICE. IF YOU HAVE ANY QUESTIONS I CAN BE REACHED AT THE NUMBER BELOW.

00-757MM THANK YOU FOR CHOOSING CONNELL CHEVROLET TO SERVICE YOUR VEHICLE, WE HAVE PERFORMED A COMPLIMENTARY 27 POINT INSPECTION FOR YOU. THE RESULTS ARE ATTACHED TO YOUR INVOICE. IF YOU HAVE ANY QUESTIONS I CAN BE REACHED AT THE NUMBER BELOW.

211 CP 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

I WANTED TO MENTION THAT I HAVE A DIRECT LINE FOR QUESTIONS ABOUT YOUR VEHICLE, QUESTIONS ABOUT SERVICE, OR IF YOU NEED TO MAKE AN APPOINTMENT..... MY DIRECT LINE IS: 714-755-3319

****

F 15-A CAMPAIGNS-PERFORM RECALL CAMPAIGN-15439-LOSS OF POWER STEERING ASSIST

12- 15-A CAMPAIGNS

211 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

completed wc-3110c

****

G CUSTOMER STATES THE RIGHT REAR POWER DOOR LOCK IS WORKING BUT THE LOCK ROD STAYS IN UP POSITION

CAUSE: lock rod loose

15 INTERIOR TRIM

211 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

lock rod loose reinstall rt rear door lock rod

****

1-18204

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X_____ (DATE) X_____ (INSURED)

X_____ (DATE) X_____ (INSURED)

FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS:

MON. - FRI. 7:00 a.m. - 6:00 p.m.

SAT. 8:00 a.m. - 5:00 p.m.

CLOSED SUNDAY

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

SERVICE INVOICE #3 CLP KANE

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Customer Copy

Connell Chevrolet

10%

Your Next Service

Visit Over $ 75.00

for your Chevrolet Colorado. Cannot be combined with any other discounted offers (and does not include sales tax). For example: oil changes, tires, alignments, tire rotations, batteries, engine assemblies, and transmission assemblies are not eligible as they are already discounted. See your Service Advisor for full details. Valid only at Connell Chevrolet. Not valid for prior Must present coupon at time of order.

20% OFF

Vehicle Detail

Expires: Jan 11 2016

for your Chevrolet Colorado. Cannot be combined with any other offers. See Service Advisor for full details. Plus tax. Must present coupon at time of order. Valid only at Connell Chevrolet

CHEVROLET

www.connellchevy.com

[redacted]

Page 3 of 3

LAGUNA HILLS, CA

Home: [redacted] Cell:

Email:

BAR# ARD002241 EPA # CAD981618326

SERVICE ADVISOR: 757 MAXX MAYO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBV/Gray	15	CHEVROLET COLORADO	1GCGSCE35F1[redacted]	[redacted]	13049 / 13049	T791T

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01FEB15			17:00 02NOV15		120.00	CASH	12NOV15

R.O. OPENED	READY	OPTIONS: SOLD-STK:F166871T ENG:3.6_Liter_DOHC
10:55 02NOV15	13:41 12NOV15	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

EST: 0.00 02NOV15 10:55 SA: 757

[redacted]

CONNELL REN TAL #66209, 2014
SILVERADO STOCK #E242962I.....
. ALBA 11/12/15

CASH.....CHECK.....CHARGE.....
CASHIER.....DATE PD.....

CUST SIGN.....

a "W" after a part listing indicates a life-time guaranteed part. Please see your service advisor for details.

Connell Chevrolet's mission is to be recognized in the community as a quality business, employing quality people selling quality products. We will accomplish our goal by fulfilling our customer automotive needs with competitive pricing, quality service and a honest attempt to achieve 100% customer satisfaction.

POWER OF ATTORNEY: The undersigned, hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said CONNELL CHEVROLET Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X_____ (DATE) X_____ (INSURED)

X_____ (DATE) X_____ (INSURED)

FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS:

MON. - FRI.
7:00 a.m. - 6:00 p.m.

SAT.
8:00 a.m. - 5:00 p.m.

CLOSED SUNDAY

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**

SERVICE INVOICE ID: [redacted]

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Customer Copy

Connell Chevrolet

10%

Your Next Service

Visit Over $ 75.00

for your Chevrolet Colorado. Cannot be combined with any other discounted offers (and does not include sales tax). For example: oil changes, tires, alignments, tire rotations, batteries, engine assemblies, and transmission assemblies are not eligible as they are already discounted. See your Service Advisor for full details. Valid only at Connell Chevrolet. Not valid for prior Must present coupon at time of order.

20% OFF

Vehicle Detail

Expires: Jan 11 2016

for your Chevrolet Colorado. Cannot be combined with any other offers. See Service Advisor for full details. Plus tax. Must present coupon at time of order. Valid only at Connell Chevrolet

INVOICE

2625 Harbor Blvd. · Costa Mesa, CA 92626
Phone: (714) 546-1200 · Fax: (714) 755-3326
www.connellchevy.com

[redacted]

Page 1 of 2

LAGUNA HILLS, CA
Home: [redacted]
Email:
Cell:

BAR# ARD002241 EPA # CAD981616325

SERVICE ADVISOR: *233 ED CARBURY*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBV/Gray	15	CHEVROLET COLORADO	1GCGSCE35F1[redacted]	[redacted]	30982 / 30982	T124W

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01FEB15			16:00 01JUL16		130.00	CASH	28JUL16

R.O. OPENED	READY	OPTIONS: SOLD-STK:F166871T ENG:3.6_Liter_DOHC
07:19 01JUL16	16:08 28JUL16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	DIAG AND ADVISE RATTLE SOUND HEARD WHILE DRIVING WITH SHOP FOREMAN						
	CAUSE: .						
	55- ENGINE NOISES						
		217	W				(N/C)
	3	88861803	CLEANER				(N/C)
	6	12622561	(S)SPARK PLUG				(N/C)
	1	12609163	(S)GASKET				(N/C)
	1	19303249	(S)FILTER KIT				(N/C)
	1	12652805	ENGINE				(N/C)
	2	12346290	COOLANT				(N/C)
	1	12639208	(S)PIPE				(N/C)
	1	12662917	(S)PIPE				(N/C)
	2	20893953	GASKET				(N/C)
	1	12623461	(S)SEAL				(N/C)
	1	12636104	(S)GASKET				(N/C)
	1	12623519	(S)SEAL				(N/C)
	2	12378521	SEALANT				(N/C)
	1	12584325	(S)SEAL				(N/C)
	1	12625923	(S)GASKET				(N/C)
	1	24504031	(S)SEAL				(N/C)
	1	12566429	(S)SEAL				(N/C)
	1	12584040	(S)SEAL				(N/C)
	1	12622550	(S)SEAL				(N/C)
	1	12646459	(S)GASKET KIT				(N/C)
	PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:						0.00
	DIAGNOSED ENGINE NOISE, ATTEMPTED DE CARBON PROCEDURE PER TECHNICAL ASSISTANCE INSTRUCTIONS, REPLACED ENGINE ASSEMBLY AND ROAD TESTED OK						
	**********						
B	CHECK AND RECORD ALL "OPERATIONAL" TIRE PRESSURES PER CALIFORNIA STATE REGULATION.						
	00-TIRE-CALIF CHECK AND RECORD ALL "OPERATIONAL" TIRE PRESSURES PER CALIFORNIA STATE REGULATION.						
		217	CP		0.00	0.00	

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X_____ (DATE) X_____ (INSURED)

X_____ (DATE) X_____ (INSURED)

FOR YOUR CONVENIENCE
SERVICE AND PARTS DEPT. HOURS:

MON. - FRI.
7:00 a.m. - 6:00 p.m.

SAT.
8:00 a.m. - 5:00 p.m.

CLOSED SUNDAY

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

service invoice rev 01/13/2010

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Customer Copy

Connell Chevrolet

20% OFF

INVOICE

2626 Harbor Blvd. · Costa Mesa, CA 92626
Phone: (714) 546-1200 · Fax: (714) 755-3326
www.connellchevy.com

[redacted]

Page 2 of 2

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Cell:

BAR# ARD002241 EPA # CAD981818325

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R.O. OPENED	READY	OPTIONS: SOLD-STK:F166871T ENG:3.6_Liter_DOHC
07:19 01JUL16	16:08 28JUL16	

LINE OPCODE TECH TYPE HOURS				LIST	NET	TOTAL
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:			0.00

****

C RECALL 15671A WIRING HARNESS
CAUSE: .
12- 15-A CAMPAIGNS
217 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
COMPLETED RECALL

****

EST: 1.00 01JUL16 07:19 SA: 233

ENTERPRISE AND CONNELL RENTALS
USED....CONNELL RENTAL #67363
/ 2016 SILVER COLORADO STK
#G3120 73 NQ
7/12/16.....CONNELL RENTAL
#67393 / 201 5 GRAY TAHOE STK
#F710040T NQ 7/18/16.....
.....NIKKI 7/28/16

CASH.....CHECK.....CHARGE.....
CASHIER.....DATE PD.....

CUST SIGN.....
a "W" after a part listing indicates a life-time guaranteed part. Please see your service advisor for details.

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X_____ (DATE) X_____ (INSURED)

X_____ (DATE) X_____ (INSURED)

FOR YOUR CONVENIENCE SERVICE AND PARTS DEPT. HOURS:

MON. - FRI. 7:00 a.m. - 6:00 p.m.

SAT. 8:00 a.m. - 5:00 p.m.

CLOSED SUNDAY

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**

Service Invoices #1 BLP XEROC

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE

Customer Copy

Connell Chevrolet

20% OFF

CHEVROLET

Monday, October 24, 2016

[redacted]

Laguna Hills, CA [redacted]

Straight Settlement Letter

Subject: Repurchase of 2015 Chevrolet Colorado
VIN: 1GCGSCE35F1[redacted]
Ref SF[redacted]

Dea[redacted]

We regret that you are dissatisfied with your 2015 Chevrolet Colorado, VIN **1GCGSCE35F1**[redacted] and 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.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **$32,356.59.** This offer was calculated by using the following figures:

Total Repurchase Amount Includes Sales Tax $2,619.60	$32,356.59
Down Payment	$500.00
Payments @ Varied Amounts	$10,680.12
Less Usage	$8,433.56
Less Bank Charge	$11.63
Less Payoff of Original Vehicle-Good until 11/16/16	$29,621.66
Total Amount To Customer	**$2,734.93**

AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

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 complete the [redacted] at **866-802-6625** X2839 if you have any questions or concerns.

[redacted] 10-24-16

[redacted]er's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

[redacted]

October 24, 2016

Dealer Confirmation Letter-Straight

CONNELL CHEVROLET
2828 HARBOR BLVD
COSTA MESA, CA 92626

Subject: 2015 Chevrolet Colorado
Customer: [redacted]
VIN: 1GCGSCE35F1[redacted]
Ref [redacted]

Dear Alan Vondra:

General Motors to issue a check in the amount of $2,734.93 made payable to [redacted]. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $29,621.66 to Credit Union of Southern California. 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 to my attention at the following fax # 866-802-6668 by Monday October 24, 2016. If you have any questions you may reach me at 866-802-6625 X2839.

CONNELL CHEVROLET 114582 Management Agent's Signature and Title.

CONNELL CHEVROLET 114582 Management Agent's Printed Name and Title.

[redacted]



Case Number: [redacted]

Originator Name: Jason Lui 866-790-5600 x 11020 jason.lui@gm.com
Created Date: 10/11/2016

Vehicle Info

***VIN:**	1GCGSCE35F1[redacted]	**MSRP:**	0.0	***TAC #:**	[redacted]
Year:	2015	**Make:**	Chevrolet	**Model:**	Colorado

Vehicle Comments & TAC Explanation:
Mike to replace engine per DMA authorization.engine has loose connecting rod wrist pin bushings on four of the connecting rods. DIAGNOSED ENGINE NOISE, ATTEMPTED DE CARBON

***Date Reviewed with Customer:**	10/03/2016	***Repurchase Mileage:**	33700
Original Purchase Date:	02/04/2015	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
***Names(s) on Title:**	[redacted]	***Title State:**	CA		
***Primary Owner:**	[redacted]				
***Address**	[redacted]..				
***City**	Laguna Hills	***State**	CA	***ZIP Code:**	[redacted]
***Day Phone:**	[redacted]	***Home Phone:**		***Cell Phone:**	
***E-mail:**		***Fax Phone:**		***Exec Init Repurchase:**	N
***Reason Repurchase**	Engine- noise				

UCC Codes (J1807) Engine - Crankshaft / Rods / Pistons - Noise

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	***Company:**	Health Associates FCU	**Account #:**	
Contact or Attention:					
Address					
City		**State**	CA	**ZIP Code:**	
Day Phone:	562-698-8326	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	114582	**Dealer Name:**	CONNELL CHEVROLET		
Region:	10	**District:**	1114		
***Phone:**	(714) 546-1200	**Fax:**	(714) 662-4434		
***Contact Name:**	Alan Vondra	***Contact Title:**	Service Manager	**E-Mail:**	

Repurchasing Dealer: -

Repair

***Contact Name:**		***Contact Title:**	

Vehicle Location: -

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Jason Lui 866-790-5600 x 11020 jason.lui@gm.com
Created Date: 10/11/2016

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	CA	*** Type:**	Straight Repurchase
Source:	CA-CEC Voluntary		
Replacement VIN:			-
Compliance Date:		**Compliance Type:**	
MSRP:	0.0	**Order #:**	CA CEC

Repurchase:

*** Processing Instructions:** CA CEC Mileage offset=30,982 miles, 30 days down for engine replacement, as per GM BRM approval

Disposition:

auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value



CASE #: [redacted]

ATTN: JASON

REGISTRATION VALID FROM
ML 02/28/2016 TO 02/28/2017

TYPE
31

[redacted]

VEHICLE IDENTIFICATION NUMBER
[redacted]

MAKE
CHEV

BODY TYPE MODEL
PC

DATE FIRST SOLD
00/00/2015

CLASS
JM

YR
Yr. Model
2015

DATE ISSUED
03/04/2016

TYPE VEH.	NP	AX	WC	UNLADEN/GCOW	TOTAL FEES PAID
32P	G	2	D	04162	$371

3000

[redacted]

LAGUNA HILLS CA [redacted]

HEALTH ASSOCIATES FCU
530 S MAIN ST STE 100

ORANGE

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CAR

[redacted]

TO REMOVE THE STICKER
FROM THE BACKING,
BEND STICKER AT SLIT AND PEEL SLOWLY.

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

1. CLEAN SURFACE THOROUGHLY. SCRAPE OFF ACCUMULATED STICKERS (STICKER WILL NOT STICK IF WET OR DIRTY).
2. PUT STICKER ON REAR LICENSE PLATE AS SHOWN BELOW:

MOTORCYCLES:
Right Half of This Well

CAL
1A0000

ALL OTHERS:
In Top Right Corner

CALIFORNIA
1SAM123

EXCEPT:
Truck Tractors And Commercial Vehicles With A Declared Gross Vehicle Weight of 10,001 lbs. or More—Must Apply Sticker To Front Plate

[redacted]

APPLICATION FOR REGISTRATION OF NEW VEHICLE

A Public Service Agency

FOR DEPARTMENT USE ONLY _____ CASHIER DATE LINE STAMP

167449 F166871T

CU[redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)	NRM/IND
02/01/2015	02/01/2015	

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2015 COLORA	Pickup	GAS	2	4162

VEHICLE IDENTIFICATION NUMBER	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER	OHV/MOTORCYCLE DEALERS ONLY	
1GCGSCE35F1[redacted]		☐ On-Highway	☐ Off-Highway

FOR CAMP TRAILERS AND TRAILER COACHES	WIDTH IN INCHES	GVWR (PICKUPS ONLY)	COUNTY OF RESIDENCE
H IN INCHES		5800	ORANGE

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW

(1) LAST	FIRST	MIDDLE	SUFFIX	EQUIPMENT NUMBER	DRIVER LICENSE/ID CARD NO.
[redacted]					[redacted] CARD NO.

☐ AND
☐ OR (2)

[redacted]	APT. /STE. NO.	CITY	STATE	ZIP CODE
		LAGUNA HILLS	CA	[redacted]

MAILING ADDRESS—IF DIFFERENT FROM ABOVE (OR LOCATION IF TRAILER COACH)	APT. /STE. NO.	CITY	STATE	ZIP CODE

LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL)

Health Associates Federal Credit Union

ELECTRONIC LIENHOLDER ID. #

ELT#

BUSINESS OR RESIDENCE ADDRESS	APT. /STE. NO.	CITY	STATE	ZIP CODE
530 S. Main Street Suite 100		Orange	CA	92868

LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE	APT. /STE. NO.	CITY	STATE	ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes ☒ No

APPLICANT'S CERTIFICATION: *I c[redacted]y of perjury under the laws of the State of California that the foregoing is true and correct.*

DATE	BUYER'S (1)	(2)
02/01/2015	X [redacted]	X

CERTIFICATE OF COST—The dealer signing the certification certifies under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a: ☒ Complete vehicle ☐ Chassis only ☐ Cab and chassis	02/01/2015	32635.00
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

The odometer reading is ☐☐☐,☐7☐8 (no tenths) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING — ☐ Is **NOT** the actual mileage. ☐ Mileage **EXCEEDS** the odometer mechanical limits.

DEALER'S NUMBER 2765

I/we certify (or declare) unde[redacted]he laws of the State of California that the foregoing is true and correct.

DATE	SIGNATURE	HAND PRINTED SELLER'S FULL NAME	COMPANY AGENT	ADDRESS
02/01/2015	[redacted]	C. Cerhell		2828 HARBOR BLVD COSTA MESA, CA 92626
DATE		H[redacted]	NT ADDRESS	
02/01/2015	[redacted]	[redacted]		LAGUNA HILLS CA [redacted]

REG 397 (REV 11/2011)

— DMV COPY —

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number 8[redacted]

Customer Name [redacted]

Worksheet Filled Out By: Tara

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

Vehicle VIN: 1GCGSCE35F1[redacted]

Date: October 19, 2016

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$500.00
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)	$10,680.12
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$32,665.00	6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	Mileage	30,982	7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Denominator	120,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$8,433.56**	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$11,180.12**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$8,433.56**	12	*** Usage/Depreciation**	**$8,433.56**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$11.63
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$0.00**	22	**Total Deductions**	**$8,433.56**	22	**Total Deductions**	**$8,445.19**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**-$8,433.56**	24	**Total Refund to Customer**	**$2,734.93**
25	**OR**		25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$29,621.66
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**-$8,433.56**	26	(GMAC=DL quote) good thru 11/16/16	
27	**"Actual Price Paid" (Pmt/Lease)**	**$40,801.78**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**-$8,433.56**	28	**Total Repurchase**	**$32,356.59**
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**	**-$8,433.56**	31	**Projected Loss**	**$32,356.59**

	PURCHASE PRICE (before t/t/t)	$ 32,665.00		TRADE ALLOWANCE			PURCHASE PRICE	$ 32,665.00
	MSRP (FROM BARS INVOICE)	$ 32,665.00		PAYOFF OF TRADE	$ -		INCENTIVE* (from BARS)	$ -
	DIFFERENCE	$ -		DIFFERENCE	$ -		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 32,665.00
				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	

Customer

[redacted]
Anytime

Vehicle

Chevrolet Colorado 2016
1GCGTCE37G1[redacted]
Mileage Now: 3200 mi
Warranty Start: 05/28/2016

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Customer said his power steering fails while driving, even while driving on the highway. The customer is very concerned as this is a safety issue. The customer said he's brought his vehicle into his selling dealership twice, but no repairs have been made to correct this because they have not been able to duplicate his concerns. The customer has an appointment at Chuck Olson Chevrolet on Thursday, September 8th. I let the customer know we will become involved and see if the dealership can test drive his vehicle until they can duplicate the concern.

Supporting Factors	Limiting Factors
Original Owner First Time Vehicle Owner Vehicle has been serviced for this concern: 2 times	
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: 2016 Colorado

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Sara Schuster --> 1-866-790-5700 Ext # 5910517

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

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

Caller English

System [12:03:52 PM]:

Welcome to chat.

Sara [12:04:01 PM]:

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

[redacted] [12:05:29 PM]:

Hey Sara. Long story short my vehicle has been having a number of issues (2016 Chevrolet Colorado LT). The power steering will go out at random times while driving and the stabilitrak warning comes on as well. Last night it happened while on the freeway going 60 mph. I have taken it to the dealer twice now for a whole day each time and they say they can't replicate the issue nor find a code in the computer.

[redacted] [12:05:58 PM]:

I just called another dealer to try and have them take it in and they can't take me in till next week and even then they said unless the issue arises for them there is nothing they can do.

[redacted] [12:06:14 PM]:

I am starting to get worried for my safety and I bought a new truck to avoid these issue.

[redacted] [12:06:34 PM]:

It seems like nobody can help me and I am screwed with this lemon of a truck until something bad happens.

[redacted] [12:06:55 PM]:

Is there anything you can do for me or do I have to pay for a rental out of pocket because nobody can seem to help me?

Sara [12:07:54 PM]:

I understand how concerning that must be. I am happy to gather your information, create a case here and get your dealership involved. We can work with your dealership throughout the diagnosis process, hopefully they can test drive your vehicle until they see what you're experiencing, and then reach out to their technical resources to try and resolve this for you.

Sara [12:08:15 PM]:

In order to start a case here, may I please have your VIN and current mileage?

[redacted] [12:08:48 PM]:

I already called the dealer again and this is what they told me but they can't take it till next week sometime and even then they aren't gauranteing that anything will come of it.

[redacted] [12:08:56 PM]:

Hang on I'll get the vin and mileage.

[redacted] [12:09:27 PM]:

1GCGTCE37G1[redacted]

[redacted] [12:09:40 PM]:

Mileage is about 3,200 I think.

Sara [12:10:22 PM]:

I know it's frustrating but the dealership will not attempt any repairs until they feel/see what you're experiencing or if there is an error code/message present. Thank you for your vehicle information. What dealership are you working with?

[redacted] [12:11:28 PM]:

I went to Sunset Chevrolet in Sumner WA the last two times where I bought it but I would like to go somewhere closer to home which would be something like Chuck Olson Chevrolet near Seattle.

Sara [12:12:16 PM]:

Okay, is Chuck Olson the one you called?

[redacted] [12:12:51 PM]:

I called them this morning yes. They booked me to bring it in on Thursday but will look at the case when they get in on Tuesday.

Sara [12:13:42 PM]:

Sounds good. May I please ask that you verify your phone number and email address so we can follow up throughout this process?

[redacted] [12:14:11 PM]:

[redacted]

Sara [12:15:53 PM]:

Your case number with GM Customer Assistance is [redacted]; please keep that for your records. I will be reaching out to James, the Customer Experience Manager, at Chuck Olson Chevrolet to inform them of what we spoke about and that your appointment is Thursday. Once the vehicle is back in the dealership, I will follow up with them further. If you need to reach me in the meantime, my number is 1-866-790-3600 X 5910517.

[redacted] [12:16:27 PM]:

Sounds good thank you so much Sara will this information be emailed to me?

Sara [12:16:41 PM]:

I can certainly do that!

Sara [12:16:50 PM]:

Was there anything else I should know or should add to your case at this time?

[redacted] [12:17:00 PM]:

No thank you that should do it.

Sara [12:17:24 PM]:

You're welcome. Please don't hesitate to come back and chat with us if you need anything in the meantime. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. I will talk to you soon!

[redacted] [12:17:40 PM]:

Thank you so much!

Sara [12:17:58 PM]:

You're welcome, [redacted] Have a nice holiday weekend.

Caller [redacted] left the call.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

P.001/039

(FAX)

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com

STATE REG# F212

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1GTG6BE34F[redacted]

YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB

STOCK NO.: 5GT5909

LICENSE NO.: [redacted]

CRAIN AUTOMOTIVE TEAM
PO BOX 6070
SHERWOOD, AR 72124-6070

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
100					11/21/14

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CARDINAL RED/BLAC				5909

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	F0ZZ				1	90610	

[redacted]
BUSINESS PHONE: 501-255-5300

TIME RECEIVED: 06:40pm

LABOR RATE:

DATE / TIME PROMISED: 11/22/14 03:00pm

PRIORITY: 6

APPOINTMENT ☐ Yes ☒ No

ADVISOR: HEATH

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.

X _____

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED?

☐ Yes ☐ No

☐ This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	QTY	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.

THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.

N - NEW U - USED R - REBUILT

JOB	LABOR INSTRUCTIONS
1	75CVZ PDI PERFORM PREDELIVERLY INSPECTION
2	75CVZ*20 VEHICLE SECURITY INSTALL VEHICLE SECURITY ANTI-THEFT SYSTEM
3	75CVZ*POLY SUPER POLYSHIELD INSTALL SUPER POLYSHIELD
4	75CVZ91 NITROGEN INSTALL NITROGEN IN 4 TIRES
5	75CV21 INSPECTION REPORT PERFORM 27 POINT MULTI-POINT INSPECTION

CALL WHEN VEHICLE IS READY

☐ YES ☐ NO

THANK YOU WE APPRECIATE YOUR BUSINESS!

10/06/2016 19:38

H

Inspection Form

Dealer/BAC Code 188183

Stock # 5GT5909 Repair Order #

watches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Ation:
- door edge protection and other ping/storage materials on until stomer delivery
- Adjust tires to pressures specified on the Certification/Tire Label. Do NOT relearn the Tire Pressure Monitoring System. Record adjusted results.

Temperature: 60 °F☐°C☐

Tires: LF 36 RF 36 LR 36 RR 36
Spare 36 (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 1 **After** 11
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 cy[redacted] an Online [redacted]

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-Delivery Inspection has [redacted]

AARON GRAVES
Technician (Print Name)

Service Mar[redacted]

11/24/2014
Date

File With [redacted]

10/06/2016 19:39 (FAX) P.002/039

AD-98201 Reynolds and Reynolds ORDER TOLL FREE: 1-800-[redacted] FAX 1-800-[redacted]

P.003/039

(FAX)

10/06/2016 19:40

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com

STATE REG# F212

SERVICE HISTORY

CELL: 870-351-8223

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/21/14	[redacted]	1	90610	32691	I	75CVZ	PDI
				32691	I	75CVZ*20	VEHICLE SECURITY
				32691	I	75CVZ*POLY	SUPER POLYSHIELD
				32691	I	75CVZ01	NITROGEN
				32691	I	75CV21	INSPECTION REPORT

S E R V I C E

SALESPERSON NO. 97173 RICKEY PEARCE

VEHICLE ID NO: 1GTG6BE34F[redacted]
CONWAY, AR [redacted]

YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB
STOCK NO.: 5GT5909
LICENSE NO: [redacted]
CUSTOMER NO.: 1228583
SERVICE CONTRACT:
DELIVERY DATE: 11/28/14
DELIVERY MILES: 17
SELLING DEALER NO.: 5
03/24/15
COLOR: CARDINAL RED/BLAC
CONTRACT NO:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: 4980
TURBO | M / MC: FOZZ | AIR COND. | P. S. | TRANS | MILEAGE: 4,842 | ADVISOR NO: 90610 | PRODUCTION DATE
E RECEIVED 8:55am
LABOR RATE
DATE / TIME PROMISED: 03/24/15 09:54am
PRIORITY: 3
APPOINTMENT [X] Yes [ ] No
ADVISOR: HEATH

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 [redacted] the above vehicle to [redacted] such vehicle.

X [redacted]

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED?
[ ] Yes [ ] No

JOB [redacted]

[ ] This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	QTY	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.
THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.
N - NEW U - USED R - REBUILT

COMMENTS :
LOANER 870-351-8223
STOCK# 5GT5867

1 W 00CVZM0600743.1 *14 PROGRADE SM SUV* 0%
2014 PROGRADE PROTECTION LOF AND TIRE ROTATION

2 I 00CVZ99P *INSPECTION REPORT*
PERFORM 27 POINT MULTI-POINT INSPECTION

CALL WHEN VEHICLE IS READY
[ ] YES [ ] NO

THANK YOU WE APPRECIATE YOUR BUSINESS!

The Reynolds and Reynolds Company ERARRTWOUE SPR1906S © (06/10)

Windows Printer Test Page

Congratulations!

If you can read this information, you have correctly installed your Kyocera TASKalfa 3501i KX on CRLT104.

The information below describes your printer driver and port settings.

Submitted Time: 8:39:09 AM 10/6/2016
Computer name: CRLT104
Printer name: Kyocera TASKalfa 3501i KX
Printer model: Kyocera TASKalfa 3501i KX
Color support: Yes
Port name(s):
Data format:
Driver name:
Data file:
Config file:
Help file:
Driver version:
Environment:
Monitor:

Additional file
C:\Windows\sys
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (1, 2, 3, 12)
C:\Windows\sys (1, 0, 0, 1)
C:\Windows\sys (1, 0, 4, 10)
C:\Windows\sys (0, 9, 8, 22)
C:\Windows\sys
C:\Windows\sys E
C:\Windows\sys
C:\Windows\sys (1, 0, 13, 207)
C:\Windows\sys (1, 4, 1, 0)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (2, 0, 10, 32)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
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CRAIN AUTOMOTIVE TEAM
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CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR [redacted]
[redacted]

CELL: [redacted]

ADVISOR HEATH	90610	TAG NO. 4980	INVOICE DATE 03/26/15		
LABOR RATE	LICENSE NO.	MILEAGE 4,842	COLOR CARDINAL RE	STOCK NO. 5GT5909	
YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE 11/28/14	DELIVERY MILES 17	
VEHICLE I.D. NO. 1GTG6BE34F1[redacted]			NG DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. NO.		R.O. DATE 03/24/15		
COMMENTS					

MO: 4842

OCS AUDIT SLIP

JOB CAR [redacted]

VIN 1GTG6BE34F1[redacted]
ODOMETER INDICATOR M
ODOMETER 4842
NON-GM VEHICLE N
REFERENCE NUMBER

REPAIRING BAC 188183
JOB CARD OPEN DATE 03/24/2015
SERVICE ADVISOR GMIN 885025863
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		980463-1	001239088846	0002

JOB COMPLETION DATE: 03/24/2015
TECHNICIAN GMIN: 676198950

LABOR OPERATION	BASE HOURS
0600743	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: 2014 PROGRADE PROTECTION LOF AND TIRE ROTATION

CAUSE CODE: 9094
CAUSE DESCRIPTION: NEEDS LOF AND ROTATION 0%

CORRECTION DESCRIPTION: COMPLETE OIL LIFE % TOP OFF DEF FLUID IF EQUIPPED

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
35.00	NIM			0%		

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

WARRANTY DISCLAIMER

The warranties on these parts are the manufacturer's. The CRAIN AUTOMOTIVE TEAM Dealership disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. The CRAIN AUTOMOTIVE TEAM Dealership doesn't assume nor authorize any person to assume any liability in connection with the sale of these parts. This disclaimer in no way affects the terms of the manufacturer's warranty.

IN CASE OF FIRE, THEFT OR ANY OTHER SITUATION BEYOND OUR CONTROL, WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ITEMS LEFT IN VEHICLES.

Shop Supplies and Environmental Disposal Charges

A charge equal to 10% of the value of total labor charges is due for all repairs. Applicable supply items which are included in the charge include fasteners, cleaners, chemicals, solvents, lubricants, certain sealers, rags, towels and other expendable items which are not otherwise specifically itemized on your invoice. Environmental Disposal charges are to offset the cost of managing, storing and disposing of wastes in accordance with local, state and federal laws. The actual value of these items used in your repair may be more or less than the value you are charged.

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

AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company (BRAINTHVE SF919001 © (05/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR [redacted]
[redacted]

CELL: [redacted]

ADVISOR	TAG NO.	INVOICE DATE
HEATH 90610	4980	03/26/15

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,842	CARDINAL RE	5GT5909

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB	11/28/14	17

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GTG6BE34F1[redacted]		

R.O. NO.	P.O.	R.O. DATE
		03/24/15

COMMENTS

MO: 4842

J# 1 00CVZM0600743.1 14 PROGRDE SM SUV HOURS: 0.60 TECH(S):4654 15.36

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4654	03/24/15	11.70	12.60	0.50	0.00	FINISHED
4654	03/24/15	0.00	0.60	0.00	0.60	FINISHED
		TOTAL TECH TIME		0.50	0.60	

2014 PROGRADE PROTECTION LOF AND TIRE ROTATION
NEEDS LOF AND ROTATION
0%
COMPLETE
OIL LIFE %
TOP OFF DEF FLUID IF EQUIPPED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	PK2130D	DEXOS OIL AND FILT	****	****	****	****
JOB # 1	1	19303249	FILTER KI 1.836	5.20	5.20	6.89	6.89
JOB # 1	5	19293003	OIL 8.800	2.49	12.45	2.55	12.75
			JOB # 1 COST TOTAL		17.65		
			JOB # 1 TOTAL PARTS				19.64
			JOB # 1 TOTAL LABOR & PARTS				35.00

COMMENTS
LOANER 870-351-8223
STOCK# 5GT5867

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

WARRANTY DISCLAIMER

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]
11:26am

The Reynolds and Reynolds Company ERAINTINVE
RF819091 O (05/10)

P.007/039

(FAX)

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com
STATE REG# F212

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/24/15	[redacted]	4842	90610	4654	W	00CVZW0600743.1	14 PROGRDE SM SUV
				4654	I	00CVZ99P	INSPECTION REPORT
11/21/14		1	90610	32691	I	75CVZ	PDI
				32691	I	75CVZ*20	VEHICLE SECURITY
				32691	I	75CVZ*POLY	SUPER POLYSHIELD
				32691	I	75CVZ01	NITROGEN

SERVICE

SALESPERSON NO. 97173 RICKEY PEARCE

VEHICLE ID NO. 1GTG6BE34F[redacted]
[redacted]
CONWAY, AR
[redacted]

YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB
STOCK NO.: 5GT5909
LICENSE NO.: [redacted]
SERVICE CONTRACT
DELIVERY DATE: 11/28/14
DELIVERY MILES: 17
SELLING DEALER: 5
09/25/15
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO.: 6655
CARDINAL RED/BLAC
TURBO | M / MC: FOZZ | AIR COND. | P. S. | TRANS | MILEAGE: 11,994 | ADVISOR NO.: 4969 | PRODUCTION DATE
TIME RECEIVED: 12:43pm
LABOR RATE
DATE / TIME PROMISED: 09/28/15 12:00pm
PRIORITY: 2
APPOINTMENT [X] Yes [ ] No
ADVISOR: TONY WALL

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 [illegible]

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop
DO YOU WANT THE REPLACED?
[ ] Yes [ ] No

[redacted]

[ ] This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	JOB	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____
PERSON CALLED _____
TIME _____ DATE _____
APPROXIMATE COST _____
APPROVED _____ DISAPPROVED _____
SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.
THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.
N - NEW U - USED R - REBUILT

JOB

COMMENTS :
IN LOANER 6GT6796

1 W 20CVZ03 **A/C & HEATING**
CUSTOMER STATES THE HEATER WILL NOT GET HOT. BL
EVEN ON MANUAL AND TURNED UP ALL THE WAY

2 W 35CVZ **RECALLS/CAMPAIGN**
15439 SERVICE UPDATE LODD OF WLWCTRIC POWER STEERING
9101773

3 W 35CVZ01 **CAMPAIGN**
15304 SERVICE UPDATE 4WD ALWAYS ENGAGED IN COLD TEMP
9101695

4 W 35CVZ02 **CAMPAIGN**
15150 FRONT SEAT HOOKS NOT INSTALLED
9101513

5 W 35CVZ04 **CAMPAIGN**
14888 FRONT BRAKE CALIPER INSPECTION
9101540

6 W 35CVZ0004 **UPPER RADIATOR HOSE**
15086 ONSTAR SYSTEM INOP
9101485

7 I 35CVZ99P **INSPECTION REPORT**

CALL WHEN VEHICLE IS READY
[ ] YES [ ] NO

THANK YOU WE APPRECIATE YOUR BUSINESS!

10/06/2016 19:41
The Reynolds and Reynolds Company ERAINTWOLE - SRn1995 © 99/10

(CONTINUED ON NEXT PAGE)

P.008/039

(FAX)

10/06/2016 19:42

CRAIN Buick GMC

[redacted] North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com

STATE REG# F212

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERA[redacted]
03/24/15	[redacted]	4842	90610	4654	W	00CVZM0600743.1	14 PROGRDE SM SUV
				4654	I	00CV299P	INSPECTION REPORT
11/21/14		1	90610	32691	I	75CVZ	PDI
				32691	I	75CVZ*Z0	VEHICLE SECURITY
				32691	I	75CVZ*POLY	SUPER POLYSHIELD
				32691	I	75CV201	NITROGEN

SERVICE

SALESPERSON NO. 97173 RICKEY PEARCE

VEHICLE ID NO. 1GTG6BE3[redacted]4E1[redacted]
CONWAY, AR
[redacted].COM

YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB
STOCK NO.: 5GT5909
LICENSE NO.: [redacted]
CUSTOMER NO.: 1228583
SERVICE CONTRACT:
DELIVERY DATE: 11/28/14
DELIVERY MILES: 17
SELLING DEALER NO.: 5
09/25/15
COLOR: CARDINAL RED/BLAC
CONTRACT NO.:
EXPIRATION DATE:
EXPIRATION MILES:
TAG NO.: 6655
TURBO:
M / MC: F0ZZ
AIR COND.:
P. S.:
TRANS:
MILEAGE: 11,994
ADVISOR NO.: 4969
PRODUCTION DATE:

TIME RECEIVED: 12:43pm
LABOR RATE:

DATE / TIME PROMISED: 09/28/15 12:00pm
PRIORITY: 2

APPOINTMENT [X] Yes [ ] No
ADVISOR: TONY WALL

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.

X _____

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED? [ ] Yes [ ] No

[ ] This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / YR	TOTAL

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SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

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N - NEW U - USED R - REBUILT

JOB | LABOR INSTRUCTIONS

PERFORM 27 POINT MULTI-POINT INSPECTION

8 W 00CVZM0600743.1 14 PROGRDE SM SUV
2014 PROGRADE PROTECTION LOF AND TIRE ROTATION

0%

CALL WHEN VEHICLE IS READY
[ ] YES [ ] NO

THANK YOU WE APPRECIATE YOUR BUSINESS!

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CEL [redacted]

CUSTOMER NO [redacted]
CONWAY, AR [redacted]

ADVISOR: TONY WALL 4969	TAG NO.: 6655		INVOICE DATE: 09/30/15		
LABOR RATE	LICENSE NO.	MILEAGE: 11,994	COLOR: CARDINAL RE	STOCK NO.: 5GT5909	
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE: 11/28/14	DELIVERY MILES: 17	
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]			LING DEALER NO.	PRODUCTION DATE	
R.T.E. NO.	P.O. [redacted]		DATE: 09/25/15		

COMMENTS

MO: 11996

LABOR & PARTS

J# 1 20CVZ03 A/C & HEATING HOURS: TECH(S):2012 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/29/15	12.40	12.40	0.00	0.00	HOLD OTHER
2012	09/29/15	12.90	15.00	1.10	0.00	LUNCH/DINNER
2012	09/29/15	16.10	16.10	0.00	0.00	FINISHED
2012	09/29/15	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		1.10	0.00	

CUSTOMER STATES THE HEATER WILL NOT GET HOT. BLOWS COOL AIR
EVEN ON MANUAL AND TURNED UP ALL THE WAY
CND AND UNDESIRED OPERATION NO CODES STORED TEMP SET TO MAX
GIVES SUFFICIENT HEAT REVIEWED ALL OPERATIONS AND FUNCTIONS
WORKING AS DESIGNERD AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

J#.2 35CVZ RECALLS/CAMPAIGN HOURS: 0.30 TECH(S):2012 28.12

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/29/15	12.60	12.80	0.20	0.00	FINISHED
2012	09/29/15	0.00	0.30	0.00	0.30	FINISHED
		TOTAL TECH TIME		0.20	0.30	

15439 SERVICE UPDATE LODD OF WLWCTRIC POWER STEERING
REPROGRAMMED STEERING CONTROL MODULE CODES 311C6

JOB # 2 TOTAL LABOR & PARTS 28.12

J# 3 35CVZ01 CAMPAIGN HOURS: 0.40 TECH(S):2012 37.50

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/29/15	12.90	12.90	0.00	0.00	FINISHED
2012	09/29/15	0.00	0.40	0.00	0.40	FINISHED
		TOTAL TECH TIME		0.00	0.40	

15304 SERVICE UPDATE 4WD ALWAYS ENGAGED IN COLD TEMP
REPROGRAMMED TRANSFER CASE CONTROL MODULE, CODES 1ACOD,FD10E

JOB # 3 TOTAL LABOR & PARTS 37.50

J# 4 35CVZ02 CAMPAIGN HOURS: 0.20 TECH(S):2012 18.75

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/29/15	12.40	12.60	0.20	0.00	FINISHED
2012	09/29/15	0.00	0.20	0.00	0.20	FINISHED
		TOTAL TECH TIME		0.20	0.20	

15150 FRONT SEAT HOOKS NOT INSTALLED
INSPECT FRONT SEATS INSTALLATION

JOB # 4 TOTAL LABOR & PARTS 18.75

J# 5 35CVZ04 CAMPAIGN HOURS: 1.20 TECH(S):2012 112.49

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/28/15	16.70	17.50	0.40	0.00	NON WORKING
2012	09/29/15	7.60	12.30	2.40	0.00	FINISHED
2012	09/29/15	0.00	1.20	0.00	1.20	FINISHED
		TOTAL TECH TIME		2.80	1.20	

14888 FRONT BRAKE CALIPER INSPECTION
RECALL

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]
01:17pm

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CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]

[redacted]
CONWAY, AR
[redacted]

CEL [redacted]

ADVISOR	TAG NO.	INVOICE DATE
TONY WALL 4969	6655	09/30/15

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		11,994	CARDINAL RE	5GT5909

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB	11/28/14	17

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G T G 6 B E 3 4 F 1 [redacted]		

P.T.E. NO.	P.O. DATE
	09/25/15

COMMENTS

MO: 11996

INSPECT AND REPLACED FRONT CALIPERS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 5	1	23341891	CALIPER 4.665	74.60	74.60	104.44	104.44
JOB # 5	1	23341892	CALIPER 4.665	74.60	74.60	104.44	104.44
JOB # 5	4	21012386	WASHER 4.681	0.39	1.56	0.55	2.20
JOB # 5	2	19299818	FLUID 8.800	4.87	9.74	6.82	13.64
			JOB # 5 COST TOTAL		160.50		
			JOB # 5 TOTAL PARTS				224.72
			JOB # 5 TOTAL LABOR & PARTS				337.21

J# 6 35CVZ00004 .. UPPER RADIATOR HOSE HOURS: 1.10 TECH(S):2012 103.11

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/29/15	12.30	12.40	0.10	0.00	FINISHED
2012	09/29/15	0.00	1.10	0.00	1.10	FINISHED
		TOTAL TECH TIME		0.10	1.10	

15086 ONSTAR SYSTEM INOP
RECALL
REPLACED AND PROGRAMMED VCIM
CODES S1790,97572

JOB # 6 TOTAL LABOR & PARTS 103.11

J# 8 00CVZM0600743.1 14 PROGRDE SM SUV HOURS: 0.60 TECH(S):266007 15.36

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
266007	09/25/15	13.10	14.10	0.50	0.00	FINISHED
266007	09/25/15	0.00	0.60	0.00	0.60	FINISHED
		TOTAL TECH TIME		0.50	0.60	

2014 PROGRADE PROTECTION LOF AND TIRE ROTATION
NEEDS LOF AND ROTATION
0%
OIL LIFE %
TOP OFF DEF FLUID IF EQUIPPED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 8	1	PK2130D	DEXOS OIL AND FILT	****	****	****	****
JOB # 8	1	19303249	FILTER KI 1.836	5.20	5.20	6.64	6.64
JOB # 8	5	19293003	OIL 8.800	2.44	12.20	2.60	13.00
			JOB # 8 COST TOTAL		17.40		
			JOB # 8 TOTAL PARTS				19.64
			JOB # 8 TOTAL LABOR & PARTS				35.00

COMMENTS
IN LOANER 6GT6796

R/O TAX	0.00
R/O TOTALS	559.69

WARRANTY CLAIM DETAIL TOTALS

	.... TOTAL....
[redacted]	28.12
	37.50
	18.75

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF518091 Q (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR TONY WALL 4969	TAG NO. 6655	INVOICE DATE 09/30/15		
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 11,994	COLOR CARDINAL RE	STOCK NO. 5GT5909
CONWAY, AR [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE 11/28/14	DELIVERY MILES 17	
[redacted]	VEHICLE I.D. NO. 1GTG6BE34F1[redacted]		SELLING DEALER NO. 5	PRODUCTION DATE	
	F.T.E. NO.	P.O.	R. O. DATE 09/25/15		
	COMMENTS				

MO: 11996

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	337.21
	103.11
	35.00
CLAIM TOTALS	559.69

APPROVED BY SIGNATURE

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F1[redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/25/2015
ODOMETER	11994	SERVICE ADVISOR GMIN	386218910
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZFAT		989001-2	001261637209	0004

JOB COMPLETION DATE: 09/29/2015
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
9101773	0.3

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: REPROGRAMMED STEERING CONTROL MODULE CODES 311C6

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	28.12	0.00	28.12
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	28.12	0.00	28.12

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AUTHORIZED SIGNATURE

 [CONTINUED ON NEXT PAGE] 01:17pm

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1003 North Museum Road • Conway, Arkansas 72032
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BUICK GMC

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR [redacted]
[redacted]

CELL: [redacted]

ADVISOR: TONY WALL 4969		TAG NO.: 6655	INVOICE DATE: 09/30/15	
LABOR RATE	LICENSE NO.	MILEAGE: 11,994	COLOR: CARDINAL RE	5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE: 11/28/14	DELIVERY MILES: 17
VEHICLE I.D. NO.: I G T G 6 B E 3 4 F 1 [redacted]			ING DEALER NO.	PRODUCTION DATE
P.T.E. NO.	R [redacted]		DATE: 09/25/15	
COMMENTS				MO: 11996

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F [redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/25/2015
ODOMETER	11994	SERVICE ADVISOR GMIN	386218910
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZFAT		989001-3	001261637617	0002

JOB COMPLETION DATE: 09/29/2015
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
9101695	0.4

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: REPROGRAMMED TRANSFER CASE CONTROL MODULE. CODES 1A COD.FD10E

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	37.50	0.00	37.50
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	37.50	0.00	37.50

WARRANTY DISCLAIMER

The warranties on these parts are the manufacturer's. The CRAIN AUTOMOTIVE TEAM Dealership disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. The CRAIN AUTOMOTIVE TEAM Dealership doesn't assume nor authorize any person to assume any liability in connection with the sale of these parts. This disclaimer in no way affects the terms of the manufacturer's warranty.

IN CASE OF FIRE, THEFT OR ANY OTHER SITUATION BEYOND OUR CONTROL, WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ITEMS LEFT IN VEHICLES.

Shop Supplies and Environmental Disposal Charges

A charge equal to 10% of the value of total labor charges is due for all repairs. Applicable supply items which are included in the charge include fasteners, cleaners, chemicals, solvents, lubricants, certain sealers, rags, towels and other expendable items which are not otherwise specifically itemized on your invoice. Environmental Disposal charges are to offset the cost of managing, storing and disposing of wastes in accordance with local, state and federal laws. The actual value of these items used in your repair may be more or less than the value you are charged.

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

AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company (BRAINTREE SF619081 Q (09/10)



www.crainteam.com

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]

[redacted]
CONWAY, AR
[redacted]

CELL: [redacted]

ADVISOR		TAG NO.	INVOICE DATE
TONY WALL 4969		6655	09/30/15
LABOR RATE	LICENSE NO.	MILEAGE	COLOR / STOCK NO.
		11,994	CARDINAL RE / 5GT5909
YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB		11/28/14	17
VEHICLE I.D. NO.		DEALER NO.	PRODUCTION DATE
1 G T G 6 B E 3 4 F 1 [redacted]			
F.T.E. NO.	P.O.	09/25/15	
COMMENTS			MO: 11996

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F1 [redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/25/2015
ODOMETER	11994	SERVICE ADVISOR GMIN	386218910
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZFAT		989001-4	001261637687	0002

JOB COMPLETION DATE: 09/29/2015
TECHNICIAN GMIN: 946572667

LABOR OPERATION BASE HOURS
9101513 0.2

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: INSPECT FRONT SEATS INSTALLATION

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	18.75	0.00	18.75
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	18.75	0.00	18.75

WARRANTY DISCLAIMER

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IN CASE OF FIRE, THEFT OR ANY OTHER SITUATION BEYOND OUR CONTROL, WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ITEMS LEFT IN VEHICLES.

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAUTINVE SF819091 Q (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted] CELL [redacted]

[redacted]
CONWAY, AR[redacted]
[redacted]

ADVISOR		TAG NO.	INVOICE DATE
TONY WALL 4969		6655	09/30/15
LABOR RATE	LICENSE NO.	MILEAGE	COLOR / STOCK NO.
		11,994	CARDINAL RE / 5GT5909
YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB		11/28/14	17
VEHICLE I.D. NO.		LING DEALER NO.	PRODUCTION DATE
1 G T G 6 B E 3 4 F 1[redacted]			
E. NO.	P.	D. DATE	
		09/25/15	
MMENTS			

MO: 11996

DCS AUDIT SLIP

JOB CARD 9[redacted]

VIN 1GTG6BE34F1[redacted]
ODOMETER INDICATOR M
ODOMETER 11994
NON-GM VEHICLE N
REFERENCE NUMBER

REPAIRING BAC 198183
JOB CARD OPEN DATE 09/25/2015
SERVICE ADVISOR GMIN 386218910
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
5	W	ZFAT		989001-5	001261637768	0002

JOB COMPLETION DATE: 09/29/2015
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
9101540	1.2

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: INSPECT AND REPLACED FRONT CALIPERS.

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
19299818	2	4.87			
21012386	4	0.39			
23341891	1	74.60			
23341892	1	74.60			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	64.22		
PARTS	160.50	0.00	224.72
LABOR	112.49	0.00	112.49
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	337.21	0.00	337.21

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AUTHORIZED SIGNATURE

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www.crainteam.com

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Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR
[redacted]

ADVISOR: TONY WALL 4969	TAG NO.: 6655		INVOICE DATE: 09/30/15	CELL: [redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 11,994	COLOR: CARDINAL RE	STOCK NO.: 5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE: 11/28/14	DELIVERY MILES: 17
VEHICLE I.D. NO.: 1GTG6BE34F1[redacted]			LING DEALER NO.	PRODUCTION DATE
R.O. NO.	R.O.		DATE: 09/25/15	
COMMENTS				MO: 11996

DCS AUDIT SLIP

JOB CARD [redacted]

VIN 1GTG6BE34F1[redacted]
ODOMETER INDICATOR M
ODOMETER 11994
NON-GM VEHICLE N
REFERENCE NUMBER

REPAIRING BAC 188183
JOB CARD OPEN DATE 09/25/2015
SERVICE ADVISOR GMIN 386218910
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
6	W	ZFAT		989001-6	001261637808	0002

JOB COMPLETION DATE: 09/29/2015
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
9101485	1.1

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: REPLACED AND PROGRAMMED VCIM CODES S1790,97572

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	103.11	0.00	103.11
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	103.11	0.00	103.11

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company ERAINTNVB SR619091 D (09/15)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]

[redacted]
CONWAY, AR
[redacted]

CELL [redacted]

ADVISOR: TONY WALL 4969	TAG NO.: 6655	INVOICE DATE: 09/30/15		
LABOR RATE	LICENSE NO.	MILEAGE: 11,994	COLOR: CARDINAL RE	STOCK NO.: 5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE: 11/28/14	DELIVERY MILES: 17
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]			...NG DEALER NO.	PRODUCTION DATE
P.T.E. NO.	P...		...ATE: 09/25/15	

COMMENTS

MO: 11996

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F1 [redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/25/2015
ODOMETER	11994	SERVICE ADVISOR GMIN	386218910
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
8	W	ZREG		989001-8	001261638232	0002

JOB COMPLETION DATE: 09/25/2015
TECHNICIAN GMIN: 072181171

LABOR OPERATION	BASE HOURS
0600743	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: 2014 PROGRADE PROTECTION LOF AND TIRE ROTATION

CAUSE CODE: 9094
CAUSE DESCRIPTION: NEEDS LOF AND ROTATION

CORRECTION DESCRIPTION: 0% OIL LIFE X TOP OFF DEF FLUID IF EQUIPPED

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
35.00	NIM			0%		

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

WARRANTY DISCLAIMER

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company 2RAINTINVE
3R619091 O (09/10)

P.017/039

(FAX)

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com

STATE REG# F212

SERVICE HISTORY

DATE	[redacted]	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/25/15		11994	4969	2012	W	20CVZ03	A/C & HEATING
				2012	W	35CVZ	RECALLS/CAMPAIGN
				2012	W	35CVZ01	CAMPAIGN
				2012	W	35CVZ02	CAMPAIGN
				2012	W	35CVZ04	CAMPAIGN
				2012	W	35CVZ00004	UPPER RADIATOR HOSE

SERVICE

SALESPERSON NO. 97173 RICKEY PEARCE

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.
1GTG6BE34F1[redacted]	15/GMC/CANYON CREW/CANYON CREW SWB	5GT5909	[redacted]

[redacted]CONWAY AR

[redacted]COM

SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	
	11/28/14	17	5	10/20/15

CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CARDINAL RED/BLAC			6013

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	FOZZ				12,810	4969	

TIME RECEIVED 01:30pm

LABOR RATE

DATE / TIME PROMISED 10/21/15 01:30pm

PRIORITY 2

APPOINTMENT ☐ Yes ☒ No

ADVISOR: TONY WALL

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 [redacted]

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED?

☐ Yes ☐ No

☐ This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	M.O.	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.
THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.

N - NEW U - USED R - REBUILT

JOB

COMMENTS :
IN LOANER 6GT6821

1 W 20CVZ ***A/C & HEATING***
CUSTOMER STATES HEATER NOT GETTING HOT

2 I 20CVZ30P ***INSPECTION REPORT***
PERFORM 27 POINT MULTI-POINT INSPECTION

CALL WHEN VEHICLE IS READY

☐ YES ☐ NO

[redacted]

THANK YOU WE APPRECIATE YOUR BUSINESS!

10/06/2016 19:46 The Reynolds and Reynolds Company ERAINTWOLF (sfp19086.0 rpt10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR
[redacted]

CELL: [redacted]

ADVISOR: TONY WALL 4969	TAG NO. 6013	INVOICE DATE 10/30/15	
LABOR RATE	LICENSE NO.	MILEAGE 12,810	COLOR CARDINAL RE / STOCK NO. 5GT5909
YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE 11/28/14	DELIVERY MILES 17
VEHICLE I.D. NO. 1GTG6BE34F1[redacted]		SELLING DEALER NO. 5	PRODUCTION DATE
R.T.E. NO.	R.O.	R.O. DATE 10/20/15	
COMMENTS			

MO: 12811

J# 1 20CVZ *A/C & HEATING HOURS: 8.60 TECH(S) 2012 806.16

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	10/21/15	15.50	16.20	0.70	0.00	HOLD PARTS
2012	10/22/15	12.00	13.70	0.90	0.00	LUNCH/DINNER
2012	10/22/15	14.80	17.50	1.40	0.00	NON WORKING
2012	10/23/15	8.00	10.40	1.20	0.00	HOLD OTHER
2012	10/23/15	13.10	13.40	0.20	0.00	NON WORKING
2012	10/23/15	13.40	13.40	0.00	0.00	LUNCH/DINNER
2012	10/23/15	14.40	17.50	1.60	0.00	NON WORKING
2012	10/26/15	7.60	12.70	2.60	0.00	LUNCH/DINNER
2012	10/26/15	13.90	17.50	1.80	0.00	NON WORKING
2012	10/27/15	14.00	17.50	1.80	0.00	NON WORKING
2012	10/28/15	7.70	11.00	1.70	0.00	FINISHED
2012	10/28/15	0.00	8.60	0.00	8.60	FINISHED
		TOTAL TECH TIME		13.90	8.60	

CUSTOMER STATES HEATER NOT GETTING HOT
TEMP DOOR CRACKED WHERE ACTUATOR GOES IN
REPLACED TEMP DOOR EVAC AND RECHARGE AC SYSTEM AND REFILL
COOLING SYSTEM

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		23135682	VALVE 8.858	33.54	33.54	46.96	46.96
				JOB # 1 COST TOTAL	33.54			
						JOB # 1 TOTAL PARTS		46.96
						JOB # 1 TOTAL LABOR & PARTS		853.12

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	GC	FUEL CHARGE		7.83
			TOTAL - MISC	7.83

COMMENTS
IN LOANER 6GT6821

R/O TAX	0.00
R/O TOTALS	860.95

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	860.95
CLAIM TOTALS	860.95

APPROVED BY SIGNATURE

WARRANTY DISCLAIMER

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]
09:27am

The Reynolds and Reynolds Company ERAINTWVZ
SP019091 Q (09/10)



www.crainteam.com

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]

[redacted]

CONWAY, AR [redacted]

CELL: [redacted]

ADVISOR: TONY WALL 4969		TAG NO.: 6013	INVOICE DATE: 10/30/15	
LABOR RATE	LICENSE NO.	MILEAGE: 12,810	COLOR: CARDINAL RE	STOCK NO.: 5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE: 11/28/14	DELIVERY MILES: 17
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]			G DEALER NO.	PRODUCTION DATE
R.T.M. NO.	R [redacted]		ATE: 10/20/15	
COMMENTS				

MO: 12811

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F1 [redacted]	REPAIRING BAC	I88183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	10/20/2015
ODOMETER	12810	SERVICE ADVISOR GMIN	386218910
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		990053-1	001265245695	0002

JOB COMPLETION DATE: 10/28/2015
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS	ADD PUB.
4411520	8.0	.6

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0723
COMPLAINT DESCRIPTION: CUSTOMER STATES HEATER NOT GETTING HOT

CAUSE CODE: 6021
CAUSE DESCRIPTION: TEMP DOOR CRACKED WHERE ACTUATOR GOES IN

CORRECTION DESCRIPTION: REPLACED TEMP DOOR EVAC AND RECHARGE AC SYSTEM AND REFILL COOLING SYSTEM

CAUSAL PART: 23135682

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
23135682	1	33.54			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO FUEL	DAYS	REASON
7.83	NIM					

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	13.42		
PARTS	33.54	0.00	46.96
LABOR	806.16	0.00	806.16
NET ITEMS	7.83	0.00	7.83
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	860.95	0.00	860.95

WARRANTY DISCLAIMER

The warranties on these parts are the manufacturer's. The CRAIN AUTOMOTIVE TEAM Dealership disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. The CRAIN AUTOMOTIVE TEAM Dealership doesn't assume nor authorize any person to assume any liability in connection with the sale of these parts. This disclaimer in no way affects the terms of the manufacturer's warranty.

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AUTHORIZED SIGNATURE

WARRANTY COPY

[END OF INVOICE] 09:27am

The Reynolds and Reynolds Company ERAINTINVE
8F618081 O (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR [redacted]
[redacted]

CELL: [redacted]

ADVISOR: TONY WALL 4969	TAG NO.: X013	INVOICE DATE: 11/03/15		
LABOR RATE	LICENSE NO.	MILEAGE: 12,814	COLOR: CARDINAL RE	SGT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE: 11/28/14	DELIVERY MILES: 17	
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]		ING DEALER NO.	PRODUCTION DATE	
R.T.E. NO.	R.O. [redacted]	R.O. DATE: 10/30/15		
COMMENTS				

MO: 12815

J# 1.61CVZ *EXTERIOR TRIM HOURS: 0.80 TECH(S):260817 3458 74.99

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
260817	11/02/15	11.00	11.00	0.00	0.00	FINISHED
3458	11/02/15	0.00	0.80	0.00	0.80	FLAT RATE TIME
		TOTAL TECH TIME		0.00	0.80	

CUSTOMER STATES LEFT REAR DOOR MOLDING IS COMING LOOSE
MOLDING COMING LOOSE-LOP 2020220
REPLACED MOLDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	94777499	MOLDING 10.772	38.14	38.14	53.40	53.40
			JOB # 1 COST TOTAL		38.14		
				JOB # 1 TOTAL PARTS			53.40
				JOB # 1 TOTAL LABOR & PARTS			128.39
						R/O TAX	0.00
						R/O TOTALS	128.39

WARRANTY CLAIM DETAIL TOTALS

CLAIM# [redacted]	TOTAL....
	128.39
CLAIM TOTALS	128.39

APPROVED BY SIGNATURE

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]
10:18am

The Reynolds and Reynolds Company ERAINTINVE SP512091 Q (08/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR TONY WALL 4969	TAG NO. X013	INVOICE DATE 11/03/15		
[redacted] S	LABOR RATE	LICENSE NO.	MILEAGE 12,814	COLOR CARDINAL RE	STOCK NO. 5GT5909
CONWAY, AR [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE 11/28/14		DELIVERY MILES 17
[redacted]	VEHICLE I.D. NO. 1 G T G 6 B E 3 4 F 1 [redacted]		ING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. [redacted]	DATE 10/30/15		
	COMMENTS				MO: 12815

DCS AUDIT SLIP----------

JOB CARD [redacted]

VIN 1GTG6BE34F1[redacted]
ODOMETER INDICATOR M
ODOMETER 12814
NON-GM VEHICLE N
REFERENCE NUMBER

REPAIRING BAC 188183
JOB CARD OPEN DATE 10/30/2015
SERVICE ADVISOR GMIN 386218910
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		990511-1	001265712247	0002

JOB COMPLETION DATE: 11/02/2015
TECHNICIAN GMIN: 032143811

LABOR OPERATION	BASE HOURS
2020220	0.8

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0421
COMPLAINT DESCRIPTION: CUSTOMER STATES LEFT REAR DOOR MOLDING IS COMING LOO SE

CAUSE CODE: 1025
CAUSE DESCRIPTION: MOLDING COMING LOOSE-LOP 2020220

CORRECTION DESCRIPTION: REPLACED MOLDING

CAUSAL PART: 94777499

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
94777499	1	38.14			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	15.26		
PARTS	38.14	0.00	53.40
LABOR	74.99	0.00	74.99
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	128.39	0.00	128.39

WARRANTY DISCLAIMER

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE SF819091 D (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN [redacted]
Buick GMC
710 South Amity Rd. • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR TONY WALL 4969	TAG NO. 6169	INVOICE DATE 11/13/15		
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 12,833	COLOR CARDINAL RE	STOCK NO. 5GT5909
CONWAY, AR [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE 11/28/14		DELIVERY MILES 17
	VEHICLE I.D. NO. 1GTG6BE34F1 [redacted]		DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/04/15		
	COMMENTS				MO: 12998

LABOR & PARTS

J# 1 51CVZ *BODY ELECTRICAL HOURS: TECH(S):2012 0.00

CUSTOMER STATES WHILE DRIVING MULTIPLE ERRORS STARTED COMING IN DISPLAY,ALL GAUGES WERE NOT WORKING EXCEPT FOR THE FUEL GAUGE.THE TRANSMISSION WAS TAKING A LONG TIME TO SHIFT AND THE SHIFTS WERE HARSH.DROPPED OFF LAST NIGHT AND NOW THIS MORNING NO CRANK,NO STARTED OCCURED.
(ALSO WHEN CUSTOMER SHUT VEHICLE DOWN WHEN ALL THIS THIS OCCURED THE A/C-HEAT FAN WAS STAYING ON)
UNKNOWN,POSSIBLE PCM ANOMALY.
CHECKED ALL CONNECTION/MODULES,MODULES IN SYNC WITH EACH OTHER NOW.ROAD TESTED SEVERAL MILES,COULD NOT DUPLICATE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 51CVZ99P INSPECTION REPORT HOURS: 0.00 TECH(S):2012 0.00

PERFORM 27 POINT MULTI-POINT INSPECTION
COMPLETED 27 POINT MULTI-POINT INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	GC	FUEL CHARGE		10.50
JOB # 1	GC	FUEL CHARGE		8.03
JOB # 1	CP	PBG SERVICE COUPON DISCOUNT		-18.53
			TOTAL - MISC	0.00

COMMENTS
IN LOANER 5GT6785

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..		
5GT5909			TOTAL LABOR....	0.00
			TOTAL PARTS....	0.00
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	18.53
			TOTAL MISC.DISC	-18.53
			TOTAL TAX.....	0.00
			TOTAL INVOICE $	**0.00**

APPROVED BY SIGNATURE

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

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
RFA19001 O (09/16)

CRAIN
BUICK GMC

1600 East Broadway Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com
STATE REG# F212

SERVICE HISTORY

DATE		MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/04/15	[redacted]	12833	4469	2012	I	51CVZ	*BODY ELECTRICAL
				2012	I	51CVZ99P	INSPECTION REPORT
[illegible]		[illegible]	[illegible]	[illegible]	I	51CVZ	*ENTERED IN ERR
					I	51CVZ99P	INSPECTION REPORT
10/26/15		12813	4469	2012	I	20CVZ	*A/C & HEATING
				2012	I	20CVZ99P	INSPECTION REPORT

SERVICE

SALESPERSON NO. 97[illegible] RICKEY PEARCE

VEHICLE ID NO.
1GTG6BE34F1[redacted]

[redacted]

CONWAY, AR [redacted]

[redacted]

TIME RECEIVED
08:02am

LABOR RATE

DATE/TIME PROMISED
04/07/16 05:18pm

PRIORITY
3

APPOINTMENT [X] Yes [ ] No

ADVISOR: HEATH

YEAR / MAKE / MODEL	STOCK NO	LICENSE NO
15/GMC/CANYON CREW/CANYON CREW SWB	5GT5909	[redacted]

[redacted] SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R.O. DATE
	11/28/14	17	5	04/04/16

COLOR	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CARDINAL RED/BLAC				6053

TURBO	M/T MC	AIR COND	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	FOZZ				17,120	90610	

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 a[redacted] to secure the amount of repairs thereto; that your employe[redacted] on streets, highways or elsewhere for the purpose of testing

X QUAD SIDE DRP [redacted]

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED?
[ ] Yes [ ] No

[ ] This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.
THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.

N - NEW U - USED R - REBUILT

JOB | LABOR INSTRUCTIONS

COMMENTS :
DROP OFF

4-4-16

1 W 10CVZ 2012 **DRIVEABILITY**
C/S CHECK ENGINE LIGHT ON. NO CRANK INTERMITTENTLY

2 I 10CVZ99P **INSPECTION REPORT**
PERFORM 27 POINT MULTI-POINT INSPECTION

FSE David Burns worked with technician on this vehicle 5/2/16 – 9:30am – 12:00pm 2.5 out of 2012 5-31-16

Test 2012 [illegible]

CALL WHEN VEHICLE IS READY
[ ] YES [ ] NO

THANK YOU WE APPRECIATE YOUR BUSINESS!

5430840 Terminal Replacement

Effective Date: May 1, 2016

LABOR CODE: 5430840

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement.

Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME:** 0.5

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PSCM	U0401	00	Invalid data from ECM	H
PSCM	U0100	00	Lost Comm w/ ECM	H
TCCM	U0401	00	Inv. data from Ecm	H
TCCM	U0140	00	Lost comm w BCM	H
TCCM	U0121	00	Lost Comm w EBCM	H

Chassis Control Mod P069E 00 Fuel pump Control Mod Enable ckt PHF

ECM	U0140	00	lost Comm w BCM	PHF
ECM	U0121	00	EBCM	PHP
ECM	U0109	00	Fuel pump control mod	PHF
ECM	P069E	00	fuel pump Control Mod Rly	MIL C

EBCM connector
chk corrosion

Normal is 13.5V
Attempt to start V too low
.2V
pin 6, 14
BCM

H6 on 3985920

U0102 00 LCM C
U0100 00 BCM
U0101 00 PHF
U0100 00 ECM FC
U0140 00 ECM
U0121 00 EBCM
U0109 00 ECM P
U0073 00 ECM P
P069E 00 ECM P
U0140 00 TCM P
U0121 00 TCM P

PNDL on
shifter
OFF till P

DOC 4360191 - PIT5474# = TCCM X103, X106
PIT 5923#
5914#
cklt 2500, 2501

Blue cog = beep on fault

[redacted]

CUSTOMER # [redacted]

[redacted]

CONWAY, AR [redacted]
HOME:
BUS:
CONT [redacted]
CELL

INVOICE

PAGE 1

GWATNEY
BUICK GMC

5700 Landers Road · Sherwood, Arkansas 72117
Telephone: (501) 945-4444
Sales (501) 859-6269 · Service (501) 588-7554
Parts (501) 945-1651
www.gwatneybuickgmc.com

SERVICE ADVISOR: 3300 ROBIN E REGNAS

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	15	GMC CANYON	1GTG6BE34F1[redacted]		16972/16972	T878

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted] ATE	PAYMENT	INV. DATE
01JAN15 DI			17:00 01APR16		CASH	01APR16

R.O. OPENED	READY
08:24 01APR16	13:50 01APR16

OPTIONS: ENG:3.6_Liter_SIDI_DOHC

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATED ENGINE WON'T CRANK - HAD TOWED IN - ALSO CHECK ENGINE LIGHT WAS ON AND OTHER SERVICE WARNING LIGHTS
DRIV DRIVEABILITY
730950 W
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00
U0102, U0109,U0140, U0073 FOUND CIRCUIT 2501 HAS BENT TERMINAL IN CONNECTOR X106, NOT MAKING GOOD CONTACT, STRAIGHTENED TERMINAL, APPLIED DIELECTRIC GREASE, AND RECONNECTED CONNECTOR PER PIT5474A, TESTED AND VERIFIED REPAIR **1.10 DOC#3924798**
****

B SERVICE 4WD MESSAGE ON - STEERING ASSIST IS REDUCED MESSAGE WAS ON
DRIV DRIVEABILITY
730950 W
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00
****

C PERFORM MULTI POINT INSPECTION
MPVI PERFORM MULTI POINT INSPECTION
730950 W
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00
****

D** 15671 EXCESSIVE WIRING HARNESS LENGTH **EXPIRES WITH BASE WARRANTY**
RECALL RECALL
730950 W
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00
VERIFIED OVER 1IN OF CLEARANCE BETWEEN HARNESS AND CYLINDER HEAD, NO FURTHER ACTION REQUIRE PER RECALL 15671
****

E** 15116 HOOD STRICKER CORROSION/FRACTURE
RECALL RECALL
730950 W
1 23390992 8080T STRIKER KIT (N/C)
1 WS WARRANTY PARTS (N/C)
(N/C)

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.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold under this invoice are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sales of these products. The disclaimer by the Seller in no way affects the terms of the manufacturer's warranty.

Environmental Charge

A token charge for the recycling and disposal of hazardous wastes generated in association with repairs performed to your vehicle. Equivalent to 12% of the total labor charges, maximum charge $34.26. Working together to keep it clean.

X
Customer Signature

Service Hours
Monday 7:00 am - 5:30 pm
Tuesday 7:00 am - 5:30 pm
Wednesday 7:00 am - 5:30 pm
Thursday 7:00 am - 5:30 pm
Friday 7:00 am - 5:30 pm
Saturday 7:00 am - 12:00 pm
Sunday Closed

PAID
Initials
Date

PAYMENT METHOD
☐ CASH
☐ CHECK #
☐ CREDIT CARD
☐ ACCOUNT REC.
#
☐ OTHER

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

CUSTOMER #: [redacted]

[redacted]

CONWAY, AR [redacted]
HOME:
BUS:
CONT [redacted]
CELL

INVOICE [redacted]

PAGE 2

GWATNEY
BUICK GMC
5700 Landers Road · Sherwood, Arkansas 72117
Telephone: (501) 945-4444
Sales (501) 859-6289 · Service (501) 588-7554
Parts (501) 945-1651
www.gwatneybuickgmc.com

SERVICE ADVISOR: 3300 ROBIN E REGNAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	15	GMC CANYON	1GTG6BE34FT[redacted]		16972/16972	T878

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	PAYMENT	INV. DATE
01JAN15 DD			17:00 01APR16			CASH	01APR16

R.O. OPENED	READY	OPTIONS:
08:24 01APR16	13:50 01APR16	ENG:3.6_Liter_SIDI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

REPLACED HOOD STRIKER PER RECALL 15116, TESTED AND VERIFIED REPAIR

****

GWATNEY BUICK GMC WOULD LIKE TO THANK YOU FOR TRUSTING US WITH YOUR VEHICLE'S REPAIR AND MAINTENANCE. OUR GOAL IS TO MAKE SURE YOU ARE COMPLETELY SATISFIED EVERY SERVICE VISIT. WE ENCOURAGE YOUR FEEDBACK.

Note: Under Hood Cover Broken Tab

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.

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X
Customer Signature

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Tuesday 7:00 am - 5:30 pm
Wednesday 7:00 am - 5:30 pm
Thursday 7:00 am - 5:30 pm
Friday 7:00 am - 5:30 pm
Saturday 7:00 am - 12:00 pm
Sunday Closed

PAID
Initials
Date

PAYMENT METHOD
☐ CASH
☐ CHECK #
☐ CREDIT CARD
☐ ACCOUNT REC.
#
☐ OTHER

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 WORKS Type 1 - Form

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

[redacted]

CELL: [redacted]

[redacted]
CONWAY, AR
[redacted]

ADVISOR: HEATH 90610		TAG NO.: 6053	INVOICE DATE: 05/31/16	
LABOR RATE	LICENSE NO.	MILEAGE: 17,120	COLOR: CARDINAL RE	STOCK NO.: 5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE: 11/28/14	DELIVERY MILES: 17
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]			LING DEALER NO.	PRODUCTION DATE
R.T.S. NO.	R.O. [redacted]		DATE: 04/04/16	
COMMENTS				MO: 17120

LABOR & PARTS----------
J# 1 10GVZ DRIVEABILITY HOURS: TECH(S):2012 240.20$

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	04/05/16	16.60	17.50	0.50	0.00	NON WORKING
2012	04/06/16	7.70	14.70	3.50	0.00	HOLD OTHER
2012	04/25/16	8.40	17.50	4.60	0.00	NON WORKING
2012	04/26/16	7.70	9.40	0.90	0.00	FINISHED
2012	05/24/16	0.00	3.00	0.00	3.00	OVERRIDE IN INVOICING
2012	05/24/16	10.20	10.20	0.00	0.00	START OLH
2012	05/24/16	10.20	12.10	1.90	0.00	FINISH OLH
2012	05/24/16	12.10	14.40	2.30	0.00	HOLD OTHER
2012	05/25/16	7.70	10.00	1.20	0.00	HOLD OTHER
2012	05/25/16	17.50	17.50	0.00	0.00	FINISHED
2012	05/26/16	13.70	13.70	0.00	0.00	FINISHED
		TOTAL TECH TIME		14.90	3.00	

C/S CHECK ENGINE LIGHT ON. NO CRANK INTERMITTENTLY
NO COMMUNICATION ON HIGH SPEED LINE. CODES AS FOLLOWS.U0102
U0100,U0101,U0100,U0140,U0121,U0109,U0013,P096E,STORED HIST.
INTERMITTANT LOSS OF COMM ISSUE CASE 8-2009828011 CHECKED
FOUND CAUSE TO BE LOOSE TERM TENSION AT TCCM PIN 8 ckt 2501
GRID LOC H6 ON 3925920
WAS ADVISED TO INSPECT EBCM CONNECTOR ALL OK ALSO CHECKED
GROUNDS AND CONNECTORS PER PIT 5474A,5423A,5414B ALL OK
ENGINEER HELPED LOCATE INTERMITTANT CONNECTION ISSUE REPLACE
PIN TO RESOLVE CONTACT ISSUE.ALSO NOTED PRNDL DARK NOT
SHOWING CURRENT GEAR WHEN NO START ISSUE PRESENT.REQUEST
CLOCK OLH TIME FOR FINDING AND REPAIRING ISSUE
SER MANAGER OLH. 2.5 HRS WHILE WORKING WITH FSE DAVID BARNS
USING BUFFOLO BOX FOR DIAG
LABOR OP 5430840 .5
XXXXXXXXXXXXXXXXX

JOB # 1 TOTAL LABOR & PARTS 240.20

COMMENTS----------
DROP OFF
LOANER 6GT7891

R/O TAX 0.00
R/O TOTALS 240.20

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
[redacted]	240.20
CLAIM TOTALS	240.20

APPROVED BY SIGNATURE

WARRANTY DISCLAIMER
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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company ERWINTINVE
ER618081 Q (05/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR HEATH 90610	TAG NO. 6053	INVOICE DATE 05/31/16	INV PI [redacted]	
CONWAY, AR [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 17,120	COLOR CARDINAL RE	STOCK NO. 5GT5909
[redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE 11/28/14	DELIVERY MILES 17
	VEHICLE I.D. NO. 1GTG6BE34F1 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.O. NO.	P.O.		RO. DATE 04/04/16	
	COMMENTS				MO: 17120

DCS AUDIT SLIP

JOB CA[redacted]

VIN	1GTG6BE34F[redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/04/2016
ODOMETER	17120	SERVICE ADVISOR GMIN	885025863
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		997139-1	001290356966	0004

JOB COMPLETION DATE: 05/26/2016
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS	OTHER
5430840	.5	2.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0321
COMPLAINT DESCRIPTION: C/S CHECK ENGINE LIGHT ON. NO CRANK INTERMITTENTLY

CAUSE CODE: 6579
CAUSE DESCRIPTION: NO COMMUNICATION ON HIGH SPEED LINE. CODES AS FOLLOWS.U0 102 U0100,U0101.U0100,U0140,U0121,U0109,U0013,P096E,STORED HIST. INTERMITT MITTANT LOSS OF COMM ISSUE CASE 8-2009828011 CHECKED FOUND CAUSE TO BE LOO LOOSE TERM TENSION AT TCCM PIN 8 ckt 2501 GRID LOC H6 ON 3925920

CORRECTION DESCRIPTION: WAS ADVISED TO INSPECT EBCM CONNECTOR ALL OK ALSO C HECKED GROUNDS AND CONNECTORS PER PIT 5474A,5423A,5414B ALL OK ENGINEER HE R HELPED LOCATE INTERMITTANT CONNECTION ISSUE REPLACE PIN TO RESOLVE CONTA ONTACT ISSUE.ALSO NOTED PRNDL DARK NOT SHOWING CURRENT GEAR WHEN NO START ART ISSUE PRESENT.REQUEST CLOCK OLH TIME FOR FINDING AND REPAIRING ISSUE S UE SER MANAGER OLH. 2.5 HRS WHILE WORKING WITH FSE DAVID BARNS USING BUFFO UFFOLD BOX FOR DIAG LABOR OP 5430840 .5 XXXXXXXXXXXXXXXXX

SERVICE MANAGEMENT AUTHORIZATION CODE: E
REASON FOR AUTHORIZATION: olh for extensive diag with field engineer

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	240.20	0.00	240.20
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	240.20	0.00	240.20

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company (BRAINTRAVE SF019091 C (09/10)

P.031/039

(FAX)

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com

STATE REG# F212

SERVICE HISTORY

CELL: 870-351-8223

DATE	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/04/16	17120	90610	2012	W	10CVZ	DRIVEABILITY
			2012	I	10CVZ99P	INSPECTION REPORT
11/04/15	12833	4969	2012	I	51CVZ	*BODY ELECTRICAL
			2012	I	51CVZ99P	INSPECTION REPORT
10/30/15	12814	4969	260817	W	61CVZ	*EXTERIOR TRIM
			260817	I	61CVZ99P	INSPECTION REPORT

SERVICE

SALESPERSON NO. 97173 RICKEY PEARCE

VEHICLE ID NO. 1GTG6BE3[redacted]

CONWAY, AR[redacted]

YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB

STOCK NO.: 5GT5909

LICENSE NO.:

CUSTOMER NO.: 1228583

SERVICE CONTRACT:

DELIVERY DATE: 11/28/14

DELIVERY MILES: 17

SELLING DEALER NO.: 5

08/29/16

COLOR: CARDINAL RED/BLAC

CONTRACT NO.:

EXPIRATION DATE:

EXPIRATION MILES:

TAG NO.: 6143

TURBO	M / MC	AIR COND.	PS	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	F0ZZ				26,325	4969	

TIME RECEIVED: 07:55am

LABOR RATE:

DATE / TIME PROMISED: 09/01/16 12:42pm

PRIORITY: 45

APPOINTMENT: [redacted] [X]

ADVISOR: TONY WALL

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 [redacted] be responsible for loss or theft or other cause beyond [redacted] on the above vehicle to [redacted] the above-vehicle on [redacted] pecting such vehicle.

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED?

☐ Yes ☐ No

JCB

COMMENTS :
870-351-8223

1 W 46CVZ *STEERING/SUSPENSION
CUSTOMER STATES SERVICE WARNINGS COMING UP,POWER STE[redacted]
DRIVE WITH CARE(POWER STEERING INOP)STABILITRAC

2 W 20CVZ *A/C & HEATING
CUSTOMER STATES HEATER INOP

3 C 00CVZ8 *GAS OIL & FILTER SV
PERFORM OIL & FILTER SERVICE:
REPLACE ENGINE OIL & FILTER
CHECK & TOP OFF ALL FLUID LEVELS
INSPECT BELTS & HOSES
INSPECT LIGHTS & HORN
INSPECT STEERING COMPONENTS
INSPECT SUSPENSION COMPONENTS
CHECK & ADJUST TIRE PRESSURE
INSPECT TIRES FOR WEAR AND DAMAGE

4 C 00CVZ99P INSPECTION REPORT
PERFORM 27 POINT MULTI-POINT INSPECTION

5 W Recall # 27620

CALL WHEN VEHICLE IS READY

☐ YES ☐ NO

[redacted]

THANK YOU WE APPRECIATE YOUR BUSINESS!

☐ This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.
THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.

N - NEW U - USED R - REBUILT

10/06/2016 19:53



www.crainteam.com

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]

[redacted]

CONWAY, AR [redacted]

[redacted]

CEL [redacted]

ADVISOR: DANNY MANION 77999	TAG NO.: 6143	INVOICE DATE: 09/27/16			
LABOR RATE	LICENSE NO.	MILEAGE: 26,325	COLOR: CARDINAL RE	5GT5909	
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE: 11/28/14	DELIVERY MILES: 17		
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]		DEALER NO.	PRODUCTION DATE		
R.T.E. NO.	A[redacted]	08/29/16			

COMMENTS

MO: 26326

J# 1 45CVZ *STEERING/SUSPENSION HOURS: TECH(S):2012 8.70

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/09/16	10.50	17.50	4.40	0.00	NON WORKING
2012	09/13/16	7.60	17.50	9.30	0.00	NON WORKING
2012	09/14/16	7.60	8.00	0.20	0.00	FINISHED
2012	09/14/16	0.00	0.30	0.00	0.30	FINISHED
		TOTAL TECH TIME		13.90	0.30	

CUSTOMER STATES SERVICE WARNINGS COMING UP,POWER STEERING
DRIVE WITH CARE(POWER STEERING INOP)STABILITRAC
HISTORY STEERING SENSOR CODE, HISTORY ONLY ALL WORKING AS
DESIGNED AT THIS TIME. ADVISE TO RETURN WHEN LIGHT IS ON AND
ISSUE IS PRESENT.
3
TEST DROVE SEVERAL MILES OVER SEVERAL DAYS ALSO HAD SHOP
FOREMAN QC TEST DRIVE. WAS ADVISED TO RETURN TO CUSTOMER

JOB # 1 TOTAL LABOR & PARTS 8.70

J# 2 20CVZ *A/C & HEATING HOURS: 0.30 TECH(S):2012 28.82

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/08/16	7.70	17.50	5.00	0.00	NON WORKING
2012	09/09/16	7.60	7.60	0.00	0.00	FINISHED
2012	09/09/16	0.00	0.00	0.00	0.00	FINISHED
2012	09/15/16	0.00	0.00	0.00	0.30	ENTERED IN INVOICING
		TOTAL TECH TIME		5.00	0.30	

CUSTOMER STATES HEATER INOP
TEMP VALVE CRACKED
SEE DOC 4480680
INSTALLED CLAMP ON TEMP VALVE TO PREVENT FUTURE FAILURES

JOB # 2 TOTAL LABOR & PARTS 28.82

J# 5+35CVZ RECALLS/CAMPAIGN HOURS: 0.20 TECH(S):2012 19.22
Added Operation (TONYW @ 08/29/2016 12:12)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/09/16	7.60	10.50	1.60	0.00	FINISHED
2012	09/09/16	0.00	0.20	0.00	0.20	FINISHED
		TOTAL TECH TIME		1.60	0.20	

PERFORM RECALL #27620 INCORRECT TRAILER HITCH
INSPECT ONLY NO REPAIR NEEDED

JOB # 5 TOTAL LABOR & PARTS 19.22

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	CP	PBG SERVICE COUPON DISCOUNT		-8.70
			TOTAL - MISC	-8.70

COMMENTS [redacted]

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AUTHORIZED SIGNATURE

(CONTINUED ON NEXT PAGE) 12:43pm

The Reynolds and Reynolds Company ERAINTINVS SF8180911.Q (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR
[redacted]

CELL [redacted]

ADVISOR	TAG NO.	INVOICE DATE
DANNY MANION 77999	6143	09/27/16

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		26,325	CARDINAL RE	5GT5909

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB	11/28/14	17

VEHICLE I.D. NO.	DEALER NO.	PRODUCTION DATE
1 G T G 6 B E 3 4 F 1 [redacted]		

P. T. E. NO.	R.O.	DATE
		08/29/16

COMMENTS

MO: 26326

R/O TAX 0.00
R/O TOTALS 48.04

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	0.00
	28.82
	19.22
CLAIM TOTALS	48.04

APPROVED BY SIGNATURE

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]
12:43pm

The Reynolds and Reynolds Company ERAINTRVE SF019091 © (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR [redacted]
[redacted]

CELL [redacted]

ADVISOR		TAG NO.	INVOICE DATE
DANNY MANION 77999		6143	09/27/16
LABOR RATE	LICENSE NO.	MILEAGE	COLOR / STOCK NO.
		26,325	CARDINAL RE / 5GT5909
YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB		11/28/14	17
VEHICLE I.D. NO.		G DEALER NO.	PRODUCTION DATE
1 G T G 6 B E 3 4 F 1 [redacted]			
F.T.E. NO.	P.O.	ATE	
		08/29/16	
COMMENTS			

MO: 26326

DCS AUDIT SLIP---------- [redacted] ----------

JOB CARD [redacted]

VIN	1GTG6BE34F1 [redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/29/2016
ODOMETER	26325	SERVICE ADVISOR GMIN	428815896
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		113605-1		

JOB COMPLETION DATE: 09/14/2016
TECHNICIAN GMIN: 946572667

LABOR OPERATION BASE HOURS
0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT DESCRIPTION: CUSTOMER STATES SERVICE WARNINGS COMING UP,POWER STE ERING DRIVE WITH CARE(POWER STEERING INOP)STABILITRAC

CAUSE DESCRIPTION: HISTORY STEERING SENSOR CODE. HISTORY ONLY ALL WORKING A S DESIGNED AT THIS TIME. ADVISE TO RETURN WHEN LIGHT IS ON AND ISSUE IS PR S PRESENT. 3

CORRECTION DESCRIPTION: TEST DROVE SEVERAL MILES OVER SEVERAL DAYS ALSO HAD SHOP FOREMAN QC TEST DRIVE. WAS ADVISED TO RETURN TO CUSTOMER

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
-8.70						
8.70	NIM					

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	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	0.00	0.00	0.00

WARRANTY DISCLAIMER

The warranties on these parts are the manufacturer's. The CRAIN AUTOMOTIVE TEAM Dealership disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. The CRAIN AUTOMOTIVE TEAM Dealership doesn't assume nor authorize any person to assume any liability in connection with the sale of these parts. This disclaimer in no way affects the terms of the manufacturer's warranty.

IN CASE OF FIRE, THEFT OR ANY OTHER SITUATION BEYOND OUR CONTROL, WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ITEMS LEFT IN VEHICLES.

Shop Supplies and Environmental Disposal Charges

A charge equal to 10% of the value of total labor charges is due for all repairs. Applicable supply items which are included in the charge include fasteners, cleaners, chemicals, solvents, lubricants, certain sealers, rags, towels and other expendable items which are not otherwise specifically itemized on your invoice. Environmental Disposal charges are to offset the cost of managing, storing and disposing of wastes in accordance with local, state and federal laws. The actual value of these items used in your repair may be more or less than the value you are charged.

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

AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company (GRAINTINVE SF819091 O (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]

[redacted]
CONWAY, AR [redacted]

[redacted]

CE[redacted]

ADVISOR: DANNY MANION 77999	TAG NO.: 6143		INVOICE DATE: 09/27/16	
LABOR RATE	LICENSE NO.	MILEAGE: 26,325	COLOR: CARDINAL RE	STOCK NO.: 5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE: 12/28/14	DELIVERY MILES: 17
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]			DEALER NO.	PRODUCTION DATE
R.T. E. NO.	P.O. NO.		R.O. DATE: 08/29/16	
COMMENTS				

MO: 26326

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F1[redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/29/2016
ODOMETER	26325	SERVICE ADVISOR GMIN	428815896
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		113605-2	001304739646	0002

JOB COMPLETION DATE: 09/15/2016
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
4480398	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0790
COMPLAINT DESCRIPTION: CUSTOMER STATES HEATER INOP

CAUSE CODE: 6061
CAUSE DESCRIPTION: TEMP VALVE CRACKED SEE DOC 4480680

CORRECTION DESCRIPTION: INSTALLED CLAMP ON TEMP VALVE TO PREVENT FUTURE FAI LURES

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	28.82	0.00	28.82
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	28.82	0.00	28.82

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]
12:43pm

The Reynolds and Reynolds Company ERAINTINVE
SP010091 Q (08/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR [redacted]
[redacted]

CELL: [redacted]

ADVISOR: DANNY MANION 77999	TAG NO.: 6143	INVOICE DATE: 09/27/16		
LABOR RATE	LICENSE NO.	MILEAGE: 26,325	COLOR: CARDINAL RE	5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE: 11/28/14	DELIVERY MILES: 17	
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]		DEALER NO.	PRODUCTION DATE	
P.T.E. NO.	P.O. [redacted]	E 08/29/16		
COMMENTS				

MO: 26326

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F1 [redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/29/2016
ODOMETER	26325	SERVICE ADVISOR GMIN	428815896
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
5	W	ZFAT		113605-5	001304739717	0002

JOB COMPLETION DATE: 09/09/2016
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
9102215	0.2

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: INSPECT ONLY NO REPAIR NEEDED

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	19.22	0.00	19.22
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	19.22	0.00	19.22

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company BRAINTRUST
BF619091 Q (09/10)

P.037/039

(FAX)

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com

STATE REG# F212

SERVICEHISTORY

CELL: 870-351-8223

DATE	[redacted]	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/29/16		26325	77999	2012	W	45CVZ	*STEERING/SUSPENSION
				2012	W	20CVZ	*A/C & HEATING
				4654	C	00CVZ6	*GAS OIL & FILTER SV
				4654	C	00CVZ99P	INSPECTION REPORT
				2012	W	35CVZ	RECALLS/CAMPAIGN
04/04/16		17120	90610	2012	W	10CVZ	DRIVEABILITY

SERVICE

SALESPERSON NO. 97173 RICKEY PEARCE

VEHICLE ID NO. 1GTG6BE34F1[redacted]

CONWAY, AR

[redacted]

YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB

STOCK NO.: 5GT5909

LICENSE NO.: [redacted]

SERVICE CONTRACT

DELIVERY DATE: 11/28/14

DELIVERY MILES: 17

SELLING DEALER NO.: 5

09/24/16

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO.: 4910

CARDINAL RED/BLAC

TURBO	M / MC	AIR COND.	PS	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	FOZZ				26,498	4969	

TIME RECEIVED: 11:52am

LABOR RATE

DATE / TIME PROMISED: 09/28/16 11:18am

PRIORITY: 3

APPOINTMENT: [ ]

[X]

ADVISOR: TONY WALL

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 of parts or repairs or by strikes, accidents or any cause beyond your control. You are authorized to operate the vehicle for the purpose of testing and inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. You are not responsible for the loss of or damage to any property left in the vehicle. You are authorized to return replaced parts to me unless I request them before the work is started. I agree to pay for all repairs, whether authorized by me or my agent, unless otherwise agreed in writing. I agree to pay all charges for repairs and storage of the vehicle, whether or not the vehicle is sold, abandoned or destroyed. I agree to pay all charges for repairs and storage of the vehicle, whether or not the vehicle is sold, abandoned or destroyed.

[redacted]

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED?

[ ] Yes [ ] No

[ ] This vehicle received without face to face customer contact.

SIGNATURE

JOB

COMMENTS :
SALES LOANER 870-351-8223

1 W * 45CVZ *STEERING/SUSPENSION
C/S VEHICLE LOSING POWER STEERING, TRACK CONTROL AND STABILITRAK MESSAGE COMING ON. HAVE CODES ON HARD CARD

2 I * 45CVZ99P INSPECTION REPORT
PERFORM 27 POINT MULTI-POINT INSPECTION

CALL WHEN VEHICLE IS READY

[ ] YES [ ] NO

THANK YOU WE APPRECIATE YOUR BUSINESS!

RECOMMENDEDSERVICES

OPERATION	OPERATION DESCRIPTION	DO / MI	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED.THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION.YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.
THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.

N - NEW U - USED R - REBUILT

10/06/2016 19:56

10/06/2016 19:56 (FAX)



www.crainteam.com

CRAIN Buick GMC

[redacted]

710 South Amity Rd. • Conway, Arkansas 7
(501) 329-6825 Business • (501) 329-9127

BUICK GMC

CUSTOMER NO. [redacted]

[redacted]

CONWAY, AR

[redacted]

ADVISOR		TAG NO.	INVOICE DATE
TONY WALL 4969		4910	09/29/16
LABOR RATE	LICENSE NO.	MILEAGE	COLOR
		26,498	CARDINAL RE 5GT5909
YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB		11/28/14	17
VEHICLE I.D. NO.		NG DEALER NO.	PRODUCTION DATE
1GTG6BE34F1 [redacted]			
R.T.E. NO.	P.O	ATE	
		09/24/16	
COMMENTS			

MO: 26498

LABOR & PARTS----------

J# 1 45CVZ *STEERING/SUSPENSION HOURS: 2.40 TECH(S):2012 256922 230.59

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/28/16	15.60	15.80	0.20	0.00	FINISHED
2012	09/28/16	0.00	1.70	0.00	1.70	FINISHED
256922	09/28/16	0.00	0.00	0.00	0.70	ENTERED IN INVOICING
			TOTAL TECH TIME	0.20	2.40	

C/S VEHICLE LOSING POWER STEERING, TRACK CONTROL AND
STABILITRAK MESSAGE COMING ON. HAVE CODES ON HARD CARD
C0545 TORQUE SENSOR
TEST AND REPLACED POWER STEERING RACK. ALSO TECH 256922
ADJUSTED TOE AND STEERING ANGLE
.7 8070012 FOR TECH 256922 AND 7421770 1.7 FOR 2012

PARTS----

	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	23353848	GEAR 6.508	783.08	783.08	1036.31	1036.31
JOB # 1	-1	23353848	CORE RETURN	150.00	-150.00	150.00	-150.00
			JOB # 1 COST TOTAL		633.08		
					JOB # 1 TOTAL PARTS		886.31
				JOB # 1 TOTAL LABOR & PARTS			1116.90

COMMENTS----------
SALES LOANER 870-351-8223

R/O TAX	0.00
R/O TOTALS	1116.90

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	.... TOTAL....
[redacted]	1116.90
CLAIM TOTALS	1116.90

APPROVED BY SIGNATURE

WARRANTY DISCLAIMER

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company BRAINTREE SF619091 Q (09/16)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
710 South Amity Rd. • Conway, Arkansas
(501) 329-6825 Business • (501) 329-912

BUICK GMC

[redacted]

CUSTOMER NO. [redacted]	ADVISOR TONY WALL 4969	TAG NO. 4910	INVOICE DATE 09/29/16	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 26,498	COLOR CARDINAL RE 5GT5909
CONWAY, AR [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE 11/28/14	DELIVERY MILES 17
[redacted]	VEHICLE I.D. NO. 1GTG6BE34F1 [redacted]		ING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O.	DATE 09/24/16	
	COMMENTS			MO: 26498

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F1 [redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/24/2016
ODOMETER	26498	SERVICE ADVISOR GMIN	386218910
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		115061-1	001305204109	0002

JOB COMPLETION DATE: 09/28/2016
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
7421770	2.4

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0621
COMPLAINT DESCRIPTION: C/S VEHICLE LOSING POWER STEERING, TRACK CONTROL AND STABILITRAK MESSAGE COMING ON. HAVE CODES ON HARD CARD

CAUSE CODE: 6061
CAUSE DESCRIPTION: C0545 TORQUE SENSOR

CORRECTION DESCRIPTION: TEST AND REPLACED POWER STEERING RACK. ALSO TECH 25 6922 ADJUSTED TOE AND STEERING ANGLE .7 8070012 FOR TECH 256922 AND 742177 21770 1.7 FOR 2012

CAUSAL PART: 23353848

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
23353848	1	633.08			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	253.23		
PARTS	633.08	0.00	886.31
LABOR	230.59	0.00	230.59
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	1116.90	0.00	1116.90

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

WARRANTY DISCLAIMER

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF619091 Q (09/16)

Wanda Harden (C)

From: Wanda Harden (C)
Sent: Tuesday, October 11, 2016 1:41 PM
To: Rich Henderson
Subject: RE: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted] Crain Buick GMC, BAC: 188183, Customer: [redacted], SR#[redacted]

Rich,

I spoke to the customer today to offer the CBGC Protection Plan. The customer stated that he went on and filed a lemon law claim yesterday.

Wanda Harden
General Motors
Early Response Team
Warren Customer Engagement Center
Phone: (866) 522 - 0500 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Rich Henderson
Sent: Monday, October 10, 2016 11:05 AM
To: Wanda Harden (C)
Subject: RE: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted], Crain Buick GMC, BAC: 188183, Customer: [redacted]

Hey Wanda,
That would be a Great Idea!! Thank You & Have a Great Week!!

Richard W. Henderson
District Manager of Aftersales - Buick / GMC
South Central Region
Mobile [redacted]
Fax: (806) 783-8781
Email: rich.henderson@gm.com

Yesterday is History. Tomorrow is a Mystery. Today is a Gift. That's why it's called the **Present**.

From: Wanda Harden (C)
Sent: Monday, October 10, 2016 9:50 AM
To: Rich Henderson <rich.henderson@chevrolet.com>
Subject: RE: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted] Crain Buick GMC, BAC: 188183, Customer: [redacted]

Thanks for the response. Do you support offering the customer a 60 month/75,000 miles CBGC Protection Plan instead?

Wanda Harden
General Motors
Early Response Team
Warren Customer Engagement Center
Phone: (866) 522 - 0500 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

From: Rich Henderson
Sent: Monday, October 10, 2016 10:27 AM
To: Wanda Harden (C)
Cc: Jerry Hansen (Crain Buick Gmc); J Castleberry (Crain Buick Gmc)
Subject: RE: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted], Crain Buick GMC, BAC: 188183, Customer: [redacted]

Hey Wanda,
We were attempting to do a trade exchange with this customer however due to filing bankruptcy & low credit score makes this an impasse. Thank You & have a Great Day!!

Richard W. Henderson
District Manager of Aftersales - Buick / GMC
South Central Region
Mobile [redacted]
Fax: (806) 783-8781
Email: rich.henderson@gm.com



Yesterday is History. Tomorrow is a Mystery. Today is a Gift. That's why it's called the **Present**.

From: Wanda Harden (C)
Sent: Monday, October 10, 2016 8:36 AM
To: Rich Henderson <rich.henderson@chevrolet.com>
Subject: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted], Crain Buick GMC, BAC: 188183, Customer: [redacted]

Rich,

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

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Crain Buick GMC

BAC: 188183

Dealership Contact: Jerry Hansen

VIN: 1GTG6BE34F1[redacted]

Automobile: 2015 GMC Canyon

Mileage: 26,500

Case Origination description: Repurchase request

Summary of vehicle condition/situation: The customer states the vehicle has had multiple repairs to the heat and power steering. The customer states the vehicle has been returned to the dealership for service multiple times for repairs lasting over days. The customer is requesting a trade repurchase.

Attachment: Case Assessment

Thank you for your assistance and prompt attention in this matter.

Sincerely,

Wanda Harden
General Motors
Early Response Team
Warren Customer Engagement Center
Phone: (866) 522 - 0500 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com





Wanda Harden (C)

From:	Wanda Harden (C)
Sent:	Wednesday, October 05, 2016 1:31 PM
To:	'jerryhansen@crainteam.net'
Cc:	'dannymanion@crainteam.net'
Subject:	ACTION REQUIRED WITHIN 24 HOURS / ER Case, VIN: 1GTG6BE34F1[redacted] Crain Buick GMC, BAC: 188183, Customer: [redacted]

Jerry & Danny,

The Early Response Team has been in touch with this customer. Mr. [redacted] has indicated that he has previously contacted your dealership for this issue. Below are details about the customer and their case.

- VIN: 1GTG6BE34F1[redacted]
- Mileage: 26,000
- SR Number: [redacted]
- Customer Last Name: [redacted]
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]
- Summary of Concern: The customer states the vehicle has had multiple repairs related to heating and power steering failure. The customer states the vehicle has been returned to the dealership for service a total of 9 times lasting a total of 108 days. The customer is requesting a trade repurchase.

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 Thursday 10/6/2016 with the below identified information so we can begin addressing these concerns and formulating the necessary steps to resolution.

- Repair orders and technician notes
- Sales document

Thank you for your assistance and prompt attention in this matter.

Sincerely,

Wanda Harden
General Motors
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Warren Customer Engagement Center
Phone: (866) 522 - 0500 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE


GMC

Wanda Harden (C)

From: Rich Henderson
Sent: Monday, October 10, 2016 11:05 AM
To: Wanda Harden (C)
Subject: RE: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted], Crain Buick GMC, BAC: 188183, Customer: [redacted]

Hey Wanda,
That would be a Great Idea!! Thank You & Have a Great Week!!

Richard W. Henderson
District Manager of Aftersales - Buick / GMC
South Central Region
Mobile [redacted]
Fax: (806) 783-8781
Email: rich.henderson@gm.com

Yesterday is History. Tomorrow is a Mystery. Today is a Gift. That's why it's called the **Present**.

From: Wanda Harden (C)
Sent: Monday, October 10, 2016 9:50 AM
To: Rich Henderson <rich.henderson@chevrolet.com>
Subject: RE: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted] Crain Buick GMC, BAC: 188183, Customer: [redacted]

Thanks for the response. Do you support offering the customer a 60 month/75,000 miles CBGC Protection Plan instead?

Wanda Harden
General Motors
Early Response Team
Warren Customer Engagement Center
Phone: (866) 522 - 0500 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Rich Henderson
Sent: Monday, October 10, 2016 10:27 AM
To: Wanda Harden (C)
Cc: Jerry Hansen (Crain Buick Gmc); J Castleberry (Crain Buick Gmc)
Subject: RE: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted] Crain Buick GMC, BAC: 188183, Customer: [redacted]

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From: Wanda Harden (C)
Sent: Monday, October 10, 2016 8:36 AM
To: Rich Henderson <rich.henderson@chevrolet.com>
Subject: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted] Crain Buick GMC, BAC: 188183, Customer: [redacted]

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

Service Request: [redacted]0

Customer Last Name: [redacted]

Involved Dealership: Crain Buick GMC

BAC: 188183

Dealership Contact: Jerry Hansen

VIN: 1GTG6BE34F1[redacted]

Automobile: 2015 GMC Canyon

Mileage: 26,500

Case Origination description: Repurchase request

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Attachment: Case Assessment

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Wanda Harden
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Warren Customer Engagement Center
Phone: (866) 522 - 0500 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

Wanda Harden (C)

From: Wanda Harden (C)
Sent: Monday, October 10, 2016 9:36 AM
To: 'rich.henderson@gm.com'
Subject: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted], Crain Buick GMC, BAC: 188183, Customer: [redacted]
Attachments: [redacted] Case AssessmentCompleted.xlsx

Rich,

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

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Crain Buick GMC

BAC: 188183

Dealership Contact: Jerry Hansen

VIN: 1GTG6BE34F1[redacted]

Automobile: 2015 GMC Canyon

Mileage: 26,500

Case Origination description: Repurchase request

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GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE


GMC

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Cc: Jerry Hansen (Crain Buick Gmc); J Castleberry (Crain Buick Gmc)
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Customer Last Name: [redacted]

Involved Dealership: Crain Buick GMC

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Attachment: Case Assessment

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Early Response Team
Warren Customer Engagement Center
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Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

Wanda Harden (C)

From: Jerry Hansen <jerryhansen@crainteam.net>
Sent: Friday, October 07, 2016 5:13 PM
To: Wanda Harden (C)
Subject: [EXTERNAL] RE: ACTION REQUIRED WITHIN 24 HOURS / ER Case, VIN: 1GTG6BE34F1[redacted], Crain Buick GMC, BAC: 188183, Customer: [redacted], SR# [redacted]0
Attachments: [redacted]pdf

Here are the sale documents you requested. Did you get the service info I sent yesterday?

From: Wanda Harden (C) [mailto:wanda.harden@gm.com]
Sent: Wednesday, October 05, 2016 12:31 PM
To: Jerry Hansen (Crain Buick Gmc) <jerryhansen@crainteam.net>
Cc: Danny Manion (Crain Buick Gmc) <dannymanion@crainteam.net>
Subject: ACTION REQUIRED WITHIN 24 HOURS / ER Case, VIN: 1GTG6BE34F1[redacted], Crain Buick GMC, BAC: 188183, Customer: [redacted]

Jerry & Danny,

The Early Response Team has been in touch with this customer. Mr. [redacted] has indicated that he has previously contacted your dealership for this issue. Below are details about the customer and their case.

- VIN: 1GTG6BE34F1[redacted]
- Mileage: 26,000
- SR Number:[redacted]
- Customer Last Name:[redacted]
- Customer Cell Phone: [redacted]
- Customer Email: [redacted]
- Summary of Concern: The customer states the vehicle has had multiple repairs related to heating and power steering failure. The customer states the vehicle has been returned to the dealership for service a total of 9 times lasting a total of 108 days. The customer is requesting a trade repurchase.

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- Repair orders and technician notes
- Sales document

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Wanda Harden
General Motors
Early Response Team
Warren Customer Engagement Center
Phone: (866) 522 - 0500 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com





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.

CRAIN BUICK GMC
1003 N. MUSEUM ROAD
CONWAY AR 72032

RETAIL PURCHASE ORDER

Stock No. 5GT5909 Date 11/28/14
Sales Consultant RICKEY PEARCE

The undersigned (Purchaser) agrees to purchase the herein described vehicle from the Crain dealership printed above, herein after referred to as "Crain" or "Dealer".

DEAL#: 810921 ☑ New ☐ Other
CUST#: 1228583 ☐ Used Mgr. Intl.

Purchas[redacted]
Address[redacted]
City & State CONWAY AR[redacted]
County [redacted] Phone No. H[redacted]43
Driver's Lic. No. [redacted] Soc. Sec. No. [redacted]
Date of Birth 10/23/1982 CYLINDERS:

VEHICLE PURCHASED

Year 2015 Make GMC
Model CANYON CREW Body CANYON CREW SWB
Color CARDINAL RED Mileage 17
Serial 1GTG6BE34F1[redacted]

THIS VEHICLE SOLD "AS EQUIPPED" UNLESS OTHERWISE STATED BELOW

VERBAL PROMISES BY THE SALES CONSULTANT OR ANY OTHER DEALERSHIP PERSONNEL ARE NOT VALID. ANY PROMISES OR UNDERSTANDINGS NOT SPECIFIED HEREIN IN WRITING ARE HEREBY WAIVED AND THE SAME SHALL IN NO MANNER CONSTITUTE A PART OF THIS AGREEMENT.

X _____

Additional Equipment, Promises or Terms:

ARKANSAS STATE SALES TAX IS NOT INCLUDED
OR FINANCED IN THIS TRANSACTION

X _____

Vehicle Selling Price	$ 36047.00
Total Additional Equipment & Dealer Charges	N/A
"A SERVICE AND HANDLING FEE IS NOT AN OFFICIAL FEE. A SERVICE AND HANDLING FEE IS NOT REQUIRED BY LAW BUT MAY BE CHARGED TO THE CUSTOMER FOR PERFORMING SERVICES AND HANDLING DOCUMENTS RELATING TO THE CLOSING OF A SALE OR LEASE. THE SERVICE AND HANDLING FEE MAY RESULT IN PROFIT TO THE DEALER. THE SERVICE AND HANDLING FEE DOES NOT INCLUDE PAYMENT FOR THE PREPARATION OF LEGAL DOCUMENTS. THIS NOTICE IS REQUIRED BY LAW." SERVICE AND HANDLING	129.00
	N/A
Total Vehicle Selling Price Including Service & Handling Fee	36176.00
Lien Fee	N/A
License & Title	N/A
County Tax	N/A
State Tax	N/A
Other Tax	N/A
TOTAL CASH PRICE	$ 36176.00

TRADE-IN: In consideration of the amount of the trade-in allowance stated below, all of purchaser's right, title and interest in is hereby assigned, sold, and conveyed to **Crain**. Purchaser is to execute all documents necessary to transfer certificate of title.

Cash	Receipt No	Check-Name of Bank

Cash Down	$ N/A	
TRADE ALLOWANCE	4176.00	
UPON VERIFICATION PURCHASER AGREES TO PAY AMOUNT EXCEEDING THIS FIGURE — Balance Owed	N/A	
Trade-In Equity		4176.00
Other (Rebate, Etc.)		N/A
Additional Cash	$	N/A
Total Cash and Net Trade-In Allowance		4176.00
Remaining Cash Balance Due		$ 32000.00

Pay Off Owed To
Address
Yr 1999 Make CHEVROLET TRUC[redacted] Model [redacted]LVERAD Color PEWTER
Lic. No. Ser. No. 1GCEK14T6XZ[redacted] Mileage 177000
Pay Off Good Til Acct. N[redacted]
Quoted By Verified By Title
in File

Purchaser agrees that the payoff amount(s) contained herein on Purchaser's trade-in(s) has been supplied by the Purchaser or by the finance company or bank and is valid for twenty days or more from today. In the event the actual payoff amount(s) is higher than reflected herein, Purchaser shall promptly reimburse Crain any amount Crain is required to pay above the payoff amount(s) quoted herein. Any savings due to payoff earlier than 20 days shall accrue to Crain. Overallowance on Purchaser's Trade-In(s) in the amount of $ N/A is included in Vehicle Selling Price.

Signatu[redacted]

CUSTOMER represents and warrants that the trade-in vehicle does not nor has it ever had a certificate of title showing any of the following designations: "DAMAGED", "SALVAGED", "WATER DAMAGED", "RECONSTRUCTED", "REBUILT", or any similar designation. PURCHASER further agrees that in the event an abstract of the trade-in certificate of title reflects one of the above designations, the PURCHASER will reimburse Crain for any loss Crain may sustain as a result of such designation.

Signature: X[redacted]

ALL DEALS SUBJECT TO FINANCE APPROVAL UPON COMPLETION OF CHECKING MY CREDIT BY THE FINANCE COMPANY OR BANK, I AGREE TO RETURN THIS VEHICLE TO CRAIN, IF FOR ANY REASON MY CREDIT IS DENIED.

Signature: X[redacted]

Purchaser, by signing below, acknowledges that purchaser has examined this document, as well as the provisions on the reverse side, [redacted] purchaser's questions. Further, purchaser acknowledges purchaser's understanding that the printed terms upon the reverse of this doc[redacted] incorporated into the terms thereof in the same manner as if the terms appeared on the face of this document.

DISCLAIMER OF WARRANTIES: The seller, Crain, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for any particular purpose, and Crain neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

NOTICE TO PURCHASER:
This is a contract to purchase the herein described property, when accepted by **Crain**. Immediately upon acceptance, purchaser agrees to execute any further documents necessary to transfer title. The vehicle described herein is sold "as is" and no warranties or character, either express or implied, are made concerning the property, other than the usual printed manufacturer's warranties which are to be delivered with the vehicle.

The above, together with th[redacted] 4 hereof comprises the entire agreement pertaining to this purchase and no other agreement of any kind, verbal *understanding, oral promises[redacted]se whatsoever will be recognized.* The undersigned Purchaser and Co-Purchaser if any agree to purchase the vehicle listed herein for the p[redacted]s and conditions set forth in this Retail Purchase Order.

Purchaser's Signature [redacted]

Co-Purchaser's Signature _____ Accepted by: [redacted]

Continued on Page 2

Dealership:

CRAIN BUICK GMC
1003 N. MUSEUM ROAD
CONWAY AR 72032

BILL OF SALE

DEAL [redacted]

DATE 11/28/2014

STOCK NO. 5GT5909

SALESMAN RICKEY PEARCE

SOLD T[redacted]

ADDRES[redacted] CONWAY AR [redacted] [redacted]

NEW or USED	MAKE OF VEHICLE	YEAR	MODEL & BODY TYPE	SERIAL NO.
NEW	GMC	2015	CANYON CREW CANYON CREW SWB	1GTG6BE34F1[redacted]

ODOMETER 17

CASH DELIVERY PRICE OF MOTOR VEHICLE	+	36047.00
SERVICE AND HANDLING FEE	+	129.00
TRADE-IN ALLOWANCE 1999 CHEVROLET SILVERADO 1GCEK14T6X2[redacted]		4176.00
TRADE-IN PAYOFF OWED TO:		N/A
NET TRADE-IN ALLOWANCE	-	4176.00
CASH, CHECKS AND /OR CANCELLATIONS PAID TO DEALER AS DOWN PAYMENT	-	N/A
MANUFACTURER REBATES APPLIED TOWARD PURCHASE	-	N/A
EXTENDED SERVICE CONTRACT PREMIUM	+	2116.00
CLASSIC FINISH PROTECTION	+	N/A
PROTECTION PLUS ANTI-THEFT PROTECTION	+	N/A
ROAD HAZARD TIRE PROTECTION	+	N/A
DING SHIELD PROTECTION	+	N/A
CAR CARE SERVICE PLAN	+	N/A
GAP INSURANCE PREMIUM	+	N/A
CREDIT LIFE AND/OR CREDIT DISABILITY INSURANCE PREMIUM	-	N/A
SALES TAX AMOUNT FINANCED IN LOAN	+	N/A
FEES FINANCED IN LOAN	+	N/A
TOTAL AMOUNT FINANCED BY: JPMORGAN CHASE BANK NA (PRIME)		34116.00
FINANCE CHARGES	+	6969.75
TOTAL TIME PRICE		41085.75

MEMO: TOTAL TAXABLE PURCHASE AMOUNT 34116.00

SELLE[redacted] BUYER _____

PAYME[redacted] FOR 75 MONTHS

DISCLAIMER OF WARRANTY

All warranties on this vehicle are the manufacturer's. The Dealership hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. The Dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle. This disclaimer by the selling Dealership in no way affects the terms of the manufacturer's warranty. Any exceptions to the above disclaimer must be noted on the vehicle buyer's order.

This is to certify that this invoice is correct. In testimonial whereof I have hereunder set my hand and official seal on this 28th day of NOVEMBER 2014

My commission Expires _____

TRUE COPY

NOTARY PUBLIC

CHASE

[redacted]ORY NOTE AND SECURITY AGREEMENT - CONSUMER PAPER

Borrower Nam[redacted]	Co-Borrower Name:
[redacted]	Address (Include County and Zip Code):
CONWAY AR [redacted]	
Contract Date 1/26/2014	

Lender:

JPMorgan Chase Bank, N.A.
1111 Polaris Parkway
Columbus, Ohio 43240

WHO IS BOUND: You, meaning each person who signs this Note and Security Agreement ("Agreement"), are jointly and severally liable to us for any amount due on it. In this Agreement "we", "us" and "our" mean JPMorgan Chase Bank, N.A.

NATURE OF AGREEMENT: ☐ If this box is checked, this is a simple interest agreement **WITH** a "Balloon Payment" as the last scheduled payment. If this box is not checked, this is a simple interest agreement **WITHOUT** a "Balloon Payment" as the last scheduled payment.

DESCRIPTION OF VEHICLE:

New or Used	Year	Make and Model	Vehicle ID No.	Use For Which Purchased
NEW	2015	GMC CANYON CREW	1GTG6BE34F1[redacted]	XX Personal ____ Business

NAME OF DEALER: RAIN BUICK GMC

e = estimate

FEDERAL TRUTH-IN-LENDING DISCLOSURES:

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.
5.99 %	$ 5969.75 e	$ 34116.00 e	$ 41085.75 e

PAYMENT SCHEDULE: Your payment schedule will be 74 equal payments of $ 547.81 due on the same date of each month starting on 01/12/2015 and one final payment of $ 547.81 due on 03/12/2021 (estimated dates).

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

SECURITY: You are giving us a security interest in the motor vehicle being purchased including any accessories, equipment and replacement parts installed in or on the vehicle (as further described in this Agreement).

LIEN FILING FEE: $ N/A

LATE FEE: If a payment is more than 10 days late, you will be charged 5% of the full amount of the installment due, or $25.00, whichever is greater.

OTHER TERMS: Please read this Agreement for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED

You authorize us to pay the following amounts to the Dealer, other than amounts payable to or retained by us. We do not warrant or guarantee the Dealer's application of these amounts.

(a)	Loan Origination Fee	$ N/A *
(b)	Amount Paid to the Dealer (for the vehicle, including accessories, trade-in, any outstanding balance owed on the trade-in, documentary fees and other fees charged by the dealer)	$ 32000.00
(c)	Fees and Taxes Paid to Governmental Agencies	$ N/A
(d)	Optional GAP and other Debt Cancellation Contracts	$ N/A *
(e)	Credit Insurance Products	$ N/A *
(f)	Service and Maintenance Contracts from FIDELITY WARRANTY SERVICES	$ 2116.00 *
(g)	Extended Warranty from N/A	$ N/A *
(h)	To N/A for N/A	$ N/A *
(i)	To N/A for N/A	$ N/A *
(j)	To N/A for N/A	$ N/A *
(k)	To N/A for N/A	$ N/A *
	Principal Balance	$ 34116.00
	Minus Prepaid Finance Charges (Loan Origination Fee)	$ N/A
	Amount Financed	$ 34116.00

* We and/or the Dealer identified above may retain, or receive, a portion of these amounts.

		GOVERNMENT AGENCY	BY THE BANK

X _____ Borrower's Signature Date

X _____ Co-Borrower's Signature Date

OPTIONAL GUARANTEED AUTO PROTECTION (GAP) COVERAGE AND OTHER DEBT CANCELLATION CONTRACTS: GAP coverage and other Debt Cancellation Contracts listed below are not required to obtain credit. The contract issued for the GAP coverage and/or other Debt Cancellation Contracts will describe the terms and conditions of the coverage in more detail.
By checking the applicable box and signing below, you elect to purchase the GAP coverage and/or other Debt Cancellation Contracts listed below and agree to pay the additional cost for such coverage.

☐ GAP coverage $ N/A *
☐ Other: N/A $ N/A *

Name and address of the Gap Company N/A
Name and address of Other listed above N/A

X _____ Borrower's Signature

X _____ Co-Borrower's Signature

PROMISE TO PAY: You promise to pay us, in installments as shown above, the Principal Balance shown in the Itemization of Amount Financed above, plus a Finance Charge determined as follows: a Loan Origination Fee ("Prepaid Finance Charge") shown in the Itemization of Amount Financed above, and a Finance Charge determined by applying each day to the unpaid amount of the Principal Balance a daily rate of 1/365th (1/366th in a leap year) of the base rate of 5.49 % ("Base Rate"). If a Prepaid Finance Charge has been paid, the Base Rate will be lower than the Annual Percentage Rate. If no Prepaid Finance Charge has been paid, the Base Rate will be equal to the Annual Percentage Rate. You agree that the Finance Charge will start to accrue as of the Contract Date shown above.

BALLOON PAYMENT: IF THIS AGREEMENT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS PARAGRAPH APPLIES. THIS AGREEMENT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY LARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. The paragraph on the reverse side of this Agreement entitled "Balloon Payment Options" applies and the following are the readings and/or charges referred to in the "Balloon Payment Options" paragraph: (1) the maximum allowable odometer reading is N/A ; (2) the charge per excess mile over the maximum allowable mileage is N/A ; and (3) the disposition fee is N/A .

DEALER NOT OUR AGENT. The Dealer is not our agent in connection with the sale of the vehicle or in connection with any down payment or trade-in arrangement or for any purpose whatsoever other than for preparing and obtaining your signature on this document. No employee or agent of the Dealer is authorized to make any promises or agreements with you about this loan. No oral or written promises or agreements between you and the Dealer about this loan are enforceable. Any representations, promises or agreements between you and the Dealer in connection with the vehicle or any down payment or other matter must be resolved between you and the Dealer. If you have any questions about the Dealer's authority in connection with this loan, please contact us.

WHICH LAW APPLIES: This Agreement is governed by the laws (including, but not limited to, any and all statutes, regulations, interpretations and opinions) of the United States and the State of Ohio for all matters related to interest and the exportation of interest. For all other matters, this Agreement will be governed by the laws of the United States and (a) at the time you sign this Agreement, the laws of the State of Arkansas; and (b) after you sign this Agreement, by the laws of the state of your billing address as reflected on our records. (However, the laws of Arkansas or the state of your billing address apply only to the extent that such state laws are not preempted by the laws of the United States, and in both cases, without regard to conflict of law rules.)

THIS IS A CONSUMER CREDIT TRANSACTION. CONSUMER NOTE.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.

BY SIGNING THIS AGREEMENT, YOU ACKNOWLEDGE THAT IT CONTAINS AN "AGREEMENT TO ARBITRATE DISPUTES" ON THE REVERSE SIDE, THAT YOU HAVE READ IT AND AGREE TO ITS TERMS.

YOU ACKNOWLEDGE THAT YOU HAVE RECEIVED A COMPLETED COPY OF THIS AGREEMENT, YOU HAVE READ IT AND UNDERSTAND IT.

CAUTION – IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT.

The Ann[redacted]tiable with the Dealer. The Dealer may receive a part of the Finance Charge.

Borrower Si[redacted] 11-29-14 Date Co-Borrower Signs: _____ Date

BOUT PROCEDURES FOR OPENING A NEW ACCOUNT

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

What this means for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

Wanda Harden (C)

From: Wanda Harden (C)
Sent: Monday, October 10, 2016 10:50 AM
To: Rich Henderson
Subject: RE: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted], Crain Buick GMC, BAC: 188183, Customer: [redacted]

Thanks for the response. Do you support offering the customer a 60 month/75,000 miles CBGC Protection Plan instead?

Wanda Harden
General Motors
Early Response Team
Warren Customer Engagement Center
Phone: (866) 522 - 0500 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Rich Henderson
Sent: Monday, October 10, 2016 10:27 AM
To: Wanda Harden (C)
Cc: Jerry Hansen (Crain Buick Gmc); J Castleberry (Crain Buick Gmc)
Subject: RE: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted], Crain Buick GMC, BAC: 188183, Customer: [redacted]

Hey Wanda,
We were attempting to do a trade exchange with this customer however due to filing bankruptcy & low credit score makes this an impasse. Thank You & have a Great Day!!

Richard W. Henderson
District Manager of Aftersales - Buick / GMC
South Central Region
Mobile: [redacted]
Fax: (806) 783-8781
Email: rich.henderson@gm.com

Yesterday is History. Tomorrow is a Mystery. Today is a Gift. That's why it's called the **Present**.

From: Wanda Harden (C)
Sent: Monday, October 10, 2016 8:36 AM
To: Rich Henderson <rich.henderson@chevrolet.com>
Subject: ACTION REQUIRED Early Response Case, VIN: 1GTG6BE34F1[redacted] Crain Buick GMC, BAC: 188183, Customer: [redacted]

Rich,

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

Service Request: [redacted]0

Customer Last Name: [redacted]

Involved Dealership: Crain Buick GMC

BAC: 188183

Dealership Contact: Jerry Hansen

VIN: 1GTG6BE34F1[redacted]

Automobile: 2015 GMC Canyon

Mileage: 26,500

Case Origination description: Repurchase request

Summary of vehicle condition/situation: The customer states the vehicle has had multiple repairs to the heat and power steering. The customer states the vehicle has been returned to the dealership for service multiple times for repairs lasting over days. The customer is requesting a trade repurchase.

Attachment: Case Assessment

Thank you for your assistance and prompt attention in this matter.

Sincerely,

Wanda Harden
General Motors
Early Response Team
Warren Customer Engagement Center
Phone: (866) 522 - 0500 Ext: 5921510
Fax: (586) 920 - 0673
Email: wanda.harden@gm.com





Friday, November 11, 2016
[redacted]
Modesto, CA [redacted]

Straight Settlement Letter

Subject: Repurchase of 2016 Chevrolet Colorado
VIN: 1GCPTDE14G1[redacted]
Ref SR: [redacted]

Dear [redacted]:

We regret that you are dissatisfied with your 2016 Chevrolet Colorado, VIN **1GCPTDE14G1**[redacted] and 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.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **$42,887.30.** This offer was calculated by using the following figures:

Total Repurchase Amount (includes $3,143.03 sales tax)	$42,887.30
Down Payment	$1,250.32
Payments: 3 @ various	$2,260.00
Total Payments	**$3,510.32**
Usage on 6,720 miles	$2,303.84
Debt Cancellation Agreement	$395.00
Aftermarket Service Contract	$1,487.84
Total Deductions	**$4,185.84**
Total Amount Customer Owes	**$675.52**
Less Payoff of Original Vehicle-Good until 12/10/16	$43,562.82

AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

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 complete the transaction. I can be reached at 866-802-6625 x1202 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

[redacted] *



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, 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.

Please return this signed document to fax number ***866-802-6668*** *by* Wednesday November 16, 2016

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

[redacted]*

Dave McWhorter (C)

From:	Barbara Sage <Barbara.Sage@gmrvdchq.com>
Sent:	Friday, November 11, 2016 3:07 PM
To:	Dave McWhorter (C)
Cc:	Rod Gasperik
Subject:	[EXTERNAL] [redacted] Case # [redacted]
Attachments:	[redacted] Repurchase Offer.pdf

Good afternoon David,

This customer is upset at the offer presented for repurchase; see formal offer document attached. Customer states all usage should be waived since vehicle has been at dealership for 30+ days without repair and no repair is available. The customer demands a revised offer less all usage by 5:00 pm or he will go to an attorney; customer states he has an appointment with an attorney on Monday.

Please advise how you'd like to proceed.

Thank you,

Bobbie Sage
Repurchase Coordinator

General Motors Repurchase Group
2717 Schust Road
Saginaw MI 48603
Phone: 866-802-6625 X 1202
Fax: 888-412-3343

Dave McWhorter (C)

From: Barbara Sage <Barbara.Sage@gmrvdchq.com>
Sent: Monday, November 14, 2016 8:35 AM
To: Dave McWhorter (C)
Subject: [EXTERNAL] FW: 2016 Colorado Repurchase - Case # [redacted]

Good morning David,

The customer is retaining an attorney as anticipated; I'm closing without repurchase.

Thank you,

Bobbie Sage
Repurchase Coordinator

General Motors Repurchase Group
2717 Schust Road
Saginaw MI 48603
Phone: 866-802-6625 X 1202
Fax: 888-412-3343

From: Barbara Sage
Sent: Monday, November 14, 2016 8:33 AM
To: 'Eric Bailey'
Subject: RE: 2016 Colorado Repurchase - Case # [redacted]

Good morning Eric,

I will note the case with your concerns and close without repurchase.

Thank you,

Bobbie Sage
Repurchase Coordinator

General Motors Repurchase Group
2717 Schust Road
Saginaw MI 48603
Phone: 866-802-6625 X 1202
Fax: 888-412-3343

From: [redacted]
Sent: Friday, November 11, 2016 6:10 PM
To: Barbara Sage
Subject: Re: 2016 Colorado Repurchase - Case # [redacted]

This is very disappointing news since I have been so understanding on this whole process.

Like I stated in out conversation earlier this is not a voluntary buy back on the vehicle, it all steams from the fact that after 2 months in the shop it is still not repaired. This all started because the dealership (American Chevrolet) over filled the oil on the first oil change on the truck. I have only had position of the truck for 45 days until this nightmare started. This now puts me and my family in a tough spot, not only did we loose the car we traded in, the down payment, monthly payments we now have to pay GM to take a truck that does not work back. Now we will be with out a truck, we now have to figure out a way to come up with another down payment to purchase another truck.

I was will to work with GM on this offer but since they want to stand firm on this, it leave with no option but to hire an attorney to handle this case.

I will leave this email with one last statement. I, my family and my friends will never purchase a GM vehicle! I will make sure everyone I know and everyone I can reach on the web will hear about how this whole process has been and how dishonest of a manufacture GM is.

[redacted]

From: Barbara Sage <Barbara.Sage@gmrvdchq.com>
Sent: Friday, November 11, 2016 1:58 PM
[redacted]
Subject: 2016 Colorado Repurchase - Case # [redacted]

Good afternoon[redacted]

I did inform the case originator of you concerns with the offer forwarded to you earlier today and requested instruction on adjustment of the usage charge; the case originator advised no revision is available. The offer will remain as presented.

Thank you,

Bobbie Sage
Repurchase Coordinator

General Motors Repurchase Group
2717 Schust Road
Saginaw MI 48603
Phone: 866-802-6625 X 1202
Fax: 888-412-3343

Dave McWhorter (C)

From: Dave McWhorter (C)
Sent: Friday, November 11, 2016 4:05 PM
To: 'Barbara Sage'
Subject: RE: [redacted] Case # [redacted]

Bobbi,

As BRSM Rod Gasperik authorized usage at where the vehicle passed beyond the 30-day mark, GM's offer stands as is.

Thank you,

Dave McWhorter
GM Customer Experience Manager
[redacted]
Fax: 866.480.3634
Email: david.mcwhorter@gm.com

From: Barbara Sage [mailto:Barbara.Sage@gmrvdchq.com]
Sent: Friday, November 11, 2016 3:07 PM
To: Dave McWhorter (C)
Cc: Rod Gasperik
Subject: [EXTERNAL] [redacted] SR[redacted]

Good afternoon David,

This customer is upset at the offer presented for repurchase; see formal offer document attached. Customer states all usage should be waived since vehicle has been at dealership for 30+ days without repair and no repair is available. The customer demands a revised offer less all usage by 5:00 pm or he will go to an attorney; customer states he has an appointment with an attorney on Monday.

Please advise how you'd like to proceed.

Thank you,

Bobbie Sage
Repurchase Coordinator

General Motors Repurchase Group
2717 Schust Road
Saginaw MI 48603
Phone: 866-802-6625 X 1202
Fax: 888-412-3343

November 11, 2016 **Dealer Confirmation Letter-Straight**

AMERICAN CHEVROLET
4742 MCHENRY AVE
MODESTO, CA 95356

Subject: 2016 Chevrolet Colorado
Customer: [redacted]
VIN: 1GCPTDE14G1[redacted]
Ref SR: [redacted]

Dear Jim Halvorson:

[redacted] will bring a certified check or money order in the amount of **$675.52** made payable to **General Motors**. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $43,562.82 to **Ally Financial**. 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 to my attention at the following fax # 866-802-6668 by Wednesday November 16, 2016. If you have any questions you may reach me at866-802-6625 x1202.

AMERICAN CHEVROLET 112136 Management Agent's Signature and Title.

AMERICAN CHEVROLET 112136 Management Agent's Printed Name and Title.

[redacted]



Case Number: [redacted]

Originator Name: Chris Simmons 8667905700x5921313 chris.simmons@gm.com
Created Date: 11/07/2016

Vehicle Info

***VIN:**	1GCPTDE14G1[redacted]	**MSRP:**	42120.0	***TAC #:**	[redacted]
Year:	2016	**Make:**	Chevrolet	**Model:**	Colorado

Vehicle Comments & TAC Explanation:
SES light, reduced ENG/PWR message, DEF warning, oil leak

***Date Reviewed with Customer:**	10/27/2016	***Repurchase Mileage:**	6700
Original Purchase Date:	07/16/2016	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
[redacted]		*** Title State:**	CA		
*** Primary Owner:**	[redacted]				
[redacted]	[redacted]				
*** City**	Modesto	*** State**	CA	*** ZIP Code:**	[redacted]
*** Day Phone:**	[redacted]0	[redacted]		*** Cell Phone:**	
*** E-mail:**	[redacted]	*** Fax Phone:**		*** Exec Init Repurchase:**	N
*** Reason Repurchase**	Power steering inoperable	Engine hesitation			

UCC Codes (M0311) Steering - Gear / Rack and Pinion - Power - Lack of
(J0109) Engine - General - Hesitates

Vehicle Lien Holder

Type of Secured Interest:	No Lien	*** Company:**		**Account #:**	
Contact or Attention:					
Address					
City		**State**	CA	**ZIP Code:**	
Day Phone:		**Fax:**		**E-mail:**	

Original Selling Dealer

*** Dealer #:**	112136	**Dealer Name:**	AMERICAN CHEVROLET		
Region:	10	**District:**	1113		
*** Phone:**	(209) 575-1606	**Fax:**	(209) 491-7825		
*** Contact Name:**	Jim Halvorson	*** Contact Title:**	Sales Manager	**E-Mail:**	jhalvorson@ameri..

Repurchasing Dealer: -

Repair

*** Contact Name:**		*** Contact Title:**	

Vehicle Location: -



Case Number: [redacted]

Originator Name: Chris Simmons 8667905700x5921313 chris.simmons@gm.com
Created Date: 11/07/2016

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	CA	*** Type:**	Straight Repurchase
Source:	CA-CEC Voluntary		
Replacement VIN:		-	
Compliance Date:		**Compliance Type:**	
MSRP:	0.0	**Order #:**	

Repurchase:

Repurchase approved 6720 miles use

*** Processing Instructions:**

Rod Gasperik
BRSM Western Region
661-618-1847

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value



Friday, November 11, 2016
[redacted]
[redacted]
Modesto, CA [redacted]

Straight Settlement Letter

Subject: Repurchase of 2016 Chevrolet Colorado
VIN: 1GCPTDE14G[redacted]
Ref SR: [redacted]

Dear [redacted]:

We regret that you are dissatisfied with your 2016 Chevrolet Colorado, VIN **1GCPTDE14G1**[redacted] and 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.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **$42,887.30.** This offer was calculated by using the following figures:

Total Repurchase Amount (includes $3,143.03 sales tax)	$42,887.30
Down Payment	$1,250.32
Payments: 3 @ various	$2,260.00
Total Payments	**$3,510.32**
Usage on 6,720 miles	$2,303.84
Debt Cancellation Agreement	$395.00
Aftermarket Service Contract	$1,487.84
Total Deductions	**$4,185.84**
Total Amount Customer Owes	**$675.52**
Less Payoff of Original Vehicle-Good until 12/10/16	$43,562.82

AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

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 complete the transaction. I can be reached at 866-802-6625 x1202 if you have any questions or concerns.

Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

[redacted]



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, 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.

*Please return this signed document to fax number **866-802-6668** by* Wednesday November 16, 2016

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

[redacted]

APPLICATION FOR REGISTRATION OF NEW VEHICLE

A Public Service Agency

[redacted]

FOR DEPARTMENT USE ONLY STOCK # T16701 CASHIER DATE LINE STAMP

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)	
07/16/2016	07/16/2016	

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2016	6PK	DIESEL	2	4768

VEHICLE IDENTIFICATION NUMBER: 1GCPTDE14G1[redacted] | M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER | OHV/MOTORCYCLE DEALERS ONLY: ☐ On-Highway ☐ Off-Highway

FOR TRAILERS AND TRAILER COACHES: LENGTH IN INCHES | WIDTH IN INCHES | GVWR (PICKUPS ONLY): 6200 | COUNTY OF RESIDENCE: STANISLAUS COUNTY

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW | EQUIPMENT NUMBER | DRIVER LICENSE/ID CARD NO.: B7848637

[redacted] (FIRST / MIDDLE / SUFFIX) | DRIVER LICENSE/ID CARD NO.

☐ AN[redacted]
☐ OR (2)

[redacted] | APT./STE. NO. | CITY: MODESTO | STATE: CA | ZIP CODE: [redacted]

[redacted]ON IF TRAILER COACH) | APT./STE. NO. | CITY | STATE

LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL): ALLY FINANCIAL | E[redacted]ENHOLDER ID. #

BUSINESS OR RESIDENCE ADDRESS: PO BOX 8128 | APT./STE. NO. | CITY: COCKEYSVILLE | S[redacted] | CODE: MD 21030

LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE | APT./STE. NO. | CITY | STATE | ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes XX No

APPLICANT'S CERTIFICATIO[redacted] *e laws of the State of California that the foregoing is true and correct.*

DATE: 07/16/2016 | B[redacted] | (2) X

CERTIFICATE OF COST—The de[redacted] of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a XX ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis	07/16/2016	41140.00 41535.00
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

The odometer reading is ☐☐☐,☐1☐7 (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING — ☐ Is **NOT** the actual mileage. ☐ Mileage **EXCEEDS** the odometer mechanical limits.

DEALER'S NUMBER: 2281

I/we certify (or decl[redacted]***e laws of the State of California that the foregoing is true and correct.***

DATE	HAND PRINTED SELLER'S FULL NAME/COMPANY/AGENT	ADDRESS
07/16/2016	AMERICAN CHEVROLET BRIAN HAGUE	4742 MCHENRY AVENUE MODESTO CA [redacted]
07/16/2016	[redacted]	MODESTO CA [redacted]

REG 397 (REV 11/2011)

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: [redacted]

[redacted] beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN: 1GCPTDE14G1[redacted]

Date: November 11, 2016

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$1,250.32
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)	$2,260.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$41,140.00	6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	Mileage	6,603	7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Denominator	120,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$2,263.73**	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$3,510.32**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$2,263.73**	12	*** Usage/Depreciation**	**$2,263.73**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Debt Cancellation Agreement	$395.00
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	$1,487.00
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)**	**$0.00**	22	**Total Deductions**	**$2,263.73**	22	**Total Deductions**	**$4,145.73**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**-$2,263.73**	24	**Total Refund to Customer**	**-$635.41**
25	**OR**		25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$43,562.82
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**-$2,263.73**	26	(GMAC=DL quote) good thru 12/10/16	
27	**"Actual Price Paid" (Pmt/Lease)**	**$46,678.14**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**-$2,263.73**	28	**Total Repurchase**	**$42,927.41**
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**	**-$2,263.73**	31	**Projected Loss**	**$42,927.41**

	PURCHASE PRICE (before t/t/t)	$ 41,140.00		TRADE ALLOWANCE	$ 8,500.00		PURCHASE PRICE	$ 41,140.00
	MSRP (FROM BARS INVOICE)	$ 42,120.00		PAYOFF OF TRADE	$ 7,249.68		INCENTIVE* (from BARS)	$ 500.00
	DIFFERENCE	$ (980.00)		DIFFERENCE	$ 1,250.32		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 40,640.00
				TRADE ALLOWANCE	$ 8,500.00			
				ACV OF TRADE	$ 8,500.00		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ -		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	

				Sales tax: 3143.03				
	43449.42 + [20*5.67] 113.40 = 43562.82							
	thru 12/10							

(15:10) Esperanza Galbadores: CHRIS WITH GM CALLED REGARDING VEHICLE VIN [redacted] [redacted] CUSTOMER NEEDS REGISTRATION FAXED TO #1-866-278-1780 FOR A REPURCHASE.

STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

VALIDATED REGISTRATION CARD

TYPE VEHICLE USE	REGISTRATION VALID FROM	LICENSE NUMBER	TYPE	ENGINE NUMBER
COMMERCIAL	07/16/2016 TO 07/31/2017	[redacted]	31	

VEHICLE IDENTIFICATION NUMBER	MAKE	VLF CLASS	*YR	YR MODEL	TYPE VEH	DATE ISSUED
1GCPTDE14[redacted]	CHEV	LK		2016	31P	07/28/2016

BODY TYPE MODEL	YEAR FIRST SOLD	MP	AXLE	WC	UNLADEN/GCW	TOTAL FEES PAID	CC/ALCO
PK	2016	D	2	D	04768	$ 440.00	50

STICKER ISSUED	PRIOR HISTORY	PIC	DATE FEES RECEIVED	OFFICE/TECH ID/SEQ	MISC/EQ NO
[redacted]		4	07/28/2016	VD3AU 0004	

STICKER INSTRUCTIONS

1) CLEAN SURFACE - SCRAPE OFF ACCUMULATED STICKERS (WILL NOT STICK IF WET OR DIRTY).
2) PEEL STICKER FROM BACKING BY BENDING SHEET AT PEEL HERE LINE.
3) PLACE STICKER ON REAR PLATE AS SHOWN BELOW.
4) EXCEPT: TRUCK TRACTORS AND COMMERCIAL VEHICLES WITH A DECLARED GROSS VEHICLE WEIGHT OF 10,000 LBS. OR MORE MUST APPLY STICKER TO FRONT PLATE.

[redacted]

MODESTO CA [redacted]

LIENHOLDER
ALLY FNCL
PO BX 8128

COCKEYSVILLE MD 21030

ADD 072816 31 377

[redacted]

AMERICAN CHEVROLET

4742 McHenry Avenue
Modesto, CA 95356

Phone (209) 575-1606
Fax (209) 491-7825

A fax from:

Jimmy Halvorson

TO: Chris Simmons

ATTN: [redacted] 2016 Colorado

DATE: 11-7-16

NUMBER OF PAGES (including cover sheet) 5

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHA[redacted]RBITRATION PROVISION)

Dealer Number _____ Contract Number _____ R.O.S. Number [redacted] Stock Number T16701

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted] MODESTO CA STANISLAUS COUNTY	N/A	AMERICAN CHEVROLET 4742 MCHENRY AVENUE MODESTO CA 95356 STANISLAUS

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	CHEVROLET TRU COLORADO	117	1GCPTDE14G1[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 1750.32 is
4.79 %	$ 6963.30(e)	$ 44972.46(e)	$ 51935.76(e)	$ 53686.08(e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
71	721.33	Monthly beginning 08/31/2016
N/A	N/A	N/A
One final payment 721.33		DUE ON 07/31/2022

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

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

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 41140.00 (A)
     - 1. Cash Price Vehicle $ 41140.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device(s)
     - 1. (paid to) N/A $ N/A (D1)
     - 2. (paid to) N/A $ N/A (D2)
     - 3. (paid to) N/A $ N/A (D3)
   - E. (Optional) Surface Protection Product(s)
     - 1. (paid to) N/A $ N/A (E1)
     - 2. (paid to) N/A $ N/A (E2)
   - F. EV Charging Station (paid to) N/A $ N/A (F)
   - G. Sales Tax (on taxable items in A through F) $ 3143.03 (G)
   - H. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (paid to) MVSC $ 29.00 (H)
   - I. (Optional) Service Contract(s)
     - 1. (paid to) GMPP $ 1487.00 (I1)
     - 2. (paid to) N/A $ N/A (I2)
     - 3. (paid to) N/A $ N/A (I3)
     - 4. (paid to) N/A $ N/A (I4)
     - 5. (paid to) N/A $ N/A (I5)
   - J. Prior Credit or Lease Balance (e) paid by Seller to Vehicle 1 N/A Vehicle 2 N/A $ N/A (J) (see downpayment and trade-in calculation)
   - K. (Optional) Debt Cancellation Agreement AMERICAN CHEVROLET $ 395.00 (K)
   - L. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (L)
   - M. Other (paid to) N/A $ N/A (M) For N/A
   - N. Other (paid to) N/A $ N/A (N) For N/A

   Total Cash Price (A through N) $ 46274.03 (1)
2. **Amounts Paid to Public Officials**

STATEMENT OF INSURANCE

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

Vehicle Insurance

		Term	Premiu
$ N/A	Ded. Comp., Fire & Theft	N/A Mos.	$ N
$ N/A	Ded. Collision	N/A Mos.	$ N
Bodily Injury	$ N/A Limits	N/A Mos.	$ N
Property Damage	$ N/A Limits	N/A Mos.	$ N
Medical N/A		N/A Mos.	$ N
N/A		N/A Mos.	$ N
Total Vehicle Insurance Premiums			$ N

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FO [redacted]

OPTIONAL DEBT CANCELLATION AGREEMENT. A deb cancellation agreement is not required to obtain credit and wil not be provided unless you sign below and agree to pay the extra charge. If you choose to buy debt cancellation, the charge is shown in item 1K of the Itemization of Amount Financed. See your debt cancellation agreement for details on the terms and conditions it provides. It is a part of this contract.

Term [redacted]
I want
Buyer

OPTION [redacted]
purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1I.

I1 Company GMPP
Term 72 Mos. or 72000 Miles
I2 Company N/A
Term N/A Mos. or N/A Miles
I3 Company N/A
Term N/A Mos. or N/A Miles
I4 Company N/A
Term [redacted]
I5 Comp
Term
Buyer X

1. Vehicl [redacted]
Year 2012 Make HYUNDAI
Model VELOSTER Odometer 47578
VIN KMHTC6AD0CU062502
a. Agreed Value of Property $ 8500.00
b. Buyer/Co-Buyer Retained Trade Equity $ N/A
c. Agreed Value of Property Being Traded-In (a–b) $ 8500.00
d. Prior Credit or Lease Balance $ 7249.68
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity) $ 1250.32

2. Vehicle 2
Year N/A Make N/A
Model N/A Odometer N/A
VIN N/A
a. Agreed Value of Property $ N/A

2. **Amounts Paid to Public Officials**
   - A. Vehicle License Fees ESTIMATED $ 267.00 (A)
   - B. Registration/Transfer/Titling Fees ESTIMATED $ 173.00 (B)
   - C. California Tire Fees $ 8.75 (C)
   - D. Other N/A $ N/A (D)

   Total Official Fees (A through D) $ 448.75 (2)
3. **Amount Paid to Insurance Companies** (Total premiums from Statement of Insurance) $ N/A (3)
4. ☐ **State Emissions Certification Fee** or ☐ **State Emissions Exemption Fee** $ N/A (4)
5. **Subtotal** (1 through 4) $ 46722.76 (5)
6. **Total Downpayment**
   - A. Total Agreed Value of Property Being Traded-In (see Trade-In Vehicle(s)): $ 8500.00 (A)
     Vehicle 1 $ 8500.00 Vehicle 2 $ N/A
   - B. Total Less Prior Credit or Lease Balance (e) $ 7249.68 (B)
     Vehicle 1 $ 7249.68 Vehicle 2 $ N/A
   - C. Total Net Trade-In (A–B) (indicate if negative number) $ 1250.32 (C)
     Vehicle 1 $ 1250.32 Vehicle 2 $ N/A
   - D. Deferred Downpayment Payable to Seller $ N/A (D)
   - E. Manufacturer's Rebate $ 500.00 (E)
   - F. Other N/A $ N/A (F)
   - G. Cash, Cash Equivalent, Check, Credit Card, or Debit Card $ N/A (G)

   Total Downpayment (C through G) $ 1750.32 (6)

   (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1J above)
7. **Amount Financed** (5 less 6) $ 44972.46 (7)

b. Buyer/Co-Buyer Retained Trade Equity $ N/A
c. Agreed Value of Property Being Traded-In (a–b) $ N/A
d. Prior Credit or Lease Balance $ N/A
e. Net Trade-In (c–d) (must be ≥ 0 for buyer/co-buyer to retain equity) $ N/A

Total Agreed Value of Property Being Traded-In (1c+2c) $ 8500.00 *
Total Prior Credit or Lease Balance (1d+2d) $ 7249.68 *
Total Net Trade-In (1e+2e) $ 1250.32 *
(*See Item 6A–6C in the Itemization of Amount Financed)

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

Agreement to Ari
to the Arbitration F
or we may elect to
and not by a court
information conce
Buyer Signs X
Co-Buyer Signs

[redacted]

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle(s) to arrive at the payoff amount shown as the Prior Credit or Lease Balance in Trade-In Vehicle(s). You understand that the amount quoted is an estimate.

Seller agrees to pay the [redacted] ce in Trade-In Vehicle(s) to the lienholder or lessor of the trade-in vehicle(s), or its designee. If the actual payoff amount is more [redacted] nce in Trade-In Vehicle(s), you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount sh [redacted] cle(s), Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" [redacted] will not be obligated to pay the Prior Credit or Lease Balance shown in Trade-In Vehicle(s) or any refund.

Buyer Signature X [redacted] Co-Buyer Signature X N/A

[redacted]ROKER FEE DISCLOSURE

If this contract reflects [redacted] not subject to a fee received by an autobroker from us unless the following box is checked:

☐ Name of autobroker receiving fee, if applicable: N/A

HOW THIS [redacted] ntire agreement between you and us relating to this contract. Any change to the contract must be in writing an [redacted]

Buyer Sig [redacted] Co-Buyer Signs X N/A

SELLER'S [redacted] the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contra [redacted]

Buyer X [redacted] Co-Buyer X N/A

THE M [redacted] MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR [redacted] ED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE [redacted] REPOSSESSED AND SOLD.
[redacted] HE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
[redacted] RSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S [redacted] X N/A

N/A [redacted]

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

If you have [redacted] ller.
Complaints [redacted] referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this d [redacted] rms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller t [redacted]

Buyer Si [redacted] Co-Buyer Signature X N/A

The A [redacted] egotiable with the Seller. The Seller may assign this contract and r [redacted] the Finance Charge.

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

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-da [redacted] s than forty thousand dollars ($40,000), subject to certain statutor [redacted] the sale of a recreational vehicle, a motorcycle, or an off-highway [redacted] ntract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Sign [redacted] 6 **Co-Buyer Signature X** N/A Date N/A

Co-Buyers and [redacted] ng the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the [redacted] given to us in this contract.

Other Owner Signature X [redacted] Address N/A

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

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

Guarantor X N/A Date N/A Guarantor X N/A Date N/A

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

CUSTOMER NAME [redacted]

VIN: 1 G C P [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) XX to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount o incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
CONSUMER CASH	$ 500.00	NCC
N/A	$ N/A	N/A
N/A	$ N/A	N/A
N/A	$ N/A	N/A
N/A	$ N/A	N/A
Total Incentive Amount Received	$ 500.00	

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

I elect to receive the following in lieu of _____.

AND/OR

I elect to receive _____.

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 07 16 16. [redacted] bs(s) ___ and release GM from any future claim or obligation for incentive(s) [redacted]

Purchaser/Lessee Signa[redacted] Date: 07 16 16

r Acknowledgement

Vehicle Software Acknowledgement

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

Agreement to OnStar Terms and Conditions

I have read and agree to be bound by the OnStar terms and conditions and privacy statement, a copy of which is available at www.OnStar.com, or from my dealer.

Cancellation of OnStar Services

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

Payment Methods

Unless I indicate otherwis[redacted] dit or debit card information at any time, it will be kept securely on file and will b[redacted] comes due (at the then current rate). Notice of the payment due date, the monthly amo[redacted] information will be provided at least 30 days prior to any charges. Current pricing a[redacted] ww.onstar.com.

Purchaser/Lessee Signa[redacted] e: 07 16 16

The undersigned person, a[redacted] pplication is true and correct and the Incentive Payments, OnStar Vehicle Software; [redacted] s and Payment Method disclosures have been provided to the said purchaser/lessee who has[redacted] it through this dealership and that properly completed accurate delivery data has been forwarded to General Mo[redacted]

Authorized Dealer Signature[redacted] Date: 07 16 16

Dealership Name: AMERICAN[redacted] Dealer Code: 06444

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

APPLICATION FOR REGISTRATION OF NEW VEHICLE

A Public Service Agency

FOR DEPARTMENT USE ONLY STOCK # T16701 CASHIER DATE LINE STAMP

[redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)	NRM/IND
07/16/2016	07/16/2016	

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2016	4DR PK	DIESEL	2	4768

VEHICLE IDENTIFICATION NUMBER	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER	OHV/MOTORCYCLE DEALERS ONLY	
1GCPTDE14G1[redacted]		☐ On-Highway	☐ Off-Highway

FOR TRAILER COACHES AND PARK TRAILERS	LENGTH IN INCHES	WIDTH IN INCHES	GVWR (PICKUPS ONLY)	COUNTY OF RESIDENCE
			6200	STANISLAUS COUNTY

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW — EQUIPMENT NUMBER — DRIVER LICENSE/ID CARD NO.

☐ AND [redacted] FIRST MIDDLE SUFFIX [redacted] ARD NO.

☐ OR (2)

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
[redacted]		MODESTO	CA	[redacted]
[redacted] N IF TRAILER COACH)	APT./STE. NO.	CITY	STATE	

LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL) — ELECTRONIC LIENHOLDER ID. #

ALLY FINANCIAL E[redacted]

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
PO BOX 8128		COCKEYSVILLE	MD	21030
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE	APT./STE. NO.	CITY	STATE	ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes XX No

APPLICANT'S CERTIFICATION: I [redacted] *of the State of California that the foregoing is true and correct.*

DATE 07/16/2016 BUYER (1) [redacted] (2) X

CERTIFICATE OF COST—The dealer [redacted] ury under the laws of the State of California that the cost of the vehicle entered in the Certificate o [redacted] cally attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insuranc [redacted]

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a XX ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis	07/16/2016	41140.00 41535.00
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

The odometer reading is ☐☐☐,1☐7 (no tenths) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING — ☐ Is **NOT** the actual mileage. ☐ Mileage **EXCEEDS** the odometer mechanical limits.

I/we certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DEALER'S NUMBER 2281

DATE	SIGNATURE	HAND PRINTED SELLER'S FULL NAME/COMPANY AGENT	ADDRESS
07/16/2016	[redacted]	AMERICAN CHEVROLET BY AP HAGUE	4742 MCHENRY AVENUE MODESTO CA 95356
07/16/2016	[redacted]	[redacted]	[redacted]

REG 397 (REV 11/2011)

Chris Simmons (C)

From: Rod Gasperik
Sent: Thursday, October 27, 2016 9:52 AM
To: Chris Simmons (C)
Subject: RE[redacted] 1GCPTDE14G1[redacted], Michael Chevrolet [redacted]

I received the copy of the r.o. from the dealership . The case assessment needs to be completed with r.o. data. The r.o.'s need to be attached to the file

Repurchase approved 6720 miles use

Rod Gasperik
BRSM Western Region
661-618-1847

From: Chris Simmons (C)
Sent: Monday, October 17, 2016 11:53 AM
To: Rod Gasperik <rod.gasperik@gm.com>
Subject: [redacted] 1GCPTDE14G1[redacted], Michael Chevrolet 112127

Service Request #: [redacted]
Involved Dealership Contact: Michael Chevrolet 112127
Dealership Contact: Brian Hubbard cem 559-431-6000
Vehicle Information: 2016 Chevrolet Colorado

Dear Rod,

Customer is seeking repurchase. After reviewing the file we would like your input.

08/30/2016 641800	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	5,769 MI
05/16/2016 633794	ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	1 MI
04/29/2016 A74207	ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

Christopher Simmons
General Motors
Phone # 1-866-790-5700 ext. 5921313
Fax 1-866-278-1780
Chris.Simmons@gm.com

From: Rod Gasperik
Sent: Friday, October 14, 2016 10:46 AM
To: Chris Simmons (C)
Subject: [redacted] 1GCRCREC6GZ[redacted], American Chevrolet 112136

– Available information reviewed. The vehicle is not a candidate for repurchase. It's our recommendation that the owner continues to work with the GM Dealership for any current or future diagnosis and/or repairs as outlined in the NVLW

Rod Gasperik
BRSM Western Region
661-618-1847

From: Chris Simmons (C)
Sent: Thursday, October 13, 2016 11:41 AM
To: Rod Gasperik <rod.gasperik@gm.com>
Subject: [redacted] 1GCRCREC6GZ[redacted], American Chevrolet 112136

Service Request #: [redacted]
DMA's Contact: Daniel Rowe
Involved Dealership Contact: American Chevrolet 112136
Dealership Contact: John Haley 209-575-1606
Vehicle Information 2016 Chevrolet Silverado 1500

Dear Rod,

Customer is seeking repurchase. After reviewing the file we would like your input.

09/13/2016 642905	ZFAT----Field Action Recall	9102276 - 16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w	6,054 MI
07/26/2016 639059	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	3,886 MI
02/03/2016 626363	ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI
01/23/2016 A92262	ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	

Christopher Simmons
General Motors
Phone # 1-866-790-5700 ext. 5921313
Fax 1-866-278-1780
Chris.Simmons@gm.com

Chris Simmons (C)

From: Chris Simmons (C)
Sent: Saturday, October 22, 2016 6:13 PM
To: 'brianh@michaelauto.com'
Subject: RE: [redacted]1GCPTDE14G1[redacted], Michael Chevrolet 112127

Dear Brian,

In order to complete the evaluation I am going to need the "rental agreement or a copy of the shop copy of the r.o. with tech flags , something to prove dates".

Christopher Simmons
Legal Advisor
General Motors
Phone # 1-866-790-5700 ext. 5921313
Fax 1-866-278-1780
Chris.Simmons@gm.com

From: Rod Gasperik
Sent: Saturday, October 22, 2016 8:45 AM
To: Chris Simmons (C)
Subject: RE:[redacted] 1GCPTDE14G1[redacted]Michael Chevrolet 112127

Chris,
This copy is not enough, get a rental agreement or a copy of the shop copy of the r.o. with tech flags , something to prove dates

Thanks

Rod Gasperik
BRSM Western Region
661-618-1847

From: Chris Simmons (C)
Sent: Friday, October 21, 2016 4:08 PM
To: Rod Gasperik <rod.gasperik@gm.com>
Subject: RE:[redacted] 1GCPTDE14G1[redacted], Michael Chevrolet 112127

As Requested

Christopher Simmons
Legal Advisor
General Motors
Phone # 1-866-790-5700 ext. 5921313
Fax 1-866-278-1780
Chris.Simmons@gm.com

From: Rod Gasperik
Sent: Friday, October 21, 2016 9:08 AM
To: Chris Simmons (C)
Subject: RE: [redacted] 1GCPTDE14G1[redacted], Michael Chevrolet 112127

Chris
Need copy of the open R.O. to verify.

Rod Gasperik
BRSM Western Region
661-618-1847

From: Chris Simmons (C)
Sent: Monday, October 17, 2016 11:53 AM
To: Rod Gasperik <rod.gasperik@gm.com>
Subject: [redacted] 1GCPTDE14G1[redacted], Michael Chevrolet 112127

Service Request #:[redacted]
Involved Dealership Contact: Michael Chevrolet 112127
Dealership Contact: Brian Hubbard cem 559-431-6000
Vehicle Information: 2016 Chevrolet Colorado

Dear Rod,

Customer is seeking repurchase. After reviewing the file we would like your input.

08/30/2016	641800	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	5,769 MI
05/16/2016	633794	ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	1 MI
04/29/2016	A74207	ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

Christopher Simmons
General Motors
Phone # 1-866-790-5700 ext. 5921313
Fax 1-866-278-1780
Chris.Simmons@gm.com

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 10/10/16
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: Conway State: AR Zip code: [redacted]

Day phone: [redacted] Evening phone: Cell phone:

Fax: E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Pontiac/GMC Model: Canyon Year: 2015 Current mileage: 27155

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state:

Primary Servicing dealer/city/state: Crain Pontiac/Buick/GMC,

Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 11/28/14 Mileage at purchase/lease:

First repair attempt date: First repair attempt mileage:

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)

The customer would like the manufacturer to replace the vehicle with one comparable to the vehicle has , at the same rate of pay and the terms.

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**
Power steering unit failed, while traveling at highway speed		2		yes
Heating unit went out - complete failure		3		yes
Check engine soon light came on		1		yes
The vehicle wouldn't start-non starting condition		1		yes
Error messages coming up on display		1		yes
Instrument cluster inoperable		1		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

Please mail or fax this completed form with <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

P.001/039

(FAX)

10/06/2016 19:38

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com

STATE REG# F212

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SERVICE

SALESPERSON NO.

VEHICLE ID NO. 1GTG6BE34F[redacted]

YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB

STOCK NO.: 5GT5909

LICENSE NO.: [redacted]

CRAIN AUTOMOTIVE TEAM
PO BOX 6070
SHERWOOD, AR 72124-6070

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
100					11/21/14

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CARDINAL RED/BLAC				5909

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	F0ZZ				1	90610	

[redacted]

BUSINESS PHONE: 501-255-5300

TIME RECEIVED: 06:40pm

LABOR RATE:

DATE / TIME PROMISED: 11/22/14 03:00pm

PRIORITY: 6

APPOINTMENT ☐ Yes ☒ No

ADVISOR: HEATH

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.

X _____

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED?

☐ Yes ☐ No

☐ This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	[illegible]	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.

THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.

N - NEW U - USED R - REBUILT

JOB	LABOR INSTRUCTIONS
1	75CVZ PDI PERFORM PREDELIVERLY INSPECTION
2	75CVZ*20 VEHICLE SECURITY INSTALL VEHICLE SECURITY ANTI-THEFT SYSTEM
3	75CVZ*POLY SUPER POLYSHIELD INSTALL SUPER POLYSHIELD
4	75CVZ01 NITROGEN INSTALL NITROGEN IN 4 TIRES
5	75CV21 INSPECTION REPORT PERFORM 27 POINT MULTI-POINT INSPECTION

CALL WHEN VEHICLE IS READY

☐ YES ☐ NO

THANK YOU WE APPRECIATE YOUR BUSINESS!



H

Inspection Form

[redacted] Dealer/BAC Code 188183 Stock # 5GT5909 Repair Order # [redacted]

watches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

lation:
- door edge protection and other ping/storage materials on until stomer delivery
- Adjust tires to pressures specified on the Certification/Tire Label. Do NOT relearn the Tire Pressure Monitoring System. Record adjusted results.

Temperature: 60 °F☐°C☐

Tires: LF 36 RF 36 LR 36 RR 36 Spare 36 (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 1 **After** 11

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 cy[redacted] an Online [redacted]

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-Delivery Inspection has [redacted]

AARON GRAVES — Technician (Print Name)

Service Mar[redacted] — File With [redacted]

11/24/2014 — Date

10/06/2016 19:39 (FAX) P.002/039

AD-98201 Reynolds and Reynolds ORDER YOUR FREE 1-800-944-6868 FAX 1-800-947-7855

P.003/039

(FAX)

10/06/2016 19:40

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com

STATE REG# F212

CELL: 870-351-8223

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/21/14	[redacted]	1	90610	32691	I	75CVZ	PDI
				32691	I	75CVZ*20	VEHICLE SECURITY
				32691	I	75CVZ*POLY	SUPER POLYSHIELD
				32691	I	75CVZ01	NITROGEN
				32691	I	75CV21	INSPECTION REPORT

S E R V I C E

SALESPERSON NO. 97173 RICKEY PEARCE

VEHICLE ID NO: 1GTG6BE34F[redacted]	YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			STOCK NO.: 5GT5909	LICENSE NO	R.O. NO: [redacted]	
CONWAY, AR	CUSTOMER NO.: 1228583	SERVICE CONTRACT	DELIVERY DATE: 11/28/14	DELIVERY MILES: 17	SELLING DEALER NO.: 5	03/24/15	
	COLOR: CARDINAL RED/BLAC		CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TAG NO.: 4980	
	TURBO	M / MC: FOZZ	AIR COND.	P. S.	TRANS	MILEAGE: 4,842	ADVISOR NO: 90610
							PRODUCTION DATE

E RECEIVED 8:55am

LABOR RATE

DATE / TIME PROMISED: 03/24/15 09:54am

PRIORITY: 3

APPOINTMENT [X] Yes [ ] No

ADVISOR: HEATH

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 [redacted] the above vehicle to [redacted] such vehicle.

X [redacted]

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED?

[ ] Yes [ ] No

[ ] This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	QTY	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.

THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.

N - NEW U - USED R - REBUILT

JOB L[redacted]

COMMENTS :
LOANER 870-351-8223
STOCK# 5GT5867

1 W 09CVZM0600743.1 *14 PROGRDE 3M SUV* 0%
2014 PROGRADE PROTECTION LOF AND TIRE ROTATION

2 I 09CVZ99P *INSPECTION REPORT*
PERFORM 27 POINT MULTI-POINT INSPECTION

CALL WHEN VEHICLE IS READY

[ ] YES [ ] NO

THANK YOU WE APPRECIATE YOUR BUSINESS!

The Reynolds and Reynolds Company ERAINTWOLE (#91998.0 (08/10)

Windows Printer Test Page

Congratulations!

If you can read this information, you have correctly installed your Kyocera TASKalfa 3501i KX on CRLT104.

The information below describes your printer driver and port settings.

Submitted Time: 8:39:09 AM 10/6/2016
Computer name: CRLT104
Printer name: Kyocera TASKalfa 3501i KX
Printer model: Kyocera TASKalfa 3501i KX
Color support: Yes
Port name(s):
Data format:
Driver name:
Data file:
Config file:
Help file:
Driver version:
Environment:
Monitor:

Additional file
C:\Windows\sys
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
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C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (1, 2, 3, 12)
C:\Windows\sys (1, 0, 0, 1)
C:\Windows\sys (1, 0, 4, 10)
C:\Windows\sys (0, 9, 8, 22)
C:\Windows\sys
C:\Windows\sys E
C:\Windows\sys
C:\Windows\sys (1, 0, 13, 207)
C:\Windows\sys (1, 4, 1, 0)
C:\Windows\sys (6, 0, 30, 24)
C:\Windows\sys (2, 0, 10, 32)
C:\Windows\sys (6, 0, 30, 24)
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www.crainteam.com

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]

[redacted]

CONWAY, AR [redacted]

[redacted]

CELL: [redacted]

ADVISOR: HEATH 90610	TAG NO.: 4980		INVOICE DATE: 03/26/15	
LABOR RATE	LICENSE NO.	MILEAGE: 4,842	COLOR: CARDINAL RE	STOCK NO.: 5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE: 11/28/14	DELIVERY MILES: 17
VEHICLE I.D. NO.: 1GTG6BE34F1[redacted]			...NG DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O. NO.		R.O. DATE: 03/24/15	
COMMENTS				MO: 4842

DCS AUDIT SLIP----------

JOB CAR[redacted]

VIN 1GTG6BE34F1[redacted]
ODOMETER INDICATOR M
ODOMETER 4842
NON-GM VEHICLE N
REFERENCE NUMBER

REPAIRING BAC 188183
JOB CARD OPEN DATE 03/24/2015
SERVICE ADVISOR GMIN 885025863
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		980463-1	001239088846	0002

JOB COMPLETION DATE: 03/24/2015
TECHNICIAN GMIN: 676198950

LABOR OPERATION BASE HOURS
0600743 0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: 2014 PROGRADE PROTECTION LOF AND TIRE ROTATION

CAUSE CODE: 9094
CAUSE DESCRIPTION: NEEDS LOF AND ROTATION 0%

CORRECTION DESCRIPTION: COMPLETE OIL LIFE % TOP OFF DEF FLUID IF EQUIPPED

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
35.00	NIM			0%		

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

WARRANTY DISCLAIMER

The warranties on these parts are the manufacturer's. The CRAIN AUTOMOTIVE TEAM Dealership disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. The CRAIN AUTOMOTIVE TEAM Dealership doesn't assume nor authorize any person to assume any liability in connection with the sale of these parts. This disclaimer in no way affects the terms of the manufacturer's warranty.

IN CASE OF FIRE, THEFT OR ANY OTHER SITUATION BEYOND OUR CONTROL, WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ITEMS LEFT IN VEHICLES.

Shop Supplies and Environmental Disposal Charges

A charge equal to 10% of the value of total labor charges is due for all repairs. Applicable supply items which are included in the charge include fasteners, cleaners, chemicals, solvents, lubricants, certain sealers, rags, towels and other expendable items which are not otherwise specifically itemized on your invoice. Environmental Disposal charges are to offset the cost of managing, storing and disposing of wastes in accordance with local, state and federal laws. The actual value of these items used in your repair may be more or less than the value you are charged.

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

AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE SF919091 Q (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR [redacted]
[redacted]

CELL: [redacted]

ADVISOR	TAG NO.	INVOICE DATE
HEATH 90610	4980	03/26/15

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		4,842	CARDINAL RE	5GT5909

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB	11/28/14	17

VEHICLE I.D. NO.	DEALER NO.	PRODUCTION DATE
1GTG6BE34F1[redacted]		

P.T.S. NO.	P	DATE
		03/24/15

COMMENTS

MO: 4842

J# 1 00CVZM0600743.1 14 PROGRDE SM SUV HOURS: 0.60 TECH(S):4654 15.36

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
4654	03/24/15	11.70	12.60	0.50	0.00	FINISHED
4654	03/24/15	0.00	0.60	0.00	0.60	FINISHED
		TOTAL TECH TIME		0.50	0.60	

2014 PROGRADE PROTECTION LOF AND TIRE ROTATION
NEEDS LOF AND ROTATION
0%
COMPLETE
OIL LIFE %
TOP OFF DEF FLUID IF EQUIPPED

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	PK2130D	DEXOS OIL AND FILT	****	****	****	****
JOB # 1	1	19303249	FILTER KI 1.836	5.20	5.20	6.89	6.89
JOB # 1	5	19293003	OIL 8.800	2.49	12.45	2.55	12.75
			JOB # 1 COST TOTAL		17.65		
			JOB # 1 TOTAL PARTS				19.64
			JOB # 1 TOTAL LABOR & PARTS				35.00

COMMENTS
LOANER 870-351-8223
STOCK# 5GT5867

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

WARRANTY DISCLAIMER

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]
11:26am

The Reynolds and Reynolds Company ERAINTINVE
RF819091 O (05/10)

P.007/039

(FAX)

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com
STATE REG# F212

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
03/24/15	[redacted]	4842	90610	4654	W	00CVZW0600743.1	14 PROGRDE SM SUV
				4654	I	00CVZ99P	INSPECTION REPORT
11/21/14		1	90610	32691	I	75CVZ	PDI
				32691	I	75CVZ*20	VEHICLE SECURITY
				32691	I	75CVZ*POLY	SUPER POLYSHIELD
				32691	I	75CVZ01	NITROGEN

SERVICE

SALESPERSON NO. 97173 RICKEY PEARCE

VEHICLE ID NO. 1GTG6BE34F[redacted]

YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB

STOCK NO.: 5GT5909

LICENSE NO.: [redacted]

[redacted]

CONWAY, AR

[redacted]

SERVICE CONTRACT

DELIVERY DATE: 11/28/14

DELIVERY MILES: 17

SELLING DEALER: 5

09/25/15

CARDINAL RED/BLAC

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO.: 6655

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	FOZZ				11,994	4969	

TIME RECEIVED: 12:43pm

LABOR RATE

DATE / TIME PROMISED: 09/28/15 12:00pm

PRIORITY: 2

APPOINTMENT [X] Yes [ ] No

ADVISOR: TONY WALL

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 [redacted]

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED?

[ ] Yes [ ] No

[ ] This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	NO. / HRS	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.
THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.

N - NEW U - USED R - REBUILT

JOB

COMMENTS :
IN LOANER 6GT6796

1 W 20CVZ03 **A/C & HEATING**
CUSTOMER STATES THE HEATER WILL NOT GET HOT. BL
EVEN ON MANUAL AND TURNED UP ALL THE WAY

2 W 35CVZ **RECALLS/CAMPAIGN**
15439 SERVICE UPDATE LODD OF WLWCTRIC POWER STEERING
9101773

3 W 35CVZ01 **CAMPAIGN**
15304 SERVICE UPDATE 4WD ALWAYS ENGAGED IN COLD TEMP
9101695

4 W 35CVZ02 **CAMPAIGN**
15150 FRONT SEAT HOOKS NOT INSTALLED
9101513

5 W 35CVZ04 **CAMPAIGN**
14888 FRONT BRAKE CALIPER INSPECTION
9101540

6 W 35CVZ08004 **UPPER RADIATOR HOSE**
15086 ONSTAR SYSTEM INOP
9101485

7 I 35CVZ99P **INSPECTION REPORT**

CALL WHEN VEHICLE IS READY

[ ] YES [ ] NO

THANK YOU WE APPRECIATE YOUR BUSINESS!

10/06/2016 19:41 The Reynolds and Reynolds Company ERAINTWOLE 3Rel1095.0 (09/10)

P.008/039

(FAX)

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STATE REG# F212

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERA[redacted]
03/24/15	[redacted]	4842	90610	4654	W	00CVZM0600743.1	14 PROGRDE SM SUV
				4654	I	00CV299P	INSPECTION REPORT
11/21/14		1	90610	32691	I	75CV2	PDI
				32691	I	75CV2*Z0	VEHICLE SECURITY
				32691	I	75CV2*POLY	SUPER POLYSHIELD
				32691	I	75CV201	NITROGEN

SERVICE

SALESPERSON NO. 97173 RICKEY PEARCE

VEHICLE ID NO. 1GTG6BE34F1[redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB					STOCK NO. 5GT5909	LICENSE NO.	[redacted]
[redacted]	SERVICE CONTRACT		DELIVERY DATE 11/28/14		DELIVERY MILES 17	SELLING DEALER NO. 5	09/25/15	
CONWAY, AR	CARDINAL RED/8LAC		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. 6655	
[redacted]	TURBO	J4 / MC F0ZZ	AIR COND.	P. S.	TRANS	MILEAGE 11,994	ADVISOR NO. 4969	PRODUCTION DATE

TIME RECEIVED 12:43pm
LABOR RATE

DATE / TIME PROMISED 09/28/15 12:00pm
PRIORITY 2

APPOINTMENT [X] Yes [ ] No
ADVISOR: TONY WALL

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.

X _____

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED? [ ] Yes [ ] No

[ ] This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	QUANTITY	TOTAL

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SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

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N - NEW U - USED R - REBUILT

JOB | LABOR INSTRUCTIONS

PERFORM 27 POINT MULTI-POINT INSPECTION

8 W 00CVZM0600743.1 14 PROGRDE SM SUV
2014 PROGRADE PROTECTION LOF AND TIRE ROTATION

0%

CALL WHEN VEHICLE IS READY
[ ] YES [ ] NO

THANK YOU WE APPRECIATE YOUR BUSINESS!

10/06/2016 19:42

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1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CEL [redacted]

CUSTOMER NO [redacted]

[redacted]
CONWAY, AR [redacted]
[redacted]

ADVISOR: TONY WALL 4969	TAG NO.: 6655	INVOICE DATE: 09/30/15		
LABOR RATE	LICENSE NO.	MILEAGE: 11,994	COLOR: CARDINAL RE	STOCK NO.: 5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE: 11/28/14	DELIVERY MILES: 17
VEHICLE I.D. NO.: 1GTG6BE34F1 [redacted]			L/NG DEALER NO.	PRODUCTION DATE
R.T. E. NO.	P. D.		D. DATE: 09/25/15	

COMMENTS

MO: 11996

LABOR & PARTS

J# 1 20CVZ03 A/C & HEATING HOURS: TECH(S):2012 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/29/15	12.40	12.40	0.00	0.00	HOLD OTHER
2012	09/29/15	12.90	15.00	1.10	0.00	LUNCH/DINNER
2012	09/29/15	16.10	16.10	0.00	0.00	FINISHED
2012	09/29/15	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		1.10	0.00	

CUSTOMER STATES THE HEATER WILL NOT GET HOT. BLOWS COOL AIR
EVEN ON MANUAL AND TURNED UP ALL THE WAY
CND AND UNDESIRED OPERATION NO CODES STORED TEMP SET TO MAX
GIVES SUFFICIENT HEAT REVIEWED ALL OPERATIONS AND FUNCTIONS
WORKING AS DESIGNERD AT THIS TIME

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 35CVZ RECALLS/CAMPAIGN HOURS: 0.30 TECH(S):2012 28.12

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/29/15	12.60	12.80	0.20	0.00	FINISHED
2012	09/29/15	0.00	0.30	0.00	0.30	FINISHED
		TOTAL TECH TIME		0.20	0.30	

15439 SERVICE UPDATE LODD OF WLWCTRIC POWER STEERING
REPROGRAMMED STEERING CONTROL MODULE CODES 311C6

JOB # 2 TOTAL LABOR & PARTS 28.12

J# 3 35CVZ01 CAMPAIGN HOURS: 0.40 TECH(S):2012 37.50

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/29/15	12.90	12.90	0.00	0.00	FINISHED
2012	09/29/15	0.00	0.40	0.00	0.40	FINISHED
		TOTAL TECH TIME		0.00	0.40	

15304 SERVICE UPDATE 4WD ALWAYS ENGAGED IN COLD TEMP
REPROGRAMMED TRANSFER CASE CONTROL MODULE, CODES 1ACOD,FD10E

JOB # 3 TOTAL LABOR & PARTS 37.50

J# 4 35CVZ02 CAMPAIGN HOURS: 0.20 TECH(S):2012 18.75

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/29/15	12.40	12.60	0.20	0.00	FINISHED
2012	09/29/15	0.00	0.20	0.00	0.20	FINISHED
		TOTAL TECH TIME		0.20	0.20	

15150 FRONT SEAT HOOKS NOT INSTALLED
INSPECT FRONT SEATS INSTALLATION

JOB # 4 TOTAL LABOR & PARTS 18.75

J# 5 35CVZ04 CAMPAIGN HOURS: 1.20 TECH(S):2012 112.49

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/28/15	16.70	17.50	0.40	0.00	NON WORKING
2012	09/29/15	7.60	12.30	2.40	0.00	FINISHED
2012	09/29/15	0.00	1.20	0.00	1.20	FINISHED
		TOTAL TECH TIME		2.80	1.20	

14888 FRONT BRAKE CALIPER INSPECTION
RECALL

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company ERAINTINVE
SF-018091 O (09/10)

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Buick GMC
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CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR
[redacted]

CEL [redacted]

ADVISOR	TAG NO.	INVOICE DATE
TONY WALL 4969	6655	09/30/15

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		11,994	CARDINAL RE	5GT5909

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB	11/28/14	17

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G T G 6 B E 3 4 F 1 [redacted]		

F.T.E. NO.	P.O. DATE
	09/25/15

COMMENTS

MO: 11996

INSPECT AND REPLACED FRONT CALIPERS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 5	1		23341891	CALIPER 4.665	74.60	74.60	104.44	104.44
JOB # 5	1		23341892	CALIPER 4.665	74.60	74.60	104.44	104.44
JOB # 5	4		21012386	WASHER 4.681	0.39	1.56	0.55	2.20
JOB # 5	2		19299818	FLUID 8.800	4.87	9.74	6.82	13.64

JOB # 5 COST TOTAL 160.50
JOB # 5 TOTAL PARTS 224.72

JOB # 5 TOTAL LABOR & PARTS 337.21

J# 6 35CVZ00004 UPPER RADIATOR HOSE HOURS: 1.10 TECH(S):2012 103.11

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/29/15	12.30	12.40	0.10	0.00	FINISHED
2012	09/29/15	0.00	1.10	0.00	1.10	FINISHED
		TOTAL TECH TIME		0.10	1.10	

15086 ONSTAR SYSTEM INOP
RECALL
REPLACED AND PROGRAMMED VCIM
CODES S1790,97572

JOB # 6 TOTAL LABOR & PARTS 103.11

J# 8 00CVZM0600743.1 14 PROGRADE SM SUV HOURS: 0.60 TECH(S):266007 15.36

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
266007	09/25/15	13.10	14.10	0.50	0.00	FINISHED
266007	09/25/15	0.00	0.60	0.00	0.60	FINISHED
		TOTAL TECH TIME		0.50	0.60	

2014 PROGRADE PROTECTION LOF AND TIRE ROTATION
NEEDS LOF AND ROTATION
0%
OIL LIFE %
TOP OFF DEF FLUID IF EQUIPPED

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 8	1		PK2130D	DEXOS OIL AND FILT	****	****	****	****
JOB # 8	1		19303249	FILTER KI 1.836	5.20	5.20	6.64	6.64
JOB # 8	5		19293003	OIL 8.800	2.44	12.20	2.60	13.00

JOB # 8 COST TOTAL 17.40
JOB # 8 TOTAL PARTS 19.64

JOB # 8 TOTAL LABOR & PARTS 35.00

COMMENTS
IN LOANER 6GT6796

R/O TAX 0.00
R/O TOTALS 559.69

WARRANTY CLAIM DETAIL TOTALS

[redacted] .... TOTAL....
28.12
37.50
18.75

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAUTINV2
SF518091 Q (09/10)

CRAIN AUTOMOTIVE TEAM
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Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR: TONY WALL 4969	TAG NO.: 6655	INVOICE DATE: 09/30/15	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 11,994	COLOR: CARDINAL RE / STOCK NO.: 5GT5909
CONWAY, AR [redacted]	YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE: 11/28/14	DELIVERY MILES: 17
[redacted]	VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]		SELLING DEALER NO.: 5	PRODUCTION DATE
	F.T.E. NO.	P.O. [redacted]	R. O. DATE: 09/25/15	
	COMMENTS			MO: 11996

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	337.21
	103.11
	35.00
CLAIM TOTALS	559.69

APPROVED BY SIGNATURE

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F1146576	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/25/2015
ODOMETER	11994	SERVICE ADVISOR GMIN	386218910
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZFAT		989001-2	001261637209	0004

JOB COMPLETION DATE: 09/29/2015
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
9101773	0.3

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: REPROGRAMMED STEERING CONTROL MODULE CODES 311C6

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	28.12	0.00	28.12
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	28.12	0.00	28.12

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE SP619091 O (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR [redacted]
[redacted]

CELL: [redacted]

ADVISOR: TONY WALL 4969		TAG NO.: 6655	INVOICE DATE: 09/30/15	
LABOR RATE	LICENSE NO.	MILEAGE: 11,994	COLOR: CARDINAL RE	5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE: 11/28/14	DELIVERY MILES: 17
VEHICLE I.D. NO.: 1GTG6BE34F1[redacted]			ING DEALER NO.	PRODUCTION DATE
P.T.E. NO.	R[redacted]		DATE: 09/25/15	
COMMENTS				MO: 11996

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F1[redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/25/2015
ODOMETER	11994	SERVICE ADVISOR GMIN	386218910
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZFAT		989001-3	001261637617	0002

JOB COMPLETION DATE: 09/29/2015
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
9101695	0.4

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: REPROGRAMMED TRANSFER CASE CONTROL MODULE. CODES 1A COD.FD10E

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	37.50	0.00	37.50
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	37.50	0.00	37.50

WARRANTY DISCLAIMER

The warranties on these parts are the manufacturer's. The CRAIN AUTOMOTIVE TEAM Dealership disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. The CRAIN AUTOMOTIVE TEAM Dealership doesn't assume nor authorize any person to assume any liability in connection with the sale of these parts. This disclaimer in no way affects the terms of the manufacturer's warranty.

IN CASE OF FIRE, THEFT OR ANY OTHER SITUATION BEYOND OUR CONTROL, WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ITEMS LEFT IN VEHICLES.

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company BRAINTRUST
SF619081 Q (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

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Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR [redacted]
[redacted]

CELL: [redacted]

ADVISOR: TONY WALL 4969		TAG NO.: 6655	INVOICE DATE: 09/30/15		
LABOR RATE	LICENSE NO.	MILEAGE: 11,994	COLOR: CARDINAL RE	STOCK NO.: 5GT5909	
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE: 11/28/14	DELIVERY MILES: 17	
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]			DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. [redacted]		09/25/15		
COMMENTS					

MO: 11996

DCS AUDIT SLIP---------- [redacted] ----------

JOB CARD [redacted]

VIN 1GTG6BE34F1 [redacted]
ODOMETER INDICATOR M
ODOMETER 11994
NON-GM VEHICLE N
REFERENCE NUMBER

REPAIRING BAC 188183
JOB CARD OPEN DATE 09/25/2015
SERVICE ADVISOR GMIN 386218910
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZFAT		989001-4	001261637687	0002

JOB COMPLETION DATE: 09/29/2015
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
9101513	0.2

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: INSPECT FRONT SEATS INSTALLATION

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	18.75	0.00	18.75
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	18.75	0.00	18.75

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAUTINVE SF819091 Q (09/10)

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1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted] CELL [redacted]

[redacted]
CONWAY, AR [redacted]

ADVISOR	TAG NO.	INVOICE DATE
TONY WALL 4969	6655	09/30/15

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		11,994	CARDINAL RE	5GT5909

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB	11/28/14	17

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G T G 6 B E 3 4 F 1 [redacted]		

E. NO.	P.	D. DATE
		09/25/15

COMMENTS

MO: 11996

DCS AUDIT SLIP

JOB CARD [redacted]

VIN 1GTG6BE34F[redacted]
ODOMETER INDICATOR M
ODOMETER 11994
NON-GM VEHICLE N
REFERENCE NUMBER

REPAIRING BAC 198183
JOB CARD OPEN DATE 09/25/2015
SERVICE ADVISOR GMIN 386218910
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
5	W	ZFAT		989001-5	001261637768	0002

JOB COMPLETION DATE: 09/29/2015
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
9101540	1.2

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: INSPECT AND REPLACED FRONT CALIPERS.

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
19299818	2	4.87			
21012386	4	0.39			
23341891	1	74.60			
23341892	1	74.60			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	64.22		
PARTS	160.50	0.00	224.72
LABOR	112.49	0.00	112.49
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	337.21	0.00	337.21

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BF619091 Q (09/10)

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www.crainteam.com

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Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]	ADVISOR TONY WALL 4969	TAG NO. 6655	INVOICE DATE 09/30/15	CELL [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 11,994	COLOR CARDINAL RE	STOCK NO. 5GT5909
CONWAY, AR [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE 11/28/14		DELIVERY MILES 17
	VEHICLE I.D. NO. 1GTG6BE34F1 [redacted]		LING DEALER NO.		PRODUCTION DATE
	R.O. NO.	R.O.	D. DATE 09/25/15		
	COMMENTS				MO: 11996

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F1 [redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	09/25/2015
ODOMETER	11994	SERVICE ADVISOR GMIN	386218910
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
6	W	ZFAT		989001-6	001261637808	0002

JOB COMPLETION DATE: 09/29/2015
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
9101485	1.1

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: REPLACED AND PROGRAMMED VCIM CODES S1790,97572

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	103.11	0.00	103.11
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	103.11	0.00	103.11

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]

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www.crainteam.com

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Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]

[redacted]
CONWAY, AR [redacted]
[redacted]

CELL [redacted]

ADVISOR	TAG NO.	INVOICE DATE
TONY WALL 4969	6655	09/30/15

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		11,994	CARDINAL RE	5GT5909

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB	11/28/14	17

VEHICLE I.D. NO.	...NG DEALER NO.	PRODUCTION DATE
1 G T G 6 B E 3 4 F 1 [redacted]		

P.T.E. NO.	P...	...DATE	
		09/25/15	

COMMENTS

MO: 11996

DCS AUDIT SLIP

JOB CARD [redacted]

VIN 1GTG6BE34F1 [redacted]
ODOMETER INDICATOR M
ODOMETER 11994
NON-GM VEHICLE N
REFERENCE NUMBER

REPAIRING BAC 188183
JOB CARD OPEN DATE 09/25/2015
SERVICE ADVISOR GMIN 386218910
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
8	W	ZREG		989001-8	001261638232	0002

JOB COMPLETION DATE: 09/25/2015
TECHNICIAN GMIN: 072181171

LABOR OPERATION	BASE HOURS
0600743	0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0021
COMPLAINT DESCRIPTION: 2014 PROGRADE PROTECTION LOF AND TIRE ROTATION

CAUSE CODE: 9094
CAUSE DESCRIPTION: NEEDS LOF AND ROTATION

CORRECTION DESCRIPTION: 0% OIL LIFE X TOP OFF DEF FLUID IF EQUIPPED

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
35.00	NIM			0%		

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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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company BRAINTRUST
SF619091 C (09/10)

P.017/039

(FAX)

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com
STATE REG# F212

SERVICE HISTORY

DATE	[redacted]	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/25/15		11994	4969	2012	W	20CVZ03	A/C & HEATING
				2012	W	35CVZ	RECALLS/CAMPAIGN
				2012	W	35CVZ01	CAMPAIGN
				2012	W	35CVZ02	CAMPAIGN
				2012	W	35CVZ04	CAMPAIGN
				2012	W	35CVZ00004	UPPER RADIATOR HOSE

SERVICE

SALESPERSON NO. 97173 RICKEY PEARCE

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.
1GTG6BE34F1[redacted]	15/GMC/CANYON CREW/CANYON CREW SWB	5GT5909	[redacted]

[redacted]
CONWAY [redacted] AR
[redacted] COM

SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	
	11/28/14	17	5	10/20/15
CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.	
CARDINAL RED/BLAC			6013	

TURBO	M / MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	FOZZ				12,810	4969	

TIME RECEIVED 01:30pm
LABOR RATE

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 [redacted] vehicle on [redacted] vehicle.

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED?
☐ Yes ☐ No

DATE / TIME PROMISED 10/21/15 01:30pm
PRIORITY 2

APPOINTMENT ☐ Yes ☒ No

ADVISOR: TONY WALL

☐ This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	LABOR	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.
THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.

N - NEW U - USED R - REBUILT

JOB

COMMENTS :
IN LOANER 6GT6821

1 W 20CVZ ***A/C & HEATING***
CUSTOMER STATES HEATER NOT GETTING HOT

2 I 20CVZ98P ***INSPECTION REPORT***
PERFORM 27 POINT MULTI-POINT INSPECTION

CALL WHEN VEHICLE IS READY
☐ YES ☐ NO

[redacted]

THANK YOU WE APPRECIATE YOUR BUSINESS!

10/06/2016 19:46 The Reynolds and Reynolds Company ERAINTWOUP (version)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

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Buick GMC
1003 North Muscum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR
[redacted]

CELL: [redacted]

ADVISOR	TAG NO.	INVOICE DATE
TONY WALL 4969	6013	10/30/15

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		12,810	CARDINAL RE	5GT5909

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB	11/28/14	17

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G T G 6 B E 3 4 F 1 [redacted]	5	

R.T.E. NO.	R	R. O. DATE
		10/20/15

COMMENTS

MO: 12811

J# 1 20CVZ *A/C & HEATING HOURS: 8.60 TECH(S) 2012 806.16

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	10/21/15	15.50	16.20	0.70	0.00	HOLD PARTS
2012	10/22/15	12.00	13.70	0.90	0.00	LUNCH/DINNER
2012	10/22/15	14.80	17.50	1.40	0.00	NON WORKING
2012	10/23/15	8.00	10.40	1.20	0.00	HOLD OTHER
2012	10/23/15	13.10	13.40	0.20	0.00	NON WORKING
2012	10/23/15	13.40	13.40	0.00	0.00	LUNCH/DINNER
2012	10/23/15	14.40	17.50	1.60	0.00	NON WORKING
2012	10/26/15	7.60	12.70	2.60	0.00	LUNCH/DINNER
2012	10/26/15	13.90	17.50	1.80	0.00	NON WORKING
2012	10/27/15	14.00	17.50	1.80	0.00	NON WORKING
2012	10/28/15	7.70	11.00	1.70	0.00	FINISHED
2012	10/28/15	0.00	8.60	0.00	8.60	FINISHED
		TOTAL TECH TIME		13.90	8.60	

CUSTOMER STATES HEATER NOT GETTING HOT
TEMP DOOR CRACKED WHERE ACTUATOR GOES IN
REPLACED TEMP DOOR EVAC AND RECHARGE AC SYSTEM AND REFILL
COOLING SYSTEM

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		23135682	VALVE 8.858	33.54	33.54	46.96	46.96
				JOB # 1 COST TOTAL		33.54		
						JOB # 1 TOTAL PARTS		46.96
						JOB # 1 TOTAL LABOR & PARTS		853.12

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	GC	FUEL CHARGE		7.83
			TOTAL - MISC	7.83

COMMENTS
IN LOANER 6GT6821

R/O TAX	0.00
R/O TOTALS	860.95

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	860.95
CLAIM TOTALS	860.95

APPROVED BY SIGNATURE

WARRANTY DISCLAIMER

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IN CASE OF FIRE, THEFT OR ANY OTHER SITUATION BEYOND OUR CONTROL, WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ITEMS LEFT IN VEHICLES.

Shop Supplies and Environmental Disposal Charges

A charge equal to 10% of the value of total labor charges is due for all repairs. Applicable supply items which are included in the charge include fasteners, cleaners, chemicals, solvents, lubricants, certain sealers, rags, towels and other expendable items which are not otherwise specifically itemized on your invoice. Environmental Disposal charges are to offset the cost of managing, storing and disposing of wastes in accordance with local, state and federal laws. The actual value of these items used in your repair may be more or less than the value you are charged.

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAINTWVE
6P019097 O (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR [redacted]
[redacted]

CELL: [redacted]

ADVISOR: TONY WALL 4969	TAG NO.: 6013	INVOICE DATE: 10/30/15		
LABOR RATE	LICENSE NO.	MILEAGE: 12,810	COLOR: CARDINAL RE	STOCK NO.: 5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE: 11/28/14	DELIVERY MILES: 17	
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]		G DEALER NO.	PRODUCTION DATE	
R.T.M. NO.	R [redacted]	ATE: 10/20/15		
COMMENTS				

MO: 12811

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F1 [redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	N	JOB CARD OPEN DATE	10/20/2015
ODOMETER	12810	SERVICE ADVISOR GMIN	386218910
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		990053-1	001265245695	0002

JOB COMPLETION DATE: 10/28/2015
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS	ADD PUB.
4411520	8.0	.6

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0723
COMPLAINT DESCRIPTION: CUSTOMER STATES HEATER NOT GETTING HOT

CAUSE CODE: 6021
CAUSE DESCRIPTION: TEMP DOOR CRACKED WHERE ACTUATOR GOES IN

CORRECTION DESCRIPTION: REPLACED TEMP DOOR EVAC AND RECHARGE AC SYSTEM AND REFILL COOLING SYSTEM

CAUSAL PART: 23135682

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
23135682	1	33.54			

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO FUEL	DAYS	REASON
7.83	NIM					

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	13.42		
PARTS	33.54	0.00	46.96
LABOR	806.16	0.00	806.16
NET ITEMS	7.83	0.00	7.83
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	860.95	0.00	860.95

WARRANTY DISCLAIMER

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF618091.0 (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]

[redacted]

CONWAY, AR [redacted]

[redacted]

CELL: [redacted]

ADVISOR: TONY WALL 4969		TAG NO.: X013	INVOICE DATE: 11/03/15	
LABOR RATE	LICENSE NO.	MILEAGE: 12,814	COLOR: CARDINAL RE	5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB			DELIVERY DATE: 11/28/14	DELIVERY MILES: 17
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]			ING DEALER NO.	PRODUCTION DATE
R.T.E. NO.	R.O. [redacted]		P. O. DATE: 10/30/15	

COMMENTS

MO: 12815

L/OP # PARTS

J# 1.61CVZ *EXTERIOR TRIM HOURS: 0.80 TECH(S):260817 3458 74.99

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
260817	11/02/15	11.00	11.00	0.00	0.00	FINISHED
3458	11/02/15	0.00	0.80	0.00	0.80	FLAT RATE TIME
		TOTAL TECH TIME		0.00	0.80	

CUSTOMER STATES LEFT REAR DOOR MOLDING IS COMING LOOSE
MOLDING COMING LOOSE-LOP 2020220
REPLACED MOLDING

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	94777499	MOLDING 10.772	38.14	38.14	53.40	53.40
			JOB # 1 COST TOTAL		38.14		
					JOB # 1 TOTAL PARTS		53.40
					JOB # 1 TOTAL LABOR & PARTS		128.39
						R/O TAX	0.00
						R/O TOTALS	128.39

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	128.39
CLAIM TOTALS	128.39

APPROVED BY SIGNATURE

WARRANTY DISCLAIMER

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE] 10:18am

The Reynolds and Reynolds Company ERAINTINVE
SP019091 Q (08/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR TONY WALL 4969	TAG NO. X013	INVOICE DATE 11/03/15		
[redacted] S	LABOR RATE	LICENSE NO.	MILEAGE 12,814	COLOR CARDINAL RE	STOCK NO. 5GT5909
CONWAY, AR [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE 11/28/14		DELIVERY MILES 17
[redacted]	VEHICLE I.D. NO. 1GTG6BE34F1 [redacted]		LING DEALER NO.		PRODUCTION DATE
	F.T.E. NO.	P.O. [redacted]	DATE 10/30/15		
	COMMENTS				

MO: 12815

DCS AUDIT SLIP----------
JOB CARD [redacted]

VIN	1GTG6BE34F1 [redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	10/30/2015
ODOMETER	12814	SERVICE ADVISOR GMIN	386218910
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		990511-1	001265712247	0002

JOB COMPLETION DATE: 11/02/2015
TECHNICIAN GMIN: 032143811

LABOR OPERATION	BASE HOURS
2020220	0.8

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0421
COMPLAINT DESCRIPTION: CUSTOMER STATES LEFT REAR DOOR MOLDING IS COMING LOO SE

CAUSE CODE: 1025
CAUSE DESCRIPTION: MOLDING COMING LOOSE-LOP 2020220

CORRECTION DESCRIPTION: REPLACED MOLDING

CAUSAL PART: 94777499

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
94777499	1	38.14			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	15.26		
PARTS	38.14	0.00	53.40
LABOR	74.99	0.00	74.99
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	128.39	0.00	128.39

WARRANTY DISCLAIMER
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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE SF819091 O (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN [redacted]
Buick GMC
710 South Amity Rd. • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

[redacted]

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	TONY WALL 4969	6169	11/13/15
CONWAY, AR [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 12,833	COLOR: CARDINAL RE	STOCK NO.: 5GT5909
[redacted]	YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB	DELIVERY DATE: 11/28/14	DELIVERY MILES: 17
	VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]	DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.	R.O. DATE: 11/04/15	
	COMMENTS		MO: 12998

LABOR & PARTS----------

J# 1 51CVZ *BODY ELECTRICAL HOURS: TECH(S):2012 0.00

CUSTOMER STATES WHILE DRIVING MULTIPLE ERRORS STARTED COMING IN DISPLAY,ALL GAUGES WERE NOT WORKING EXCEPT FOR THE FUEL GAUGE.THE TRANSMISSION WAS TAKING A LONG TIME TO SHIFT AND THE SHIFTS WERE HARSH.DROPPED OFF LAST NIGHT AND NOW THIS MORNING NO CRANK,NO STARTED OCCURED.
(ALSO WHEN CUSTOMER SHUT VEHICLE DOWN WHEN ALL THIS THIS OCCURED THE A/C-HEAT FAN WAS STAYING ON)
UNKNOWN,POSSIBLE PCM ANOMALY.
CHECKED ALL CONNECTION/MODULES,MODULES IN SYNC WITH EACH OTHER NOW.ROAD TESTED SEVERAL MILES,COULD NOT DUPLICATE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 51CVZ99P INSPECTION REPORT HOURS: 0.00 TECH(S):2012 0.00

PERFORM 27 POINT MULTI-POINT INSPECTION
COMPLETED 27 POINT MULTI-POINT INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	GC	FUEL CHARGE		10.50
JOB # 1	GC	FUEL CHARGE		8.03
JOB # 1	CP	PBG SERVICE COUPON DISCOUNT		-18.53
			TOTAL - MISC	0.00

COMMENTS----------
IN LOANER 5GT6785

TOTALS----------

CONTROL#	ACCOUNT NUMBER	AMOUNT..		
5GT5909			TOTAL LABOR....	0.00
			TOTAL PARTS....	0.00
			TOTAL SUBLET...	0.00
			TOTAL G.O.G....	0.00
			TOTAL MISC.CHG.	18.53
			TOTAL MISC.DISC	-18.53
			TOTAL TAX.....	0.00
			TOTAL INVOICE $	**0.00**

APPROVED BY SIGNATURE

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

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
RPA19091 O (09/16)

P.023/039

(FAX)

10/06/2016 19:49

AD-98201 [illegible] ORDER TOLL FREE 1-[illegible] FAX 1-800-631-3855

CRAIN BUICK GMC

1603 South Mississippi Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com
STATE REG# F212

SERVICE HISTORY

DATE	[redacted]	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/04/15		12833	4469	2012	I	51CVZ	*BODY ELECTRICAL
				2012	I	51CVZ99P	INSPECTION REPORT
[illegible]		13814	4469	[illegible]	I	51CVZ	*EXTERIOR TRIM
				[illegible]	I	51CVZ99P	INSPECTION REPORT
10/26/15		13819	4469	2012	I	20CVZ	*A/C & HEATING
				2012	I	20CVZ99P	INSPECTION REPORT

SERVICE

SALESPERSON NO. 9[illegible] RICKEY PEARCE

VEHICLE ID NO.
1GTG6BE34F1[redacted]

[redacted]
CONWAY, AR [redacted]
[redacted]

TIME RECEIVED
08:02am

LABOR RATE

DATE/TIME PROMISED
04/07/16 05:18pm

PRIORITY
3

APPOINTMENT [X] Yes [ ] No
ADVISOR: HEATH

YEAR/MAKE/MODEL	STOCK NO	LICENSE NO
15/GMC/CANYON CREW/CANYON CREW SWB	5GT5909	[redacted]

[redacted] SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
	11/28/14	17	5	04/04/16

COLOR	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CARDINAL RED/BLAC				6053

TURBO	M/MC	AIR COND	P. S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	FOZZ				17,120	90610	

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 a[redacted] to secure the amount of repairs thereto; that your employee[redacted] on streets, highways or elsewhere for the purpose of testing

X QUAD SIDE DRP [redacted]

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED?
[ ] Yes [ ] No

[ ] This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MOTOR	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.
THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.

N - NEW U - USED R - REBUILT

JOB | LABOR INSTRUCTIONS

COMMENTS :
DROP OFF

4-4-16

1 W 10CVZ DRIVEABILITY 2012
C/S CHECK ENGINE LIGHT ON. NO CRANK INTERMITTENTLY

2 I 10CVZ99P INSPECTION REPORT
PERFORM 27 POINT MULTI-POINT INSPECTION

FSE David Burns worked with technician on this vehicle 5/2/16 – 9:30am – 12:00pm 2.5 out of 2012 5-24-16

Test 2012 [redacted]

CALL WHEN VEHICLE IS READY
[ ] YES [ ] NO

THANK YOU WE APPRECIATE YOUR BUSINESS!

5430840 Terminal Replacement

Effective Date: May 1, 2016

LABOR CODE: 5430840

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement.

Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours

LABOR TIME: 0.5

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PSCM U0401 00 ↖ Invalid data from ECM H
PSCM U0100 00 Lost Comm w/ ECM H

TCCM U0401 00 Inv. data from ECM H
TCCM U0140 00 Lost comm w BCM H
TCCM U0121 00 Lost Comm w EBCM H

Chassis Control Mod P069A 00 Fuel pump Control Mod Enable ckt PTF

ECM U0140 00 lost Comm w BCM PTF
ECM U0121 00 EBCM PTF
ECM U0109 00 Fuel pump control mod PTF
ECM P069E 00 Fuel pump Control Mod Rly MIL C

EBCM connector
chk corrosion

Normal is 13.5V
At battery terminal 16.2
pin 6, 14 .2V
BCM

H6 on 3925920

U0100 00 BCM C
U0100 00 BCM NE
U0101 00 PTF
U0100 00 ECM FC
U0140 00 BCM
U0121 00 BCM P
U0109 00 ECM P
U0073 00 ECM P
P069E 00 ECM P
U0140 00 TCM P
U0121 00 TCM P PTF

PNDL on shifter off-hill P/B

DOC 4360191 - PIT5474# = TCCM X103, X106
PIT 5923# clkt 2500, 2501
5914#

Blue cog = beep on fault

[redacted]

CUSTOMER # [redacted]

[redacted]

CONWAY, AR [redacted]
HOME:
BUS:
CONT [redacted]
CELL

INVOICE

PAGE 1

GWATNEY
BUICK GMC

5700 Landers Road · Sherwood, Arkansas 72117
Telephone: (501) 945-4444
Sales (501) 859-6269 · Service (501) 588-7554
Parts (501) 945-1651
www.gwatneybuickgmc.com

SERVICE ADVISOR: 3300 ROBIN E REGNAS

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	15	GMC CANYON	1GTG6BE34F1[redacted]		16972/16972	T878

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]ATE	PAYMENT	INV. DATE
01JAN15 DI			17:00 01APR16		CASH	01APR16

R.O. OPENED	READY
08:24 01APR16	13:50 01APR16

OPTIONS: ENG:3.6_Liter_SIDI_DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATED ENGINE WON'T CRANK - HAD TOWED IN - ALSO CHECK ENGINE LIGHT WAS ON AND OTHER SERVICE WARNING LIGHTS						
	DRIV		DRIVEABILITY				
	730950		W				
PARTS:	0.00	LABOR:		0.00 OTHER: 0.00	TOTAL LINE A:		(N/C) 0.00
U0102, U0109,U0140, U0073 FOUND CIRCUIT 2501 HAS BENT TERMINAL IN CONNECTOR X106, NOT MAKING GOOD CONTACT, STRAIGHTENED TERMINAL, APPLIED DIELECTRIC GREASE, AND RECONNECTED CONNECTOR PER PIT5474A, TESTED AND VERIFIED REPAIR **1.10 DOC#3924798**							
**********							
B	SERVICE 4WD MESSAGE ON - STEERING ASSIST IS REDUCED MESSAGE WAS ON						
	DRIV		DRIVEABILITY				
	730950		W				
PARTS:	0.00	LABOR:		0.00 OTHER: 0.00	TOTAL LINE B:		(N/C) 0.00
**********							
C	PERFORM MULTI POINT INSPECTION						
	MPVI		PERFORM MULTI POINT INSPECTION				
	730950		W				
PARTS:	0.00	LABOR:		0.00 OTHER: 0.00	TOTAL LINE C:		(N/C) 0.00
**********							
D**	15671 EXCESSIVE WIRING HARNESS LENGTH **EXPIRES WITH BASE WARRANTY**						
	RECALL		RECALL				
	730950		W				
PARTS:	0.00	LABOR:		0.00 OTHER: 0.00	TOTAL LINE D:		(N/C) 0.00
VERIFIED OVER 11N OF CLEARANCE BETWEEN HARNESS AND CYLINDER HEAD, NO FURTHER ACTION REQUIRE PER RECALL 15671							
**********							
E**	15116 HOOD STRIKER CORROSION/FRACTURE						
	RECALL		RECALL				
	730950		W				
1	23390992	8080T	STRIKER KIT				(N/C)
	1	WS	WARRANTY PARTS				(N/C)
							(N/C)

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.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold under this invoice are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sales of these products. The disclaimer by the Seller in no way affects the terms of the manufacturer's warranty.

Environmental Charge

A token charge for the recycling and disposal of hazardous wastes generated in association with repairs performed to your vehicle. Equivalent to 12% of the total labor charges, maximum charge $34.26. Working together to keep it clean.

X
Customer Signature

Service Hours

Monday 7:00 am - 5:30 pm
Tuesday 7:00 am - 5:30 pm
Wednesday 7:00 am - 5:30 pm
Thursday 7:00 am - 5:30 pm
Friday 7:00 am - 5:30 pm
Saturday 7:00 am - 12:00 pm
Sunday Closed

PAID
Initials
Date

PAYMENT METHOD
☐ CASH
☐ CHECK #
☐ CREDIT CARD
☐ ACCOUNT REC.
#
☐ OTHER

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

CUSTOMER #: [redacted]

[redacted]

CONWAY, AR [redacted]
HOME:
BUS:
CONT [redacted]
CEL

INVOICE [redacted]

PAGE 2

GWATNEY

BUICK GMC

5700 Landers Road · Sherwood, Arkansas 72117
Telephone: (501) 945-4444
Sales (501) 859-6269 · Service (501) 588-7554
Parts (501) 945-1651
www.gwatneybuickgmc.com

SERVICE ADVISOR: 3300 ROBIN E REGNAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	15	GMC CANYON	1GTG6BE34FI[redacted]		16972/16972	T878

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DI			17:00 01APR16			CASH	01APR16

R.O. OPENED	READY	OPTIONS:
08:24 01APR16	13:50 01APR16	ENG:3.6_Liter_SIDI_DOHC

LINE OPCODE TECH TYPE HOURS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: LIST NET TOTAL 0.00

REPLACED HOOD STRIKER PER RECALL 15116, TESTED AND VERIFIED REPAIR

****

GWATNEY BUICK GMC WOULD LIKE TO THANK YOU FOR TRUSTING US WITH YOUR VEHICLE'S REPAIR AND MAINTENANCE. OUR GOAL IS TO MAKE SURE YOU ARE COMPLETELY SATISFIED EVERY SERVICE VISIT. WE ENCOURAGE YOUR FEEDBACK.

Note:
Under Hood Cover
Below Tank

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.

DISCLAIMER OF WARRANTIES

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Environmental Charge

A token charge for the recycling and disposal of hazardous wastes generated in association with repairs performed to your vehicle. Equivalent to 12% of the total labor charges, maximum charge $34.20. Working together to keep it clean.

X
Customer Signature

Service Hours

Monday 7:00 am - 5:30 pm
Tuesday 7:00 am - 5:30 pm
Wednesday 7:00 am - 5:30 pm
Thursday 7:00 am - 5:30 pm
Friday 7:00 am - 5:30 pm
Saturday 7:00 am - 12:00 pm
Sunday Closed

PAID
Initials
Date

PAYMENT METHOD
☐ CASH
☐ CHECK #
☐ CREDIT CARD
☐ ACCOUNT REC.
#
☐ OTHER

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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CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

[redacted]

CELL: [redacted]

[redacted]
CONWAY, AR [redacted]
[redacted]

ADVISOR: HEATH 90610	TAG NO.: 6053	INVOICE DATE: 05/31/16		
LABOR RATE	LICENSE NO.	MILEAGE: 17,120	COLOR: CARDINAL RE	STOCK NO.: 5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE: 11/28/14		DELIVERY MILES: 17
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]		SELLING DEALER NO.		PRODUCTION DATE
R.T.E. NO.	R.O. [redacted]	R.O. DATE: 04/04/16		
COMMENTS				MO: 17120

LABOR & PARTS----------

J# 1 10GVZ DRIVEABILITY HOURS TECH(S):2012 240.20

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	04/05/16	16.60	17.50	0.50	0.00	NON WORKING
2012	04/06/16	7.70	14.70	3.50	0.00	HOLD OTHER
2012	04/25/16	8.40	17.50	4.60	0.00	NON WORKING
2012	04/26/16	7.70	9.40	0.90	0.00	FINISHED
2012	05/24/16	0.00	3.00	0.00	3.00	OVERRIDE IN INVOICING
2012	05/24/16	10.20	10.20	0.00	0.00	START OLH
2012	05/24/16	10.20	12.10	1.90	0.00	FINISH OLH
2012	05/24/16	12.10	14.40	2.30	0.00	HOLD OTHER
2012	05/25/16	7.70	10.00	1.20	0.00	HOLD OTHER
2012	05/25/16	17.50	17.50	0.00	0.00	FINISHED
2012	05/26/16	13.70	13.70	0.00	0.00	FINISHED
		TOTAL TECH TIME		14.90	3.00	

C/S CHECK ENGINE LIGHT ON. NO CRANK INTERMITTENTLY
NO COMMUNICATION ON HIGH SPEED LINE. CODES AS FOLLOWS,U0102
U0100,U0101,U0100,U0140,U0121,U0109,U0013,P096E,STORED HIST.
INTERMITTANT LOSS OF COMM ISSUE CASE 8-2009828011 CHECKED
FOUND CAUSE TO BE LOOSE TERM TENSION AT TCCM PIN 8 ckt 2501
GRID LOC H6 ON 3925920
WAS ADVISED TO INSPECT EBCM CONNECTOR ALL OK ALSO CHECKED
GROUNDS AND CONNECTORS PER PIT 5474A,5423A,5414B ALL OK
ENGINEER HELPED LOCATE INTERMITTANT CONNECTION ISSUE REPLACE
PIN TO RESOLVE CONTACT ISSUE.ALSO NOTED PRNDL DARK NOT
SHOWING CURRENT GEAR WHEN NO START ISSUE PRESENT.REQUEST
CLOCK OLH TIME FOR FINDING AND REPAIRING ISSUE
SER MANAGER OLH. 2.5 HRS WHILE WORKING WITH FSE DAVID BARNS
USING BUFFOLO BOX FOR DIAG
LABOR OP 5430840 .5
XXXXXXXXXXXXXXXXX

JOB # 1 TOTAL LABOR & PARTS 240.20

COMMENTS----------
DROP OFF
LOANER 6GT7891

R/O TAX 0.00
R/O TOTALS 240.20

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
[redacted]	240.20
CLAIM TOTALS	240.20

APPROVED BY SIGNATURE

WARRANTY DISCLAIMER

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IN CASE OF FIRE, THEFT OR ANY OTHER SITUATION BEYOND OUR CONTROL, WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ITEMS LEFT IN VEHICLES.

Shop Supplies and Environmental Disposal Charges

A charge equal to 10% of the value of total labor charges is due for all repairs. Applicable supply items which are included in the charge include fasteners, cleaners, chemicals, solvents, lubricants, certain sealers, rags, towels and other expendable items which are not otherwise specifically itemized on your invoice. Environmental Disposal charges are to offset the cost of managing, storing and disposing of wastes in accordance with local, state and federal laws. The actual value of these items used in your repair may be more or less than the value you are charged.

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

AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company ERAINTINVE
ER618081 Q (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR HEATH 90610	TAG NO. 6053	INVOICE DATE 05/31/16	INV PI [redacted]	
[redacted] CONWAY, AR [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 17,120	COLOR CARDINAL RE	STOCK NO. 5GT5909
	YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE 11/28/14	DELIVERY MILES 17	
	VEHICLE I.D. NO. 1GTG6BE34F1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	R.T.E. NO.	P.O. [redacted]	O. DATE 04/04/16		
	COMMENTS			MO: 17120	

DCS AUDIT SLIP

JOB CA[redacted]

VIN	1GTG6BE34F[redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	04/04/2016
ODOMETER	17120	SERVICE ADVISOR GMIN	885025863
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		997139-1	001290356966	0004

JOB COMPLETION DATE: 05/26/2016
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS	OTHER
5430840	.5	2.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0321
COMPLAINT DESCRIPTION: C/S CHECK ENGINE LIGHT ON. NO CRANK INTERMITTENTLY

CAUSE CODE: 6579
CAUSE DESCRIPTION: NO COMMUNICATION ON HIGH SPEED LINE. CODES AS FOLLOWS.U0 102 U0100,U0101,U0100,U0140,U0121,U0109,U0013,P096E,STORED HIST. INTERMITT MITTANT LOSS OF COMM ISSUE CASE 8-2009828011 CHECKED FOUND CAUSE TO BE LOO LOOSE TERM TENSION AT TCCM PIN 8 ckt 2501 GRID LOC H6 ON 3925920

CORRECTION DESCRIPTION: WAS ADVISED TO INSPECT EBCM CONNECTOR ALL OK ALSO C HECKED GROUNDS AND CONNECTORS PER PIT 5474A,5423A,5414B ALL OK ENGINEER HE R HELPED LOCATE INTERMITTANT CONNECTION ISSUE REPLACE PIN TO RESOLVE CONTA ONTACT ISSUE.ALSO NOTED PRNDL DARK NOT SHOWING CURRENT GEAR WHEN NO START ART ISSUE PRESENT.REQUEST CLOCK OLH TIME FOR FINDING AND REPAIRING ISSUE S UE SER MANAGER OLH. 2.5 HRS WHILE WORKING WITH FSE DAVID BARNS USING BUFFO UFFOLO BOX FOR DIAG LABOR OP 5430840 .5 XXXXXXXXXXXXXXXXX

SERVICE MANAGEMENT AUTHORIZATION CODE: E
REASON FOR AUTHORIZATION: olh for extensive diag with field engineer

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	240.20	0.00	240.20
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	240.20	0.00	240.20

WARRANTY DISCLAIMER

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

AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company BRAINTINVE SF919091 Q (09/10)

P.031/039
(FAX)
10/06/2016 19:53

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com

STATE REG# F212

CELL: 870-351-8223

SERVICE HISTORY

DATE	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/04/16	17120	90610	2012	W	10CVZ	DRIVEABILITY
			2012	I	10CVZ99P	INSPECTION REPORT
11/04/15	12833	4969	2012	I	51CVZ	*BODY ELECTRICAL
			2012	I	51CVZ99P	INSPECTION REPORT
10/30/15	12814	4969	260817	W	61CVZ	*EXTERIOR TRIM
			260817	I	61CVZ99P	INSPECTION REPORT

SERV[redacted]

SALESPERSON NO. 97173 RICKEY PEARCE

VEHICLE ID NO. 1GTG6BE34F1[redacted]

CONWAY, AR[redacted]

YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB

STOCK NO.: 5GT5909

LICENSE NO.: [redacted]

CUSTOMER NO.: 1228583

SERVICE CONTRACT:

DELIVERY DATE: 11/28/14

DELIVERY MILES: 17

SELLING DEALER NO.: 5

08/29/16

COLOR: CARDINAL RED/BLAC

CONTRACT NO.:

EXPIRATION DATE:

EXPIRATION MILES:

TAG NO.: 6143

TURBO	M / MC	AIR COND.	PS	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	F0ZZ				26,325	4969	

TIME RECEIVED: 07:55am

LABOR RATE:

DATE / TIME PROMISED: 09/01/16 12:42pm

PRIORITY: 45

APPOINTMENT: [ ] [X]

ADVISOR: TONY WALL

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 and that you shall be responsible for loss or theft or other cause beyond and on the above vehicle to [redacted] the above-vehicle on inspecting such vehicle.

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED? [ ] Yes [ ] No

[redacted]

JCB

COMMENTS :
870-351-8223

1 W 46CVZ *STEERING/SUSPENSION
CUSTOMER STATES SERVICE WARNINGS COMING UP,POWER STEE[redacted]
DRIVE WITH CARE(POWER STEERING INOP)STABILITRAC

2 W 20CVZ *A/C & HEATING
CUSTOMER STATES HEATER INOP

3 C 00CVZ6 *GAS OIL & FILTER SV
PERFORM OIL & FILTER SERVICE:
REPLACE ENGINE OIL & FILTER
CHECK & TOP OFF ALL FLUID LEVELS
INSPECT BELTS & HOSES
INSPECT LIGHTS & HORN
INSPECT STEERING COMPONENTS
INSPECT SUSPENSION COMPONENTS
CHECK & ADJUST TIRE PRESSURE
INSPECT TIRES FOR WEAR AND DAMAGE

4 C 00CVZ99P INSPECTION REPORT
PERFORM 27 POINT MULTI-POINT INSPECTION

5 W Recall # 27620

CALL WHEN VEHICLE IS READY
[ ] YES [ ] NO

[redacted]

THANK YOU WE APPRECIATE YOUR BUSINESS!

[ ] This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MC / MI	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.
THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.

N - NEW U - USED R - REBUILT

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted] CEL [redacted]

[redacted]
CONWAY, AR [redacted]

ADVISOR: DANNY MANION 77999	TAG NO.: 6143	INVOICE DATE: 09/27/16		
LABOR RATE	LICENSE NO.	MILEAGE: 26,325	COLOR: CARDINAL RE	5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE: 11/28/14	DELIVERY MILES: 17	
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]		DEALER NO.	PRODUCTION DATE	
P.T.E. NO.			08/29/16	

COMMENTS

MO: 26326

J# 1 45CVZ *STEERING/SUSPENSION HOURS: TECH(S):2012 8.70

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/09/16	10.50	17.50	4.40	0.00	NON WORKING
2012	09/13/16	7.60	17.50	9.30	0.00	NON WORKING
2012	09/14/16	7.60	8.00	0.20	0.00	FINISHED
2012	09/14/16	0.00	0.30	0.00	0.30	FINISHED
		TOTAL TECH TIME		13.90	0.30	

CUSTOMER STATES SERVICE WARNINGS COMING UP,POWER STEERING
DRIVE WITH CARE(POWER STEERING INOP)STABILITRAC
HISTORY STEERING SENSOR CODE, HISTORY ONLY ALL WORKING AS
DESIGNED AT THIS TIME. ADVISE TO RETURN WHEN LIGHT IS ON AND
ISSUE IS PRESENT.
3
TEST DROVE SEVERAL MILES OVER SEVERAL DAYS ALSO HAD SHOP
FOREMAN QC TEST DRIVE. WAS ADVISED TO RETURN TO CUSTOMER

JOB # 1 TOTAL LABOR & PARTS 8.70

J# 2 20CVZ *A/C & HEATING HOURS: 0.30 TECH(S):2012 28.82

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/08/16	7.70	17.50	5.00	0.00	NON WORKING
2012	09/09/16	7.60	7.60	0.00	0.00	FINISHED
2012	09/09/16	0.00	0.00	0.00	0.00	FINISHED
2012	09/15/16	0.00	0.00	0.00	0.30	ENTERED IN INVOICING
		TOTAL TECH TIME		5.00	0.30	

CUSTOMER STATES HEATER INOP
TEMP VALVE CRACKED
SEE DOC 4480680
INSTALLED CLAMP ON TEMP VALVE TO PREVENT FUTURE FAILURES

JOB # 2 TOTAL LABOR & PARTS 28.82

J# 5+35CVZ RECALLS/CAMPAIGN HOURS: 0.20 TECH(S):2012 19.22
Added Operation (TONYW @ 08/29/2016 12:12)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/09/16	7.60	10.50	1.60	0.00	FINISHED
2012	09/09/16	0.00	0.20	0.00	0.20	FINISHED
		TOTAL TECH TIME		1.60	0.20	

PERFORM RECALL #27620 INCORRECT TRAILER HITCH
INSPECT ONLY NO REPAIR NEEDED

JOB # 5 TOTAL LABOR & PARTS 19.22

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	CP	PBG SERVICE COUPON DISCOUNT		-8.70
			TOTAL - MISC	-8.70

COMMENTS [redacted]

WARRANTY DISCLAIMER

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]
12:43pm

The Reynolds and Reynolds Company ERAINTINVS SFB19081 Q (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]

[redacted]
CONWAY, AR
[redacted]

CELL [redacted]

ADVISOR	TAG NO.	INVOICE DATE
DANNY MANION 77999	6143	09/27/16

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		26,325	CARDINAL RE	5GT5909

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/GMC/CANYON CREW/CANYON CREW SWB	11/28/14	17

VEHICLE I.D. NO.	DEALER NO.	PRODUCTION DATE
1GTG6BE34F1[redacted]		

P.T.E. NO.	P.O.	DATE
	[redacted]	08/29/16

COMMENTS

MO: 26326

R/O TAX 0.00
R/O TOTALS 48.04

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	0.00
	28.82
	19.22
CLAIM TOTALS	48.04

APPROVED BY SIGNATURE

WARRANTY DISCLAIMER

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IN CASE OF FIRE, THEFT OR ANY OTHER SITUATION BEYOND OUR CONTROL, WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ITEMS LEFT IN VEHICLES.

Shop Supplies and Environmental Disposal Charges

A charge equal to 10% of the value of total labor charges is due for all repairs. Applicable supply items which are included in the charge include fasteners, cleaners, chemicals, solvents, lubricants, certain sealers, rags, towels and other expendable items which are not otherwise specifically itemized on your invoice. Environmental Disposal charges are to offset the cost of managing, storing and disposing of wastes in accordance with local, state and federal laws. The actual value of these items used in your repair may be more or less than the value you are charged.

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company ERAINTINVE
SF019091 © (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CUSTOMER NO. [redacted]
[redacted]
CONWAY, AR [redacted]
[redacted]

ADVISOR: DANNY MANION 77999 | TAG NO.: 6143 | INVOICE DATE: 09/27/16
LABOR RATE | LICENSE NO. | MILEAGE: 26,325 | COLOR: CARDINAL RE | STOCK NO.: 5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB | DELIVERY DATE: 11/28/14 | DELIVERY MILES: 17
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted] | ...NG DEALER NO. | PRODUCTION DATE
F.T.E. NO. | P.O. [redacted] | ...ATE: 08/29/16
COMMENTS
CELL [redacted]
MO: 26326

DCS AUDIT SLIP---------- [redacted] ----------
JOB CARD [redacted]

VIN	1GTG6BE34F1[redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/29/2016
ODOMETER	26325	SERVICE ADVISOR GMIN	428815896
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		113605-1		

JOB COMPLETION DATE: 09/14/2016
TECHNICIAN GMIN: 946572667

LABOR OPERATION BASE HOURS
0.0

OTHER LABOR OPS (Y/N) N

COMPLAINT DESCRIPTION: CUSTOMER STATES SERVICE WARNINGS COMING UP,POWER STE ERING DRIVE WITH CARE(POWER STEERING INOP)STABILITRAC

CAUSE DESCRIPTION: HISTORY STEERING SENSOR CODE. HISTORY ONLY ALL WORKING A S DESIGNED AT THIS TIME. ADVISE TO RETURN WHEN LIGHT IS ON AND ISSUE IS PR S PRESENT. 3

CORRECTION DESCRIPTION: TEST DROVE SEVERAL MILES OVER SEVERAL DAYS ALSO HAD SHOP FOREMAN QC TEST DRIVE. WAS ADVISED TO RETURN TO CUSTOMER

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
-8.70						
8.70	NIM					

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	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	0.00	0.00	0.00

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AUTHORIZED SIGNATURE

The Reynolds and Reynolds Company (RAINTINVE SF819091 Q (09/10)

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CE[redacted]

CUSTOMER NO. [redacted]	ADVISOR DANNY MANION 77999	TAG NO. 6143	INVOICE DATE 09/27/16		
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 26,325	COLOR CARDINAL RE	STOCK NO. 5GT5909
CONWAY, AR [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE 11/28/14		DELIVERY MILES 17
[redacted]	VEHICLE I.D. NO. 1GTG6BE34F1[redacted]		DEALER NO.		PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 08/29/16		
	COMMENTS				

MO: 26326

DCS AUDIT SLIP----------

JOB CARD[redacted]

VIN	1GTG6BE34F1[redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/29/2016
ODOMETER	26325	SERVICE ADVISOR GMIN	428815896
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		113605-2	001304739646	0002

JOB COMPLETION DATE: 09/15/2016
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
4480398	0.3

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0790
COMPLAINT DESCRIPTION: CUSTOMER STATES HEATER INOP

CAUSE CODE: 6061
CAUSE DESCRIPTION: TEMP VALVE CRACKED SEE DOC 4480680

CORRECTION DESCRIPTION: INSTALLED CLAMP ON TEMP VALVE TO PREVENT FUTURE FAI LURES

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	28.82	0.00	28.82
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	28.82	0.00	28.82

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company ERAINTINVE SP019091 Q (08/10)



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CRAIN
Buick GMC
1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

BUICK GMC

CUSTOMER NO. [redacted]

[redacted]

CONWAY, AR [redacted]

[redacted]

CELL: [redacted]

ADVISOR: DANNY MANION 77999	TAG NO.: 6143	INVOICE DATE: 09/27/16		
LABOR RATE	LICENSE NO.	MILEAGE: 26,325	COLOR: CARDINAL RE	5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE: 11/28/14	DELIVERY MILES: 17	
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]		DEALER NO.	PRODUCTION DATE	
P.T.E. NO.	P.O.	TE: 08/29/16		
COMMENTS				

MO: 26326

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6BE34F1 [redacted]	REPAIRING BAC	188183
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/29/2016
ODOMETER	26325	SERVICE ADVISOR GMIN	428815896
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
5	W	ZFAT		113605-5	001304739717	0002

JOB COMPLETION DATE: 09/09/2016
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
9102215	0.2

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: INSPECT ONLY NO REPAIR NEEDED

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	19.22	0.00	19.22
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	19.22	0.00	19.22

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AUTHORIZED SIGNATURE

WARRANTY COPY

[END OF INVOICE] 12:43pm

The Reynolds and Reynolds Company BRAINTRAVE
SF-619091 Q (09/10)

P.037/039

(FAX)

CRAIN Buick GMC

1003 North Museum Road • Conway, Arkansas 72032
(501) 329-6825 Business • (501) 329-9127 Fax

CRAIN AUTOMOTIVE TEAM

www.crainteam.com

STATE REG# F212

CELL: 870-351-8223

SERVICE HISTORY

DATE	[redacted]	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/29/16		26325	77999	2012	W	45CVZ	*STEERING/SUSPENSION
				2012	W	20CVZ	*A/C & HEATING
				4654	C	00CVZ6	*GAS OIL & FILTER SV
				4654	C	00CVZ99P	INSPECTION REPORT
				2012	W	35CVZ	RECALLS/CAMPAIGN
04/04/16		17120	90610	2012	W	10CVZ	DRIVEABILITY

SERVICE

SALESPERSON NO. 97173 RICKEY PEARCE

VEHICLE ID NO.: 1GTG6BE34F1 [redacted]

[redacted]

CONWAY, AR

[redacted]

YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.
15/GMC/CANYON CREW/CANYON CREW SWB	5GT5909	[redacted]

SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	
	11/28/14	17	5	09/24/16

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
CARDINAL RED/BLAC				4910

TURBO	M / MC	AIR COND.	PS	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	FOZZ				26,498	4969	

TIME RECEIVED: 11:52am

LABOR RATE

DATE / TIME PROMISED: 09/28/16 11:18am

PRIORITY: 3

APPOINTMENT: [ ] [X]

ADVISOR: TONY WALL

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 [redacted]

NOTICE: Customer is entitled to inspect or receive any components, parts or accessories replaced or removed by the shop

DO YOU WANT THE REPLACED? [ ] Yes [ ] No

[redacted]

JOB

COMMENTS :
SALES LOANER 870-351-8223

1 **W * 45CVZ** ***STEERING/SUSPENSION***
C/S VEHICLE LOSING POWER STEERING, TRACK CONTROL AND STABILITRAK MESSAGE COMING ON. HAVE CODES ON HARD CARD

2 **I * 45CVZ99P** ***INSPECTION REPORT***
PERFORM 27 POINT MULTI-POINT INSPECTION

CALL WHEN VEHICLE IS READY

[ ] YES [ ] NO

THANK YOU WE APPRECIATE YOUR BUSINESS!

[ ] This vehicle received without face to face customer contact.

SIGNATURE

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	LIO / MI	TOTAL

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

SERVICE ADVISOR _____

PERSON CALLED _____

TIME _____ DATE _____

APPROXIMATE COST _____

APPROVED _____ DISAPPROVED _____

SIGNATURE _____

The dealer is not a party to any Manufacturer's warranty on parts or service contained herein.
THE DEALER DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ANY PARTS, LABOR OR DIAGNOSTIC SERVICE FURNISHED UNDER THIS ORDER.

N - NEW U - USED R - REBUILT

10/06/2016 19:56

CRAIN AUTOMOTIVE TEAM
www.crainteam.com

CRAIN
Buick GMC
710 South Amity Rd. • Conway, Arkansas 7
(501) 329-6825 Business • (501) 329-9127

[redacted]

CUSTOMER NO. [redacted]

[redacted]
CONWAY, AR [redacted]

[redacted]

ADVISOR: TONY WALL 4969	TAG NO. 4910	INVOICE DATE 09/29/16		
LABOR RATE	LICENSE NO.	MILEAGE 26,498	COLOR CARDINAL RE	5GT5909
YEAR / MAKE / MODEL 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE 11/28/14	DELIVERY MILES 17	
VEHICLE I.D. NO. 1GTG6BE34F1 [redacted]		NG DEALER NO.	PRODUCTION DATE	
R.T.E. NO.	P.O.	DATE 09/24/16		
COMMENTS				

MO: 26498

LABOR & PARTS----------

J# 1 45CVZ *STEERING/SUSPENSION HOURS: 2.40 TECH(S):2012 256922 230.59

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2012	09/28/16	15.60	15.80	0.20	0.00	FINISHED
2012	09/28/16	0.00	1.70	0.00	1.70	FINISHED
256922	09/28/16	0.00	0.00	0.00	0.70	ENTERED IN INVOICING
		TOTAL TECH TIME		0.20	2.40	

C/S VEHICLE LOSING POWER STEERING, TRACK CONTROL AND
STABILITRAK MESSAGE COMING ON. HAVE CODES ON HARD CARD
C0545 TORQUE SENSOR
TEST AND REPLACED POWER STEERING RACK. ALSO TECH 256922
ADJUSTED TOE AND STEERING ANGLE
.7 8070012 FOR TECH 256922 AND 7421770 1.7 FOR 2012

PARTS----

	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1	23353848	GEAR 6.508	783.08	783.08	1036.31	1036.31
JOB # 1	-1	23353848	CORE RETURN	150.00	-150.00	150.00	-150.00
			JOB # 1 COST TOTAL		633.08		
					JOB # 1 TOTAL PARTS		886.31
					JOB # 1 TOTAL LABOR & PARTS		1116.90

COMMENTS----------
SALES LOANER 870-351-8223

R/O TAX	0.00
R/O TOTALS	1116.90

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
[redacted]	1116.90
CLAIM TOTALS	1116.90

APPROVED BY SIGNATURE

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AUTHORIZED SIGNATURE

[CONTINUED ON NEXT PAGE] 11:68am

The Reynolds and Reynolds Company BRAINTREE
SF619091 Q (09/16)



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Buick GMC
710 South Amity Rd. • Conway, Arkansas
(501) 329-6825 Business • (501) 329-912

BUICK GMC

[redacted]

CUSTOMER NO. [redacted]

[redacted]

CONWAY, AR [redacted]

[redacted]

ADVISOR: TONY WALL 4969	TAG NO.: 4910	INVOICE DATE: 09/29/16		
LABOR RATE	LICENSE NO.	MILEAGE: 26,498	COLOR: CARDINAL RE	5GT5909
YEAR / MAKE / MODEL: 15/GMC/CANYON CREW/CANYON CREW SWB		DELIVERY DATE: 11/28/14	DELIVERY MILES: 17	
VEHICLE I.D. NO.: 1 G T G 6 B E 3 4 F 1 [redacted]		ING DEALER NO.	PRODUCTION DATE	
F.T. E. NO.	P.O. [redacted]	DATE: 09/24/16		
COMMENTS				

MO: 26498

DCS AUDIT SLIP

JOB CARD [redacted]

VIN 1GTG6BE34F1 [redacted]
ODOMETER INDICATOR M
ODOMETER 26498
NON-GM VEHICLE N
REFERENCE NUMBER

REPAIRING BAC 188183
JOB CARD OPEN DATE 09/24/2016
SERVICE ADVISOR GMIN 386218910
FOREIGN TOURIST

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		115061-1	001305204109	0002

JOB COMPLETION DATE: 09/28/2016
TECHNICIAN GMIN: 946572667

LABOR OPERATION	BASE HOURS
7421770	2.4

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0621
COMPLAINT DESCRIPTION: C/S VEHICLE LOSING POWER STEERING, TRACK CONTROL AND STABILITRAK MESSAGE COMING ON. HAVE CODES ON HARD CARD

CAUSE CODE: 6061
CAUSE DESCRIPTION: C0545 TORQUE SENSOR

CORRECTION DESCRIPTION: TEST AND REPLACED POWER STEERING RACK. ALSO TECH 25 6922 ADJUSTED TOE AND STEERING ANGLE .7 8070012 FOR TECH 256922 AND 742177 21770 1.7 FOR 2012

CAUSAL PART: 23353848

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
23353848	1	633.08			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	253.23		
PARTS	633.08	0.00	886.31
LABOR	230.59	0.00	230.59
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	1116.90	0.00	1116.90

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

WARRANTY DISCLAIMER

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AUTHORIZED SIGNATURE

WARRANTY COPY

[END OF INVOICE] 11:58am

The Reynolds and Reynolds Company ERAINTINVE
SF619091 Q (09/16)

CRAIN BUICK GMC
1003 N. MUSEUM ROAD
CONWAY AR 72032

RETAIL PURCHASE ORDER

Stock No. 5GT5909 Date 11/28/14
Sales Consultant RICKEY PEARCE

The undersigned (Purchaser) agrees to purchase the herein described vehicle from the Crain dealership printed above, herein after referred to as "Crain" or "Dealer".

DEAL#: 810921 ☑ New ☐ Other
CUST#: 1228583 ☐ Used Mgr. Intl.

Purchas[redacted]
Address[redacted]
City & State CONWAY AR[redacted]
County _____ Phone No. H[redacted]43
Driver's Lic. No. _____ Soc. Sec. No. _____
Date of Birth 10/23/1982 CYLINDERS:

VEHICLE PURCHASED

Year 2015 Make GMC
Model CANYON CREW Body CANYON CREW SWB
Color CARDINAL RED Mileage 17
Serial 1GTG6BE34F1[redacted]

THIS VEHICLE SOLD "AS EQUIPPED" UNLESS OTHERWISE STATED BELOW

VERBAL PROMISES BY THE SALES CONSULTANT OR ANY OTHER DEALERSHIP PERSONNEL ARE NOT VALID. ANY PROMISES OR UNDERSTANDINGS NOT SPECIFIED HEREIN IN WRITING ARE HEREBY WAIVED AND THE SAME SHALL IN NO MANNER CONSTITUTE A PART OF THIS AGREEMENT.

X _____

Additional Equipment, Promises or Terms:

ARKANSAS STATE SALES TAX IS NOT INCLUDED OR FINANCED IN THIS TRANSACTION

X _____

Vehicle Selling Price	$ 36047.00
Total Additional Equipment & Dealer Charges	N/A
"A SERVICE AND HANDLING FEE IS NOT AN OFFICIAL FEE. A SERVICE AND HANDLING FEE IS NOT REQUIRED BY LAW BUT MAY BE CHARGED TO THE CUSTOMER FOR PERFORMING SERVICES AND HANDLING DOCUMENTS RELATING TO THE CLOSING OF A SALE OR LEASE. THE SERVICE AND HANDLING FEE MAY RESULT IN PROFIT TO THE DEALER. THE SERVICE AND HANDLING FEE DOES NOT INCLUDE PAYMENT FOR THE PREPARATION OF LEGAL DOCUMENTS. THIS NOTICE IS REQUIRED BY LAW." SERVICE AND HANDLING	129.00
	N/A
Total Vehicle Selling Price Including Service & Handling Fee	36176.00
Lien Fee	N/A
License & Title	N/A
County Tax	N/A
State Tax	N/A
Other Tax	N/A
TOTAL CASH PRICE	$ 36176.00

TRADE-IN: In consideration of the amount of the trade-in allowance stated below, all of purchaser's right, title and interest in is hereby assigned, sold, and conveyed to **Crain**. Purchaser is to execute all documents necessary to transfer certificate of title.

Cash	Receipt No.	Check-Name of Bank

Cash Down	$ N/A	
TRADE ALLOWANCE	4176.00	
UPON VERIFICATION PURCHASER AGREES TO PAY AMOUNT EXCEEDING THIS FIGURE — Balance Owed	N/A	
Trade-In Equity		4176.00
Other (Rebate, Etc.)		N/A
Additional Cash	$	N/A
Total Cash and Net Trade-In Allowance		4176.00
Remaining Cash Balance Due		$ 32000.00

Pay Off Owed To
Address
Yr 1999 Make CHEVROLET TRUCK Model [redacted]LVERAD Color PEWTER
Lic. No. Ser. No. 1GCEK14T6XZ[redacted] Mileage 177000
Pay Off Good Til Acct. N[redacted]
Quoted By Verified By Title in File

Purchaser agrees that the payoff amount(s) contained herein on Purchaser's trade-in(s) has been supplied by the Purchaser or by the finance company or bank and is valid for twenty days or more from today. In the event the actual payoff amount(s) is higher than reflected herein, Purchaser shall promptly reimburse Crain any amount Crain is required to pay above the payoff amount(s) quoted herein. Any savings due to payoff earlier than 20 days shall accrue to Crain. Overallowance on Purchaser's Trade-In(s) in the amount of $ N/A is included in Vehicle Selling Price.

Signatu[redacted]

CUSTOMER represents and warrants that the trade-in vehicle does not nor has it ever had a certificate of title showing any of the following designations: "DAMAGED", "SALVAGED", "WATER DAMAGED", "RECONSTRUCTED", "REBUILT", or any similar designation. PURCHASER further agrees that in the event an abstract of the trade-in certificate of title reflects one of the above designations, the PURCHASER will reimburse Crain for any loss Crain may sustain as a result of such designation.

Signature: X [redacted]

ALL DEALS SUBJECT TO FINANCE APPROVAL UPON COMPLETION OF CHECKING MY CREDIT BY THE FINANCE COMPANY OR BANK. I AGREE TO RETURN THIS VEHICLE TO CRAIN, IF FOR ANY REASON MY CREDIT IS DENIED.

Signature: X [redacted]

Purchaser, by signing below, acknowledges that purchaser has examined this document, as well as the provisions on the reverse side, [redacted] purchaser's questions. Further, purchaser acknowledges purchaser's understanding that the printed terms upon the reverse of this doc[redacted] and are incorporated into the terms thereof in the same manner as if the terms appeared on the face of this document.

DISCLAIMER OF WARRANTIES: The seller, Crain, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for any particular purpose, and Crain neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

NOTICE TO PURCHASER:
This is a contract to purchase the herein described property, when accepted by **Crain**. Immediately upon acceptance, purchaser agrees to execute any further documents necessary to transfer title. The vehicle described herein is sold "as is" and no warranties or character, either express or implied, are made concerning the property, other than the usual printed manufacturer's warranties which are to be delivered with the vehicle.

The above, together with the conditions contained in page 1 through 4 hereof comprises the entire agreement pertaining to this purchase and no other agreement of any kind, verbal understanding, oral promises [redacted]sc whatsoever will be recognized. The undersigned Purchaser and Co-Purchaser if any agree to purchase the vehicle listed herein for the p[redacted]ns and conditions set forth in this Retail Purchase Order.

Purchaser's Signature [redacted]

Co-Purchaser's Signature _____ Accepted by: [redacted]

Continued on Page 2

Dealership:

CRAIN BUICK GMC
1003 N. MUSEUM ROAD
CONWAY AR 72032

BILL OF SALE

DEAL [redacted]

DATE 11/28/2014

STOCK NO. 5GT5909

SALESMAN RICKEY PEARCE

SOLD T[redacted]

ADDRES[redacted] CONWAY AR [redacted] [redacted]

NEW or USED	MAKE OF VEHICLE	YEAR	MODEL & BODY TYPE	SERIAL NO.
NEW	GMC	2015	CANYON CREW CANYON CREW SWB	1GTG6BE34F1[redacted]

ODOMETER 17

CASH DELIVERY PRICE OF MOTOR VEHICLE	+	36047.00
SERVICE AND HANDLING FEE	+	129.00
TRADE-IN ALLOWANCE 1999 CHEVROLET SILVERADO 1GCEK14T6X2[redacted]		4176.00
TRADE-IN PAYOFF OWED TO:		N/A
NET TRADE-IN ALLOWANCE	-	4176.00
CASH, CHECKS AND /OR CANCELLATIONS PAID TO DEALER AS DOWN PAYMENT	-	N/A
MANUFACTURER REBATES APPLIED TOWARD PURCHASE	-	N/A
EXTENDED SERVICE CONTRACT PREMIUM	+	2116.00
CLASSIC FINISH PROTECTION	+	N/A
PROTECTION PLUS ANTI-THEFT PROTECTION	+	N/A
ROAD HAZARD TIRE PROTECTION	+	N/A
DING SHIELD PROTECTION	+	N/A
CAR CARE SERVICE PLAN	+	N/A
GAP INSURANCE PREMIUM	+	N/A
CREDIT LIFE AND/OR CREDIT DISABILITY INSURANCE PREMIUM	-	N/A
SALES TAX AMOUNT FINANCED IN LOAN	+	N/A
FEES FINANCED IN LOAN	+	N/A
TOTAL AMOUNT FINANCED BY: JPMORGAN CHASE BANK NA (PRIME)		34116.00
FINANCE CHARGES	+	6969.75
TOTAL TIME PRICE		41085.75
MEMO: TOTAL TAXABLE PURCHASE AMOUNT		34116.00

SELLE[redacted] BUYER _____

PAYME[redacted] FOR 75 MONTHS

DISCLAIMER OF WARRANTY

All warranties on this vehicle are the manufacturer's. The Dealership hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. The Dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this vehicle. This disclaimer by the selling Dealership in no way affects the terms of the manufacturer's warranty. Any exceptions to the above disclaimer must be noted on the vehicle buyer's order.

This is to certify that this invoice is correct. In testimonial whereof I have hereunder set my hand and official seal on this 28th day of NOVEMBER 2014

My commission Expires _____

TRUE COPY

NOTARY PUBLIC

CHASE

PROMISSORY NOTE AND SECURITY AGREEMENT - CONSUMER PAPER

Borrower Name: [redacted]	Co-Borrower Name:
[redacted]	Address (Include County and Zip Code):
CONWAY AR [redacted]	
Contract Date 11/26/2014	

Lender:

JPMorgan Chase Bank, N.A.
1111 Polaris Parkway
Columbus, Ohio 43240

WHO IS BOUND: You, meaning each person who signs this Note and Security Agreement ("Agreement"), are jointly and severally liable to us for any amount due on it. In this Agreement "we", "us" and "our" mean JPMorgan Chase Bank, N.A.

NATURE OF AGREEMENT: ☐ If this box is checked, this is a simple interest agreement **WITH** a "Balloon Payment" as the last scheduled payment. If this box is not checked, this is a simple interest agreement **WITHOUT** a "Balloon Payment" as the last scheduled payment.

DESCRIPTION OF VEHICLE:

New or Used	Year	Make and Model	Vehicle ID No.	Use For Which Purchased
NEW	2015	GMC CANYON CREW	1GTG6BE34F1[redacted]	XX Personal ____ Business

NAME OF DEALER: BRAIN BUICK GMC

e = estimate

FEDERAL TRUTH-IN-LENDING DISCLOSURES:

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	AMOUNT FINANCED	TOTAL OF PAYMENTS
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.
5.99 %	$ 6969.75 e	$ 34116.00 e	$ 41085.75 e

PAYMENT SCHEDULE: Your payment schedule will be 24 equal payments of $ 547.81 due on the same date of each month starting on 01/12/2015 and one final payment of $ 547.81 due on 03/12/2021 (estimated dates).

PREPAYMENT: You have the right to pay off this Contract early. If you do so, you will not have to pay a penalty.

SECURITY: You are giving us a security interest in the motor vehicle being purchased including any accessories, equipment and replacement parts installed in or on the vehicle (as further described in this Agreement).

LIEN FILING FEE: $ N/A

LATE FEE: If a payment is more than 10 days late, you will be charged 5% of the full amount of the installment due, or $25.00, whichever is greater.

OTHER TERMS: Please read this Agreement for additional information on security interests, nonpayment, default, and our right to require repayment in full before the scheduled date.

ITEMIZATION OF AMOUNT FINANCED

You authorize us to pay the following amounts to the Dealer, other than amounts payable to or retained by us. We do not warrant or guarantee the Dealer's application of these amounts.

(a)	Loan Origination Fee	$ N/A *
(b)	Amount Paid to the Dealer (for the vehicle, including accessories, trade-in, any outstanding balance owed on the trade-in, documentary fees and other fees charged by the dealer)	$ 32000.00
(c)	Fees and Taxes Paid to Governmental Agencies	$ N/A
(d)	Optional GAP and other Debt Cancellation Contracts	$ N/A *
(e)	Credit Insurance Products	$ N/A *
(f)	Service and Maintenance Contracts from FIDELITY WARRANTY SERVICES	$ 2116.00 *
(g)	Extended Warranty from N/A	$ N/A *
(h)	To N/A for N/A	$ N/A *
(i)	To N/A for N/A	$ N/A *
(j)	To N/A for N/A	$ N/A *
(k)	To N/A for N/A	$ N/A *
	Principal Balance	$ 34116.00
	Minus Prepaid Finance Charges (Loan Origination Fee)	$ N/A
	Amount Financed	$ 34116.00

* We and/or the Dealer identified above may retain, or receive, a portion of these amounts.

		GOVERNMENT AGENCY	BY THE BANK

X _____ Borrower's Signature Date

X _____ Co-Borrower's Signature Date

OPTIONAL GUARANTEED AUTO PROTECTION (GAP) COVERAGE AND OTHER DEBT CANCELLATION CONTRACTS: GAP coverage and other Debt Cancellation Contracts listed below are not required to obtain credit. The contract issued for the GAP coverage and/or other Debt Cancellation Contracts will describe the terms and conditions of the coverage in more detail.
By checking the applicable box and signing below, you elect to purchase the GAP coverage and/or other Debt Cancellation Contracts listed below and agree to pay the additional cost for such coverage.

☐ GAP coverage $ N/A *
☐ Other: N/A $ N/A *

Name and address of the Gap Company N/A
Name and address of Other listed above N/A

X _____ Borrower's Signature

X _____ Co-Borrower's Signature

PROMISE TO PAY: You promise to pay us, in installments as shown above, the Principal Balance shown in the Itemization of Amount Financed above, plus a Finance Charge determined as follows: a Loan Origination Fee ("Prepaid Finance Charge") shown in the Itemization of Amount Financed above, and a Finance Charge determined by applying each day to the unpaid amount of the Principal Balance a daily rate of 1/365th (1/366th in a leap year) of the base rate of 5.99 % ("Base Rate"). If a Prepaid Finance Charge has been paid, the Base Rate will be lower than the Annual Percentage Rate. If no Prepaid Finance Charge has been paid, the Base Rate will be equal to the Annual Percentage Rate. You agree that the Finance Charge will start to accrue as of the Contract Date shown above.

BALLOON PAYMENT: IF THIS AGREEMENT IS CHECKED WITH "BALLOON PAYMENT" ABOVE, THIS PARAGRAPH APPLIES. THIS AGREEMENT IS NOT PAYABLE IN INSTALLMENTS OF EQUAL AMOUNTS. THE LAST SCHEDULED PAYMENT IS SUBSTANTIALLY LARGER THAN EACH OF THE OTHER SCHEDULED PAYMENTS. The due date and amount of this last scheduled payment are shown above. The paragraph on the reverse side of this Agreement entitled "Balloon Payment Options" applies and the following are the readings and/or charges referred to in the "Balloon Payment Options" paragraph: (1) the maximum allowable odometer reading is N/A ; (2) the charge per excess mile over the maximum allowable mileage is N/A ; and (3) the disposition fee is N/A .

DEALER NOT OUR AGENT. The Dealer is not our agent in connection with the sale of the vehicle or in connection with any down payment or trade-in arrangement or for any purpose whatsoever other than for preparing and obtaining your signature on this document. No employee or agent of the Dealer is authorized to make any promises or agreements with you about this loan. No oral or written promises or agreements between you and the Dealer about this loan are enforceable. Any representations, promises or agreements between you and the Dealer in connection with the vehicle or any down payment or other matter must be resolved between you and the Dealer. If you have any questions about the Dealer's authority in connection with this loan, please contact us.

WHICH LAW APPLIES: This Agreement is governed by the laws (including, but not limited to, any and all statutes, regulations, interpretations and opinions) of the United States and the State of Ohio for all matters related to interest and the exportation of interest. For all other matters, this Agreement will be governed by the laws of the United States and (a) at the time you sign this Agreement, the laws of the State of Arkansas; and (b) after you sign this Agreement, by the laws of the state of your billing address as reflected on our records. (However, the laws of Arkansas or the state of your billing address apply only to the extent that such state laws are not preempted by the laws of the United States, and in both cases, without regard to conflict of law rules.)

THIS IS A CONSUMER CREDIT TRANSACTION. CONSUMER NOTE.

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED.

BY SIGNING THIS AGREEMENT, YOU ACKNOWLEDGE THAT IT CONTAINS AN "AGREEMENT TO ARBITRATE DISPUTES" ON THE REVERSE SIDE, THAT YOU HAVE READ IT AND AGREE TO ITS TERMS.

YOU ACKNOWLEDGE THAT YOU HAVE RECEIVED A COMPLETED COPY OF THIS AGREEMENT, YOU HAVE READ IT AND UNDERSTAND IT.

CAUTION – IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT.

The Ann[redacted]tiable with the Dealer. The Dealer may receive a part of the Finance Charge.

Borrower Si[redacted] 11-29-14 Date Co-Borrower Signs: _____ Date

BOUT PROCEDURES FOR OPENING A NEW ACCOUNT

To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account.

What this means for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

John Garza (C)

From:	John Garza (C)
Sent:	Wednesday, October 12, 2016 10:45 AM
To:	'rich.henderson@gm.com'
Cc:	Kevin P Phillips (kevin.p.phillips@gm.com)
Subject:	Initial Notification of BBB Case VIN: 1GTG6BE34F1[redacted], Crain Buick GMC, BAC: 118183, Customer: [redacted]
Attachments:	CCF.pdf

Tracking:

Recipient	Read
'rich.henderson@gm.com'	
Kevin P Phillips (kevin.p.phillips@gm.com)	
Kevin P Phillips	Read: 10/12/2016 10:56 AM

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Crain Buick GMC, 118183, Sherwood, AR
Dealership Contact: Jerry Hansen
VIN: 1GTG6BE34F1[redacted]
Vehicle: 2015 GMC Canyon
Mileage: 27,155

Rich,
This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2015 GMC Canyon. The customer has stated power steering unit failed, heating unit went out, CEL on, instrument cluster inoperable and is seeking to have vehicle replaced. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

If you have further questions, please contact Customer Relationship Specialist, John at 866-790-5700 ext 5921321, or by fax at 866-485-4469. 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,

John Garza
General Motors, LLC
Business Resource Center
Phone: (866) 790-5700 ext. 5921321
Facsimile: (866) 485-4469
john.garza@gm.com

From: [redacted]
Sent: Monday, October 17, 2016 2:16 PM
To: Mary T. Barra <mary.barra@gm.com>
Subject: [EXTERNAL] problems

I was given your email saying that you could help me with the problems that I have been experiencing with my 2015 Chevy Colorado. We have had nothing but problems with this truck ever since we purchased it used last year. It hesitates quite often & most recently just cuts off. We were on vacation & it cut off when we were attempting to cross 4 lanes of traffic which was very dangerous and scary. I took it to the local dealership & they said it did not throw any codes so therefore they could not help us. They told me that the hesitation was just something that we would have to deal with something about torque management. Last Thursday we had just pulled out of our driveway and we had a terrible bump followed by an error message: "Steering Assist has been reduced, drive with care." and then a message "Stabilitack needs service". The took begin to shut down on the highway, lost all power steering, would not get gas. My husband fought with all he had to get the truck home. The A/C would not turn off and the truck would not start back. I called roadside assistance and they towed it to the local dealership. They kept it for the day & called me back to say that they did 2 updates on it & it was fixed. On Saturday the same thing happened. Fortunately these last 2 episodes have been near my home. I am so scared to drive this truck, I am afraid that this is going to happen somewhere & get one of us if not my whole family killed or hurt badly. This is a dangerous issue & I'm not sure one that can be fixed. I contacted the local dealership this morning. I am taking it back this afternoon but they don't really know what else to do. I have spoken to a lawyer and I believe that this falls under the lemon law. I would prefer to deal with GM myself before getting a lawyer involved. Please advise

[redacted]

[redacted]

[redacted]

Quentin Keys II (C)

From: Marjorie Duff
Sent: Thursday, October 20, 2016 5:38 PM
To: Quentin Keys II (C)
Subject: RE: [redacted], Repurchase Request,

Quentin,

If she is not keeping the vehicle, then I would not offer the customer any further assistance. Warranty does not have any provisions for what she is requesting. I suggest you close this one.

Marjorie Duff
District Manager, Aftersales
Zone 3115-5152
(919)270-8049
Fax (919)550-8986

FIND NEW ROADS

From: Quentin Keys II (C)
Sent: Thursday, October 20, 2016 3:04 PM
To: Marjorie Duff <marjorie.duff@chevrolet.com>
Subject: RE: [redacted], Repurchase Request,

The vehicle is at the dealership currently, we were advised that a steering module is going to be replaced.

From the information the customer provided it sounds like she is definitely going to purchase a new Honda. I would agree with no assistance unless the customer is going to stay in the vehicle.

She has called two or three times today to see if GM would be providing her assistance or any compensations for the number of concerns she has had with the vehicle.

Please let me know what your suggestion is.

Thanks

Quentin Keys II

From: Marjorie Duff
Sent: Thursday, October 20, 2016 7:45 AM
To: Quentin Keys II (C)
Subject: RE: [redacted], Repurchase Request,

Quentin,

After reading all of the information below, this does not sound like a good business decision for GM. I'm planning to stop by the dealership today and I will review it with them, but since the customer purchased the vehicle used and she does not want another GM vehicle, there is no good reason for me to assist. I noticed the history shows quite of few "could not duplicate" concerns. Does the customer have an outstanding concern?

Marjorie Duff
District Manager, Aftersales
Zone 3115-5152
(919)270-8049
Fax (919)550-8986

FIND NEW ROADS

From: Quentin Keys II (C)
Sent: Wednesday, October 19, 2016 3:56 PM
To: jeff.dailey@deaconjonesautogroup.com; swinborne@deaconjonesautogroup.com
Cc: Marjorie Duff <marjorie.duff@chevrolet.com>
Subject: [redacted] Repurchase Request,

Marjorie,

I spoke to [redacted] this afternoon and she is terrified to drive her vehicle. She stated that at this time she is seeking for GM to repurchase this vehicle or compensate her for the amount of time she has had to take off work to deal with the countless vehicle issues.

The vehicle was purchased used with 22k miles. Mrs. [redacted] did advise me that she does not have faith in GM, however, I tried to reassure her that we stand behind our warranties and could see what options are available as far as goodwill once the vehicle has been repaired. The customer explained that she is now interested in purchasing a Honda vehicle but would still like to be compensated for her time she has spent dealing with these concerns.

Please review and advised.

Best,

Quentin Keys II

From: Quentin Keys II (C)
Sent: Tuesday, October 18, 2016 11:08 AM
To: 'jeff.dailey@deaconjonesautogroup.com'; 'swinborne@deaconjonesautogroup.com'
Cc: 'marjorie.duff@gm.com'
Subject: [redacted], Repurchase Request,

We have referred Ms. [redacted] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has contacted you previously and made you aware of their concern.

Below are details for the customer and their case.

VIN: 1GCGTCE38F1[redacted]

SR Number: [redacted]
Customer Last Name: [redacted]
Customer Preferred Contact Method: Any
Customer Cell Phone: [redacted]
Customer Email: [redacted]
Vehicle Mileage: 34000
Dealership: Deacon Jones Autopark, Inc.

Summary of Concern: The customer contacted the General Motors Executive Office seeking a repurchase of her 2015 Chevrolet Colorado after a number of concerns she has had with her vehicle. [redacted] advised us that her vehicle continues to reduce power while driving, loss of power steering, and a list of other concerns. [redacted] advised that she is terrified to operate her vehicle any longer and would like to see what options are available to get out of the vehicle.

The customer advised our office that she is not seeking to get into another GM vehicle as she doesn't have faith in the products we sell and would like to purchase a Honda. We advised the customer that if there is a problem with her vehicle we are obligated under the New Vehicle Limited Warranty to repair the vehicle. Her Colorado was purchased used at 22K miles and we explained that a repurchase is not likely to happen but we will see what other options are.

Please review the customer's request and contact me within 24 hours to discuss the details of this case.

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 5913672.

Quentin Keys II
Executive Liaison
General Motors
(855)880-1400 Ext. 5913672
GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE
Quentin.KeysII@GM.com

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 10/24/16
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: Chandler State: AZ Zip code: [redacted]
Day phone [redacted] Evening phone: Cell phone:
Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Colorado Year: 2015 Current mileage: 15000
Name(s) that appears on the vehicle title: [redacted]
Selling dealer/city/state: Chapman Chevrolet, Tempe, AZ
Primary Servicing dealer/city/state: Chapman Cheverolet,
Acquired as ☒ new ☐ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no
Purchase/lease date: 07/01/16 Mileage at purchase/lease:
First repair attempt date: 08/01/16 First repair attempt mileage: 0
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)

She does not feel safe in this car and would like to lemon law it to get a new vehicle.

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**
engine shuts off while driving		2		yes
squeaking noise when turning the steering wheel		1		yes
a/c makes high pitched squealing noise when turning vent		5		yes
on or off				yes
when accelerating to freeway speed it sounds & feels like		1		yes
the gear is not catching				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

Please mail or fax this completed form with <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

CHEVROLET

CHAPMAN
CHEVROLET • ISUZU

ISUZU TRUCK

1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted]0) 752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
6/02/15	
R/O Close Date	[redacted]
6/08/15	Reprint
Mileage In	Mileage Out
497	497
Service Advisor / Tag #	
DOUGLAS BONKOWS/3792	
Vehicle Identificatic	
1GCGSBE34F1[redacted]	
Delivery Date	[redacted]
5/23/15	5/23/15

[redacted]
CHANDLER, AZ [redacted]

[redacted]

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.	BLACK	

D6913

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - MR DTRIM: TRIM C/S- WHILE DRIVING 45 TO 50 MPH. CAN HEAR A WIND N OISE OR SOMETHING FROM TOP CENTER WINDSHIELD AREA Caused by FOUND AIR LEAK FROM TOP OF WINDSHIELD TOWARDS RIGH T SIDE OF SEAL. Corrected by 2020380: (0424) (60 Work performed by BRADLEY STEINBAUER(506) Work performed by 24177 : 134 () VERIFIED COMPLAINT AND VERIFIED FIX VIA PAINTERS T APE OVER PROBLEM AREA. VERIFIED FIX AFTER WINDSHIE LD COMPANY RE SEALED WINDSHIELD. NOTE NOTED NORMA L WIND RUSH OVER OUTSIDE MIRRORS ON TEST DRIVE. WINDSHIELD NOISE COMPLAINT CORRECTED.	Warranty Warranty
#2 - MR DTRIM: TRIM C/S- WHEN USB IS BEING USED MUSIC CUTS IN AND OUT WHEN GOING OVER BUMPS COULD NOT DUPLICATE	
#3 - MR CAMPI: PERFORM GM MULTI POINT INSPECTION - MAIN DRIVE ******* PER LINDA SEAMANS ********** ********** * Visit www.chapmanchevy.com * * www.chapmansaturn.com * **********	

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2008 ARKONA, Inc. - Dealership Application Group (800)945-1028

CHAPMAN
CHEVROLET • ISUZU
1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted]) 752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
11/19/15	
R/O Close Date	Status
12/31/15	Reprint
Mileage In	Mileage Out
5996	5997
Service Advisor / Tag #	
JOSHUA GRIFFITH/2198	
Vehicle Identification Number	
1GCGSBE34F[redacted]	
Delivery Date	[redacted]
5/23/15	5/23/15
Color	License Number
BLACK	

[redacted]
CHANDLER, AZ [redacted]

Year	Make	Model	Body
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.

D6913

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [redacted]		
#1 - MR 0600723: INCLUDES ALL 2014 CHEVROLET VEHICLES INCLUDING Caused by LOF Corrected by 0600723: (0021) (90 INCLUDES ALL 2014 CHEVROLET VEHICLES INCLUDING Work performed by DUWAYNE BEGAY(870)		
Installed 19303249 :PF2130 FILTER KIT	Qty: 1	Warranty
Installed 12616850 :SL-N-SEAL (01456-BOPCKT)	Qty: 1	Warranty
Installed 19293000 :5W30 DEXOS OIL	Qty: 6	Warranty
COMPLETED		
#2 - MR DTUNE: TUNE & ELECTRIC Lab Op Cmnt : CUSTOMER STATES WHEN USING EXPRESS WINDOW FEATURE ROLLING UP IT WILL KICK BACK DOWN AFTER GOING UP. DRIVERS FRONT PARTS ORDERED		
#3 - MR DTUNE: TUNE & ELECTRIC Lab Op Cmnt : CUSTOMER STATES SPEAKERS CUT OUT WHEN GOING OVER BUMPS SOMETIMES WHEN TURNING LEFT COULD NOT DUPLICATE AT THIS TIME		
#4 - MR AALOANER: CHAPMAN CHEVROLET SERVICE LOANER		

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHEVROLET

CHAPMAN
CHEVROLET • ISUZU

ISUZU TRUCK

1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted]480) 752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
11/19/15	
R/O Close Date	[redacted]
12/31/15	Reprint
Mileage In	Mileage Out
5996	5997
Service Advisor / Tag #	
JOSHUA GRIFFITH/2198	
Vehicle Identification Number	
1GCGSBE34F1[redacted]	
Delivery Date	[redacted]
5/23/15	5/23/15

[redacted]
CHANDLER, AZ

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.	BLACK	
D6913					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#5 - MR EICAMPI: PERFORM GM MULTI POINT INSPECTION - QUICK SERVICE	
#6 - MR DCAMPAIGN: CAMPAIGN #15439 SERVICE UPDATE FOR INVENTORY AND CUSTOMER VEHICLES - LOSS OF ELECTRIC POWER STEERING ASSIST Caused by RECALL Corrected by 9101773: (0090) (90 Work performed by DUWAYNE BEGAY(870) COMPLETED 3R	Warranty
#7 - MR DHEATING: HEATING AND A/C Lab Op Cmnt : CUSTOMER STATES WHEN DRIVING AT HIGHWAY SPEEDS OR AROUND TOWN AND THE A/C IS ON, THERE IS A WHISTLING NOISE. PARTS ORDERED	
**********	
* Visit www.chapmanchevy.com *	
* www.chapmansaturn.com *	
**********	

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LABOR	.00
PARTS	.00
DEDUCTIBLE	30.90
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	30.90
Other 345Q/6460467	30.90

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHEVROLET

CHAPMAN
CHEVROLET • ISUZU

ISUZU TRUCK

1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted]0) 752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
1/20/16	
R/O Close Date	Status
1/25/16	Reprint
Mileage In	Mileage Out
7715	7720
Service Advisor / Tag #	
JOSHUA GRIFFITH/2426	
Vehicle Identification Number	
1GCGSBE34F1[redacted]	
Delivery Date	Service Date
5/23/15	5/23/15
Color	License Number
BLACK	

[redacted]
CHANDLER, AZ

Year	Make	Model	Body
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.

D6913

[redacted]

	AMOUNT
#1 - MR DHEATING: HEATING AND A/C Lab Op Cmnt : CUSTOMER STATES THERE IS A WHISTING NOISE FROM INSIDE THE DASH WHEN DRIVING ON THE HIGHWAY Caused by TEST DROVE. CAN HEAR NOISE FROM AIR INLET HOUSIN G AREA. CHECKED CABIN FILTER DOOR IF INSTALLED RI GHT . AIR INLET HOUSING WARPED. WHERE THE 2 HALVES MEET. SCREWS ARE INSTALLED AND TIGHT. HOUSING WAR PED Corrected by 4411720: (0724) (Work performed by DUWAYNE BEGAY(870)	
Installed 13579649 :SL-N-SEAL (09190-BCKT) Qty: 1	Warranty
Installed 13579646 :SL-N-SEAL (09222-BCKT) Qty: 1	Warranty
Installed 23135690 :SL-N-SEAL KIT (09214-CT) Qty: 1	Warranty
Installed 23221560 :SL-N-HOUSING (09786-CT) Qty: 1	Warranty
Installed 23221561 :SL-N-HOUSING (09786-CT) Qty: 1	Warranty
REPLACE AIR INLET HOUSING BOTH HALVES CHECKED FO R AND GAPS NONE. TOPPED OFF COOLANT AND RECHARGE A C. 7.6R A6	
#2 - MR DTUNE: TUNE & ELECTRIC Lab Op Cmnt : CUSTOMER STATES VEHICLE HAS SHUT OFF COMPLETELY TWICE WHEN DRIVING IN HER NEIGHBORHOOD. HAD TO TURN KEY ALL THE WAY OFF AND RESTART. ENGINE ONLY STILL HAD POWER	

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHEVROLET
CHAPMAN
CHEVROLET • ISUZU
ISUZU TRUCK

1717 E. Baseline Road Tempe, AZ 85283-1408
752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	
1/20/16	[redacted]
R/O Close Date	Status
1/25/16	Reprint
Mileage In	Mileage Out
7715	7720
Service Advisor / Tag #	
JOSHUA GRIFFITH/2426	
Vehicle Identification Number	
1GCGSBE34F1	[redacted]
Delivery Date	
5/23/15	5/23/15

[redacted]
CHANDLER, AZ

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.	BLACK	
D6913					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by SCANNED NO CODES. TEST DROVE COULD NOT DUPLOICAT E. CHECKED FOR WIRE CHAF PER DOC . DOC NUMBER 4358847 Work performed by DUWAYNE BEGAY(870) COULD NOT DUPLICATE AT THIS TIME.	Warranty
#3 - MR DLIGHTLINE: LIGHT LINE Lab Op Cmnt : CUSTOMER STATES THE POWER STEERING FROZE WHEN MAKING A TURN IN HER NEIGHBORHOOD. Caused by SCANNED NO CODES Work performed by DUWAYNE BEGAY(870) COULD NOT DUPLICATE AT THIS TIME. POSSIBLY RELATED TO BULLETIN 15671	Warranty
#4 - MR AALOANER: CHAPMAN CHEVROLET SERVICE LOANER	
#5 - MR DCAMPAIGN: CAMPAIGN SERVICE BULLETIN 15671 EXCESSIVE WIRE HARNESS LENG TH Caused by If the harness is not routed properly, the engine may not start, have reduced power, shut off or stall while driving. This condition could have other effects, including the Center High Mount Stop Lamp (CHMSL), turn signal lights or headlights becoming inoperative.	

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHEVROLET

CHAPMAN
CHEVROLET • ISUZU

ISUZU TRUCK

1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted]52-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
1/20/16	
R/O Close Date	Status
1/25/16	Reprint
Mileage In	Mileage Out
7715	7720
Service Advisor / Tag #	
JOSHUA GRIFFITH/2426	
Vehicle Identificatio[redacted]	
1GCGSBE34F1[redacted]	
Delivery Date	In-Service Date
5/23/15	5/23/15

[redacted]
CHANDLER, AZ [redacted]

[redacted]

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.	BLACK	

D6913

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Corrected by 9101976: (0090) (90 Work performed by DUWAYNE BEGAY(870) RECALL COMPLETED. WIRE HARNESS CLEARANCE ABOUT 1 INCH FROM ENGINE BOSS. 2R	Warranty
#6 - MR ACAMPI: PERFORM GM MULTI POINT INSPECTION - MAIN DRIVE COMPLETED	
**********	
* Visit www.chapmanchevy.com *	
* www.chapmansaturn.com *	
**********	

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHAPMAN
CHEVROLET • ISUZU
ISUZU TRUCK

1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted]0) 752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
2/17/16	
R/O Close Date	Status
2/29/16	Reprint
Mileage In	Mileage Out
8653	8653
Service Advisor / Tag #	
JOSHUA GRIFFITH/2059	
Vehicle Identificatio	[redacted]
1GCGSBE34F1	
Delivery Date	In-Service Date
5/23/15	5/23/15

[redacted]
CHANDLER, AZ

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.	BLACK	

D6913

DES	AMOUNT
Cell: [redacted]	
#1 - MR AAAAQC: PERFORM QUALITY CONTROL INSPECTION	
#2 - MR DTUNE: TUNE & ELECTRIC Lab Op Cmnt : CUSTOMER STATES VEHICLE CUTS OFF WHEN DRIVING ON ITS OWN. INTERMITTANT. HAD RECALL DONE BUT DID NOT FIX ISSUE. Caused by SCANNED NO CODES FOUND DOC NUMBER 4318586 REPRGRAMMED ECM/TCM AND SET UP MODULES. S0321 FDD FF	
#3 - MR AALOANER: CHAPMAN CHEVROLET SERVICE LOANER	
#4 - MR DHEATING: HEATING AND A/C Lab Op Cmnt : CUSTOMER STATES A/C WHISTLES IN THE DASH WHEN RECIRC DOOR IS OPEN, GOES AWAY WHEN CLOSED. Caused by NOISE COMING FROM AIRINLET SIDE OF HOUSING. CHECK ED CABIN AIR FILTER DOOR FULLY CLOSE. CALLED TAC C ASE NUMBER 8-1836691949. THEY ARE AWARE OF THE NOI SE BUT AS OF NOW NO FIX. NORMAL OPERATION AT THIS TIME. NO FIX FOR THIS IS SUE YET. TAC CASE NUMBER 8-1836691949	
#5 - MR DTUNE: TUNE & ELECTRIC	

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHEVROLET

CHAPMAN
CHEVROLET • ISUZU

ISUZU TRUCK

1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted]752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
2/17/16	
R/O Close Date	Reprint
2/29/16	
Mileage In	Mileage Out
8653	8653
Service Advisor / Tag #	
JOSHUA GRIFFITH/2059	
Vehicle Identification Number	
1GCGSBE34F1[redacted]	
Delivery Date	
5/23/15	5/23/15
Color	License Number
BLACK	

[redacted]
CHANDLER, AZ [redacted]

Year	Make	Model	Body
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.

D6913

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Ordered 23287501 :SL-N-REGULATOR (10783-CT) Qty: 1 Lab Op Cmnt : CUSTOMER STATES DRIVER FRONT POWER WINDOW WHEN USING AUTO DOWN WILL STOP AND RETURN DOWN INTERMITTANTLY. Caused by CHECKED FOR TRACK BINDING. AND WINDOW WEATHER STR IP FOR BINDING. NONE. CALLED TAC CASE NUMBER 8-183 5809720 REGULATOR INTERMITTENT BINGING IN REGULATO R PARTS ORDERED. SPAC CASE	Warranty
#6 - MR DTUNE: TUNE & ELECTRIC Lab Op Cmnt : CUSTOMER STATES RADIO WILL SHUT OFF RANDOMLY AT TIMES, SOME TIMES ONLY THE AUDIO WILL CUT OUT, OTHER TIMES THE ENTIRE SCREEN WILL GO BLACK. Caused by SCANNED NO CODES. FOUND RADIO SOFTWARE UPDATE Corrected by 2810335: (0021) (90 Work performed by DUWAYNE BEGAY(870) REPROGRAMMED RADIO. RADIO HAS UPDATE FOR NO AUDI O ISSUE 3R	Warranty
#7 - MR DTUNE: TUNE & ELECTRIC Lab Op Cmnt : CUSTOMER STATES CANNOT GET TEXT MESSAGES THROUGH RADIO LIKE SHE USED TO. CALLS WORK FINE, BUT NO LONGER GETS TEXTS HAS IPHONE 6 BUT HAS HAD THE SAME PHONE SINCE SHE	

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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CHAPMAN
CHEVROLET • ISUZU

1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted] 752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
2/17/16	
R/O Close Date	Status
2/29/16	Reprint
Mileage In	Mileage Out
8653	8653
Service Advisor / Tag #	
JOSHUA GRIFFITH/2059	
Vehicle Identificatio	
1GCGSBE34F1	[redacted]
Delivery Date	In-Service Date
5/23/15	5/23/15
Color	License Number
BLACK	

[redacted]
CHANDLER, AZ [redacted]

Year	Make	Model	Body
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.
D6913			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
BOUGHT THE VEHICLE. Caused by SCANNED NO CODES. TESTED WITH GALAXY NOTE 3 AND S 6. PAIERED. NO TEXT MESSAGES OR ALERTS. HMI UP TO DATE. TAC CASE NUMBER 8-1830581959 Corrected by 2810345: (0221) (90 Work performed by DUWAYNE BEGAY(870) REPLACE HMI MODULE AND PROGRAMMED 3R D3	Warranty
#8 - MR DTRIM: TRIM Lab Op Cmnt : CUSTOMER STATES THERE ARE IMPERFECTIONS IN THE PAINT ON THE LEFT FRONT QUARTER PANEL AND ON THE RIGHT REAR QUARTER PANEL (CIRCLED IN YELLOW WAX CRAYON) THAT HAVE STARTED TO SHOW SINCE VEHICLE WAS PURCHASED NEW. Caused by FISHEYES IN CLEAR COAT Work performed by BODY TECH(BT) CORRECTED AND REFINISHED CLEAR COAT AT FISHEYE LOCATIONS.	Warranty
#9 * MR DQUICK: QUICK SERVICE ADDED OPERATION Installed GAS :GASOLINE FILL GAS TANK PER CUSTOMER SATISFACTION ********** * Visit www.chapmanchevy.com *	Internal

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)945-1028

CHEVROLET

CHAPMAN
CHEVROLET • ISUZU

ISUZU TRUCK

1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted]) 752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
2/17/16	
R/O Close Date	Status
2/29/16	Reprint
Mileage In	Mileage Out
8653	8653
Service Advisor / Tag #	
JOSHUA GRIFFITH/2059	
Vehicle Identificatic	
1GCGSBE34F1	
Delivery Date	In-Service Date
5/23/15	5/23/15

[redacted]
CHANDLER, AZ [redacted]

[redacted]

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.	BLACK	
D6913					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
* www.chapmansaturn.com *	
**********	

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHEVROLET

CHAPMAN
CHEVROLET • ISUZU

ISUZU TRUCK

1717 E. Baseline Road, Tempe, AZ 85283-1408
(480) 752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
4/05/16	
R/O Close Date	Status
5/18/16	Reprint
Mileage In	Mileage Out
9748	9749
Service Advisor / Tag #	
JOSHUA GRIFFITH/2055	
Vehicle Identificatio	[redacted]
1GCGSBE34F1	
Delivery Date	
5/23/15	5/23/15

[redacted]
CHANDLER, AZ [redacted]

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.	BLACK	

D6913

DE[redacted]	AMOUNT
Cell: [redacted]	
#1 - MR DTUNE: TUNE & ELECTRIC Lab Op Cmnt : CUSTOMER STATES DRIVER SIDE POWER WINDOW KEEPS GOING DOWN WHEN YOU AUTO ROLL UP (SOP PART IN) Caused by CHECKED WINDOW GUIDES GOOD. NO BINDING. REGULATOR BINDING. REPLACE FRT WINDOW REGULATOR ASSEMBLY. TRIED TO RE LEARN WINDOW POSITION WOULD NOT LEARN. CALLED TAC PART NUMBER IS NOT CORRECT. NO PART AVALABLE.	
#2 - MR DHEATING: HEATING AND A/C Lab Op Cmnt : CUSTOMER STATES THERE IS A WHISTLE IN THE DASH WHEN A/C IS ON TAC CASE NUMBER 8-1836691949 NO FIX AT HI STIME	
#3 - MR AALOANER: CHAPMAN CHEVROLET SERVICE LOANER ********** * Visit www.chapmanchevy.com * * www.chapmansaturn.com * **********	

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHEVROLET

CHAPMAN
CHEVROLET • ISUZU

ISUZU TRUCK

1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted]) 752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
5/25/16	
R/O Close Date	Status
5/26/16	Reprint
Mileage In	Mileage Out
11227	11227
Service Advisor / Tag #	
TYSON SOUTH/530	
Vehicle Identificatic	[redacted]
1GCGSBE34F1	
Delivery Date	
5/23/15	5/23/15

[redacted]
CHANDLER, AZ

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.	BLACK	

D6913

DES	AMOUNT
Cell: [redacted]	
#1 - MR 0600723: INCLUDES ALL 2014 CHEVROLET VEHICLES INCLUDING	
0600723	
Caused by	
Perform oil and filter change. Perform tire rotation. Perform multipoint inspection.	
Corrected by 0600723: (0021) (90 INCLUDES ALL 2014 CHEVROLET VEHICLES INCLUDING	
Work performed by FRANK KOSKI(513)	
Installed 19293000 :5W30 DEXOS OIL Qty: 6	Warranty
Installed 12616850 :SL-N-SEAL (01456-BOPCKT) Qty: 1	Warranty
Installed 19303250 :PF2130 FILTER Qty: 1	Warranty
Completed service.	Warranty
#2 - MR ICAMPI: PERFORM GM MULTI POINT INSPECTION - QUICK SERVICE	
ICAMPI	
**********	
* Visit www.chapmanchevy.com *	
* www.chapmansaturn.com *	
**********	
Please Note: CREATED 2016-05-25 09:13:00AM TAKEN BY TANYA GATES	

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

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LABOR	.00
PARTS	.00
DEDUCTIBLE	28.34
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	28.34
Other 345Q/6481009	28.34

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHAPMAN
CHEVROLET • ISUZU

1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted]52-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
6/22/16	
R/O Close Date	Status
6/28/16	Reprint
Mileage In	Mileage Out
12269	12275
Service Advisor / Tag #	
JOSHUA GRIFFITH/4522	
Vehicle Identificatio	
1GCGSBE34F1[redacted]	
Delivery Date	In-Service Date
5/23/15	5/23/15

[redacted]
CHANDLER, AZ [redacted]

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.	BLACK	
D6913					

DESCRIPTION OF SERVICE AND	AMOUNT
Cell: [redacted]	
#1 - MR AAAAQC: PERFORM QUALITY CONTROL INSPECTION Installed GAS :GASOLINE Lab Op Cmnt : FUEL NEEDED FOR DIAGNOSTIC	Internal
#2 - MR DTUNE: TUNE & ELECTRIC Lab Op Cmnt : CUSTOMER STATES DRIVER FRONT WINDOW REGULATOR IS NOT PROGRAMMING, DIC SHOWS TO ROLL DOWN DOWN AND BACK UP BUT MESSAGE DOESN T GO AWAY IF YOU DO THAT. Caused by WINDOW REGULATOR HAD WRONG PART NUMBER. Corrected by 2021410: (0424) (30 Work performed by DUWAYNE BEGAY(870) Installed 23494805 :SL-N-REGULATOR (10783-CT) Qty: 1 INSTALLED WINDOW TREGULATOR AND RELEARN WINDOW P OISTION 9R	Warranty Warranty
#3 - MR DTUNE: TUNE & ELECTRIC Lab Op Cmnt : CUSTOMER STATES USUALLY WHEN TURNING TO RIGHT THE SPEAKERS ON THE LEFT CUT OUT (NO AUDIO), BUT AFTER STRAIGHTENING OUT THEY COME BACK ON. Caused by SCANNED NO CODES. TEST DROVE DID NOT DUPLICATE. F OUND AN UPDATE FOR RADIO INTERMITTENT NO AUDIO.	

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHAPMAN
CHEVROLET • ISUZU
ISUZU TRUCK
1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted]) 752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
6/22/16	
R/O Close Date	Status
6/28/16	Reprint
Mileage In	Mileage Out
12269	12275
Service Advisor / Tag #	
JOSHUA GRIFFITH/4522	
Vehicle Identificatio	
1GCGSBE34F1[redacted]	
Delivery Date	[redacted]
5/23/15	5/23/15

[redacted]
CHANDLER, AZ

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.	BLACK	
D6913					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Corrected by 2810335: (0221) (	
Work performed by DUWAYNE BEGAY(870)	
REPROGRAMMED RADIO WITH LASTEST SOFTWARE	Warranty
3R	
#4 - MR DLIGHTLINE: LIGHT LINE	
Lab Op Cmnt : CUSTOMER STATES	
WHEN ACCELERATING ON THE ON RAMP TO GET ON FREEWAY	
THERE IS A NOISE LIKE THE ENGINE IS WORKING HARD/	
SPINNING BUT NOT CATCHING.	
Caused by	
TEST DROVE AND WAS UNABLE TO DUPLICATE CUSTOMER	
CONCERN AT THIS TIME. SCANNED FOR ERROR CODES AND	
FOUND NONE STORED.	
Work performed by DUWAYNE BEGAY(870)	
UNABLE TO DUPLICATE ANY FAILURES/DEFECTS AT THIS	Warranty
TIME REGARDING THIS CONCERN.	
#5 - MR DHEATING: HEATING AND A/C	
Lab Op Cmnt : CUSTOMER STATES	
THERE IS A WHISTLE NOISE IN THE DASH WHEN DRIVING,	
HAPPENS WHEN RECIRC DOOR IS OPEN OR CLOSED.	
Caused by	
CQALLED YTAC CASE NUMBER 8-1836691949WAS ADVISED	
THAT GM IS WORKING ON A PROGRAM FOR HVAC MODULE.	
#6 - MR DTRIM: TRIM	
Lab Op Cmnt : CUSTOMER STATES	
WHEN GETTING ON THE HIGHWAY AROUND 70 MPH THE	

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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CHEVROLET

CHAPMAN
CHEVROLET • ISUZU

ISUZU TRUCK

1717 E. Baseline Road Tempe, AZ 85283-1408
[redacted]) 752-1668

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. - 5:00 p.m. - Saturday
10:00 a.m. - 5:00 p.m. - Sunday

R/O Open Date	[redacted]
6/22/16	
R/O Close Date	Status
6/28/16	Reprint
Mileage In	Mileage Out
12269	12275
Service Advisor / Tag #	
JOSHUA GRIFFITH/4522	
Vehicle Identificatio	
1GCGSBE34F1	[redacted]
Delivery Date	
5/23/15	5/23/15

[redacted]
CHANDLER, AZ [redacted]

Year	Make	Model	Body	Color	License Number
2015	CHEVROLET	COLORADO	2WD CREW CAB 128.	BLACK	

D6913

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
HOOD STARTS TO SHAKE. Caused by HOOD BUMPERS NOT ADJUSTED Corrected by 1410052: (0422) (10 Work performed by DUWAYNE BEGAY(870) ADJUSTED HOOD STOPS 3R	Warranty
#7 - MR DCAMPAIGN: CAMPAIGN #27620 CUSTOMER SATISFACTION PROGRAM - INCORRECT TRAILER HITCH Caused by Certain 2015-2016 model year Chevrolet Colorado and GMC Canyon vehicles, equipped with heavy-duty trailering package (RPO Z82), which includes a trailer hitch rated at 7,000 lb, may have been built with a 3,500 lb trailer hitch. Corrected by 9102215: (0090) (90 Work performed by DUWAYNE BEGAY(870) INSPECT ONLY - NO REPAIR NEEDED 2R	Warranty
#8 - MR AALOANER: CHAPMAN CHEVROLET SERVICE LOANER ********** * Visit www.chapmanchevy.com * * www.chapmansaturn.com * **********	

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGMENT

GMC HUMMER

(excludes Saturn)

CUSTOMER NAME: [redacted]

VIN: 1 / G / C / G / S / B / E / 3 / 4 / F / 1 [redacted]

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or (c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
	$ N/A	
	$ N/A	
	$ N/A	
	$	
	$ N/A	

Total Incentive Amount Received $ N/A

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

a. I elect to receive _____
in lieu of _____

and/or

b. I elect to receive _____

– CUSTOMER AND DEALER ACKNOWLEDGMENT FOR INCENTIVES AND ONSTAR SERVICE –

a. Vehicle Incentive Acknowledgment. I am the ultimate retail purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on ___/___/___. I acknowledge receipt of incentive(s) as described in Item ____ and release GM Division from any future claim or obligation for incentive(s) on this unit.

Is vehicle equipped with OnStar? XX Yes _____ No

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

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

Purchaser/Lessee Sig[redacted] Date: 5/23/15

The undersigned person, as De[redacted]ormation on this application is true and correct, and the incentive(s) described in Item _[redacted]ons have been provided to the said purchaser/lessee who has taken delivery of the refer[redacted] and that properly completed accurate delivery data has been forwarded to General Motors or Saab Cars USA.

Authorized Dealer Signature: _____ Date: 5/23/15

Dealership Name: CHAPMAN CHEVROLET Dealer Code: 39-064

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

ADOT
Motor Vehicle Division

96-0236 R12/13 azdot.gov

STK # D6913
FEES: 503.79

JUN 01 2015

TITLE AND REGISTRATION APPLICATION

☒ Title and Registration ☐ Title Only ☐ Duplicate ☐ Registration Only ☐ Dismantle ☐ Salvage ☐ Stolen

Plate Credit No	Credit Eff. Date	First Registered	Reg. Eff. Date	Reg. Expiration Date	Unit Number	Mobile Home W/L
3642						

Vehicle Identification Number	Make	Body Style	Year	Model	List Price
1 G C G S B E 3 4 F 1 [redacted]	CHEVROLET	12PU	2015	COLORADO	$27100

GVW	Fuel	Odometer	Odometer Codes*	Vehicle Construction	Trailer Plate Size
	GAS	42	☐ A ☐ B ☐ C	☐ Specially Constructed ☐ Reconstructed	☐ Full Size ☐ Small

Lien Amount	Lien Date	☐ Additional lien or lienholders (attach another application)
$	05/23/15	

Lienholder Driver License or EIN*	Lienholder Name (if no lien, write NONE)	Legal Status
E00268525	TD AUTO FINANCE LLC	☐ Or ☐ And ☐ And/Or

Ma[redacted]		City	State	Zip
		SACRAMENTO	CA	[redacted]

O[redacted]	Owner N[redacted]			
Date of Birth	MVD Tax Account Number (if applicable)	Legal Status* (If "Or" is checked ☐ Or ☐ And ☐ And/Or *Sign*		
Stree[redacted]		City	State	County
[redacted]		CHANDLER	AZ	MARICOPA
Mailing Address (if different from above)		City	State	Zip / County

Own[redacted]	Owner Name (first, middle, last, suffix)			
Date of Birth	MVD Tax Account Number (if applicable)	Legal Status* (If "Or" is checked H ☐ Or ☐ And ☐ And/Or *Sign* ▶		
S[redacted]		City	S	
[redacted]		CHANDLER	AZ	MARICOPA
M[redacted]		City	State	County

Owner Driver License or EIN*	Owner Name (first, middle, last, suffix) ☐ Additional owners (attach another application)			
Date of Birth	MVD Tax Account Number (if applicable)	Legal Status* (If "Or" is checked here or above, owner must sign here.) ☐ Or ☐ And ☐ And/Or *Sign* ▶		
Street Address		City	State / Zip	County
Mailing Address (if different from above)		City	State / Zip	County
Vehicle/Mobile Home Location		City	State / Zip	County

Service Options*	Date Vehicle Acquired
☐ Vehicle will be rented without a driver (such as a rental car).	05/23/15

☐ I consent to the release of personal information contained in my driver license and vehicle record. I understand that this is **not** a one-time consent that applies only to a specific individual or organization, but is instead a general consent that applies to all requests from any and all individuals or organizations for any purpose, until revoked by me in writing. Consent for a vehicle record applies to all owners.

☐ I certify that this vehicle, commonly referred to as a station wagon or referred to by the manufacturer's rating as a 3/4 ton or less pickup truck or 3/4 ton or less van, is not maintained and operated more than 1,000 hours in a vehicle registration year for the transportation of passengers or property in the furtherance of a commercial enterprise.

☐ I certify that this trailer or semitrailer with a declared gross weight of 10,000 lbs or less is not maintained and operated in the furtherance of a commercial enterprise.

certify that the information above and any documentation which I submit in support of this application, is true and correct; that the vehicle is free from liens, except hose indicated above and that I have read and understand the requirements of the legal status indicated above. I acknowledge that the odometer reading above is ualified by the seller and that it is not the responsibility of the Motor Vehicle Division to determine the accuracy of the odometer statement. I understand that ehicles [redacted] Quality Control Areas (including greater metro Phoenix and Tucson) may be subject to emission testing.

All Owne[redacted] ust also sign the Legal Status boxes above.
Sign Her[redacted]

MVD U[redacted]	ber	State	Date Title Issued	* See Reverse

REG	EIF	TRN	AQF	PST	PEN	LOP	SNO	DOR	TTL
JTX	SPL	VLT	CRF	WGT	MCF	PRC		Total Fees	

B03000R

Chapman Chevrolet
CAP SHEET - DEALERSHIP

Date: 5/26/15
Page: 1

Vehicle Sold: D6913 2015 CHEVROLET COLORADO 1GCGSBE34F1 [redacted]
Origination Date: 5/24/15
Odometer: 42

---------- Buyer Info [redacted] ----------

[redacted]
CHANDLER, AZ

[redacted]

[redacted]
CHANDLER, AZ [redacted]

[redacted]

---------- Trade Information ----------

		Allow	ACV	Payoff
06 TOYOTA TACOMA	5TEJU62N26Z [redacted]	12700.00	13600.00	.00
Odometer: 102800				

---------- Financial Disclosure ----------

Lender: TD AUTO FINANCE LLC

APR	Finance Chg	Amt Financed	Tot Payments	Tot Sale Price
3.890	1751.14	14047.10	15798.24	36498.24

72 Payments of	219.42	Beginning	7/08/15	Tot Down 20,700.00
Selling Price		30,709.00	Down Payment	8,000.00
Trade		-12,700.00	Payoff	
ARIZONA		1,134.57	TEMPE	324.16
VTR		228.00	Document Fee	389.00
Registration		9.75	Tire Tax	5.00
Title Fee		12.00	Postage	1.60
Lieu Tax		480.44	Transfer Fee	12.00
Transfer Credit		-48.42	Service Contract	1,490.00

---------- Gross Profit ----------

Vehicle Price	30,709.00	CL Comm.	.00
Accessories	.00	A&H Comm.	.00
Cost	29,164.15	GAP Comm.	.00
Hold Back	886.05		
Work in Process	.00		
Accessories Cost	.00		
Adds to Cost	.00	Buy Rate	1.890
Total Cost	30,050.20	Reserve	662.65
		A.M.O. (Back)	173.00
Trade Allow	12,700.00	Service Contract	1,490.00
ACV	13,600.00	Serv Cont Cost	990.00
Over/Under Allow	900.00	Serv Cont Profit	500.00
Pack	.00	Incentive	.00
		Total F&I	1,335.65
A.M.O. (Front)	.00	A.M.O. (House)	.00
Comm. Gross	1,558.80	House Gross	3,780.50

---------- Commissions ----------

ID	Name	Split	Unit	Commission
SR	SYED RIZVI	N		.00
225	DAVID SMITH	Y	Y	194.85
694	LINDA SEAMANS	Y	Y	427.85
951	TYLER MAY	N		.00

Total Comm.	622.70
House Net	3,157.80

(2)

CHAPMAN CHEVROLET

1717 East Baseline Road
Tempe, Arizona 85283-1408
Phone (480) 838-1234
www.chapmanauto.com

STOCK # D6913

(HEREINAFTER REFERRED TO AS "DEALER")

RETAIL ORDER FOR A MOTOR VEHICLE

PLEASE ENTER MY ORDER FOR THE FOLLOWING

XX NEW or ☐ USED ☐ DEMO - ☐ CAR or XX TRUCK

VEHICLE BEING PURCHASED

ODOMETER MILEAGE STATEMENT

Federal law (and State Law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing false statement may result in fines and / or imprisonment

I, CHAPMAN CHEVROLET L.L.C. (transferor's name, Print)

state that the odometer now reads 42 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE: CHEVROLET | MODEL: COLORADO | BODY TYPE: 2WD CREW C

VEHICLE IDENTIFICATION NUMBER: 1GCGSBE34F [redacted] | YEAR: 2015

CHAPMAN CHEVROLET L.L.C.
PRINTED NAME

1717 E. BASELINE ROAD
TRANSFEROR'S ADDRESS (STREET)

TEMPE | AZ | 85283
CITY | STATE | ZIP CODE

05/23/15
DATE OF STATEMENT

X [redacted]
TRANSFEREE'S SIGNATURE

TRANSFEREE'S NAME [redacted]

TRANSFEREE'S ADDRESS (STREET) CHANDLER [redacted]

CITY | AZ STATE | [redacted]

(Transferee)

TRADE IN

Federal law (and State Law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing false statement may result in fines and / or imprisonment

I, [redacted] (transferor's name, Print)

state that the odometer now reads 102,800 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE: TOYOTA | MODEL: TACOMA | BODY TYPE: DOUBLE 128" PRERUNNER V6

VEHICLE IDENTIFICATION NUMBER: 5TEJU62N28 [redacted] | YEAR: 2006

TRANSFEROR'S ADDRESS (STREET) CHANDLER [redacted]

CITY | AZ STATE | [redacted]

05/23/15
DATE OF STATEMENT

X
TRANSFEREE'S SIGNATURE

CHAPMAN CHEVROLET
TRANSFEREE'S NAME

1717 E BASELINE RD
TRANSFEREE'S ADDRESS (STREET)

TEMPE | AZ | 85283
CITY | STATE | ZIP CODE

NOTE: The payoff balance and the fees are estimates only. Purchaser agrees that the amount due on delivery as stated herein may be adjusted, and that Purchaser shall pay to Seller on demand any additional monies due.____(init.)

FACTORY WARRANTY: Any warranty on any new vehicle or used vehicle still subject to a manufacturer's warranty is that made by the manufacturer only. The seller hereby disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. "(Other than any implied warranty of merchantability arising under Section 47-1267 of the Arizona Statutes)"

USED VEHICLE WHETHER OR NOT SUBJECT TO A MANUFACTURER'S WARRANTY: Unless a separate written showing the terms of any dealer warranty of service contract is furnished by dealer to buyer, this vehicle is sold "as is - not expressly warranted or guaranteed," and the seller hereby disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. "(Other than any implied warranty of merchantability arising under Section 47-1267 of the Arizona Statutes)"

Liability insurance coverage for bodily injury and property damage caused to others not included.

USED CARS ARE SOLD AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED.

"(Other than any implied warranty of merchantability arising under Section 47-1267 of the Arizona Statutes)"

NOTICE: WHERE THE DEALER ARRANGES FINANCING. The dealer may receive portion of the "finance charge" from the Lender.

This order is not binding until accepted by Dealer or his authorized representative, and if a time sale, (1) Purchaser's credit has been approved [redacted] on this order (2) appropriate finance charge disclosures are [redacted] ding. Purchaser may cancel it and recover any deposit made.

[redacted] eceive a fully disclosed itemization of the amount financed.

[redacted]

SYED RIZVI — Manager

LINDA SEAMANS — Salesman

TYLER MAY — Finance

DAVID SMITH — Salesman

[redacted]

SELLING PRICE	30,410.00
Dealer Installed Accessories	
AFTER MARKET	299.00
COLOR BLACK	
LOCKING REAR HD DIFFERENTIAL	
ENGINE, 3.6L, SIDI V6	
TRANSMISSION, 6-SPD AUTOMATIC	
P C M	
EMISSIONS ST REQUIREMENT-CA	
PRICE OF CAR AFTER EQUIPMENT CHANGE	30,709.00
[redacted] ALLOW	12,700.00
TAXABLE TOTAL	18,009.00
SALES TAX	1,458.73
ESTIMATED LICENSE FEE	472.37
VTR (OPTION)	228.00
DOCUMENTATION FEE	389.00
TOTAL DUE	20,557.10
PAYOFF ON TRADE-IN	
TOTAL DUE	20,557.10
MECHANICAL BREAKDOWN AGREEMENT	1,490.00
RECEIPT NO. DEPOSIT / CASH ON DELVY RECEIPT NO. — TOTAL CASH DOWN	8,000.00
BALANCE DUE	14,047.10

Purchaser(s), by his/her/their signature(s) below certify that (s)he/they are 18 [redacted] y have read, and un- [redacted] ained on BOTH THE

[redacted]

customer initial

[redacted] LE IS PART OF THIS CON- [redacted] RARY PROVISIONS IN THE

LA INFORMACION QUE USTED VE EN LA FORMA DE VENTANILLA PARA ESTE VEHICULO ES PARTE [redacted] ESTE CONTRATO. LA INFORMACION EN LA FORMA DE VENTANILLA DOMINA CUALQUIER ESTIPULACION CONTRARIA EN EL CONTRATO DE VENTA.

For "used" vehicles:

(1) Used Car Implied Warranty of Merchantability:

THE SELLERS HEREBY WARRANTS THAT THE VEHICLE WILL BE FIT FOR THE ORDINARY PURPOSES FOR WHICH THE VEHICLE IS USED FOR 15 DAYS OR 500 MILES AFTER DELIVERY, WHICHEVER IS EARLIER. EXCEPT WITH REGARD TO PARTICULAR DEFECTS DISCLOSED ON THE FIRST PAGE OF THIS AGREEMENT. YOU (THE PURCHASER) WILL HAVE TO PAY UP TO $25.00 FOR EACH OF THE FIRST TWO REPAIRS IF THAT

2015 COLORADO 2WD LT CREW SHORT BOX GENERAL MOTORS LLC
GBA BLACK /V6G
H0U JET BLACK RENAISSANCE CENTER
ORDER NO. SKXS6M/[redacted] STOCK NO. DETROIT MI [redacted]
VIN 1GC GSBE 34 F[redacted] VEHICLE INVOICE [redacted]
**********[redacted]**********2406******13*13700S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
12N43 COLORADO 2WD LT CREW SHORT	27110.00	25754.50	INVOICE 04/24/15
G80 DIFFERENTIAL, LOCKING REAR	325.00	286.00	SHIPPED 04/24/15
FULLY AUTOMATIC			EXP I/T 05/10/15
LFX ENGINE, 3.6L SIDI DOHC V6 VVT	1235.00	1086.80	INT COM 05/11/15
* TIRE, 16" SPARE, ALL SEASON			PRC EFF 04/24/15
MYB TRANSMISSION, 6-SPD AUTOMATIC	N/C	N/C	KEYS Z1078 Z1078
PCM LT CONVENIENCE PACKAGE INCL:	615.00	541.20	WFP-S QTR OPT-1
* REMOTE VEHICLE START			BANK: WELLS FARGO
* REAR WINDOW DEFROSTER			CHG-TO 13-700
* EZ LIFT AND LOWER TAILGATE			
* FRONT FOG LAMPS			SHIP WT: 4111
YF5 50-STATE EMISSIONS	N/C	N/C	HP: 32.9
Z82 TRAILERING EQUIPMENT PACKAGE:	250.00	220.00	GVWR: 5800
			GAWR.FT: 3200
			GAWR.RR: 3500
			EMPLOY: 27847.96
			SUPPLR: 28963.50
			NTR: 1/2
			DAN: BLACK
			EMPINC: 1643.54
			SUPINC: 528.00

TOTAL MODEL & OPTIONS	29535.00	27888.50	ACT 237 27877.45
DESTINATION CHARGE	875.00	875.00	H/B 261 886.05
DEALER IMR CONTRIBUTION		295.35	ADV 261 295.35
LMA GROUP CONTRIBUTION		295.35	EXP 65A 295.35
TOTAL	30410.00	29354.20	PAY 310 29354.20
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28061.50	

****
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.
****

FREEWAY CHEVROLET

Roberto Casanova (C)

From:	Roberto Casanova (C)
Sent:	Wednesday, October 26, 2016 4:41 PM
To:	'paul.zbojniewicz@gm.com'
Cc:	Steve Franklin
Subject:	Initial Notification of BBB Case VIN: 1GCGSBE34F1[redacted], Chapman Chevrolet, L.L.C., BAC: 114652, Customer: [redacted]
Attachments:	2. CCF.pdf
Importance:	High

Service Request:[redacted]
Customer Last Name:[redacted]
Involved Dealership: Chapman Chevrolet, L.L.C., 114652, Tempe, AZ
Dealership Contact: Erica Parent & Chad McDonald
VIN: 1GCGSBE34F[redacted]
Vehicle: 2015 Chevrolet Colorado
Mileage: 15,000

Dear Paul,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2015 Chevrolet Colorado. The customer has stated with high pitched noise from the steering and A/C, vehicle cutting off while driving and rattling speakers and is seeking buyback or replacement. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,

Mr.Roberto Casanova | Mediation Liaison
General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911412
FX: 866-357-5551
roberto.casanova@gm.com

CHAPMAN CHEVROLET

1717 East Baseline Road
Tempe, Arizona 85283-1408
Phone (480) 838-1234
www.chapmanauto.com

STOCK # D6913

(HEREINAFTER REFERRED TO AS "DEALER")

RETAIL ORDER FOR A MOTOR VEHICLE

PLEASE ENTER MY ORDER FOR THE FOLLOWING

[X] NEW or [ ] USED [ ] DEMO - [ ] CAR or [X] TRUCK

VEHICLE BEING PURCHASED

ODOMETER MILEAGE STATEMENT

Federal law (and State Law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing false statement may result in fines and / or imprisonment.

I, CHAPMAN CHEVROLET L.L.C. (transferor's name, Print)

state that the odometer now reads 42 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
CHEVROLET	COLORADO	2WD CREW C

VEHICLE IDENTIFICATION NUMBER: 1GCGSBE34F1 [redacted]

YEAR: 2015

CHAPMAN CHEVROLET L.L.C.
PRINTED NAME

1717 E. BASELINE ROAD
TRANFEROR'S ADDRESS (STREET)

TEMPE AZ 85283
CITY STATE ZIP CODE

05/23/15
DATE OF STATEMENT

X [redacted]

TRANSFEREE'S ADDRESS (STREET)

CHANDLER AZ [redacted]
STATE

[redacted] (Transferee)

e statement.

E IN

Federal law (and State Law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing false statement may result in fines and / or imprisonment.

I, JOYCE DENISE MOORE (transferor's name, Print)

state that the odometer now reads 102,800 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
TOYOTA	TACOMA	DOUBLE 128" PRERUNNER V6

VEHICLE IDENTIFICATION NUMBER: [redacted] 5TEJU62N26Z

YEAR: 2006

[redacted]

TRANSFEREE'S ADDRESS (STREET)

CHANDLER AZ [redacted]
CITY STATE

05/23/15
DATE OF STATEMENT

X

TRANSFEREE'S SIGNATURE

CHAPMAN CHEVROLET
TRANSFEREE'S NAME

1717 E BASELINE RD
TRANSFEREE'S ADDRESS (STREET)

TEMPE AZ 85283
CITY STATE ZIP CODE

NOTE: The payoff balance and the fees are estimates only. Purchaser agrees that the amount due on delivery as stated herein may be adjusted, and that Purchaser shall pay to Seller on demand any additional monies due_____(Init.)

FACTORY WARRANTY: Any warranty on any new vehicle or used vehicle still subject to a manufacturer's warranty is that made by the manufacturer only. The seller hereby disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. "(Other than any implied warranty of merchantability arising under Section 47-1267 of the Arizona Statutes)"

USED VEHICLE WHETHER OR NOT SUBJECT TO A MANUFACTURER'S WARRANTY: Unless a separate written showing the terms of any dealer warranty of service contract is furnished by dealer to buyer, this vehicle is sold "as is - not expressly warranted or guaranteed," and the seller hereby disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. "(Other than any implied warranty of merchantability arising under Section 47-1267 of the Arizona Statutes)"

Liability insurance coverage for bodily injury and property damage caused to others not included.

USED CARS ARE SOLD AS IS - NOT EXPRESSLY WARRANTED OR GUARANTEED.

"(Other than any implied warranty of merchantability arising under Section 47-1267 of the Arizona Statutes)"

NOTICE: WHERE THE DEALER ARRANGES FINANCING. The dealer may receive portion of the "finance charge" from the Lender.

This order is not binding until accepted by Dealer or his authorized representative, and if a time sale, (1) Purchaser's credit has been approved based on this order, (2) appropriate finance charge disclosures are binding Purchaser may cancel it and recover any deposit made.

[redacted] to receive a fully disclosed itemization of the amount financed.

Purchaser's Name [redacted]

City CHANDLER, AZ [redacted] State Zip

DOB 08/07/60 DOB 03/26/87

BUS. PHONE RES. PHONE [redacted]

SELLING PRICE	30,410.00
Dealer Installed Accessories	
AFTER MARKET	299.00
COLOR BLACK	
LOCKING REAR HD DIFFERENTIAL	
ENGINE, 3.6L, SIDI V6	
TRANSMISSION, 6-SPD AUTOMATIC	
P C M	
EMISSIONS ST REQUIREMENT-CA	
PRICE OF CAR AFTER EQUIPMENT CHANGE	30,709.00
[redacted] ALLOW	12,700.00
TAXABLE TOTAL	18,009.00
SALES TAX	1,458.73
ESTIMATED LICENSE FEE	472.37
VTR (OPTION)	228.00
DOCUMENTATION FEE	389.00
TOTAL DUE	20,557.10
PAYOFF ON TRADE-IN	
TOTAL DUE	20,557.10
MECHANICAL BREAKDOWN AGREEMENT	1,490.00
RECEIPT NO. DEPOSIT / TOTAL CASH DOWN	
CASH ON DELVY RECEIPT NO.	8,000.00
BALANCE DUE	14,047.10

Purchaser(s), by his/her/their signature(s) below certify that (s)he/they are 18 years of age or older, and acknowledge(s) that (s)he/they have read, and understand and accept all the terms and conditions contained on BOTH THE [redacted]

customer initial

RT OF THIS CON. OVISIONS IN THE

HICULO ES PARTE TIPULACION CONTRARIA EN EL CONTRATO DE VENTA.

SYED RIZVI
Manager

LINDA SEAMANS
Salesman

TYLER MAY
Finance

DAVID SMITH
Salesman

For "used" vehicles:

(1) Used Car Implied Warranty of Merchantability:

THE SELLERS HEREBY WARRANTS THAT THE VEHICLE WILL BE FIT FOR THE ORDINARY PURPOSES FOR WHICH THE VEHICLE IS USED FOR 15 DAYS OR 500 MILES AFTER DELIVERY, WHICHEVER IS EARLIER, EXCEPT WITH REGARD TO PARTICULAR DEFECTS DISCLOSED ON THE FIRST PAGE OF THIS AGREEMENT. YOU (THE PURCHASER) WILL HAVE TO PAY UP TO $25.00 FOR EACH OF THE FIRST TWO REPAIRS IF THE

Roberto Casanova (C)

From:	Roberto Casanova (C)
Sent:	Friday, January 06, 2017 11:40 AM
To:	Nathan Wright
Cc:	Kevin P Phillips
Subject:	Case Resolution for BBB Case VIN: 1G4PP5SK3D4[redacted], Morgan Buick GMC Shreveport, BAC: 116564, Customer[redacted]
Importance:	High

Service Request: [redacted]

Customer Last [redacted]

Involved Dealership: Morgan Buick GMC Shreveport, 116564, Shreveport, LA

Dealership Contact: Rusty Moore & Jacob Edward

VIN: 1G4PP5SK3D4[redacted]

Vehicle: 2013 Buick Verano

Mileage: 11940

Dear Nathan Wright,

This email is being sent to notify you of the resolution of the above referenced BBB matter. The customer was offered a voluntary trade replacement and has accepted the offer. GM's repurchase department has assumed the case. They will close the case once they have cmpleted their process. No further action is needed.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling at the number below or reply by email. Thank you for your assistance in resolving this case.

Thank you,

Mr.Roberto Casanova | Mediation Liaison
General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911412
FX: 866-357-5551
roberto.casanova@gm.com

From: Nathan Wright
Sent: Monday, December 19, 2016 7:58 PM
To: Roberto Casanova (C)
Cc: Kevin P Phillips
Subject: Re: Case Recommendation for BBB Case VIN: 1G4PP5SK3D4[redacted] Morgan Buick GMC Shreveport, BAC: 116564, Customer: [redacted]

Hi Roberto
I met with the customer today at the dealership. Unfortunately connectivity issues will continue while using the cell phones owned and identified by [redacted].

Identified Model LG VN170 is equipped with Bluetooth 2.0. However the software built into the device has limited functionality which does not allow over the air updates. Like today's computers, many cellular devices need the ability to update periodically in order to function or be compatible when connecting to external devices.

I would recommend the customer update their current device to one of the many multimedia options on the market supporting Apple(iOS) Google(Android), or Windows mobile. Thanks

Sent from my iPhone

On Dec 19, 2016, at 3:56 PM, Roberto Casanova (C) <roberto.casanova@gm.com> wrote:

> Do you have an alternate recommendation?
>
> Sincerely,
>
> Mr. Roberto Casanova | Mediation Liaison
> General Motors | Business Resource Center
> PH: 866-790-5600 ext. 5911412
> FX: 866-357-5551
> roberto.casanova@gm.com

> From: Nathan Wright
> Sent: Sunday, December 18, 2016 10:18 AM
> To: Roberto Casanova (C)
> Cc: Kevin P Phillips
> Subject: RE: Case Recommendation for BBB Case VIN: 1G4PP5SK3D4[redacted] Morgan Buick GMC Shreveport, BAC: 116564, Customer: [redacted]
>
> Denied

> From: Roberto Casanova (C)
> Sent: Wednesday, December 14, 2016 4:07 PM
> To: Nathan Wright <nathan.wright@gm.com>
> Cc: Kevin P Phillips <kevin.p.phillips@gm.com>
> Subject: Case Recommendation for BBB Case VIN: 1G4PP5SK3D4[redacted] Morgan Buick GMC Shreveport, BAC: 116564, Customer: [redacted]
> Importance: High

Service Request: 8[redacted]
Customer Last Name: [redacted]
Involved Dealership: Morgan Buick GMC Shreveport, 116564, Shreveport, LA
Dealership Contact: Rusty Moore & Jacob Edward
VIN: 1G4PP5SK3D4[redacted]
Vehicle: 2013 Buick Verano
Mileage: 11940

Dear Nathan Wright,

I previously contacted you to notify you that [redacted] filed a complaint with the Better Business Bureau for their 2013 Buick Verano. After gathering all related documents, and reviewing the vehicle repair history, I have completed the attached Case Assessment for your review. Based on the information gathered, I recommend voluntary trade replacement (MSRP to MSRP) with full usage. customer appears to meet presumption. With 11 visits to the same non-conformities and possible 11 days out of service. Does not affect the value, safety or use of the vehicle.

If the recommendation is a denial, or the customer does not accept the offer, are you willing to attend a hearing if/when it is scheduled?

Please respond with your approval or alternate recommendation as soon as possible in order to meet the strict timelines established in our agreement with the Council of Better Business Bureaus.

Thank you,

Mr.Roberto Casanova | Mediation Liaison
General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911412
FX: 866-357-5551
roberto.casanova@gm.com

From: Roberto Casanova (C)
Sent: Friday, November 18, 2016 5:42 PM
To: Nathan Wright
Cc: Kevin P Phillips
Subject: Initial Notification of BBB Case VIN: 1G4PP5SK3D4[redacted] Morgan Buick GMC Shreveport, BAC: 116564, Customer: [redacted]
Importance: High

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Morgan Buick GMC Shreveport, 116564, Shreveport, LA
Dealership Contact: Rusty Moore & Jacob Edward
VIN: 1G4PP5SK3D4[redacted]
Vehicle: 2013 Buick Verano
Mileage: 11940

Dear Nathan Wright,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2013 Buick Verano. The customer has stated ongoing issue with the radio not working properly and is seeking fix, replacement or buyback. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,

Mr.Roberto Casanova | Mediation Liaison
General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911412
FX: 866-357-5551
roberto.casanova@gm.com

CHEVROLET

Wednesday, April 19, 2017

[redacted]

Chandler, AZ [redacted]

Trade Settlement Letter

Subject: Repurchase of 2015 Chevrolet Colorado
VIN: 1GCGSBE34F[redacted]
Re[redacted]

De[redacted]

We regret that you are dissatisfied with your 2015 Chevrolet Colorado, VIN **1GCGSBE34F1**[redacted] and 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.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer. Chevrolet will assist you into a **2017** Chevrolet Colorado, VIN **1GCGSCEN4H1**[redacted] our responsibilities are outlined below. This offer is calculated by using the following figures:

Payoff of original vehicle good until 5-8-17	$10,146.40
Plus usage	$151.14
Plus upgrade	$4480.00
Total Responsibility of Customer	**$14777.54**

****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]ched at 866 802 [redacted]

[redacted] 4/20/17

[redacted]e(s) and Date

[redacted] 4/20/17

[redacted] Name(s)

[redacted] 20/17

[redacted] 4/20/17

The requirements of the trade 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.

* [redacted] *

CHEVROLET

- ⇒ **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, a free and clear title is provided at the time of repurchase.
- ⇒ **Cash backs rebates or incentives–** no cash backs rebates or incentives of any kind are applicable towards this transaction.
- ⇒ **Lending/Leasing Institution** – this offer is contingent upon approval of your lending/leasing institution.

If all above requirements are met, the dealership will proceed with the repurchase and any transfer of funds, if applicable.

*Please return this signed document to fax number **866-802-6668** by* Friday April 21, 2017

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

[redacted]

April 19, 2017

CHAPMAN CHEVROLET, L.L.C.
Linda Seamans
1717 E BASELINE RD
TEMPE, AZ 85283

Dealer Confirmation Letter – Trade

Subject: **Trade Repurchase**
Customer [redacted]

Vehicle: 2015 Chevr[redacted]ado
VIN: 1GCGSBE34F[redacted]
Ref SR[redacted]

Dear Linda Seamans:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of **$18116.56** to CHAPMAN CHEVROLET, L.L.C.. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of $10,146.40 to TD Auto Finance.
When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GCGSCEN4H[redacted]
New Vehicle Sales Price:	**$31971.21**
Used Vehicle Trade Value:	**$27340.07**
Trade Difference:	**$4631.14**
Taxes:	**$375.12**
Reg/Lic/Title Fees:	**$547.77**
Cash Paid on Delivery	**$922.89**
Dealer Processing Fee:	$ 200.00 (Paid by check, after receipt of documents)

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Friday April [redacted]ny questions you may reach me at 866 802 6625 x1229.

[redacted] Fleet Manager
[redacted]OLET, L.L.C. 114652 Management Agent's Signature and Title.

[redacted]nda Seamans
CHAPMAN CHEVROLET, L.L.C. 114652 Management Agent's Printed Name and Title.

[redacted]

Reacquired Vehicle Disclosure Center

Case Number: 262395

Originator Name: Roberto Casanova roberto.casanova@gm.com
Created Date: 04/05/2017

Vehicle Info

***VIN:**	1GCGSBE34F[redacted]	**MSRP:**	30410.0	***TAC #:**	[redacted]
Year:	2015	**Make:**	Chevrolet	**Model:**	Colorado

Vehicle Comments & TAC Explanation:
drivers front power window when using power down, will not work at times

***Date Reviewed with Customer:**	11/18/2016	***Repurchase Mileage:**	15000
Original Purchase Date:	05/23/2015	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Joint Owners				
***Names(s) on Title:**	[redacted]	***Title State:**	AZ		
***Primary Owner:**	[redacted]	***Secondary Owner:**	[redacted]		
***Address**	[redacted]				
***City**	Chandler	***State**	AZ	***ZIP Code:**	[redacted]
***Day Phone:**	[redacted]	***Home Phone:**		***Cell Phone:**	
***E-mail:**		***Fax Phone:**		***Exec Init Repurchase:**	N
***Reason Repurchase**	Noise when driving				

UCC Codes (C0118) Body - General - Noise

Vehicle Lien Holder

Type of Secured Interest:	Unknown	***Company:**	**Account #:**
Contact or Attention:			
Address			
City		**State**	**ZIP Code:**
Day Phone:		**Fax:**	**E-mail:**

Original Selling Dealer

***Dealer #:**	114652	**Dealer Name:**	CHAPMAN CHEVROLET, L.L.C.		
Region:	10	**District:**	1115		
***Phone:**	(480) 838-1234	**Fax:**	(480) 839-8808		
***Contact Name:**	Linda Seamans	***Contact Title:**	Finance	**E-Mail:**	

Repurchasing Dealer: -

Repair

***Contact Name:**	Erica Parent	***Contact Title:**	Service Manager		

Vehicle Location: -



Case Number: 262395
Originator Name: Roberto Casanova roberto.casanova@gm.com
Created Date: 04/05/2017

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	AZ	*** Type:**	Trade - New Finance
Source:	ADR Mediated		
Replacement VIN:	1GCGSCEN4H1[redacted]		Year: 2017 Make: Chevrolet Model: Colorado
Compliance Date:	2017-06-05	**Compliance Type:**	BBB Mediated
MSRP:	34890.0	**Order #:**	

Repurchase:

*** Processing Instructions:** voluntary trade replacement (MSRP to MSRP) with usage ending 497 miles on the first occurrence.

Disposition:

auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

Roberto Casanova (C)

From:	Erica Parent <EricaParent@chapmanchoice.com>
Sent:	Thursday, October 27, 2016 3:15 PM
To:	Roberto Casanova (C)
Cc:	Chad Mcdonald; Amy Thompson
Subject:	[EXTERNAL] [redacted] Docs
Attachments:	scan.pdf; scan.pdf

Erica Parent
Service BDC Manager

Chapman Chevrolet
Direct Line - (480) 752-1426
ericaparent@chapmanchoice.com
http://www.chapmanchevy.com

Click Here For Directions to Chapman Chevy

Roberto Casanova (C)

From: George Salman <GeorgeSalman@chapmanchoice.com>
Sent: Tuesday, December 27, 2016 10:00 AM
To: Roberto Casanova (C)
Cc: Tim Mort (Chapman Isuzu)
Subject: [EXTERNAL] RE: 3rd ATTEMPT: GM BRC-ADR [redacted]

Order number for [redacted]

George Salman
General Sales Manager
Chapman Chevrolet-Isuzu
Direct (480) 752-1652
georgesalman@chapmanchoice.com
www.chapmanchevy.com

From: Roberto Casanova (C) [mailto:roberto.casanova@gm.com]
Sent: Monday, December 26, 2016 2:41 PM
To: George Salman
Cc: Tim Mort
Subject: 3rd ATTEMPT: GM BRC-ADR REQUEST: Customer Last Name: [redacted]; VIN: 1GCGSBE34F[redacted]
Importance: High

Dear George Salman,

I am seeking the order number in order for me to have the case sent to our repurchase. As of couple of weeks ago my VM has been locked out. If you did leave a messages. I do apologize. I cannot access it at this time. If you can please provide me the order number. I can start moving the case to our repurchase dept. Thanks for your time.

Sincerely,

Mr. Roberto Casanova | Mediation Liaison
General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911412
FX: 866-357-5551
roberto.casanova@gm.com

From: George Salman [mailto:GeorgeSalman@chapmanchoice.com]
Sent: Tuesday, December 20, 2016 8:18 PM
To: Tim Mort (Chapman Isuzu); Roberto Casanova (C)
Subject: [EXTERNAL] RE: 2nd ATTEMPT: GM BRC-ADR REQUEST: Customer Last Name: [redacted] SR# [redacted]; VIN: 1GCGSBE34F1[redacted]

Yes I Am. I get a call from GM REPS couple times a week I have informed them that [redacted] has ordered a unit (do to not being able to find an acceptable unit anywhere)

George Salman
General Sales Manager
Chapman Chevrolet-Isuzu
Direct (480) 752-1652
georgesalman@chapmanchoice.com
www.chapmanchevy.com

From: Tim Mort
Sent: Monday, December 19, 2016 3:52 PM
To: Roberto Casanova (C); George Salman
Subject: RE: 2nd ATTEMPT: GM BRC-ADR REQUEST: Customer Last Name: [redacted]; VIN: 1GCGSBE34F1[redacted]

Roberto,

Sorry, but I know nothing about this. Was George involved in it?

Tim Mort
General Manager

Direct 480-752-1401
Fax 480-752-1440
E-Mail timmort@chapmanchoice.com
Visit our website www.chapmanchevy.com

From: Roberto Casanova (C) [mailto:roberto.casanova@gm.com]
Sent: Monday, December 19, 2016 2:53 PM
To: George Salman <GeorgeSalman@chapmanchoice.com>
Cc: Tim Mort <TimMort@chapmanchoice.com>
Subject: 2nd ATTEMPT: GM BRC-ADR REQUEST: Customer Last Name: [redacted]; VIN: 1GCGSBE34F1[redacted]5
Importance: High

Importance: High
RE: Customer Last Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSBE34F1[redacted]

Dear George Salman & Tim Mort

I'm writing to get an update status for customer BBB [redacted] Has the customer located a replacement vehicle? If so, I need a VIN or an order number to process the this case to our repurchase department. Please provide any new information to move the case forward.

If you have further questions, please contact at the number below. You may also contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 10:00 am and 6:30 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Mr.Roberto Casanova | Mediation Liaison
General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911412
FX: 866-357-5551
roberto.casanova@gm.com

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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Roberto Casanova (C)

From:	Roberto Casanova (C)
Sent:	Wednesday, December 14, 2016 5:07 PM
To:	Nathan Wright
Cc:	Kevin P Phillips
Subject:	Case Recommendation for BBB Case VIN: 1G4PP5SK3D4[redacted] Morgan Buick GMC Shreveport, BAC: 116564, Customer: [redacted], SR# 8[redacted]
Attachments:	1. [redacted] C.A.xls
Importance:	High

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Morgan Buick GMC Shreveport, 116564, Shreveport, LA

Dealership Contact: Rusty Moore & Jacob Edward

VIN: 1G4PP5SK3D4[redacted]

Vehicle: 2013 Buick Verano

Mileage: 11940

Dear Nathan Wright,

I previously contacted you to notify you that Ms.[redacted] filed a complaint with the Better Business Bureau for their 2013 Buick Verano. After gathering all related documents, and reviewing the vehicle repair history, I have completed the attached Case Assessment for your review. Based on the information gathered, I recommend volntary trade replacement (MSRP to MSRP) with full usage. customer appears to meet presumption. With 11 visits to the same non-conformities and possible 11 days out of service. Does not affect the value, saftey or use of the vehicle.

If the recommendation is a denial, or the customer does not accept the offer, are you willing to attend a hearing if/when it is scheduled?

Please respond with your approval or alternate recommendation as soon as possible in order to meet the strict timelines established in our agreement with the Council of Better Business Bureaus.

Thank you,

Mr.Roberto Casanova | Mediation Liaison
General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911412

FX: 866-357-5551
roberto.casanova@gm.com

From: Roberto Casanova (C)
Sent: Friday, November 18, 2016 5:42 PM
To: Nathan Wright
Cc: Kevin P Phillips
Subject: Initial Notification of BBB Case VIN: 1G4PP5SK3D4[redacted] Morgan Buick GMC Shreveport, BAC: 116564, Customer:[redacted]
Importance: High

Service Request:[redacted]

Customer Last Name:[redacted]

Involved Dealership: Morgan Buick GMC Shreveport, 116564, Shreveport, LA

Dealership Contact: Rusty Moore & Jacob Edward

VIN: 1G4PP5SK3D4[redacted]

Vehicle: 2013 Buick Verano

Mileage: 11940

Dear Nathan Wright,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2013 Buick Verano. The customer has stated ongoing issue with the radio not working properly and is seeking fix, replacement or buyback. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,

Mr.Roberto Casanova | Mediation Liaison
General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911412
FX: 866-357-5551
roberto.casanova@gm.com

Roberto Casanova (C)

From: Roberto Casanova (C)
Sent: Wednesday, October 26, 2016 4:35 PM
To: 'ericaparent@chapmanchoice.com'
Cc: 'chadmcdonald@chapmanchoice.com'
Subject: URGENT! GM BRC-ADR REQUEST: Customer Last Name [redacted];
VIN: 1GCGSBE34F1[redacted]

Importance: High

RE: Customer Last Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSBE34F[redacted]

Dear Erica Parrent & Chad McDonald

I am writing you this email to inform you our customer, [redacted], has filed a BBB case in regards to her 2015 Chevrolet Colorado. Customer has stated her complaints has to do with an ongoing issue with high pitched noise from the steering and A/C, vehicle cutting off while driving and rattling speakers. At this time I would have to create a case assessment and requesting the following documents:

All **R.O.s**
**Rental receipts or agreements
**Customer copy,
**Body shop
**Technician copies for warranty
**Internal repairs and customer pay repairs
** Recall or Special Coverage

Also need **Sales** documents **by FAX**:
**Bill of Sale (purchase) or Finance Agreement (lease)
**Actual Case Value (ACV) Sheet for trade vehicle
**Incentive Acknowledgement Form
**Deal Recap Sheet
**Application for Title
**If not listed on the aforementioned docs, I will need the lien holder's information

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I would appreciate any assistance that you can provide to encourage to fulfill this request as timely as possible. Within **10** days of receipt of this email, I will send a case assessment to the DMA, for his case assessment for their review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Thank you in advance for your assistance. If you have further questions, please contact at the number below. You may also contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 10:00 am and 6:30 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Mr.Roberto Casanova | Mediation Liaison
General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911412
FX: 866-357-5551
roberto.casanova@gm.com

ADOT
Motor Vehicle Division
96-0236 R12/13 azdot.gov

STK # D6913
FEES: 503.79

JUN 01 2015

TITLE AND REGISTRATION APPLICATION

☒ Title and Registration ☐ Title Only ☐ Duplicate ☐ Registration Only ☐ Dismantle ☐ Salvage ☐ Stolen

Plate Credit No	Credit Eff. Date	First Registered	Reg. Eff. Date	Reg. Expiration Date	Unit Number	Mobile Home W/L
3642						

Vehicle Identification Number	Make	Body Style	Year	Model	List Price
1GCGSBE34F1	CHEVROLET	2D PU	2015	COLORADO	$27100

GVW	Fuel	Odometer	Odometer Codes*	Vehicle Construction	Trailer Plate Size
	GAS	42	☐A ☐B ☐C	☐ Specially Constructed ☐ Reconstructed	☐ Full Size ☐ Small

Lien Amount	Lien Date	
$	05/23/15	☐ Additional lien or lienholders (attach another application)

Lien Driver License or EIN*	Lienholder Name (if no lien, write NONE)	Legal Status
	TD AUTO FINANCE LLC	☐ Or ☐ And ☐ And/Or

Mailing Address	City	State	Zip
P.O. BOX 997551	SACRAMENTO	CA	95899-0000

Owner Driver License or EIN*	Owner Name (first, middle, last, suffix)	

Date of Birth	MVD Tax Account Number (if applicable)	Legal Status* (If "Or" is checked here or above, owner must sign here.)
		☐ Or ☐ And ☐ And/Or Sign

Street Address	City	State	Zip	County
	CHANDLER	AZ		MARICOPA

Mailing Address (if different from above)	City	State	Zip	County

Owner Driver License or EIN*	Owner Name (first, middle, last, suffix)	

Date of Birth	MVD Tax Account Number (if applicable)	Legal Status* (If "Or" is checked here or above, owner must sign here.)
03/26/87		☐ Or ☐ And ☐ And/Or Sign

Street Address	City	State	Zip	County
	CHANDLER	AZ		MARICOPA

Mailing Address (if different from above)	City	State	Zip	County

Owner Driver License or EIN*	Owner Name (first, middle, last, suffix) ☐ Additional owners (attach another application)	

Date of Birth	MVD Tax Account Number (if applicable)	Legal Status* (If "Or" is checked here or above, owner must sign here.)
		☐ Or ☐ And ☐ And/Or Sign ▶

Street Address	City	State	Zip	County

Mailing Address (if different from above)	City	State	Zip	County

Vehicle/Mobile Home Location	City	State	Zip	County

Service Options*	Date Vehicle Acquired
	05/23/15

☐ Vehicle will be rented without a driver (such as a rental car).

☐ I consent to the release of personal information contained in my driver license and vehicle record. I understand that this is **not** a one-time consent that applies only to a specific individual or organization, but is instead a general consent that applies to all requests from any and all individuals or organizations for any purpose, until revoked by me in writing. Consent for a vehicle record applies to all owners.

☐ I certify that this vehicle, commonly referred to as a station wagon or referred to by the manufacturer's rating as a 3/4 ton or less pickup truck or 3/4 ton or less van, is not maintained and operated more than 1,000 hours in a vehicle registration year for the transportation of passengers or property in the furtherance of a commercial enterprise.

☐ I certify that this trailer or semitrailer with a declared gross weight of 10,000 lbs or less is not maintained and operated in the furtherance of a commercial enterprise.

certify that the information above and any documentation which I submit in support of this application, is true and correct; that the vehicle is free from liens, except hose indicated above and that I have read and understand the requirements of the legal status indicated above. I acknowledge that the odometer reading above is ualified by the seller and that it is not the responsibility of the Motor Vehicle Division to determine the accuracy of the odometer statement. I understand that ehicles registered for use in, or used to commute into, Air Quality Control Areas (including greater metro Phoenix and Tucson) may be subject to emission testing.

All Owners Sign Here ▶ [redacted] st also sign the Legal Status boxes above.

| MVD Use | | | | | |

Roberto Casanova (C)

From: Roberto Casanova (C)
Sent: Friday, December 16, 2016 11:42 AM
To: 'georgesalman@chapmanchoice.com'
Cc: 'timmort@chapmanchoice.com'
Subject: GM BRC-ADR REQUEST: Customer Last Name: [redacted]; VIN: 1GCGSBE34F1[redacted]

Importance: High

RE: Customer Last Name: [redacted]
Service [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSBE34F1[redacted]

Dear George Salman & Tim Mort

I'm writiing to get an update status for customer BBB case, [redacted]. Has the customer located a replacement vehicle? If so, I need a VIN or a order number to process the this case to our repurchase department. Please provide any new information to move the case forward.

If you have further questions, please contact at the number below. You may also contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 10:00 am and 6:30 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Mr.Roberto Casanova | Mediation Liaison
General Motors | Business Resource Center
PH: 866-790-5600 ext. 5911412
FX: 866-357-5551
roberto.casanova@gm.com

Attention Robert @ GM

Case # [redacted] for

[redacted]

chevy colorado Registration 2015

Motor Vehicle Division

ADOT

azdot.gov

ARIZONA VEHICLE REGISTRATION

Print Date/Time
05/23/2016 07:30

Carry In Vehicle At All Times

Expiration Date
05/31/2018

Vehicle Identif[redacted]umber
1GCGSBE34F1[redacted]

Record Number [redacted]
Plate Number

[redacted]

CHANDLER AZ [redacted]

[redacted]

Unit Number	
Year / Make	2015 CHEV
Body Style	12PU
First Registered	06/2015
List Price	027110
Fuel Type	G
Category	I
Weight (GVW)	000000
County	MARICOPA
Registration Type	FUL

Veh Lic Tax	$723.42
Registration	$8.25
Air Quality	$3.00
Postage/Handling	$0.47
Total	$735.14

[redacted]

STANDARD TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Melissa Irish
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GCGSBE34F1[redacted]	1GCGSCEN4H[redacted]	April 18, 2017

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	$31,971.21	G		
Conversion / Upfit Cost	$0.00	E		
State Sales Tax	$375.12	N		
Additional Tax	$0.00	E		
Reg./Lic./Title Fees (opt)	$547.77	R		
Taxes Reimbursed on old vehicle	$0.00	A		
Fees (Explain)	$0.00	L		
State Fees	$0.00	M		
Items below not shown on new Bill of Sale		O		
Cost to transfer Aftermarket Items	$0.00	T		
Unused portion of non-GMPP	$0.00	O		
H/B, ADV, EXP	$0.00	R		
Transportation Fees	$0.00	S		
Misc. (Explain)	$0.00			
Total Replacement Price	**$32,894.10**			
State Sales Tax	$0.00			
Additional Tax	$0.00			
Reg./Lic./Title Fees (opt)	$0.00	C		
New Aftermarket Items	$0.00	U		
Fees (Explain)	$0.00	S		
State Fees	$0.00	T		
Items below contibute to trade-in allowance		O		
Usage/Depreciation	$151.14	M		
Damage	$0.00	E		
MSRP Upgrade	$4,480.00	R	New/34890.00	
MSRP Downgrade (deducted)	$0.00		Old/30410.00	
Reimb. of Aft. Mkts on Old Unit	$0.00			
Misc. Customer Credit	$0.00			
Less Dealer Contribution to Cust	$0.00			
Total Customer Cost	**$4,631.14**			
Trade Repurchase Amount	**$28,262.96**			
Attorney Fees	$0.00			
Total Repurchase Amount	**$28,262.96**			
Less Dealer Contribution to GM	$0.00			
(30-day) Lien Payoff	$10,146.40			
Good Through (5-8-17)				
Dealer Due to GM	**NA**			
GM Due to Dealer	**$18,116.56**		Authorized Signature	Date
NADA (Legal Only)	$0.00		****This is a "work in process" until approved**	
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative****	
Projected (Loss)	**-$28,262.96**		**(Repurchase Group Only)**	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$31,971.21
State Sales Tax	$375.12
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$547.77
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$0.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$32,894.10
Trade-In Allowance	$27,340.07
Loan Payoff	$10,146.40
Net Allowance	$17,193.67
Cash on Delivery (Paid by GM)	$922.89
Total Balance Due	$14,777.54
Amount to Dealer for additional Fees	$0.00
New Vehicle	
1GCGSCEN4H1[redacted]	
Form Rev 11/11/2005	

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	Chevrolet Colorado 2015 1GCGSCE37F1[redacted] Mileage Now: 62000 mi Warranty Start:	A GM Dealer has not diagnosed the current concern Repairs are scheduled Vehicle is operable for this concern and is able to be driven

Key Points

I am having problems with the dash. I am experiencing problems with the sensors of my vehicle. Power steering went out on me. I received an appointment for Monday, 11/28.

Supporting Factors	Limiting Factors
Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#[redacted]
Tier 2 CAC advisor: Althea Watters --> 1-866-790-5700 Ext # 5913236

Rancho Motor Company

14525 Dos Palmas Road
Victorville, CA 92392

FAX TRANSMITTAL FORM

From

Kristin Laponis
Business Development Manager
Phone: 760.955.8200 x1512
Fax: 760.951.3864
E-mail: klaponis@ranchomotorco.com

To 586.920.0819

Agent: Amber McGowan

Case #: [redacted]

Last Name [redacted]

VIN: G1[redacted]

Date: 12/20/2016

Comments:
Requested Service Documents.

Customer Num[redacted] Invoice No: [redacted]

[redacted]

HESPERIA, CA[redacted]

[redacted]

"INVOICE"

PAGE 1

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #ARD 171332
E.P.A. #CAD983668849

SERVICE ADVISOR: 3485 CHRISTIAN GALVAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBA BLACK	16	CHEVROLET COLORADO	1GCGTDE38G1[redacted]		3717 3717	T4864

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05APR16			19:00 22JUN16		0.00	CASH	22JUN16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:160628 ENG:3.6_LITER_DOHC
08:45 22JUN16	16:58 22JUN16	

A 38210 Aero Shutters Inoperative PLEASE PERFORM RECALL
CAUSE: PERFORM CAMPAIGN # 38210.
1450 MINOR ELECTRICAL DIAG. & REPAIR?
3315WG294 (N/C)
1 23365364 F-(S)MODULE (N/C)
,,,,3717 PERFORM CAMPAIGN # 38210. 0.70
,,,,CHASSIS CONTROL MODULE AND CHASSIS CONTROL MODULE REPROGRAMMING
,,,,WITH SPS.
,,,,CODE # 137A5.
****

B Incorrect Trailer Hitch RECALL 27620 PLEASE PERFORM RECALL
CAUSE: PERFORM CAMPAIGN # 27620.
1450 MINOR ELECTRICAL DIAG. & REPAIR?
3315WG294 (N/C)
,,,,3717 PERFORM CAMPAIGN # 27620. 0.20 INSPECT ONLY-NO REPAIR NEEDED.
****

C CUSTOMER SAID THAT PASSANGER SIDE SPEAKER ON DOOR PANEL RATTLES WITH VOLUME HALF WAY UP. CHECK AND ADVISE
CAUSE: ..
2600 ***SPEAKER HAS BEEN ORDERED, WILL COME BACK FOR US TO INSTALL***
2113WG294 (N/C)
,,,,3717 S/O SPEAKER
****

D PERFORM TIRE PRESSURE CHECK AND INFLATION SERVICE, TIRES INFLATED TO (PSI): RIGHT FRONT: LEFT FRONT: RIGHT REAR: LEFT REAR:
PSI PERFORM TIRE PRESSURE CHECK AND INFLATION SERVICE, TIRES INFLATED TO (PSI): RIGHT FRONT: LEFT FRONT: RIGHT REAR: LEFT REAR:
3315 CGT2 0.00 0.00
,,,,3717 SET TIRE PRESSURE AT 35 PSI.
****

E FREE MULTI POINT INSPECTION OF INTERIOR/EXTERIOR, UNDERHOOD, BATTERY, UNDER VEHICLE, TREAD DEPTH, TIRE WEAR & BRAKE LINING CHECKED

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.
To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.6 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

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

Customer Copy

X452.280.1
SERVICE INVOICE #2 X6DC

Customer Numbe [redacted] Invoice No [redacted]

INVOICE

PAGE 2

RANCHO MOTOR COMPANY
15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #ARD 171332
E.P.A. #CAD983668849

[redacted]
HESPERIA, CA
Hom[redacted]
Ema[redacted]

SERVICE ADVISOR: 3485 CHRISTIAN GALVAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBA_BLACK	16	CHEVROLET COLORADO	1GCGTDE38G1[redacted]		3717 3717	T4864

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05APR16			19:00 22JUN16		0.00	CASH	22JUN16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:160628 ENG:3.6_LITER_DOHC
08:45 22JUN16	16:58 22JUN16	

WHEN TIRE ROTATION IS PERFORMED
CAUSE: PERFORM MPVI.
MULTI FREE MULTI POINT INSPECTION OF INTERIOR/EXTERIOR, UNDERHOOD, BATTERY, UNDER VEHICLE, TREAD DEPTH, TIRE WEAR & BRAKE LINING CHECKED WHEN TIRE ROTATION IS PERFORMED
3315 CGT2 0.00 0.00
,,,,3717 PERFORM MPVI.
,,,,DONE.
,,,,NO BRAKE INSPECTION.
****
F In response to the Governor of California Executive Order (B-29-15) Rancho Motor Company will be suspending vehicle washes when visiting our Service Department due to current drought conditions.
CXWASH In response to the Governor of California Executive Order (B-29-15) Rancho Motor Company will be suspending vehicle washes when visiting our Service Department due to current drought conditions.
999 CGT2 0.00 0.00
****

EST: 0.00 22JUN16 08:45 SA: 3485

TAKE ADVANTAGE OF OUR ONLINE OFFERS. PROVIDE YOUR EMAIL ADDRESS AND WE WILL SEND YOU EMAIL NOTIFICATIONS ON SERVICE SPECIALS AS WELL AS DISCOUNTS TOWARDS PURCHASING A NEW VEHICLE. ALL EMAIL ADDRESSES ARE KEPT CONFIDENTIAL AND ARE NOT SHARED.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.
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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____ CUSTOMER SIGNATURE

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

Customer Copy

74812.255.1
SERVICE INVOICE 4.0 XP00

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 1

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #ARD 171332
E.P.A. #CAD983668849

[redacted]
HESPERIA, CA
Home: [redacted]
Email: [redacted]

SERVICE ADVISOR: 3485 CHRISTIAN GALVAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBA BLACK	16	CHEVROLET COLORADO	1GCGTDE38G1[redacted]		4511 4511	T4979

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05APR16			13:00 07JUL16		0.00	CASH	07JUL16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:160628 ENG:3.6_LITER_DOHC
07:57 07JUL16	12:07 07JUL16	

A CUSTOMER STATES PASSENGER FRONT DOOR SPEAKER RATTLES AT HIGH VOLUMES
PLEASE INSTALL SPECIAL ORDER PARTS.
CAUSE: SHORT IN SPEAKER HIGH RESISTANCE
SOP SPECIAL ORDERED PARTS FOR REPAIRS
2113WG294 (N/C)
1 94772192 SPEAKER (N/C)
,,,,4511 SHORT IN SPEAKER HIGH RESISTANCE REPOLACED RT FRT DOOR SPEAKER
****

B In response to the Governor of California Executive Order (B-29-15)
Rancho Motor Company will be suspending vehicle washes when
visiting our Service Department due to current drought
conditions.
CXWASH In response to the Governor of California
Executive Order (B-29-15) Rancho Motor
Company will be suspending vehicle washes
when visiting our Service Department due to
current drought conditions.
999 CGT2 0.00 0.00
****

C 2014/2015 CHEVROLET 2 YR MAINT PROGRAM - LOF AND ROTATION.
CAUSE: PERFORM OIL CHANGE AND TIRE ROTATION SERVICES.
0600723 2014/2015 CHEVROLET 2 YR MAINT PROGRAM -
LOF AND ROTATION.
3315WG294 (N/C)
1 19303249 (S)FILTER KIT (N/C)
6 19293000B DEXOS 1 (N/C)
,,,,4511 PERFORM OIL CHANGE AND TIRE ROTATION SERVICES. 0.50 DONE.
****

D FREE MULTI POINT INSPECTION OF INTERIOR/EXTERIOR, UNDERHOOD, BATTERY,
UNDER VEHICLE, TREAD DEPTH, TIRE WEAR & BRAKE LINING CHECKED
WHEN TIRE ROTATION IS PERFORMED
CAUSE: PERFORM MPVI.
MULTI FREE MULTI POINT INSPECTION OF
INTERIOR/EXTERIOR, UNDERHOOD, BATTERY, UNDER

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.
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(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65 http://www.cehha.org/prop65.html.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____ CUSTOMER SIGNATURE

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

Customer Copy

X4512.250.4
SERVICE INVOICE #2 X5720

Customer Numbe [redacted] Invoice N [redacted]

INVOICE

PAGE 2

[redacted]

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #ARD 171332
E.P.A. #CAD983668849

SERVICE ADVISOR: 3485 CHRISTIAN GALVAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBA_BLACK	16	CHEVROLET COLORADO	1GCGTDE38G1[redacted]		4511 4511	T4979

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05APR16			13:00 07JUL16		0.00	CASH	07JUL16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:160628 ENG:3.6_LITER_DOHC
07:57 07JUL16	12:07 07JUL16	

VEHICLE, TREAD DEPTH, TIRE WEAR & BRAKE
LINING CHECKED WHEN TIRE ROTATION IS
PERFORMED
3315 CGT2 0.00 0.00
,,,,4511 PERFORM MPVI. DONE.
****
E PERFORM TIRE PRESSURE CHECK AND INFLATION SERVICE, TIRES INFLATED TO
(PSI): RIGHT FRONT: LEFT FRONT: RIGHT REAR: LEFT REAR:
PSI PERFORM TIRE PRESSURE CHECK AND INFLATION
SERVICE, TIRES INFLATED TO (PSI): RIGHT
FRONT: LEFT FRONT: RIGHT REAR: LEFT REAR:
3315 CGT2 0.00 0.00
,,,,4511 SET TIRE PRESSURE AT 35 PSI.
****

EST: 0.00 07JUL16 07:57 SA: 3485

TAKE ADVANTAGE OF OUR ONLINE OFFERS. PROVIDE YOUR EMAIL ADDRESS AND WE WILL SEND YOU EMAIL NOTIFICATIONS ON SERVICE SPECIALS AS WELL AS DISCOUNTS TOWARDS PURCHASING A NEW VEHICLE. ALL EMAIL ADDRESSES ARE KEPT CONFIDENTIAL AND ARE NOT SHARED.

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.
To minimize your exposure when servicing, maintaining or cleaning your [illegible] will [illegible] areas; 3) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §26249.6 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____ CUSTOMER SIGNATURE

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

Customer Copy

XAR2.750_1
SERVICE INVOICE W2 XSIZE

Customer Number: [redacted] Invoice N[redacted]

INVOICE

PAGE 1

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #ARD 171332
E.P.A. #CAD983668849

[redacted]

SERVICE ADVISOR: 3486 CHRISTIAN GALVAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBA BLACK	16	CHEVROLET COLORADO	1GCGTDE38G1[redacted]		8398 8403	T4567

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05APR16			19:00 25OCT16		0.00	CASH	27OCT16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:160628 ENG:3.6_LITER_DOHC
09:32 25OCT16	16:08 27OCT16	

A CUSTOMER STATES DRIVER FRONT WINDOW WHEN PRESSING THE AUTO UP WINDOW
GOES 1/3 OF THE WAY UP THEN SHOOTS BACK DOWN 2-3" AND STOPS.
CONFIRMED ON DRIVE PLEASE CHECK AND ADVISE.
CAUSE: WINDOW REGULATOR BINDING CAUSE MOTOR TO CANCEL EXPRESS
1450 MINOR ELECTRICAL DIAG. & REPAIR?
2113WG294 (N/C)
1 23287501 (S)REGULATOR (N/C)
,,,,8398 WINDOW REGULATOR BINDING CAUSE MOTOR TO CANCEL EXPRESS
,,,,REPLACED WINDOW REGULATOR ASSY
****

B CUSTOMER STATES WHILE HEADING 15N NAVIGATION REDIRECTED TO EXIT DO U
TURN AND BACK ON THE 15N, ALSO STATES WHILE ON NAVIGATION MODE
"ZOOM OUT, ZOOM IN, OVERVIEW, DESTINATION AND MENU" POP UP
WINDOW STAYS DISPLAYED 90% OF THE ROUTE INSTEAD OF "HIDING"
CUSTOMER BELIEVES INFOTAINMENT NEED TO BE UPDATE. PLEASE CHECK
AND ADVISE.
CAUSE: PROGRAM UPDATE NEEDED
1450 MINOR ELECTRICAL DIAG. & REPAIR?
2113WG294 (N/C)
,,,,8398 PROGRAM UPDATE NEEDED PROGRAM RADIO NAV- SYSTEM WITH ALL THE
,,,,LATEST UPDATES. PROGRAM CODE 80438
****

C CUSTOMER STATES THE UPHOLSTERY IN THE BACK SEAT BEHIND DRIVER SEEMS
TO BE SEPARATING FROM FOAM (WRINKLES ON CORNER WHERE YOU
ACTUALLY SIT) PLEASE CHECK AND ADVISE
CAUSE:
2600 *PASSENGER DRIVER REAR SEAT REPAIRED*
999WG294 (N/C)
****

D CUSTOMER STATES BOTH HEADLIGHTS SEEM TO HAVE CONDENSATION THE RIGHT
MORE THEN THE LEFT PLEASE CHECK AND ADVISE.
CAUSE:
1450 *AFTERMARKET BULBS INSTALLED VOID WARRANTY
ON HEADLIGHTS*

WARNING Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.
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(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.6 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____ CUSTOMER SIGNATURE

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

Customer Copy

A491(2.250_1
service INVOICE.rpt 7/5/00

Customer Numb [redacted] Invoice N [redacted]

INVOICE

PAGE 2

RANCHO MOTOR COMPANY
15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #ARD 171332
E.P.A. #CAD983668849

[redacted]

SERVICE ADVISOR: 3485 CHRISTIAN GALVAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBA_BLACK	16	CHEVROLET COLORADO	1GCGTDE38G1 [redacted]		8398 8403	T4567

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
05APR16			19:00 25OCT16		0.00	CASH	27OCT16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:160328 ENG:3.6_LITER_DOHC
09:32 25OCT16	16:08 27OCT16	

2113WG294 (N/C)

****

E CUSTOMER STATES HE INSPECTED HIS SPARE TIRE AND WAS COMPLETELY FLAT
AND HAS NEVER BEEN DRIVEN ON PLEASE CHECK AND ADVISE

CAUSE: .

1100 *SPARE TIRE HAS SHOULDER PUNCTURE NOT
COVERED UNDER WARRANTY*

3482WG294 (N/C)

,,,,8403
,,,,inflated tire
,,,,submerged tire in dunk tank
,,,,located puncture in tire
,,,,marked location with chalk

****

F CUSTOMER STATES TRIM PANEL WITH LIGHTS AND "PASSENGER AIR BAG" PLAC
ON HEADLINER RATTLE ABOVE 20MPH PLEASE CHECK AND ADVISE.

CAUSE: NEVER DUPLICATED.

2600 *RATTLE NOT VERIFIED, CUSTOMER TO TEST DRIVE
WITH SHOP FOREMAN TO VERIFY RATTLE*

2113WG294 (N/C)

,,,,8403 NEVER DUPLICATED. ROAD TEST WITH MIKE P. NO BULLITINS . NO
,,,,ABNORMAL NOISE FROM ROOF AT THIS TIME

****

G SHUTTLE SERV.

CAUSE: .

SH SHUTTLE SERV.

999WG294 (N/C)

****

H FREE MULTI POINT INSPECTION OF INTERIOR/EXTERIOR, UNDERHOOD, BATTERY,
UNDER VEHICLE, TREAD DEPTH, TIRE WEAR & BRAKE LINING CHECKED
WHEN TIRE ROTATION IS PERFORMED

MULTI FREE MULTI POINT INSPECTION OF
INTERIOR/EXTERIOR, UNDERHOOD, BATTERY, UNDER
VEHICLE, TREAD DEPTH, TIRE WEAR & BRAKE

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ORIGINAL ESTIMATE $

AUTHORIZED ADDITIONS $

I acknowledge notice and oral approval of an increase in the original estimated price.

X CUSTOMER SIGNATURE

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

Customer Copy

SERVICE INVOICE 4/ 7980

Customer Number: [redacted] Invoice [redacted]

INVOICE

PAGE 3

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #ARD 171332
E.P.A. #CAD983668849

[redacted]

SERVICE ADVISOR: 3485 CHRISTIAN GALVAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBA_BLACK	16	CHEVROLET COLORADO	1GCGTDE38G1[redacted]		8398 8403	T4567

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05APR16			19:00 25OCT16		0.00	CASH	27OCT16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:160628 ENG:3.6_LITER_DOHC
09:32 25OCT16	16:08 27OCT16	

LINING CHECKED WHEN TIRE ROTATION IS PERFORMED
2113 CGT2 0.00 0.00

,,,,8403 OK

****

I PERFORM TIRE PRESSURE CHECK AND INFLATION SERVICE, TIRES INFLATED TO (PSI): RIGHT FRONT: LEFT FRONT: RIGHT REAR: LEFT REAR:

PSI PERFORM TIRE PRESSURE CHECK AND INFLATION SERVICE, TIRES INFLATED TO (PSI): RIGHT FRONT: LEFT FRONT: RIGHT REAR: LEFT REAR:
2113 CGT2 0.00 0.00

,,,,8403 SET TIRE 35

****

J In response to the Governor of California Executive Order (B-29-15) Rancho Motor Company will be suspending vehicle washes when visiting our Service Department due to current drought conditions.

CXWASH In response to the Governor of California Executive Order (B-29-15) Rancho Motor Company will be suspending vehicle washes when visiting our Service Department due to current drought conditions.
999 CGT2 0.00 0.00

****

EST: 0.00 25OCT16 09:32 SA: 3485

TAKE ADVANTAGE OF OUR ONLINE OFFERS. PROVIDE YOUR EMAIL ADDRESS AND WE WILL SEND YOU EMAIL NOTIFICATIONS ON SERVICE SPECIALS AS WELL AS DISCOUNTS TOWARDS PURCHASING A NEW VEHICLE. ALL EMAIL ADDRESSES ARE KEPT CONFIDENTIAL AND ARE NOT SHARED.

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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____ CUSTOMER SIGNATURE

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

Customer Copy

X4612.260.1
SERVICE INVOICE 02 ASTRO

Customer Number: [redacted] Invoice No: [redacted]

"INVOICE"
DUPLICATE 1
PAGE 1

[redacted]

RANCHO MOTOR COMPANY
15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #ARD 171332
E.P.A. #CAD983668849

SERVICE ADVISOR: 3485 CHRISTIAN GALVAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBA BLACK	16	CHEVROLET COLORADO	1GCGTDE38G1[redacted]		8398 8398	T20

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05APR16			19:00 01NOV16		0.00	CASH	02NOV16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:180828 ENG:3.6_LITER_DOHC
12:45 01NOV16	16:04 02NOV16	

A PLEASE ORDER 19325354 265/70R16 DURA TRAC IAS WARRANTY

MOUNT1 MOUNT AND BALANCE 1 TIRE			
999 CGT2		17.50	17.50
1 19325354 GY2657016	216.40	216.40	216.40
DOT#4BC2JU1R1916			
1 WW WEIGHTS	2.00	2.00	2.00
1 TL TIRE TAX	1.75	1.75	1.75

,,,,8398 IAS 1-800-346-6469 FAX: 512-257-4777 A# JM189638-1201667
,,,,$242.48

****

EST: 25.00 01NOV16 12:45 SA: 3485

TAKE ADVANTAGE OF OUR ONLINE OFFERS. PROVIDE YOUR EMAIL ADDRESS AND WE WILL SEND YOU EMAIL NOTIFICATIONS ON SERVICE SPECIALS AS WELL AS DISCOUNTS TOWARDS PURCHASING A NEW VEHICLE. ALL EMAIL ADDRESSES ARE KEPT CONFIDENTIAL AND ARE NOT SHARED.

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[Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.] For further information about Proposition 65: http://www.oehha.org/prop65.html.

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 17.50
PARTS AMOUNT	$ 216.40
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 3.75
TOTAL CHARGES	$ 237.65
LESS INSURANCE	$ 0.00
SALES TAX	$ 17.31
PLEASE PAY THIS AMOUNT	**$ 254.96**

Customer Copy

J4S12.SRD_1
SERVICE INVOICE #2 X6TC0

Kristin Laponis

From: Amber McGowan (C) [amber.mcgowan@gm.com]
Sent: Monday, December 19, 2016 3:26 PM
To: Kristin Laponis
Cc: Eric Rumsower
Subjec [redacted]

Hi Kristin/Eric,

Can I have the RO's for this VIN please?

VIN: 1GCGTDE38G1 [redacted]

If you have further questions, please contact BRC CA CEC Team, Amber at 1(866) 7905700 ext 5914231 or by fax at (586)9200819. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 11:00 am and 9:00 pm, Eastern Time. Please refer to the service request number above.

[redacted]

Amber McGowan (C)

From: Steve Franklin
Sent: Tuesday, January 03, 2017 7:07 PM
To: Amber McGowan (C)
Subject: RE: G1[redacted] Rancho Motors Co, [redacted]

Amber,

– Available information reviewed. The vehicle is not a candidate for repurchase. It's our recommendation that the owner continues to work with the GM Dealership for any current or future diagnosis and/or repairs as outlined in the NVLW

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

From: Amber McGowan (C)
Sent: Tuesday, January 03, 2017 12:47 PM
To: Steve Franklin <steve.franklin@gm.com>
Subject: RE: G1208342, Rancho Motors Co, [redacted]

Steve,

Sorry about that. I've attached the updated case assessment.

If you have further questions, please contact BRC CA CEC Team, Amber at 1(866)7905700 ext 5914231 or by fax at (586)9200819. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 11:00 am and 9:00 pm, Eastern Time. Please refer to the service request number above.

From: Steve Franklin
Sent: Tuesday, January 03, 2017 1:44 PM
To: Amber McGowan (C)
Subject: RE: G1208342, Rancho Motors Co, [redacted]

Amber,

There is no recommendation or rationale in the case assessment.

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

From: Amber McGowan (C)
Sent: Friday, December 30, 2016 4:35 PM

To: Steve Franklin <steve.franklin@gm.com>
Subject: G1208342, Rancho Motors Co, [redacted]

Dear Steve,

This email is being sent to obtain your approval/denial of a Straight Repurchase or Trade Repurchase for the above referenced case. I have included some additional information that will be of assistance to you:

Involved Dealership: Rancho Motors Co, 117822, Victorville, CA.
Dealership Contact: Kristin Laponis
VIN: 1GCGTDE38G1[redacted]
Vehicle: 2016 Chevrolet Colorado
Mileage: 10,393
Summary of vehicle concern: Transmission, suspension and steering issue.
Facts supporting recommendation: Dealership can't duplicate the concern, customer is tired of the issues.
Vehicle Transaction History:

12/19/2016	566893	ZREG----Regular Vehicle Transaction	8469959 - Automatic Transmission - Customer Concern Not Duplicated (CCND)	10,394 MI
12/19/2016	566893	ZREG----Regular Vehicle Transaction	3480008 - Diagnose and Repair Audio System Speaker Concerns	10,394 MI
10/25/2016	562890	ZREG----Regular Vehicle Transaction	7025090 - Rear Seat Cushion Cover and Pad Replacement	8,398 MI
10/25/2016	562890	ZREG----Regular Vehicle Transaction	2810335 - Radio Reprogramming with SPS	8,398 MI
10/25/2016	562890	ZREG----Regular Vehicle Transaction	2021410 - Front Side Door Window Regulator Replacement	8,398 MI
07/07/2016	554790	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	4,511 MI
07/07/2016	554790	ZREG----Regular Vehicle Transaction	3421540 - Radio Front Side Door Speaker Replacement	4,511 MI
06/22/2016	553732	ZFAT----Field Action Recall	9102215 - 2027620 - Inspect Only - No Repair Needed	3,717 MI
06/22/2016	553732	ZFAT----Field Action Recall	9102157 - N380210 - Chassis Control Module Replacement and Chassis Control Module Reprogramming with SPS	3,717 MI
02/08/2016	543951	ZPDI----Pre-Delivery Inspection	0590032 - PDI - Dealer Installed - Factory Invoiced Options	5 MI
01/28/2016	A08342	ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

If you have any questions or concerns, I may be reached by calling 866-790-5700 extension #5914231.

Sincerely,

Amber

If you have further questions, please contact BRC CA CEC Team, Amber at 1(866)7905700 ext 5914231 or by fax at (586)9200819. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 11:00 am and 9:00 pm, Eastern Time. Please refer to the service request number above.

Rancho Motor Company

14525 Dos Palmas Road
Victorville, CA 92392

FAX TRANSMITTAL FORM

From

Kristin Laponis
Business Development Manager
Phone: 760.955.8200 x1512
Fax: 760.951.3864
E-mail: klaponis@ranchomotorco.com

To 586.920.2745

Agent: Dalila Lopez

Case #: [redacted]

Last Name: [redacted]

VIN: G[redacted]

Date: 12/28/2016

Comments:

Customer Number [redacted] Invoice No [redacted]

INVOICE

PAGE 1

[redacted]

RANCHO MOTOR COMPANY

15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #ARD 171332
E.P.A. #CAD983668849

SERVICE ADVISOR: 209 WILLIAM PINA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBA_BLACK	16	CHEVROLET COLORADO	1GCGTDE38G[redacted]		10394 10428	T3095

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05APR16			19:00 20DEC16		0.00	CASH	22DEC16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:160828 ENG:3.6_LITER_DOHC
13:55 19DEC16	16:55 22DEC16	

A CUSTOMER STATES THAT VEHICLE HAS A KNOCK NOISE WHEN MAKING TURNS FROM
THE FRONT SUSPENSION
2300 COULD NOT DUPLICATE CONCERN AT THIS TIME.
INSPECTED FRONT SUSPENSION AND STEERING
COMPONENTS.
2134WG294 (N/C)
****

B CUSTOMER STATES THAT RIGHT FRONT DOOR SPEAKER MAKES A CRACKLING
NOISE. SPEAKER REPLACED HERE ON PREVIOUS VISIT. REF RO #554790
CAUSE: FOLLOW BULLITIN 16-NA-079. NEVER HEARD CRACKLE
1450 RESECURED WATER DEFLECTOR INSIDE DOOR PANEL
2113WG294 (N/C)
,,,,10394 FOLLOW BULLITIN 16-NA-079. NEVER HEARD CRACKLE R&R TRIM DOOR
,,,,PANEL AND SECURE WATER DEFLECTOR AND INSPECT DASH PANELS AND SECURE
****

C CUSTOMER STATES THAT LEFT FRONT DOOR WINDOW STOPS HALFWAY DURING AUTO
UP AND THEN IT ROLLS BACK DOWN. WINDOW REGULATOR REPLACED FOR
THIS CONCERN ON PRIOR VISIT. REF RO #562890.
CAUSE: AFTERMARKET TINT ON GLASS CAUSING DRAG AND MOTOR TO REVERSE
1450 COULD NOT DUPLICATE AT THIS TIME. SEE
TECHNICIANS NOTE ABOUT POSSIBLE WINDOW TINT
CAUSING DRAG/INTERFERENCE.
2113WG294 (N/C)
,,,,10394 AFTERMARKET TINT ON GLASS CAUSING DRAG AND MOTOR TO REVERSE
,,,,WOULD NEED TO REMOVE TINT TO SEE IF CONCERN IS GONE PER MIKE P
****

D CUSTOMER STATES THAT TRANSMISSION FEELS LIKE IT SHIFTS HARD AFTER
EXTENDED DRIVING OF MORE THAN 30-40 MINUTES.
CAUSE: UNABLE TO DUPLICATE CUSTOMER CONCERN
1500 WORKING OK AT THIS TIME
3520WG294 (N/C)
,,,,10428 UNABLE TO DUPLICATE CUSTOMER CONCERN TEST DROVE VEHCILE
,,,,UNABLE TO DUPLICATE CUSTOMER CONCERN CHECKED FOR DTCS AND NONE FOUND
,,,,HAD SHOP FORMAN TEST DRIVE VEHICLE FOUND NORMAL TRANSMISSION OPERATION

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ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
$	$

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

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

Customer Copy

X-SRJ 780_1
SERVICE INVOICE #3 X2[illegible]

Customer Number: [redacted] Invoice No: [redacted]

INVOICE

PAGE 2

RANCHO MOTOR COMPANY
15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
(800) 395-3278
B.A.R. #ARD 171332
E.P.A. #CAD983668849

[redacted]

SERVICE ADVISOR: 209 WILLIAM PINA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GBA BLACK	16	CHEVROLET COLORADO	1GCGTDE38G[redacted]		10394 10428	T3095

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05APR16			19:00 20DEC16		0.00	CASH	22DEC16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:160828 ENG:3.6_LITER_DOHC
13:55 19DEC16	16:55 22DEC16	

,,,NO REPAIRS MADE OR NEEDED

****

E FREE MULTI POINT INSPECTION OF INTERIOR/EXTERIOR, UNDERHOOD, BATTERY, UNDER VEHICLE, TREAD DEPTH, TIRE WEAR & BRAKE LINING CHECKED WHEN TIRE ROTATION IS PERFORMED
MULTI FREE MULTI POINT INSPECTION OF INTERIOR/EXTERIOR, UNDERHOOD, BATTERY, UNDER VEHICLE, TREAD DEPTH, TIRE WEAR & BRAKE LINING CHECKED WHEN TIRE ROTATION IS PERFORMED
2134 CGT2 0.00 0.00

****

F PERFORM TIRE PRESSURE CHECK AND INFLATION SERVICE, TIRES INFLATED TO (PSI): RIGHT FRONT: LEFT FRONT: RIGHT REAR: LEFT REAR:
PSI PERFORM TIRE PRESSURE CHECK AND INFLATION SERVICE, TIRES INFLATED TO (PSI): RIGHT FRONT: LEFT FRONT: RIGHT REAR: LEFT REAR:
2134 CGT2 0.00 0.00

****

G In response to the Governor of California Executive Order (B-29-15) Rancho Motor Company will be suspending vehicle washes when visiting our Service Department due to current drought conditions.
CXWASH In response to the Governor of California Executive Order (B-29-15) Rancho Motor Company will be suspending vehicle washes when visiting our Service Department due to current drought conditions.
999 CGT2 0.00 0.00

****

H** SHUTTLE SERV.
SH SHUTTLE SERV.
999WG294 (N/C)

****

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

Customer Copy

X4612.280-1
SERVICE INVOICE #2 X652C

Customer Number: [redacted] Invoice No: [redacted]

[redacted]

INVOICE

PAGE 3

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15425 Dos Palmas
Victorville, CA 92395
(760) 955-8200
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GBA_BLACK	16	CHEVROLET COLORADO	1GCGTDE38G1[redacted]		10394 10428	T3095

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05APR16			19:00 20DEC16		0.00	CASH	22DEC16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:160628 ENG:3.6_LITER_DOHC
13:55 19DEC16	16:55 22DEC16	

EST: 0.00 19DEC16 13:55 SA: 209

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$	$

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X _____
CUSTOMER SIGNATURE

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

Customer Copy

XX512.250_1
SERVICE INVOICE #2 MISC

APPLICATION FOR REGISTRATION OF NEW VEHICLE

A Public Service Agency

45300 FOR DEPARTMENT USE ONLY

1214332 160628 COLORADO

CASHIER DATE LINE STAMP

[redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)	NRM/IND
04/05/2016	04/05/2016	

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2016	PU	Gasoline		4556

VEHICLE IDENTIFICATION NU	M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER	OHV/MOTORCYCLE DEALERS ONLY	
1GCGTDE38G1 [redacted]		☐ On-Highway	☐ Off-Highway

FOR CAMP TRAILERS AND TRAILER COACHES: LENGTH IN INCHES	WIDTH IN INCHES	GVWR (PICKUPS ONLY)	COUNTY OF RESIDENCE
		6000	SAN BERNARDINO

SOLD TO: PRINT (1) [redacted] NSE OR ID CARD IN THE ORDER SHOWN BELOW — EQUIPMENT NUMBER — DRIVER LICENSE/ID CARD NO. [redacted]

LAST FIRST MIDDLE SUFFIX

☐ AND ☐ OR (2) [redacted]

	APT./STE. NO.	CITY	STATE	ZIP CODE
		HESPERIA	CA	[redacted]
OR LOCATION IF TRAILER COACH)	APT./STE. NO.	CITY	STATE	

LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL)

US BANK

ELECTRONIC LIENHOLDER ID. #

ELT#

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
PO BOX 3427		OSHKOSH	WI	54903
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE	APT./STE. NO.	CITY	STATE	ZIP CODE

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?
☐ Yes ☐ No

APPLICANT'S CERTIFICATION: *I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.*

DATE 04/05/2016 [redacted] (2) X

CERTIFICATE OF COST—The de[redacted] under penalty of perjury under the laws of the State of California that the cost of the vehicle entered in the Certificate of Cost includes the cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a: ☒ Complete vehicle ☐ Chassis only ☐ Cab and chassis	04/05/2016	42000.00
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

Federal and state law requires that you state the mileage upon transfer of ownership. Failure to complete or making a false statement may result in fines and/or imprisonment.

The odometer reading is 0 0 0 , 0 3 4 (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING — ☐ Is **NOT** the actual mileage. ☐ Mileage **EXCEEDS** the odometer mechanical limits.

	DEALER'S NUMBER
I/we certify (or de[redacted] the laws of the State of California that the foregoing is true and correct.	13714

DATE 04/05/2016 [redacted] ADDRESS 15425 DOS PALMAS VICTORVILLE CA 92392

DATE 04/05/2016 [redacted] HESPERIA CA

REG 397 (REV 11/2011) [redacted] DMV COPY

RETAIL INSTALLMENT SALE CONTRACT - SIMPLE FINANCE CHARGE

(WITH ARBITRATION PROVISI[redacted]

DEAL [redacted] Dealer Numb[redacted] 13714 Contract Number _____ R.O.S. Number [redacted] Stock Number 160629

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted] HESPERIA CA [redacted] SAN BERNARDINO COUNTY		RANCHO MOTOR COMPANY 15425 DOS PALMAS VICTORVILLE, CA 92392

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	CHEVROLET COLORADO	34	1GCGTDE38G1[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 1000.00 is
3.75%	$ 5790.29 (e)	$ 48250.75	$ 54041.04 (e)	$ 55041.04 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71	750.57	Monthly beginning 05/20/2016
N/A	N/A	N/A
One final payment	750.57	04/20/2022

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

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

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 42000.00 (A)
     - 1. Cash Price Vehicle $ 42000.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) THEFT PROTECT $ 295.00 (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 3390.00 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) NYSC $ 29.00 (K)
   - L. (Optional) Service Contract (to whom paid) ALLY PREMIER PROTE $ 1600.00 (L)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

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

Buyer X _____
Co-Buyer X N/A
Seller X RANCHO MOTOR COMPANY

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

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	$ N/A
Credit Disability	N/A Mos.	N/A	$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name N/A

Home Office Address _____

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

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

L. (Optional) Service Contract (to whom paid) [illegible] $ [illegible] (L)

M. (Optional) Service Contract (to whom paid) TIRE & WHEEL PROTE $ 500.00 (M)

N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)

O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)

P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)

Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) ALLY GAP $ 795.00 (R)

S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)

T. Other (to whom paid) N/A

For N/A $ N/A (T)

Total Cash Price (A through T) $ 48799.00 (1)

2. Amounts Paid to Public Officials ESTIMATE

A. Vehicle License Fees $ 275.00 (A)

B. Registration/Transfer/Titling Fees $ 178.00 (B)

C. California Tire Fees $ 8.75 (C)

D. Other N/A $ N/A (D)

Total Official Fees (A through D) $ 461.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) $ N/A (3)

4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ N/A (4)

5. Subtotal (1 through 4) $ 49250.75 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr N/A Make N/A $ N/A (A)

Model N/A Odom N/A

VIN N/A

B. Less Prior Credit or Lease Balance (e) $ N/A (B)

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

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 1000.00 (E)

F. Other N/A $ N/A (F)

G. Cash $ N/A (G)

Total Downpayment (C through G) $ 1000.00 (6)

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

7. Amount Financed (5 less 6) $ 48250.75 (7)

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

You want to buy the credit insurance.

Date	X N/A Buyer Signature	Age
Date	X N/A Co-Buyer Signature	Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1R of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. ALLY GAP Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X

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

1L Company ALLY PREMIER PROTECT
Term 60 Mos. or 60000 Miles

1M Company TIRE & WHEEL PROTECT
Term 60 Mos. or 99999900 Miles

1N Company N/A
Term N/A Mos. or N/A Miles

1O Company N/A
Term N/A Mos. or N/A Miles

1P Company N/A
Term N/A Mos. or N/A Miles

Buyer X

SELLER ASSISTED LOAN

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

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

Installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

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

NA

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

Buyer Signs X

Co-Buyer Signs X N/A

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

X [redacted]

Buyer

X N/A

Co-Buyer

Agreement [redacted] on Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arb [redacted] tal information concerning the agreement to arbitrate.

Buyer Sign [redacted] Co-Buyer Signs X N/A

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

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

WARNING:

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

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

THE [redacted] DS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X N/A

Trade-I [redacted] lder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

DEAL# 1214332

CUSTOMER NAME: LAUREN N MALDONADO

VIN: 1G C G T D E 3 8 G 1 [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) XX to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below.

Incentive Program Reference	Amount	GM Incentive Code
CONQUEST	$ 1000	JYC
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$ 1000.00	

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

I elect to receive the following in lieu of NA.

AND/OR

I elect to receive NA

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 04/05/16. I acknowledge receipt of incentive(s) as described in Item(s) NA and release GM from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Sign [redacted] **Date** 04/05/16

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

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

Agreement to OnStar Terms and Conditions

I have read and agree to be bound by the OnStar terms and conditions and privacy statement, a copy of which is available at www.OnStar.com, or from my dealer.

Cancellation of OnStar Services

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

Payment Methods

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

Purchaser/Lessee Signatu [redacted] **Date** 04/05/16

The undersigned person, as [redacted] mation on this application is true and correct and the Incentive Payments, OnStar Vehicle Software; OnStar Terms and Conditions; Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser/lessee who ha[redacted]ugh this dealership and that properly completed accurate delivery data has been forwarded to General M[redacted]

Authorized Dealer Signatu [redacted] **Date:** 04/05/16

Dealership Name: RANCHO MOTOR COMPANY **Dealer Cod** 9279 / 36089

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. *(GM379509-06012014) Rev 06-01-2014*

Customer

[redacted]

Vehicle

GMC Canyon 2015
1GTG5BE32F1[redacted]
Mileage Now: 15700 mi
Warranty Start: 01/31/2015

Status of vehicle/concern

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

Key Points

Supporting Factors	Limiting Factors
Original Owner Vehicle has been serviced for this concern: 3 times Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#[redacted]
Tier 2 CAC advisor: Jessica Silguero --> 1-866-790-5700 Ext # 5915021

Service Request Details

SR No.	[redacted]8	**Ref No.**		**Cost Ast.**	No Goodwill Offered	**BRC Type**	N/A
Account		**Site/BAC**		**GW SubType**		**Bus. Unit**	CCC - CAC Tier 2
Address	[redacted]			**Approval**	Not Initiated	**Area**	Complaint Vehicle - Operable
City	Nitro	**Zip**	[redacted]3	**State** WV	**UCC**	Brakes - Traction Control / Stabilitrak / Stability System	**Sub-Area**	Initial Failure/Repair
Last Name	[redacted]	**First Name**	[redacted]		**Involved Dlr**	Hurricane Chevrolet	**Safety**	
Daytime #	[redacted]	**Evening #**	[redacted]		**Source**	Phone	**Updated**	Jan 13, 2017 4:34 PM
Serial/VIN #	1GCGTDE3XG[redacted]	**Mileage**	3502		**Priority**	Medium	**Owner**	CZZ8LN
Model	Colorado	**Model Year**	2016		**Status**	Open	**Opened**	Jan 13, 2017 4:21 PM
Make	Chevrolet	**Warranty Start**	Oct 12, 2016 12:00 AM		**Sub Status**	Dissatisfied	**Closed**	
Cust Concern	Vehicle Complaint							
Customer Description								

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #

Reimbursement Check Details - Multiple Customer Payees on a Single Check will NOT be displayed

Payable Line 1	Payable Line2	Check #	Print Date	Check Amoount	Status	Issue 1099	Tax Id

Warranty Policy	Account Type	Parts / Labor	Warranty Model	Account Code

Payee (Customer) Last Name	Payee (Customer) First Name	Payee (Customer) Account Name	Payee (Customer) BAC

Payee (Account) Name	Payee (Account) BAC

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
01/13/2017 16:21:48	CZZ8LN	CZZ8LN	SR Data Share		Open	01/13/2017 16:41:10	

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

Comments

Customer states that his vehicle is at his dealership for the third time for a major repair. Customer states that his vehicle has had issues with its

stabilitrak, power steering assist, and abs light. Customer states that he purchased a new vehicle so he wouldn't have any major issues. Customer is requesting repurchase. CSR informed the customer that his case will be escalated for review.	

UCC Information

UCC Code	Description	Symptom
M30	Steering - Power Steering Pump / Brackets	Inoperative
H73	Brakes - Traction Control / Stabilitrak / Stability System	Inoperative

End of Report

Customer

[redacted]

Vehicle

Chevrolet Colorado 2016
1GCPTDE10G1[redacted]
Mileage Now: 12000 mi
Warranty Start: 06/02/2016

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is inoperable for this concern and cannot be driven

Key Points

Supporting Factors	Limiting Factors
Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Marissa Walker --> 1-866-790-5700 Ext # 5913649

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

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

Caller English

System [8:53:20 PM]:

Welcome to chat.

Jeanitta [8:53:29 PM]:

Your safety is very important to us here at GMC, so please remember not to use any hand held device whenever you're driving. Thank you for contacting GMC Customer Assistance. My name is Jeanitta. How may I assist you, [redacted]

[redacted] [8:55:23 PM]:

I have had 2 instances this winter hen my power steering stopped functioning. The message board stated "have power steering serviced". After shutting the vehicle off and restARTING, IT WAS BACK TO NORMAL.

Jeanitta [8:56:24 PM]:

I'm sorry to hear that your power steering has stopped functioning twice! Have you taken the vehicle to the dealership, as stated by the Driver Information Center?

[redacted] [8:58:14 PM]:

I called them, but I would rather wait til it warms up a bit, as the GMC dealership is 30 miles away from me. Thhey told me they never heard of this problem. It has only happened on extremely cold mornings.

Jeanitta [8:59:13 PM]:

I understand. If you are okay with providing some information, I would like to document the concern you are having. I would also recommend taking the vehicle into the dealership for this concern if it happens again.

Jeanitta [8:59:24 PM]:

Can you please provide your VIN, mileage, mailing address, email address, and phone number?

Jeanitta [9:02:27 PM]:

Are you still there?

[redacted] [9:02:59 PM]:

2016 Canyon, VIN 1GTH5BEAXG1[redacted] 3000 miles on it. Email is: j[redacted] phone #[redacted] mailing address [redacted], Prior Lake, MN [redacted]

Jeanitta [9:04:23 PM]:

Thank you for providing that information. I have created a case for the concern you are having. Your case number is [redacted]. What dealership will you be working with once you decide to take the vehicle in?

[redacted] [9:07:03 PM]:

Larry Reed's Arrow Buick/GMC, Inver Grove Heights MN 55077

[redacted] [9:08:35 PM]:

I might also state that my gas mileage dropped from 27mpg to 19mpg since cold weather set in.

Jeanitta [9:08:57 PM]:

Thank you. The mpg will change depending on the weather outside.

[redacted] [9:09:54 PM]:

I never had another vehicle drop in mileage this severely.

Jeanitta [9:10:35 PM]:

I can send the Customer Experience Manager an email letting them know of your concern. I can also assist in scheduling you an appointment, if you would prefer to get in sooner.

[redacted] [9:12:20 PM]:

with the weather being so uncertain this time of year, and the distance from me, i would rather wait a bit...

Jeanitta [9:13:19 PM]:

I understand completely. I have documented your concern and will follow up with the Customer Experience Manager. Is there anything else I can do to assist you this evening?

[redacted] [9:13:36 PM]:

Nearest dealership i a Chevrolet dealership

[redacted] [9:14:53 PM]:

no thank you, i just hope spring gets here quickly.

Jeanitta [9:15:31 PM]:

You're welcome. And I couldn't agree more!

Jeanitta [9:16:06 PM]:

Thank you for contacting GMC Customer Assistance. Please don't hesitate to come back and chat with us. We are here Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Have a great evening!

Caller [redacted] left the call.

Call Disconnected.

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] ANY TIME	Chevrolet Colorado 2015 1GCGTBE33F1[redacted] Mileage Now: 60700 mi Warranty Start: 12/01/2014	A GM Dealer has diagnosed the current concern Repairs are in-progress Vehicle is inoperable for this concern and cannot be driven

Key Points

Customer is experiencing loss of power steering warning. This has happened on multiple occasions and the vehicle is now at your dealership awaiting repair. He's been told that he needs a power steering rack and repair to electrical malfunctions at a charge of $480. Customer feels this a safety issue based on internet research and does not feel that he should be charged anything for this particular repair. He is already having $800 service work at your dealership. This $480 would be in addition to that. Customer is a long time GM customer and has purchased more than 10 vehicles in the past.

Supporting Factors	Limiting Factors
Original Owner 5+ GM Vehicles Purchased Vehicle has been serviced for this concern: 1 time Vehicle was inop/down due to this concern: 1 or more days	
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: 2004 corvette, 2000 3500 HD, 2001 S10, 1997 S10, 2002 silverado, 2015 colorado, 2012 silverado

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Janie Flores --> 1-866-790-5700 Ext # 5914809

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] (719) 373-3739 anytime	Chevrolet Colorado 2015 1GCGSCE37F1[redacted] Mileage Now: 59917 mi Warranty Start: 11/16/2014	A GM Dealer has diagnosed the current concern Repairs have not been scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Cust states: Randomly, the powersteering goes out on his vehicle. He took it to BAC 189885 & they weren't able to duplicate the concern. He's never going back to that dealer & he'd think that with this being a serious & dangerous concern, Chevy & the dealer would be concerned with fixing the problem. He's going to go to a different dealer in Savannah.

Cust seeks:To have the powersteering concern addressed.

SA Advised: Told customer he could seek a 2nd opinion but in the event that dealer can't duplicate the concern either, there'd be no repair again. I told the customer I'd partner w/ the CEM of the new dealer to make them aware of his concern.
Khadijah/Tier2/WMI

Supporting Factors	Limiting Factors
Original Owner 2 GM Vehicles Purchased High-Dollar or Premium Vehicle	Active Extd Svc Contract on record for vehicle
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: COLORADO, SPARK

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Khadijah Kenyatte --> 1-866-790-5700 Ext # 5914363

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] Anytime	GMC Canyon 2015 1GTG6BE36F1[redacted] Mileage Now: 31000 mi Warranty Start: 07/22/2015	A GM Dealer has diagnosed the current concern Repairs are scheduled Vehicle is inoperable for this concern and cannot be driven

Key Points

Customer called as the dealer has not been able to diagnosis it yet. Power Steering went out and has been at the dealership for a week. Dealer told them that they got codes from it but was not sure what it meant. The dealer turned it off and tried to get it to do it again but is having trouble making it do it.

Explained that Dealership will need to duplicate it and be able to diagnose it in order to repair it. Told him I will get in touch with the dealership to see what they were able to find so far and if the codes they found were able to help with it. Told him either dealer or CAC will provide an update by Friday.

Supporting Factors	Limiting Factors
Original Owner Vehicle was inop/down due to this concern: 7 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC [redacted]
Tier 2 CAC advisor: Stephanie Daly --> 1-866-790-5700 Ext # 5914504

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	GMC Canyon 2016 1GTP6DE13G1[redacted] Mileage Now: 12000 mi Warranty Start: 06/18/2016	A GM Dealer has diagnosed the current concern Repairs are scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Customer States:
---Vehicle brake warning light came on and several lights went out on the dash and my power steering went out.
---Took to Alan Jay Chevrolet/BAC: 114771 and they have had the car since 3/13. They said that they ordered the wrong part and they have done this 2 or 3 times.
---Then they said that the part they ordered did not fix the issue. I have not heard any status about the repairs on my vehicle
---I am leaving to go back home to CO on Friday, 3/24/2017 and I need my vehicle fixed.

Customer Seeks: Vehicle repaired

SA Advised: I will reach out to the CEM regarding this matter. There are no guarantees, but I will see what can be done and I will contact you within a few days with an update.

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#[redacted]
Tier 2 CAC advisor: Shaneva Lavallis --> 1-866-790-5700 Ext # 5914035

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

CHEC [redacted]

DATE
07/13/17

8,000 DOLLARS 00 CENTS

AMOUNT
8,000.00

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE [redacted]ND CONSUMER LAW
ORDER OF EXPERTS PC
[redacted]
Los Angeles CA [redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

General Motors LLC
Disbursement Account
[redacted]

[redacted]

/ENDOR [redacted] 1
UNS NO B[redacted]
/ENDOR NAM CONSUMER LAW

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

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 07/13/17

REGISTER	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[redacted]		00.0000	8,000.00	.00	8,000.00

May 19, 2017

Jessica Anvar, Esq.
Shainfeld & Anvar
12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025

RE: [redacted]
Service Request: 8[redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE30F1[redacted]
Customer Relationship Specialist: Lorena

Dear Ms. Anvar:

On May 8, 2017 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(s) 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(s) at your earliest opportunity. If your client(s) agree 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(s) do 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

cc: FILE

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA

HOME [redacted]

BUS: [redacted]

ACCOUNTING

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ELTON R. ESSLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		40631/40631	T825

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 06JUN16		117.00	CASH	07JUN16

R.O. OPENED	READY	OPTIONS:
09:33 06JUN16	08:50 07JUN16	SOLD-STK:CF1166798 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	PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION										
	CAUSE: PERFORMED DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS WITH MULTI-POINT VEHICLE INSPECTION										
	CONCERN CODE:										
	DEXOS PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION										
		537	C	0.00	0.30	810	1495			14.95	14.95
	WASTE HAZARDOUS WASTE DISPOSAL										
						100	100			1.00	1.00
	10P	3				0	-1600			-16.00	-16.00
	1	19303249	(S)FILTER KIT			520	1040	0	10.40	10.40	10.40
	6	19293002	OIL			1884	3306	0	5.51	5.51	33.06
	40631 PERFORMED OIL AND FILTER CHANGE, RESET OIL LIFE INDEX										
B	ADVISE DRIVE LINE BROKE										
	CONCERN CODE:										
	15 NEEDS DRIVE SHAFT										
		537	C	0.00	0.00	0	0			0.00	0.00
C	ADVISE VEH LACKS POWER										
	CONCERN CODE:										
	15 ABS WIRE CUT										
		537	C	0.00	0.00	0	0			0.00	0.00
D	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
	CONCERN CODE:										
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
		537	C	0.00	0.00	0	0			0.00	0.00
E	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										

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X_____

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

WIN CHEVROLET
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Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ELTON R. ESSLER

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SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		40631/40631	T825

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 06JUN16		117.00	CASH	07JUN16

R.O. OPENED	READY	OPTIONS:
09:33 06JUN16	08:50 07JUN16	SOLD-STK:CF1166798 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
CONCERN CODE:											
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE											
CHECK LEFT FRONT_____ RIGHT											
FRONT_____ LEFT REAR_____ RIGHT											
REAR_____											
		537	C	0.00	0.00	0	0			0.00	0.00
40631 TIRE PRESSURES SET AT 35 PSI											
***NEEDS FRONT BRAKES											
,TRANSFER CASE SERVICED** *											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-06-16	15:09	15:09	0.00	W	537	A	
	18:52	18:52	0.00	W	537	B	
	18:53	18:53	0.00	W	537	D	
	18:53	18:53	0.00	W	537	E	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4503	1495	810		4/0623	100	100	
4/6601	-1600	0		4/4601	1040	520	
4/4900	3306	1884		4/3240	391	0	
4/2028	4732	*******					

COST, SALE, & COMP TOTALS 3314 4341 0

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

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FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

DESCRIPTION	TOTALS
LABOR AMOUNT	14.95
PARTS AMOUNT	43.46
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	-15.00
TOTAL CHARGES	43.41
LESS INSURANCE	0.00
~~SALES TAX~~	3.91
PLEASE PAY THIS AMOUNT	47.32

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

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09:33 06JUN16	08:50 07JUN16	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION						
	CAUSE: PERFORMED DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS WITH MULTI-POINT VEHICLE INSPECTION						
	DEXOS PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION						
	537		C			14.95	14.95
	WASTE HAZARDOUS WASTE DISPOSAL					1.00	1.00
	10P 3					-16.00	-16.00
	1 19303249 (S)FILTER KIT				10.40	10.40	10.40
	6 19293002 OIL				5.51	5.51	33.06
	40631 PERFORMED OIL AND FILTER CHANGE, RESET OIL LIFE INDEX						
	**********						
B	ADVISE DRIVE LINE BROKE						
	15 NEEDS DRIVE SHAFT						
	537		C			0.00	0.00
	**********						
C	ADVISE VEH LACKS POWER						
	15 ABS WIRE CUT						
	537		C			0.00	0.00
	**********						
D	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.						
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS						
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.						
	537		C			0.00	0.00
	**********						
E	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____						
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE						

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
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POWER OF ATTORNEY

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ELTON R. ESSLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		40631/40631	T825

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 06JUN16		117.00	CASH	07JUN16

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
09:33 06JUN16	08:50 07JUN16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____						
	537		C			0.00	0.00
40631	TIRE PRESSURES SET AT 35 PSI						
	**********						
	***NEEDS FRONT BRAKES ,TRANSFER CASE SERVICED** *						

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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LABOR AMOUNT	14.95
PARTS AMOUNT	43.46
GAS, OIL, LUBE	0.00
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TOTAL CHARGES	43.41
LESS INSURANCE	0.00
~~SALES~~ TAX	3.91
PLEASE PAY THIS AMOUNT	47.32

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

** PRE-INVOICE **

SERVICE ADVISOR: 2289 ELTON R. ESSLER

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SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		40631/40631	T825

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LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION										
CAUSE:	PERFORMED DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS WITH MULTI-POINT VEHICLE INSPECTION										
	DEXOS PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION										
		537	C	0.00	0.30	810	1495			14.95	14.95
	WASTE HAZARDOUS WASTE DISPOSAL										
						100	100			1.00	1.00
	10P 3					0	-1600			-16.00	-16.00
	1 19303249 (S)FILTER KIT					520	1040	0	10.40	10.40	10.40
	6 19293002 OIL					1884	3306	0	5.51	5.51	33.06
	40631 PERFORMED OIL AND FILTER CHANGE, RESET OIL LIFE INDEX										
B	ADVISE DRIVE LINE BROKE										
	15 NEEDS DRIVE SHAFT										
		537	C	0.00	0.00	0	0			0.00	0.00
C	ADVISE VEH LACKS POWER										
	15 ABS WIRE CUT										
		537	C	0.00	0.00	0	0			0.00	0.00
D	RECALL 15439										
CAUSE:	RECALL										
	9101773 Power Steering Control Module Reprogramming with SPS										
		537	W	0.53	0.30	810	3383			33.83	33.83
						0	0	TPARTS			
						810	3383	TLABOR			
	40631 RECALL 15439 9101773 (.3) PROGRAM POWER STEERING CONTROL MODULE. CLAIM CODE 310C4, PER CAMP 15439										
E	RECALL 15150										
CAUSE:	RECALL										
	9101976 Inspect Cylinder Head To Harness Clearance										
		537	W	0.17	0.20	540	2255			22.55	22.55

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MON-FRI
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(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER # [redacted]

[redacted]

ACCOUNTING

[redacted]

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

** PRE-INVOICE **

SERVICE ADVISOR: 2289 ELTON R. ESSLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		40631/40631	T825

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 06JUN16		117.00	CASH	07JUN16

R.O. OPENED	READY	OPTIONS:
09:33 06JUN16	08:50 07JUN16	SOLD-STK:CF1166798 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
						0		0	TPARTS		
						540		2255	TLABOR		
40631 RECALL 15150 9101976 (.2) Inspect Cylinder Head To Harness Clearance PER CAMP 1561A											
F 15671 RECALL											
CAUSE: RECALL											
9101513 Inspect Left and Right Front Seat Installation (No Further											
	537		W	0.11	0.20	540	2255			22.55	22.55
						0		0	TPARTS		
						540		2255	TLABOR		
40631 RECALL 15671 9101513 (.2) Inspect Left and Right Front Seat Installation (No Further Action Required) PER CAMP 15671											
G DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.											
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS											
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.											
	537		C	0.00	0.00	0	0			0.00	0.00
H CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____											
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____											
	537		C	0.00	0.00	0	0			0.00	0.00
40631 TIRE PRESSURES SET AT 35 PSI											

EST: 48.00 06JUN16 09:33 SA: 2289

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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

X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

** PRE-INVOICE **

SERVICE ADVISOR: 2289 ELTON R. ESSLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		40631/40631	T825

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	ATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 06JUN16		117.00	CASH	07JUN16

R.O. OPENED	READY	OPTIONS:
09:33 06JUN16	08:50 07JUN16	SOLD-STK:CF1166798 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
***NEEDS FRONT BRAKES ,TRANSFER CASE SERVICED** *											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-06-16	10:22	10:54	0.53	W	537	D	
	14:21	14:31	0.17	W	537	E	
	14:31	14:38	0.11	W	537	F	
	15:09	15:09	0.00	W	537	A	
	18:52	18:52	0.00	W	537	B	
	18:53	18:53	0.00	W	537	G	
	18:53	18:53	0.00	W	537	H	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4503	1495	810		4/0623	100	100	
4/6601	-1600	0		4/4601	1040	520	
4/4900	3306	1884		4/4541	3383	810	
4/4541	4510	1080	454660	4/3240	391	0	
4/2028	4732	*******		4/2261	7893	*******	454660

COST, SALE, & COMP TOTALS 5204 12234 0

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X _____

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MON-FRI
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Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	14.95
PARTS AMOUNT	43.46
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	-15.00
TOTAL CHARGES	43.41
LESS INSURANCE	0.00
~~SALES~~ TAX	3.91
PLEASE PAY THIS AMOUNT	47.32

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA [redacted]

[redacted]

HOME:3 [redacted]

BUS: [redacted]

CONT: [redacted]

CELL:

WORKORDER [redacted]

PAGE 1

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ESSLER,ELTON R.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		40631/	T825

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			17:00 06JUN16		117.00	CASH	

R.O. OPENED	READY
06JUN2016 09:33	

OPTIONS: SOLD-STK:CF1166798
ENG:LFX_3.6L_SIDI_DOHC_V6_VVT
TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	DEXOS	537	C	PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION
# B		537	C	ADVISE DRIVE LINE BROKE
# C		537	C	ADVISE VEH LACKS POWER
# D		537	W	RECALL 15439
# E		537	W	RECALL 15150
# F		537	W	15671 RECALL
# G	MPVI	537	C	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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x _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ 48.00

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

SOUTH GATE, CA [redacted]

[redacted]

[redacted]

PAGE 2

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

BUS: [redacted] CELL:

SERVICE ADVISOR: 2289 ESSLER,ELTON R.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		40631/	T825

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			17:00 06JUN16		117.00	CASH	

R.O. OPENED	READY	OPTIONS:
06JUN2016 09:33		SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	H TP	537	C	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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x _____

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Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ 48.00

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

BUS: 310-864-2759 CELL:

SERVICE ADVISOR: 2289 ELTON R. ESSLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		40631/40631	T825

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 06JUN16		117.00	CASH	07JUN16

R.O. OPENED	READY	OPTIONS:
09:33 06JUN16	08:50 07JUN16	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION						
	CAUSE: PERFORMED DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS WITH MULTI-POINT VEHICLE INSPECTION						
	DEXOS PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION						
	537		C			14.95	14.95
	WASTE HAZARDOUS WASTE DISPOSAL					1.00	1.00
	10P 3					-16.00	-16.00
	1 19303249 (S)FILTER KIT				10.40	10.40	10.40
	6 19293002 OIL				5.51	5.51	33.06
	40631 PERFORMED OIL AND FILTER CHANGE, RESET OIL LIFE INDEX						
	**********						
B	ADVISE DRIVE LINE BROKE						
	15 NEEDS DRIVE SHAFT						
	537		C			0.00	0.00
	**********						
C	ADVISE VEH LACKS POWER						
	15 ABS WIRE CUT						
	537		C			0.00	0.00
	**********						
D	RECALL 15439						
	CAUSE: RECALL						
	9101773 Power Steering Control Module Reprogramming with SPS						
	537		W				(N/C)
	40631 RECALL 15439 9101773 (.3) PROGRAM POWER STEERING CONTROL MODULE. CLAIM CODE 310C4, PER CAMP 15439						
	**********						
E	RECALL 15150						
	CAUSE: RECALL						
	9101976 Inspect Cylinder Head To Harness Clearance						

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MON-FRI
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Sat. 8:00 A.M. - 4:00 P.M.

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

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

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CUSTOMER [redacted]

[redacted]

INVOICE

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ELTON R. ESSLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		40631/40631	T825

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	[redacted]ATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 06JUN16		117.00	CASH	07JUN16

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798
09:33 06JUN16	08:50 07JUN16	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT
		TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		537	W				(N/C)
40631 RECALL 15150 9101976 (.2) Inspect Cylinder Head To Harness Clearance PER CAMP 1561A							
		**********					
F 15671 RECALL CAUSE: RECALL							
	9101513						
Inspect Left and Right Front Seat Installation (No Further							
		537	W				(N/C)
40631 RECALL 15671 9101513 (.2) Inspect Left and Right Front Seat Installation (No Further Action Required) PER CAMP 15671							
		**********					
G DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS							
	MPVI						
DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.							
		537	C		0.00	0.00	
		**********					
H CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____							
	TP						
CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____							
		537	C		0.00	0.00	
40631 TIRE PRESSURES SET AT 35 PSI							
		**********					
***NEEDS FRONT BRAKES ,TRANSFER CASE SERVICED** *							

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SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

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DESCRIPTION	TOTALS
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PARTS AMOUNT	43.46
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	-15.00
TOTAL CHARGES	43.41
LESS INSURANCE	0.00
~~SALES~~ TAX	3.91
PLEASE PAY THIS AMOUNT	47.32

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER # [redacted]

[redacted]

WARRANTY

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ELTON R. ESSLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		40631/40631	T825

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]ATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 06JUN16	117.00	CASH	07JUN16

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
09:33 06JUN16	08:50 07JUN16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
D RECALL 15439			
CAUSE: RECALL			
9101773 Power Steering Control Module Reprogramming with SPS			
537 W 0.30		33.83	33.83
0	0 TPARTS		
810	3383 TLABOR		
TECH: 537 ACTUAL HRS.: 0.53 SOLD HRS.: 0.30			
SALE-LBR: 33.83 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			33.83
COST-LBR: 8.10 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			8.10
40631 RECALL 15439 9101773 (.3) PROGRAM POWER STEERING CONTROL MODULE. CLAIM CODE 310C4, PER CAMP 15439			
**********			
E RECALL 15150			
CAUSE: RECALL			
9101976 Inspect Cylinder Head To Harness Clearance			
537 W 0.20		22.55	22.55
0	0 TPARTS		
540	2255 TLABOR		
TECH: 537 ACTUAL HRS.: 0.17 SOLD HRS.: 0.20			
SALE-LBR: 22.55 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			22.55
COST-LBR: 5.40 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			5.40
40631 RECALL 15150 9101976 (.2) Inspect Cylinder Head To Harness Clearance PER CAMP 1561A			
**********			
F 15671 RECALL			
CAUSE: RECALL			

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER # [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ELTON R. ESSLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		40631/40631	T825

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 06JUN16		117.00	CASH	07JUN16

R.O. OPENED	READY	OPTIONS:
09:33 06JUN16	08:50 07JUN16	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	9101513 Inspect Left and Right Front Seat Installation (No Further						
	537		W	0.20		22.55	22.55
				0	0 TPARTS		
				540	2255 TLABOR		

TECH: 537 ACTUAL HRS.: 0.11 SOLD HRS.: 0.20

SALE-LBR:	22.55	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 22.55
COST-LBR:	5.40	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 5.40

40631 RECALL 15671 9101513 (.2) Inspect Left and Right Front Seat Installation (No Further Action Required) PER CAMP 15671

****

***NEEDS FRONT BRAKES ,TRANSFER CASE SERVICED** *

TECH: 537 ACTUAL HRS.: 0.81 SOLD HRS.: 0.7

SALE-LBR:	78.93	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 78.93
COST-LBR:	18.90	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 18.90

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-06-16	10:22	10:54	0.53	W	537	D	
	14:21	14:31	0.17	W	537	E	
	14:31	14:38	0.11	W	537	F	
	15:09	15:09	0.00	W	537	A	
	18:52	18:52	0.00	W	537	B	
	18:53	18:53	0.00	W	537	G	
	18:53	18:53	0.00	W	537	H	

COST, SALE, & COMP TOTALS 1890 7893 0

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	78.93
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	78.93
LESS INSURANCE	0.00
~~SALES TAX~~	0.00
PLEASE PAY THIS AMOUNT	78.93

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER [redacted]

[redacted]

ACCOUNTING

[redacted]

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 2413 CHRISTA N. GRAJEDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		28963/28963	T735

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			13:00 18FEB16		117.00	CASH	18FEB16

R.O. OPENED	READY	OPTIONS:
09:00 18FEB16	11:18 18FEB16	SOLD-STK:CF1166798 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	PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION WITH TIRE ROTATION										
	CAUSE: PERFORMED DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS WITH MULTI-POINT VEHICLE INSPECTION AND TIRE ROTATION										
	CONCERN CODE:										
	DEXR										
	PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION WITH TIRE ROTATION										
	2393		C	0.00	0.60	1080	1695			16.95	16.95
	10P	10% PARTSDISCOUNT				0	-1937			-19.37	-19.37
	1	19303249	(S)FILTER KIT			520	1040	0	10.40	10.40	10.40
	6	19293002	OIL			1884	3306	0	5.51	5.51	33.06
B	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	CONCERN CODE:										
	TP										
	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	2393		C	0.00	0.00	0	0			0.00	0.00
C	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
	CONCERN CODE:										
	MPVI										
	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	2393		C	0.00	0.00	0	0			0.00	0.00

EST: 45.00 18FEB16 09:00 SA: 2313

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

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER # [redacted]

[redacted]

ACCOUNTING

[redacted]

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

PRE-INVOICE **

SERVICE ADVISOR: 2413 CHRISTA N. GRAJEDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		28963/28963	T735

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]ATE	PAYMENT	INV. DATE
06MAR15 DL			13:00 18FEB16	117.00	CASH	18FEB16

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798
09:00 18FEB16	11:18 18FEB16	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

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4503	1695	1080		4/6601	-1937	0	
4/4601	1040	520		4/4900	3306	1884	
4/3240	391	0		4/2028	4495	*******	

COST, SALE, & COMP TOTALS 3484 4104 0

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FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	16.95
PARTS AMOUNT	43.46
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	-19.37
TOTAL CHARGES	41.04
LESS INSURANCE	0.00
~~SALES~~ TAX	3.91
~~PLEASE~~ PAY THIS AMOUNT	44.95

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA [redacted]

[redacted] M

HOME [redacted] CONT: [redacted]

BUS: [redacted] CELL:

[redacted]

WORKORDER

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MILLER,MARK A.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		28963/	T735

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			11:00 18FEB16		117.00	CASH	

R.O. OPENED	READY	OPTIONS:
18FEB2016 09:00		SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	DEXR		C	PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION WITH TIRE ROTATION |CC:
# B	TP		C	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____ |CC:
# C	MPVI		C	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. |CC:

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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x _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ 45.00

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER # [redacted]

[redacted]

INVOICE

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2413 CHRISTA N. GRAJEDA

SOLD	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		28963/28963	T735

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			13:00 18FEB16		117.00	CASH	18FEB16

R.O. OPENED	READY	OPTIONS:
09:00 18FEB16	11:18 18FEB16	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION WITH TIRE ROTATION						
	CAUSE: PERFORMED DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS WITH MULTI-POINT VEHICLE INSPECTION AND TIRE ROTATION						
	DEXR			PERFORM DEXOS ENGINE OIL FILTER CHANGE UP TO 5 QUARTS AND MULTI-POINT VEHICLE INSPECTION WITH TIRE ROTATION			
		2393	C			16.95	16.95
	10P			10% PARTSDISCOUNT		-19.37	-19.37
	1	19303249	(S)	FILTER KIT	10.40	10.40	10.40
	6	19293002		OIL	5.51	5.51	33.06
				**********			
B	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____						
	TP			CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
		2393	C			0.00	0.00
				**********			
C	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.						
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS						
	MPVI			DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
		2393	C			0.00	0.00
				**********			

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	16.95
PARTS AMOUNT	43.46
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	-19.37
TOTAL CHARGES	41.04
LESS INSURANCE	0.00
~~SALES TAX~~	3.91
PLEASE PAY THIS AMOUNT	44.95

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER [redacted]

[redacted]

ACCOUNTING

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2373 JOAQUIN C. GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		15384/15384	TG481

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 05OCT15		117.00	CASH	09OCT15

R.O. OPENED	READY	OPTIONS:
14:03 05OCT15	11:26 09OCT15	SOLD-STK:CF1166798 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	CUSTOMER REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN										
	CAUSE: CHANGE ENGINE OIL AND FILTER USING FACTORY REQUIRED DEXOS OR MOBIL 1 OIL (DEPENDING ON VEHICLE REQUIREMENTS) AND ROTATE TIRES. AS PER 2 YEAR PLAN										
	CONCERN CODE: 2YEAR CUSTOMER REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN										
	2161 SISNEROS,GREGORY P. LIC#: 2161										
			W	0.20	0.30	0	500			5.00	5.00
	1	19303249	(S)FILTER KIT			520	728	0	10.40	7.28	7.28
	6	19293002	OIL			1884	2640	0	5.51	4.40	26.40
						2404	3368		TPARTS		
						0	500		TLABOR		
B	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
	CONCERN CODE: MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	2161 SISNEROS,GREGORY P. LIC#: 2161										
			W	0.00	0.00	0	0			0.00	0.00
						0	0		TPARTS		
						0	0		TLABOR		
C	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	CAUSE: .										
	CONCERN CODE: TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT										

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER # [redacted]

[redacted]

ACCOUNTING

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2373 JOAQUIN C. GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		15384/15384	TG481

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 05OCT15		117.00	CASH	09OCT15

R.O. OPENED	READY	OPTIONS:
14:03 05OCT15	11:26 09OCT15	SOLD-STK:CF1166798 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
	REAR_____										
		2161 SISNEROS,GREGORY P. LIC#: 2161									
			W	0.00	0.00	0	0			0.00	0.00
	GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)										
		2161 SISNEROS,GREGORY P. LIC#: 2161									
			W	0.00	0.00	0	0			0.00	0.00
	GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)										
		2161 SISNEROS,GREGORY P. LIC#: 2161									
			W	0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-05-15	15:12	15:24	0.20	W	2161	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4541	500	0		4/4641	728	520	
4/4900	2640	1884		4/2261	3868	*******	

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	2404	3868	0

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SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA [redacted]

[redacted]

HOME: [redacted]

BUS: [redacted]

CONT [redacted]

CELL:

WORKORDER [redacted]

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2373 GARCIA,JOAQUIN C.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		15384/	TG481

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			17:00 05OCT15		117.00	CASH	

R.O. OPENED	READY	OPTIONS:
05OCT2015 14:03		SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	2YEAR		W	CUSTOMER REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN |CC:
# B	MPVI		W	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. |CC:
# C	TP		W	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____ |CC:

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x _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2373 JOAQUIN C. GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		15384/15384	TG481

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 05OCT15		117.00	CASH	09OCT15

R.O. OPENED	READY	OPTIONS:
14:03 05OCT15	11:26 09OCT15	SOLD-STK:CF1166798 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 REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN						
	CAUSE: CHANGE ENGINE OIL AND FILTER USING FACTORY REQUIRED DEXOS OR MOBIL 1 OIL (DEPENDING ON VEHICLE REQUIREMENTS) AND ROTATE TIRES. AS PER 2 YEAR PLAN						
	2YEAR CUSTOMER REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN						
	2161 SISNEROS,GREGORY P. LIC#: 2161						
			W				(N/C)
	1 19303249 (S)FILTER KIT						(N/C)
	6 19293002 OIL						(N/C)
	**********						
B	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.						
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS						
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.						
	2161 SISNEROS,GREGORY P. LIC#: 2161						
			W				(N/C)
	**********						
C	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____						
	CAUSE: .						
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____						
	2161 SISNEROS,GREGORY P. LIC#: 2161						
			W				(N/C)
	GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)						

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2373 JOAQUIN C. GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		15384/15384	TG481

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 05OCT15		117.00	CASH	09OCT15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
14:03 05OCT15	11:26 09OCT15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		2161 SISNEROS,GREGORY P. LIC#: 2161					
			W				(N/C)
	GTIRE	MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)					
		2161 SISNEROS,GREGORY P. LIC#: 2161					
			W				(N/C)
		**********					

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

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FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER # [redacted]

[redacted]

WARRANTY

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2373 JOAQUIN C. GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		15384/15384	TG481

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 05OCT15		117.00	CASH	09OCT15

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14:03 05OCT15	11:26 09OCT15	SOLD-STK:CF1166798 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 REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN						
	CAUSE: CHANGE ENGINE OIL AND FILTER USING FACTORY REQUIRED DEXOS OR MOBIL 1 OIL (DEPENDING ON VEHICLE REQUIREMENTS) AND ROTATE TIRES. AS PER 2 YEAR PLAN						
	CONCERN CODE: 2YEAR CUSTOMER REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN						
	2161 SISNEROS,GREGORY P. LIC#: 2161						
		2161	W	0.30		5.00	5.00
	1 19303249 (S)FILTER KIT				10.40	7.28	7.28
	6 19293002 OIL				5.51	4.40	26.40
				2404	3368 TPARTS		
				0	500 TLABOR		
	TECH: 2161 ACTUAL HRS.: 0.20 SOLD HRS.: 0.30						
	SALE-LBR: 5.00 PTS: 33.68 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 38.68						
	COST-LBR: 0.00 PTS: 24.04 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 24.04						
	**********						
B	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.						
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS						
	CONCERN CODE: MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.						
	2161 SISNEROS,GREGORY P. LIC#: 2161						
		2161	W	0.00		0.00	0.00
				0	0 TPARTS		
				0	0 TLABOR		

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

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FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

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SERVICE ADVISOR: 2373 JOAQUIN C. GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 05OCT15		117.00	CASH	09OCT15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
14:03 05OCT15	11:26 09OCT15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
TECH: 2161 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00			
SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			0.00
**********			
C CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
CAUSE: .			
CONCERN CODE:			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
2161 SISNEROS,GREGORY P. LIC#: 2161			
W 0.00	0.00		0.00
GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)			
2161 SISNEROS,GREGORY P. LIC#: 2161			
W 0.00	0.00		0.00
GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)			
2161 SISNEROS,GREGORY P. LIC#: 2161			
W 0.00	0.00		0.00
0	0 TPARTS		
0	0 TLABOR		
TECH: 2161 ACTUAL HRS.: 0.00 SOLD HRS.: 0			
SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			0.00
**********			

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

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MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 3

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2373 JOAQUIN C. GARCIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		15384/15384	TG481

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 05OCT15		117.00	CASH	09OCT15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
14:03 05OCT15	11:26 09OCT15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

TECH: 2161 ACTUAL HRS.: 0.20 SOLD HRS.: 0.3

SALE-LBR:	5.00	PTS:	33.68	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL 38.68
COST-LBR:	0.00	PTS:	24.04	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL 24.04

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
10-05-15	15:12	15:24	0.20	W	2161	A	

COST, SALE, & COMP TOTALS 2404 3868 0

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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

X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

The undersigned hereinafter called "Insured" for the consideration of repairs made to "Insured's; automobile does hereby grant to said WIN CHEVROLET. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	5.00
PARTS AMOUNT	33.68
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	38.68
LESS INSURANCE	0.00
~~SALES TAX~~	0.00
PLEASE PAY THIS AMOUNT	38.68

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2029 MELODY BECKFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		6610/6610	T190B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			WAIT 17JUN15	Y	117.00	CASH	19JUN15

R.O. OPENED	READY	OPTIONS:
11:37 17JUN15	14:48 19JUN15	SOLD-STK:CF1166798 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	CUSTOMER REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN										
CAUSE:	CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN										
CONCERN CODE:											
	2YEAR CUSTOMER REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN										
	2273 MENDEZ,JUAN D. LIC#: 2273										
		W		0.35	0.30	0	500			5.00	5.00
	PD PARTS DISCOUNT					0	-224			-2.24	-2.24
	1 19303249 (S)FILTER KIT					520	728	0	10.40	7.28	7.28
	6 19293002 OIL					1782	2496	0	5.51	4.16	24.96
	FC: 9090 PART#: COUNT:						2302		3224 TPARTS		
	CLAIM TYPE:										
	AUTH CODE:										
							0		500 TLABOR		
	6610 PERFORMED OIL AND FILTER CHANGE										
B	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
CAUSE:	PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
CONCERN CODE:											
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
	2273 MENDEZ,JUAN D. LIC#: 2273										
		W		0.00	0.00	0	0			0.00	0.00
							0		0 TPARTS		
							0		0 TLABOR		
	6610 TIRE PRESSURES SET AT										
C	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
CAUSE:	PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
CONCERN CODE:											

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X _____

POWER OF ATTORNEY

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2029 MELODY BECKFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		6610/6610	T190B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			WAIT 17JUN15	Y	117.00	CASH	19JUN15

R.O. OPENED	READY	OPTIONS:
11:37 17JUN15	14:48 19JUN15	SOLD-STK:CF1166798 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
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. 2273 MENDEZ,JUAN D. LIC#: 2273											
			W	0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
6610 PERFORMED MULTI-POINT INSPECTION											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-17-15	12:05	12:26	0.35	W	2273	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4541	500	0		4/6601	-224	0	
4/4641	728	520		4/4900	2496	1782	
4/2261	3500	*******					

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	2302	3500	0

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA 9[redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

BUS: [redacted] CELL:

SERVICE ADVISOR: 2029 BECKFORD,MELODY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		6610/	T190B

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			** WAITER **		117.00	CASH	

R.O. OPENED	READY	OPTIONS:
17JUN2015 11:37		SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	2YEAR		W	CUSTOMER REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN |CC:
# B	TP		W	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK |CC:
# C	MPVI		W	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. |CC:

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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x _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2029 MELODY BECKFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		6610/6610	T190B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
06MAR15 DL			WAIT 17JUN15	Y	117.00	CASH	19JUN15

R.O. OPENED	READY	OPTIONS:
11:37 17JUN15	14:48 19JUN15	SOLD-STK:CF1166798 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 REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN			
CAUSE: CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN			
2YEAR CUSTOMER REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN			
2273 MENDEZ,JUAN D. LIC#: 2273			
W			(N/C)
PD PARTS DISCOUNT			(N/C)
1 19303249 (S)FILTER KIT			(N/C)
6 19293002 OIL			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
6610 PERFORMED OIL AND FILTER CHANGE			
**********			
B CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
2273 MENDEZ,JUAN D. LIC#: 2273			
W			(N/C)
6610 TIRE PRESSURES SET AT			
**********			
C DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
2273 MENDEZ,JUAN D. LIC#: 2273			

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2029 MELODY BECKFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		6610/6610	T190B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	[redacted]ATE	PAYMENT	INV. DATE
06MAR15 DL			WAIT 17JUN15	Y	117.00	CASH	19JUN15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798
11:37 17JUN15	14:48 19JUN15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			W				(N/C)
6610	PERFORMED MULTI-POINT INSPECTION						
	**********						

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER [redacted]

[redacted]

WARRANTY

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

[redacted]

SERVICE ADVISOR: 2029 MELODY BECKFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		6610/6610	T190B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			WAIT 17JUN15	Y	117.00	CASH	19JUN15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
11:37 17JUN15	14:48 19JUN15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN			
CAUSE: CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN			
CONCERN CODE:			
2YEAR CUSTOMER REQUEST CHANGE ENGINE OIL AND FILTER USING DEXOS OIL AND ROTATE TIRES. AS PER 2 YEAR PLAN			
2273 MENDEZ,JUAN D. LIC#: 2273			
W 0.30	5.00		5.00
PD PARTS DISCOUNT	-2.24		-2.24
1 19303249 (S)FILTER KIT	10.40	7.28	7.28
6 19293002 OIL	5.51	4.16	24.96
FC: 9090 PART#: COUNT: 2302 3224 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
0 500 TLABOR			
TECH: 2273 ACTUAL HRS.: 0.35 SOLD HRS.: 0.30			
SALE-LBR: 5.00 PTS: 32.24 MSC: -2.24 LUB: 0.00 SUB: 0.00 TOTAL 35.00			
COST-LBR: 0.00 PTS: 23.02 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 23.02			
6610 PERFORMED OIL AND FILTER CHANGE			
**********			
B CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
CONCERN CODE:			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
2273 MENDEZ,JUAN D. LIC#: 2273			
W 0.00	0.00		0.00
0 0 TPARTS			

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2029 MELODY BECKFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		6610/6610	T190B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			WAIT 17JUN15	Y	117.00	CASH	19JUN15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
11:37 17JUN15	14:48 19JUN15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
					0	0 TLABOR	

TECH: 2273 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

6610 TIRE PRESSURES SET AT
****
C DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS
CONCERN CODE:
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.
2273 MENDEZ,JUAN D. LIC#: 2273

		W	0.00			0.00	0.00
				0	0 TPARTS		
				0	0 TLABOR		

TECH: 2273 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

6610 PERFORMED MULTI-POINT INSPECTION
****

TECH: 2273 ACTUAL HRS.: 0.35 SOLD HRS.: 0.3

SALE-LBR: 5.00 PTS: 32.24 MSC: -2.24 LUB: 0.00 SUB: 0.00 TOTAL 35.00
COST-LBR: 0.00 PTS: 23.02 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 23.02

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #[redacted]

[redacted]

WARRANTY

PAGE 3

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2029 MELODY BECKFORD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		6610/6610	T190B

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			WAIT 17JUN15	Y	117.00	CASH	19JUN15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
11:37 17JUN15	14:48 19JUN15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-17-15	12:05	12:26	0.35	W	2273	A	

COST, SALE, & COMP TOTALS 2302 3500 0

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SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	5.00
PARTS AMOUNT	32.24
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	-2.24
TOTAL CHARGES	35.00
LESS INSURANCE	0.00
~~SALES TAX~~	0.00
PLEASE PAY THIS AMOUNT	35.00

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER [redacted]

[redacted]

ACCOUNTING

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		2016/2040	T90

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 16APR15			CASH	23APR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
13:54 15APR15	08:14 23APR15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY DIAGNOSE AND ADVISE										
	CONCERN CODE:										
	MISC UNABLE TO DUPLICATE CUSTOMER CONCERN ROAD TEST 25 MILES										
		419	ISP	0.73	0.00	0	0			0.00	0.00
	2040 SCANNED VEHICLE FOR DTCS. NO DTCS FOUND. SEE GDS 2 DTC PRINT OUT. ROAD TESTED VEHICLE 2,016-2,040. UNABLE TO DUPLICATE CUSTOMER CONCERN DURING ROAD TEST.										
B	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
	CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	CONCERN CODE:										
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
		419	ISP	0.00	0.00	0	0			0.00	0.00
	2040 TIRE PRESSURES TIRE PRESSURES SET AT 34PSI										
C	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
	CONCERN CODE:										
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
		419	ISP	0.00	0.00	0	0			0.00	0.00
	2040 MPVI PERFORMED MULTI-POINT INSPECTION										
D	PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.										
	CONCERN CODE:										
	LOANER PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR										

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SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		2016/2040	T90

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 16APR15			CASH	23APR15

R.O. OPENED	READY	OPTIONS:
13:54 15APR15	08:14 23APR15	SOLD-STK:CF1166798 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
CUSTOMER SUBJECT TO CHARGES.											
	419	ISP		0.00	0.00	0	0			0.00	0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-16-15	12:57	13:41	0.73	W	419	A	
	13:41	13:41	0.00	W	419	B	
	13:42	13:42	0.00	W	419	C	
	13:42	13:42	0.00	W	419	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4551	0	0		4/0673	0	*******	

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	0	0	0

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SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

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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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA [redacted]

[redacted]

HOME:3[redacted] CONT:[redacted]

BUS:[redacted] CELL:

[redacted]

WORKORDER

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MILLER,MARK A.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		2016/	T90

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 16APR15			CASH	

R.O. OPENED	READY	OPTIONS:
15APR2015 13:54		SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MISC	419	W	CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY DIAGNOSE AND ADVISE |CC:
# B	TP	419	W	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK |CC:
# C	MPVI	419	W	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. |CC:
# D	LOANER	419	W	PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES. |CC:

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x _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

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SERVICE ADVISOR: 2313 MARK A. MILLER

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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	DATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 16APR15			CASH	23APR15

R.O. OPENED	READY	OPTIONS:
13:54 15APR15	08:14 23APR15	SOLD-STK:CF1166798 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 THE POWER STEERING GOES OUT INTERMITINGLY DIAGNOSE AND ADVISE			
MISC UNABLE TO DUPLICATE CUSTOMER CONCERN ROAD TEST 25 MILES			
419 ISP			(N/C)
2040 SCANNED VEHICLE FOR DTCS. NO DTCS FOUND. SEE GDS 2 DTC PRINT OUT. ROAD TESTED VEHICLE 2,016-2,040. UNABLE TO DUPLICATE CUSTOMER CONCERN DURING ROAD TEST.			
**********			
B CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 ISP			(N/C)
2040 TIRE PRESSURES TIRE PRESSURES SET AT 34PSI			
**********			
C DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 ISP			(N/C)
2040 MPVI PERFORMED MULTI-POINT INSPECTION			
**********			
D PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.			
LOANER PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.			

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MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

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

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		2016/2040	T90

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 16APR15			CASH	23APR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798
13:54 15APR15	08:14 23APR15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT
		TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	419		ISP				(N/C)

****

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X _____

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

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PAGE 1

WIN CHEVROLET

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06MAR15 DL			18:00 16APR15			CASH	23APR15

R.O. OPENED	READY	OPTIONS:
13:54 15APR15	08:14 23APR15	SOLD-STK:CF1166798 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 THE POWER STEERING GOES OUT INTERMITINGLY DIAGNOSE AND ADVISE			
CONCERN CODE:			
MISC UNABLE TO DUPLICATE CUSTOMER CONCERN ROAD TEST 25 MILES			
419 ISP 0.00	0.00		0.00
2040 SCANNED VEHICLE FOR DTCS. NO DTCS FOUND. SEE GDS 2 DTC PRINT OUT. ROAD TESTED VEHICLE 2,016-2,040. UNABLE TO DUPLICATE CUSTOMER CONCERN DURING ROAD TEST.			
**********			
B CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
CONCERN CODE:			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 ISP 0.00	0.00		0.00
2040 TIRE PRESSURES TIRE PRESSURES SET AT 34PSI			
**********			
C DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
CONCERN CODE:			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 ISP 0.00	0.00		0.00
2040 MPVI PERFORMED MULTI-POINT INSPECTION			
**********			
D PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.			
CONCERN CODE:			
LOANER PROVIDE CUSTOMER ALE TERNATE			

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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INTERNAL COPY

CUSTOMER #: [redacted]

[redacted]

INTERNAL

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www.winchevrolet.com

[redacted]

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		2016/2040	T90

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 16APR15			CASH	23APR15

R.O. OPENED	READY	OPTIONS:
13:54 15APR15	08:14 23APR15	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.						
	419	ISP		0.00		0.00	0.00
	**********						

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	0	0	0

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

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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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1624/1648	T73

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 31MAR15			CASH	29APR15

R.O. OPENED	READY	OPTIONS:
09:20 31MAR15	16:13 29APR15	SOLD-STK:CF1166798 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	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
	CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	CONCERN CODE:										
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	1624 TIRE PRESSURES TIRE PRESSURES SET AT 35PSI										
B	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
	CONCERN CODE:										
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	1624 MPVI PERFORMED MULTI-POINT INSPECTION										
C	CUSTOMER STATES THE POWER STEERING WILL GO OUT INTERMITINGLY WHILE DRIVING, HAS TO PULL OVER TURN TRUCK OFF AND THEN BACK ON TO GET IT BACK DIAGNOSE AND ADVISE										
	CAUSE: .										
	CONCERN CODE:										
	7421770 ELECTRIC BELT DRIVE RACK AND PINION STEERING GEAR REPLACEMENT										
		419	W	3.03	2.40	4440	26400			264.00	264.00
	1	22963310	F-(S)GEAR			63308	88631	0	1266.16	886.31	886.31

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7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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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CUSTOMER #[redacted]

[redacted]

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SERVICE ADVISOR: 2313 MARK A. MILLER

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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 31MAR15			CASH	29APR15

R.O. OPENED	READY	OPTIONS:
09:20 31MAR15	16:13 29APR15	SOLD-STK:CF1166798 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
	FC: 9090 PART#: COUNT:					63308	88631	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						4440	26400	TLABOR			

1648 C0545 00 U0415 U0420 42 7421770 ON GOING CASE FROM PREVIOUS RO. VEHICLE LEFT 3/25. RETURNED 3/30. GOT OK FROM PQC ON APRIL 1 TO REPLACE POWER STEERING [illegible] MODULE) WHICH WAS PREVIOUSLY DIAGNOSED. PQC CASE ID: [redacted] STEERING GEAR ARRIVED 4/7/15. REPLACED POWER STEERING GEAR ASSEMBLY AND PERFORMED PROGRAMMING AND SET UP WITH SPS. WARRANTY CLAIM CODES: 310C4 AND FD0CA. PERFORMED RESET/LEARN FOR ELECTRONIC BRAKE CONTROL MODULE AND POWER STEERING CONTROL MODULES IN GDS. RESET/LEARN PROCEDURES SUCCESSFUL. CLEARED DTCS. PERFORMED FRONT TOE RESET(8070012) AND ROAD TESTED VEHICLE. ROAD TEST 1624-1648

D PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.

CAUSE: .

CONCERN CODE:

LOANER PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.

	419	W	0.00	0.00		0	0			0.00	0.00
	FC: 9090 PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-07-15	10:02	11:45	1.72	W	419	C	
	13:37	14:56	1.31	W	419	C	
	15:42	15:42	0.00	W	419	D	

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 3

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R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798
09:20 31MAR15	16:13 29APR15	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
		15:42	15:42		0.00	W	419	A			
		15:42	15:42		0.00	W	419	B			

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4541	26400	4440		4/4641	88631	63308	
4/2261	115031	*******					

COST, SALE, & COMP TOTALS 67748 115031 0

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~~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

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA [redacted]

[redacted]

HOME [redacted]

BUS: [redacted]

CONT [redacted]

CELL:

[redacted]

WORKORDER

PAGE 1

WIN CHEVROLET

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DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 31MAR15			CASH	

R.O. OPENED	READY	OPTIONS:
31MAR2015 09:20		SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TP	419	W	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK |CC:
# B	MPVI	419	W	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. |CC:
# C	MISC	419	W	CUSTOMER STATES THE POWER STEERING WILL GO OUT INTERMITINGLY WHILE DRIVING, HAS TO PULL OVER TURN TRUCK OFF AND THEN BACK ON TO GET IT BACK DIAGNOSE AND ADVISE |CC:
# D	LOANER	419	W	PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES. |CC:

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x _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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CUSTOMER # [redacted]

[redacted]

INVOICE

PAGE 1

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1624/1648	T73

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 31MAR15			CASH	29APR15

R.O. OPENED	READY	OPTIONS:
09:20 31MAR15	16:13 29APR15	SOLD-STK:CF1166798 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 APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
1624 TIRE PRESSURES TIRE PRESSURES SET AT 35PSI			
**********			
B DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
1624 MPVI PERFORMED MULTI-POINT INSPECTION			
**********			
C CUSTOMER STATES THE POWER STEERING WILL GO OUT INTERMITINGLY WHILE DRIVING, HAS TO PULL OVER TURN TRUCK OFF AND THEN BACK ON TO GET IT BACK DIAGNOSE AND ADVISE			
CAUSE: .			
7421770 ELECTRIC BELT DRIVE RACK AND PINION STEERING GEAR REPLACEMENT			
419 W			(N/C)
1 22963310 F-(S)GEAR			(N/C)
FC: 9090 PART#: COUNT:			

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER # [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

RVICE ADVISOR: 2313 MARK A. MILLER

VIN		LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI 15	CHEVROLET COLORADO	1GCGTBE30F1 [redacted]	1624/1648	T73

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N [redacted] ATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 31MAR15		CASH	29APR15

R.O. OPENED	READY	OPTIONS:
09:20 31MAR15	16:13 29APR15	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CLAIM TYPE:
AUTH CODE:

1648 C0545 00 U0415 U0420 42 7421770 ON GOING CASE FROM PREVIOUS RO. VEHICLE LEFT 3/25. RETURNED 3/30. GOT OK FROM PQC ON APRIL 1 TO REPLACE POWER STEERING GEAR (CONTROL MODULE) WHICH WAS PREVIOUSLY DIAGNOSED. PQC CASE ID: 71-1456458400. STEERING GEAR ARRIVED 4/7/15. REPLACED POWER STEERING GEAR ASSEMBLY AND PERFORMED PROGRAMMING AND SET UP WITH SPS. WARRANTY CLAIM CODES: 310C4 AND FD0CA. PERFORMED RESET/LEARN FOR ELECTRONIC BRAKE CONTROL MODULE AND POWER STEERING CONTROL MODULES IN GDS. RESET/LEARN PROCEDURES SUCCESSFUL. CLEARED DTCS. PERFORMED FRONT TOE RESET(8070012) AND ROAD TESTED VEHICLE. ROAD TEST 1624-1648

****

D PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.

CAUSE: .
LOANER PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.

419 W (N/C)

FC: 9090 PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

****

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY
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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1624/1648	T73

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 31MAR15			CASH	29APR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
09:20 31MAR15	16:13 29APR15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
CONCERN CODE:			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 W 0.00		0.00	0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
0 0 TLABOR			
TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00			
SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00			
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00			
1624 TIRE PRESSURES TIRE PRESSURES SET AT 35PSI			
**********			
B DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
CONCERN CODE:			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 W 0.00		0.00	0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
0 0 TLABOR			
TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00			

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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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CUSTOMER [redacted]

[redacted]

WARRANTY

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1624/1648	T73

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 31MAR15			CASH	29APR15

R.O. OPENED	READY	OPTIONS:
09:20 31MAR15	16:13 29APR15	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL
SALE-LBR:	0.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:		0.00 TOTAL	0.00
COST-LBR:	0.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:		0.00 TOTAL	0.00

1624 MPVI PERFORMED MULTI-POINT INSPECTION
****

C CUSTOMER STATES THE POWER STEERING WILL GO OUT INTERMITINGLY WHILE
DRIVING, HAS TO PULL OVER TURN TRUCK OFF AND THEN BACK ON TO
GET IT BACK DIAGNOSE AND ADVISE

CAUSE: .

CONCERN CODE:

7421770 ELECTRIC BELT DRIVE RACK AND PINION
STEERING GEAR REPLACEMENT

419	W	2.40			264.00	264.00
1 22963310	F-(S)GEAR			1266.16	886.31	886.31

FC: 9090 PART#: COUNT: 63308 88631 TPARTS

CLAIM TYPE:

AUTH CODE:

4440 26400 TLABOR

TECH: 419 ACTUAL HRS.: 3.03 SOLD HRS.: 2.40

SALE-LBR:	264.00 PTS:	886.31 MSC:	0.00 LUB:	0.00 SUB:	0.00	TOTAL	1150.31
COST-LBR:	44.40 PTS:	633.08 MSC:	0.00 LUB:	0.00 SUB:	0.00	TOTAL	677.48

1648 C0545 00 U0415 U0420 42 7421770 ON GOING CASE FROM PREVIOUS
RO. VEHICLE LEFT 3/25. RETURNED 3/30. GOT OK FROM PQC ON APRIL 1 TO
REPLACE POWER STEERING GEAR (CONTROL MODULE) WHICH WAS PREVIOUSLY
DIAGNOSED. PQC CASE ID: 71-1456458400. STEERING GEAR ARRIVED 4/7/15.
REPLACED POWER STEERING GEAR ASSEMBLY AND PERFORMED PROGRAMMING AND SET
UP WITH SPS. WARRANTY CLAIM CODES: 310C4 AND FD0CA. PERFORMED
RESET/LEARN FOR ELECTRONIC BRAKE CONTROL MODULE AND POWER STEERING
CONTROL MODULES IN GDS. RESET/LEARN PROCEDURES SUCCESSFUL. CLEARED
DTCS. PERFORMED FRONT TOE RESET(8070012) AND ROAD TESTED VEHICLE. ROAD
TEST 1624-1648

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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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CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 3

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1624/1648	T73

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 31MAR15			CASH	29APR15

R.O. OPENED	READY	OPTIONS:
09:20 31MAR15	16:13 29APR15	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
D	PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.							
CAUSE: .								
CONCERN CODE:								
	LOANER PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.							
	419		W	0.00		0.00	0.00	
	FC: 9090 PART#:		COUNT:		0	0 TPARTS		
	CLAIM TYPE:							
	AUTH CODE:							
					0	0 TLABOR		

TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

****

TECH: 419 ACTUAL HRS.: 3.03 SOLD HRS.: 2.4

SALE-LBR: 264.00 PTS: 886.31 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 1150.31
COST-LBR: 44.40 PTS: 633.08 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 677.48

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-07-15	10:02	11:45	1.72	W	419	C	
	13:37	14:56	1.31	W	419	C	
	15:42	15:42	0.00	W	419	D	
	15:42	15:42	0.00	W	419	A	
	15:42	15:42	0.00	W	419	B	

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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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CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 4

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1624/1648	T73

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 31MAR15			CASH	29APR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
09:20 31MAR15	16:13 29APR15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COST, SALE, & COMP TOTALS 67748 115031 0

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X _____

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SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	264.00
PARTS AMOUNT	886.31
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1150.31
LESS INSURANCE	0.00
~~SALES TAX~~	0.00
PLEASE PAY THIS AMOUNT	1150.31

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS:
14:07 25MAR15	08:11 30MAR15	SOLD-STK:CF1166798 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	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
	CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	CONCERN CODE:										
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	1335 TIRE PRESSURES TIRE PRESSURES SET AT 38PSI										
B	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
	CONCERN CODE:										
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	1335 MPVI PERFORMED MULTI-POINT INSPECTION										
C	CUSTOMER STATES THE POWER STEERING IS CUTTING OUT INTERMITINGLY WHILE SHE IS DRIVING DIAGNOSE AND ADVISE (NO PATTERN TO IT JUST GOES OUT AT TIMES)										
	CAUSE: .										
	CONCERN CODE:										
	MISC MISCELLANOUS										
		419	W	2.50	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0	0	TPARTS			
	CLAIM TYPE:										

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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

X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

The undersigned hereinafter called "Insured" for the consideration of repairs made to "Insured's; automobile does hereby grant to said WIN CHEVROLET. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS:
14:07 25MAR15	08:11 30MAR15	SOLD-STK:CF1166798 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
AUTH CODE:											
							0	0	TLABOR		

1335 ROAD TESTED VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMER CONCERN. DTCS STORED IN MEMORY C0545 00 U0415 00 U0420 42. CALLED PQC TO REQUEST PART FOR PARTS RESTRICTION. PART #22963310. CASE ID: [redacted] WAITING ON RESPONSE FROM GM ENGINEER TO RELEASE PART. PERFORMED CONNECTOR DISCONNECT RE CONNECT.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-26-15	12:37	15:04	2.45	W	419	C	
	17:40	17:43	0.05	W	419	C	
	17:43	17:43	0.00	W	419	A	
	17:43	17:43	0.00	W	419	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4541	0	0		4/2261	0	*******	

COST, SALE, & COMP TOTALS 0 0 0

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X _____

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SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

BUS: [redacted] 9 CELL:

SERVICE ADVISOR: 2313 MILLER,MARK A.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/	T410

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			16:00 25MAR15			CASH	

R.O. OPENED	READY	OPTIONS:
25MAR2015 14:07		SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TP	419	W	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK |CC:
# B	MPVI	419	W	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. |CC:
# C	MISC	419	W	CUSTOMER STATES THE POWER STEERING IS CUTTING OUT INTERMITINGLY WHILE SHE IS DRIVING DIAGNOSE AND ADVISE (NO PATTERN TO IT JUST GOES OUT AT TIMES) |CC:

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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

x _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER [redacted]

[redacted]

INVOICE

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
14:07 25MAR15	08:11 30MAR15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
1335 TIRE PRESSURES TIRE PRESSURES SET AT 38PSI			
**********			
B DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
1335 MPVI PERFORMED MULTI-POINT INSPECTION			
**********			
C CUSTOMER STATES THE POWER STEERING IS CUTTING OUT INTERMITINGLY WHILE SHE IS DRIVING DIAGNOSE AND ADVISE (NO PATTERN TO IT JUST GOES OUT AT TIMES)			
CAUSE: .			
MISC MISCELLANOUS			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

The undersigned hereinafter called "Insured" for the consideration of repairs made to "Insured's; automobile does hereby grant to said WIN CHEVROLET. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

			VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
14:07 25MAR15	08:11 30MAR15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

1335 ROAD TESTED VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMER CONCERN. DTCS STORED IN MEMORY C0545 00 U0415 00 U0420 42. CALLED PQC TO REQUEST PART FOR PARTS RESTRICTION. PART #22963310. CASE ID: [redacted] WAITING ON RESPONSE FROM GM ENGINEER TO RELEASE PART. PERFORMED CONNECTOR DISCONNECT RE CONNECT.

****

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
14:07 25MAR15	08:11 30MAR15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK						
	CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____						
	CONCERN CODE:						
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK						
		419	W	0.00		0.00	0.00
	FC: 9090 PART#: COUNT:			0	0 TPARTS		
	CLAIM TYPE:						
	AUTH CODE:						
				0	0 TLABOR		
	TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00						
	SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00						
	COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00						
	1335 TIRE PRESSURES TIRE PRESSURES SET AT 38PSI						
	**********						
B	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.						
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS						
	CONCERN CODE:						
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.						
		419	W	0.00		0.00	0.00
	FC: 9090 PART#: COUNT:			0	0 TPARTS		
	CLAIM TYPE:						
	AUTH CODE:						
				0	0 TLABOR		
	TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00						

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS:
14:07 25MAR15	08:11 30MAR15	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL
SALE-LBR:	0.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00	TOTAL	0.00
COST-LBR:	0.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00	TOTAL	0.00

1335 MPVI PERFORMED MULTI-POINT INSPECTION
****

C CUSTOMER STATES THE POWER STEERING IS CUTTING OUT INTERMITINGLY WHILE
SHE IS DRIVING DIAGNOSE AND ADVISE (NO PATTERN TO IT JUST GOES
OUT AT TIMES)

CAUSE: .

CONCERN CODE:

MISC MISCELLANOUS

419 W 0.00 0.00 0.00

FC: 9090 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE:

AUTH CODE:

0 0 TLABOR

TECH: 419 ACTUAL HRS.: 2.50 SOLD HRS.: 0.00

SALE-LBR:	0.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00	TOTAL	0.00
COST-LBR:	0.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00	TOTAL	0.00

1335 ROAD TESTED VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMER
CONCERN. DTCS STORED IN MEMORY C0545 00 U0415 00 U0420 42. CALLED PQC
TO REQUEST PART FOR PARTS RESTRICTION. PART #22963310. CASE ID:
[redacted] WAITING ON RESPONSE FROM GM ENGINEER TO RELEASE PART.
PERFORMED CONNECTOR DISCONNECT RE CONNECT.
****

TECH: 419 ACTUAL HRS.: 2.50 SOLD HRS.: 0

SALE-LBR:	0.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00	TOTAL	0.00
COST-LBR:	0.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00	TOTAL	0.00

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 3

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS:
14:07 25MAR15	08:11 30MAR15	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-26-15	12:37	15:04	2.45	W	419	C	
	17:40	17:43	0.05	W	419	C	
	17:43	17:43	0.00	W	419	A	
	17:43	17:43	0.00	W	419	B	

COST, SALE, & COMP TOTALS 0 0 0

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS:
11:48 19MAR15	11:23 23MAR15	SOLD-STK:CF1166798 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	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
	CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	CONCERN CODE:										
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0		0	TPARTS		
	CLAIM TYPE:										
	AUTH CODE:										
						0		0	TLABOR		
	999 TIRE PRESSURES TIRE PRESSURES SET AT 35PSI										
B	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
	CONCERN CODE:										
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0		0	TPARTS		
	CLAIM TYPE:										
	AUTH CODE:										
						0		0	TLABOR		
	999 MPVI PERFORMED MULTI-POINT INSPECTION										
C	CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY AND THE DISPLAY SAYS SERVICE POWER STEERING SYSTEM (HAS TO TURN TRUCK OFF AND BACK ON TO GET IT TO COME BACK) DIAGNOSE AND ADVISE										
	CAUSE: .										
	CONCERN CODE:										
	5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT										
		419	W	0.70	0.50	925	5500			55.00	55.00
	FC: 9090 PART#:		COUNT:			0		0	TPARTS		

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X _____

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
11:48 19MAR15	11:23 23MAR15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CLAIM TYPE:											
AUTH CODE:											
						925	5500	TLABOR			

999 C0545 00 STEERING WHEEL TORQUE SENSOR CIRCUIT 5430010 0.05 ROAD TESTED VEHICLE AND WAS UNABLE TO GET POWER STEERING MESSAGE TO COME ON. USING GDS 2 FOUND DTC C0545 STORED IN HISTORY. INSPECTED POWER STEERING CONTROL MODULE GROUND CIRCUIT G100 TO HAVE EXCESSIVE PAINT AROUND STUD. REMOVED BOLT AND SANDED DOWN PAINT TO ENHANCE GROUND CONNECTION. CLEARED CODES AND ROAD TESTED VEHICLE. DOC ID. 3825994, SCHEMATIC DOC ID: 3828093

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-19-15	14:47	15:29	0.70	W	419	C	
	15:42	15:42	0.00	W	419	A	
	15:43	15:43	0.00	W	419	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4541	5500	925		4/2261	5500	*******	

COST, SALE, & COMP TOTALS 925 5500 0

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

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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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA [redacted]

[redacted] M

HOME:3[redacted] CONT:3[redacted]

BUS: [redacted] CELL:

[redacted]

WORKORDER

PAGE 1

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MILLER,MARK A.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/	T447

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 19MAR15			CASH	

R.O. OPENED	READY	OPTIONS:
19MAR2015 11:48		SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TP	2176	W	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK |CC:
# B	MPVI	2176	W	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. |CC:
# C	DRV	2176	W	CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY AND THE DISPLAY SAYS SERVICE POWER STEERING SYSTEM (HAS TO TURN TRUCK OFF AND BACK ON TO GET IT TO COME BACK) DIAGNOSE AND ADVISE |CC:

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x _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS:
11:48 19MAR15	11:23 23MAR15	SOLD-STK:CF1166798 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 APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
999 TIRE PRESSURES TIRE PRESSURES SET AT 35PSI			
**********			
B DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
999 MPVI PERFORMED MULTI-POINT INSPECTION			
**********			
C CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY AND THE DISPLAY SAYS SERVICE POWER STEERING SYSTEM (HAS TO TURN TRUCK OFF AND BACK ON TO GET IT TO COME BACK) DIAGNOSE AND ADVISE			
CAUSE: .			
5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			

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X _____

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SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS:
11:48 19MAR15	11:23 23MAR15	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
AUTH CODE:							
999	C0545	00					

STEERING WHEEL TORQUE SENSOR CIRCUIT 5430010 0.05 ROAD TESTED VEHICLE AND WAS UNABLE TO GET POWER STEERING MESSAGE TO COME ON. USING GDS 2 FOUND DTC C0545 STORED IN HISTORY. INSPECTED POWER STEERING CONTROL MODULE GROUND CIRCUIT G100 TO HAVE EXCESSIVE PAINT AROUND STUD. REMOVED BOLT AND SANDED DOWN PAINT TO ENHANCE GROUND CONNECTION. CLEARED CODES AND ROAD TESTED VEHICLE. DOC ID. 3825994, SCHEMATIC DOC ID: 3828093

****

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FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

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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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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

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Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
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COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
11:48 19MAR15	11:23 23MAR15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
CONCERN CODE:			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 W 0.00		0.00	0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
0 0 TLABOR			
TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00			
SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00			
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00			
999 TIRE PRESSURES TIRE PRESSURES SET AT 35PSI			
**********			
B DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
CONCERN CODE:			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 W 0.00		0.00	0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
0 0 TLABOR			
TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00			

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER # [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS:
11:48 19MAR15	11:23 23MAR15	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE OPCODE	TECH	TYPE	HOURS					LIST	NET	TOTAL
SALE-LBR:			0.00	PTS:	0.00	MSC:	0.00	LUB: 0.00	SUB: 0.00	TOTAL 0.00
COST-LBR:			0.00	PTS:	0.00	MSC:	0.00	LUB: 0.00	SUB: 0.00	TOTAL 0.00

999 MPVI PERFORMED MULTI-POINT INSPECTION
****

C CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY AND THE DISPLAY SAYS SERVICE POWER STEERING SYSTEM (HAS TO TURN TRUCK OFF AND BACK ON TO GET IT TO COME BACK) DIAGNOSE AND ADVISE

CAUSE: .

CONCERN CODE:

5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT

419 W 0.50 55.00 55.00

FC: 9090 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE:

AUTH CODE:

925 5500 TLABOR

TECH: 419 ACTUAL HRS.: 0.70 SOLD HRS.: 0.50

SALE-LBR:	55.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB: 0.00	TOTAL	55.00
COST-LBR:	9.25	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB: 0.00	TOTAL	9.25

999 C0545 00 STEERING WHEEL TORQUE SENSOR CIRCUIT 5430010 0.05 ROAD TESTED VEHICLE AND WAS UNABLE TO GET POWER STEERING MESSAGE TO COME ON. USING GDS 2 FOUND DTC C0545 STORED IN HISTORY. INSPECTED POWER STEERING CONTROL MODULE GROUND CIRCUIT G100 TO HAVE EXCESSIVE PAINT AROUND STUD. REMOVED BOLT AND SANDED DOWN PAINT TO ENHANCE GROUND CONNECTION. CLEARED CODES AND ROAD TESTED VEHICLE. DOC ID. 3825994, SCHEMATIC DOC ID: 3828093
****

TECH: 419 ACTUAL HRS.: 0.70 SOLD HRS.: 0.5

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X _____

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 3

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798
11:48 19MAR15	11:23 23MAR15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT
		TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE OPCODE	TECH	TYPE	HOURS					LIST	NET	TOTAL
SALE-LBR:			55.00	PTS:	0.00	MSC:	0.00	LUB: 0.00	SUB: 0.00	TOTAL 55.00
COST-LBR:			9.25	PTS:	0.00	MSC:	0.00	LUB: 0.00	SUB: 0.00	TOTAL 9.25

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-19-15	14:47	15:29	0.70	W	419	C	
	15:42	15:42	0.00	W	419	A	
	15:43	15:43	0.00	W	419	B	

COST, SALE, & COMP TOTALS 925 5500 0

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	55.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	55.00
LESS INSURANCE	0.00
~~SALES~~ TAX	0.00
PLEASE PAY THIS AMOUNT	55.00

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

ACCOUNTING

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 2258 EDWARD MORA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		2/5	T6798

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DL			17:00 26JAN15			CASH	28JAN15

R.O. OPENED	READY	OPTIONS: STK:CF1166798
13:37 26JAN15	08:50 28JAN15	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	PDI NEW CAR DEPARTMENT										
CONCERN CODE:											
	PDI	PDI NEW CAR DEPARTMENT									
		537	IPDI	1.23	1.20	3120	12878			128.78	128.78
5	PDI 0590072 (1.2) PERFORMED PRE DELIVERY INSPECTION										
B	INSTALL ADD ONS										
CAUSE: 1											
CONCERN CODE:											
	PDI	PDI NEW CAR DEPARTMENT									
		537	W	0.20	0.10	260	1100			11.00	11.00
						0	0	TPARTS			
						260	1100	TLABOR			
5	DEALER INSTALLED FACTORY INVOICED OPTIONS 0590032 (.1) VAV ALL WEATHER FLOOR MATS										
C	NEW CAR PREP FOR SALES ON LOT										
CAUSE: PREP NEW CAR FOR SALE											
CONCERN CODE:											
	NCP	NEW CAR PREP FOR SALES ON LOT									
		1111	INT	0.00	1.00	0	5000			50.00	50.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-27-15	06:52	08:06	1.23	W	537	A	
	08:06	08:18	0.20	W	537	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4553	12878	3120		4/4541	1100	260	
4/4551	5000	0		4/2282	12878	*******	F1166798
4/2261	1100	*******		4/2311	5000	*******	

COST, SALE, & COMP TOTALS 3380 18978 0

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: N/A

[redacted]

WORKORDER

PAGE 1

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 2258 MORA,EDWARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		2/	T6798

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 26JAN15			CASH	

R.O. OPENED	READY	OPTIONS: ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
26JAN2015 13:37		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	PDI		IPDI	PDI NEW CAR DEPARTMENT |CC:
# B	PDI		W	INSTALL ADD ONS |CC:
# C	NCP		INT	NEW CAR PREP FOR SALES ON LOT |CC:

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x _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER #: [redacted]

INVOICE

PAGE 1

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 2258 EDWARD MORA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		2/5	T6798

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DL			17:00 26JAN15			CASH	28JAN15

R.O. OPENED	READY	OPTIONS: STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
13:37 26JAN15	08:50 28JAN15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PDI NEW CAR DEPARTMENT			
PDI PDI NEW CAR DEPARTMENT			
537 IPDI			(N/C)
5 PDI 0590072 (1.2) PERFORMED PRE DELIVERY INSPECTION			
**********			
B INSTALL ADD ONS			
CAUSE: 1			
PDI PDI NEW CAR DEPARTMENT			
537 W			(N/C)
5 DEALER INSTALLED FACTORY INVOICED OPTIONS 0590032 (.1) VAV ALL WEATHER FLOOR MATS			
**********			
C NEW CAR PREP FOR SALES ON LOT			
CAUSE: PREP NEW CAR FOR SALE			
NCP NEW CAR PREP FOR SALES ON LOT			
1111 INT			(N/C)
**********			

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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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CUSTOMER COPY

CUSTOMER #: [redacted]

INTERNAL

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 2258 EDWARD MORA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		2/5	T6798

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DL			17:00 26JAN15			CASH	28JAN15

R.O. OPENED	READY	OPTIONS: STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
13:37 26JAN15	08:50 28JAN15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PDI NEW CAR DEPARTMENT						
CONCERN CODE:							
	PDI	PDI NEW CAR DEPARTMENT					
		537	IPDI	1.20		128.78	128.78
5	PDI	0590072 (1.2) PERFORMED PRE DELIVERY INSPECTION					
		**********					
C	NEW CAR PREP FOR SALES ON LOT						
CAUSE: PREP NEW CAR FOR SALE							
CONCERN CODE:							
	NCP	NEW CAR PREP FOR SALES ON LOT					
		1111	INT	1.00		50.00	50.00
		**********					

COST, SALE, & COMP TOTALS 3120 17878 0

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X _____

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MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	178.78
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	178.78
LESS INSURANCE	0.00
~~SALES~~ TAX	0.00
PLEASE PAY THIS AMOUNT	178.78

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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INTERNAL COPY

CUSTOMER #: [redacted]

WARRANTY

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 2258 EDWARD MORA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		2/5	T6798

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DL			17:00 26JAN15			CASH	28JAN15

R.O. OPENED	READY	OPTIONS: STK:CF1166798
13:37 26JAN15	08:50 28JAN15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	INSTALL ADD ONS						
CAUSE: 1							
CONCERN CODE:							
	PDI	PDI NEW CAR DEPARTMENT					
		537	W	0.10		11.00	11.00
					0	0 TPARTS	
					260	1100 TLABOR	

TECH: 537 ACTUAL HRS.: 0.20 SOLD HRS.: 0.10

SALE-LBR: 11.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 11.00
COST-LBR: 2.60 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2.60

5 DEALER INSTALLED FACTORY INVOICED OPTIONS 0590032 (.1) VAV ALL WEATHER FLOOR MATS

****

TECH: 537 ACTUAL HRS.: 0.20 SOLD HRS.: 0.1

SALE-LBR: 11.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 11.00
COST-LBR: 2.60 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 2.60

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-27-15	06:52	08:06	1.23	W	537	A	
	08:06	08:18	0.20	W	537	B	

COST, SALE, & COMP TOTALS 260 1100 0

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	11.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	11.00
LESS INSURANCE	0.00
~~SALES TAX~~	0.00
PLEASE PAY THIS AMOUNT	11.00

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 9999 SUBLET TECH

			VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		60723/60723	T657

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 23FEB17		117.00	CASH	28FEB17

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
14:15 20FEB17	13:05 28FEB17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CHECK AND ADVISE CUSTOMER STATES STEERING WHEEL LOCKS UP WHEN DRIVING										
	15	NO CODES STORED ,ROAD TEST COULD NOT DUPLICATE									
		537	ISP	0.02	0.00	0	0			0.00	0.00
	60723	NO HISTORY CODES STORED, ROAD TEST UNABLE TO DUP. CONCERN									
B	CUSTOMER STATES VEH WILL RUN ROUGH AT TIMES AT STOPS AND DIE										
	15	ONLY HISTORY CODES STORED ,NO FUEL IN VEH									
		537	I	0.00	1.00	2900	0			0.00	0.00
	60723	Found history codes p0056, p0057, b2s2 o2 sensor heater fault, not a driveability issue, no current codes, fuel trim normal, no current fault. 1.00 Performed system diagnosis, scan tested, performed visual inspection, unable to road test due to lack of fuel, light on, cold started, cleared history codes.									
C	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	TP	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____									
		537	ISP	0.02	0.00	0	0			0.00	0.00
	60723	TIRE PRESSURES SET AT 35									
D	#16019: Customer Satisfaction Program - HVAC Module Temp Door - (Oct 17, 2016)										
	CAUSE: Certain 2015-16 year Chevrolet Colorado & GMC Canyon vehicles may have a condition in which a crack in the heating and cooling module temper										
	9102576	Install Hex Head Worm Gear Clamp to Temperature Valve Per Recall #16019									
		537	W	0.35	0.50	1450	5638			56.38	56.38
	1	25518880 (S)NUT				162	227	0	2.87	2.27	2.27
	FC: PART#: 25518880 COUNT: 1					162	227	TPARTS			
	CLAIM TYPE: ZFAT										
	AUTH CODE:										
						1450	5638	TLABOR			

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER # [redacted]

[redacted]

ACCOUNTING

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 9999 SUBLET TECH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		60723/60723	T657

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 23FEB17		117.00	CASH	28FEB17

R.O. OPENED	READY	OPTIONS:
14:15 20FEB17	13:05 28FEB17	SOLD-STK:CF1166798 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
60723	RECALL 16019 9102576 0.50 Install Hex Head Worm Gear Clamp to Temperature Valve AND CALIBRATE PER CAMP 16019										

EST: 135.00 20FEB17 14:15 SA: 2289

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-20-17	14:47	15:08	0.35	W	537	D	
	15:08	15:09	0.02	W	537	C	
	17:36	17:37	0.02	W	537	A	
	17:37	17:37	0.00	W	537	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4551	0	2900		4/4541	5638	1450	
4/4641	227	162		4/0673	0	*******	
4/6541	0	*******		4/2261	5865	*******	

COST, SALE, & COMP TOTALS 4512 5865 0

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA [redacted]

[redacted] M

HOME [redacted] CONT: [redacted]

BUS: [redacted] CELL:

[redacted]

WORKORDER

PAGE 1

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ESSLER,ELTON R.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		60723/	T657

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			17:00 20FEB17		117.00	CASH	

R.O. OPENED	READY	OPTIONS:
20FEB2017 14:15		SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		537	C	CHECK AND ADVISE CUSTOMER STATES STEERING WHEEL LOCKS UP WHEN DRIVING
# B		537	C	CUSTOMER STATES VEH WILL RUN ROUGH AT TIMES AT STOPS AND DIE
# C	TP	537	C	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____
# D	16019	537	W	#16019: Customer Satisfaction Program - HVAC Module Temp Door - (Oct 17, 2016)

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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x _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ 135.00

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

BUS: 310-864-2759 CELL:

SERVICE ADVISOR: 9999 SUBLET TECH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		60723/60723	T657

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 23FEB17		117.00	CASH	28FEB17

R.O. OPENED	READY	OPTIONS:
14:15 20FEB17	13:05 28FEB17	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK AND ADVISE CUSTOMER STATES STEERING WHEEL LOCKS UP WHEN DRIVING			
15 NO CODES STORED ,ROAD TEST COULD NOT DUPLICATE			
537 ISP			(N/C)
60723 NO HISTORY CODES STORED, ROAD TEST UNABLE TO DUP. CONCERN			
**********			
B CUSTOMER STATES VEH WILL RUN ROUGH AT TIMES AT STOPS AND DIE			
15 ONLY HISTORY CODES STORED ,NO FUEL IN VEH			
537 I			(N/C)
60723 Found history codes p0056, p0057, b2s2 o2 sensor heater fault, not a driveability issue, no current codes, fuel trim normal, no current fault. 1.00 Performed system diagnosis, scan tested, performed visual inspection, unable to road test due to lack of fuel, light on, cold started, cleared history codes.			
**********			
C CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
537 ISP			(N/C)
60723 TIRE PRESSURES SET AT 35			
**********			
D #16019: Customer Satisfaction Program - HVAC Module Temp Door - (Oct 17, 2016)			
CAUSE: Certain 2015-16 year Chevrolet Colorado & GMC Canyon vehicles may have a condition in which a crack in the heating and cooling module temper			
9102576 Install Hex Head Worm Gear Clamp to Temperature Valve Per Recall #16019			
537 W			(N/C)
1 25518880 (S)NUT			(N/C)
FC: PART#: 25518880 COUNT: 1			

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 9999 SUBLET TECH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		60723/60723	T657

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 23FEB17		117.00	CASH	28FEB17

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
14:15 20FEB17	13:05 28FEB17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CLAIM TYPE: ZFAT
AUTH CODE:

60723 RECALL 16019 9102576 0.50 Install Hex Head Worm Gear Clamp to Temperature Valve AND CALIBRATE PER CAMP 16019

****

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER # [redacted]

[redacted]

[redacted]

INTERNAL

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 9999 SUBLET TECH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		60723/60723	T657

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 23FEB17		117.00	CASH	28FEB17

R.O. OPENED	READY	OPTIONS:
14:15 20FEB17	13:05 28FEB17	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK AND ADVISE CUSTOMER STATES STEERING WHEEL LOCKS UP WHEN DRIVING			
15 NO CODES STORED ,ROAD TEST COULD NOT DUPLICATE			
537 ISP 0.00		0.00	0.00
60723 NO HISTORY CODES STORED, ROAD TEST UNABLE TO DUP. CONCERN			
**********			
B CUSTOMER STATES VEH WILL RUN ROUGH AT TIMES AT STOPS AND DIE			
15 ONLY HISTORY CODES STORED ,NO FUEL IN VEH			
537 I 1.00		0.00	0.00
60723 Found history codes p0056, p0057, b2s2 o2 sensor heater fault, not a driveability issue, no current codes, fuel trim normal, no current fault. 1.00 Performed system diagnosis, scan tested, performed visual inspection, unable to road test due to lack of fuel, light on, cold started, cleared history codes.			
**********			
C CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
537 ISP 0.00		0.00	0.00
60723 TIRE PRESSURES SET AT 35			
**********			
COST, SALE, & COMP TOTALS 2900		0	0

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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INTERNAL COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 9999 SUBLET TECH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		60723/60723	T657

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 23FEB17		117.00	CASH	28FEB17

R.O. OPENED	READY	OPTIONS:
14:15 20FEB17	13:05 28FEB17	SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D #16019: Customer Satisfaction Program - HVAC Module Temp Door - (Oct 17, 2016)							
CAUSE: Certain 2015-16 year Chevrolet Colorado & GMC Canyon vehicles may have a condition in which a crack in the heating and cooling module temper							
9102576 Install Hex Head Worm Gear Clamp to Temperature Valve Per Recall #16019							
		537	W	0.50		56.38	56.38
1	25518880	(S)NUT			2.87	2.27	2.27
FC: PART#: 25518880 COUNT: 1				162		227 TPARTS	
CLAIM TYPE: ZFAT							
AUTH CODE:							
				1450		5638 TLABOR	

TECH: 537 ACTUAL HRS.: 0.35 SOLD HRS.: 0.50

SALE-LBR:	56.38	PTS:	2.27	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 58.65
COST-LBR:	14.50	PTS:	1.62	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 16.12

60723 RECALL 16019 9102576 0.50 Install Hex Head Worm Gear Clamp to Temperature Valve AND CALIBRATE PER CAMP 16019

****

TECH: 537 ACTUAL HRS.: 0.35 SOLD HRS.: 0.5

SALE-LBR:	56.38	PTS:	2.27	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 58.65
COST-LBR:	14.50	PTS:	1.62	MSC:	0.00	LUB:	0.00	SUB:	0.00 TOTAL 16.12

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-20-17	14:47	15:08	0.35	W	537	D	
	15:08	15:09	0.02	W	537	C	
	17:36	17:37	0.02	W	537	A	
	17:37	17:37	0.00	W	537	B	

COST, SALE, & COMP TOTALS 1612 5865 0

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x _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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x _____ x _____
(DATE) (INSURED)

x _____ x _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	56.38
PARTS AMOUNT	2.27
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	58.65
LESS INSURANCE	0.00
~~SALES TAX~~	0.00
PLEASE PAY THIS AMOUNT	58.65

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ELTON R. ESSLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		49265/49268	T311

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 30SEP16		117.00	CASH	03OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
09:28 29SEP16	13:06 03OCT16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A ABS @ TRACTION LITE ARE ON											
	MISC REPAIR R/F ABS SPEED SENSOR										
	537		C	0.01	1.00	2700	13000			130.00	130.00
49265 CODE C0040 REPAIR OPEN RIGHT FRT ABS SPEED SENSOR CIRCUIT											
B TIRE MONITIOR LITE IS ON											
	MISC NAIL IN LEFT REAR TIRE, DECLINED REPAIR										
	537		C	0.00	0.00	0	0			0.00	0.00
49265 NAIL IN LEFT FRT TIRE. LEAKING. DECLINED REPAIR											
C CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT											
	FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT										
	REAR_____										
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE										
	CHECK LEFT FRONT_____ RIGHT										
	FRONT_____ LEFT REAR_____ RIGHT										
	REAR_____										
	537		C	0.00	0.00	0	0			0.00	0.00
49265 TIRE PRESSURES SET AT 36 PSI											
D** CUSTOMER REQUEST OR DEALER RECOMMEND AND CUSTOMER APPROVE CHANGING											
	ENGINE OIL AND FILTER USING CONVENTIONAL OIL UP TO 5 QUARTS										
CAUSE: CHANGE ENGINE OIL AND FILTER USING CONVENTIONAL OIL UP TO 5											
	QUARTS										
	LOF CUSTOMER REQUEST OR DEALER RECOMMEND AND										
	CUSTOMER APPROVE CHANGING ENGINE OIL AND										
	FILTER USING CONVENTIONAL OIL UP TO 5 QUARTS										
	537		C	0.02	0.30	810	1428			14.28	14.28
	10P 10% PARTSDISCOUNT					0	-900			-9.00	-9.00
	1 19303249 (S)FILTER KIT					520	1040	0	10.40	10.40	10.40
	6 19293002 OIL					1884	3306	0	5.51	5.51	33.06
49268 PERFORMED OIL AND FILTER CHANGE, RESET OIL LIFE INDEX											

EST: 183.00 29SEP16 17:34 SA: 2289

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ELTON R. ESSLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		49265/49268	T311

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 30SEP16		117.00	CASH	03OCT16

R.O. OPENED	READY	OPTIONS:
09:28 29SEP16	13:06 03OCT16	SOLD-STK:CF1166798 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
***FRONT BRAKES 0-1MM!!!!											
***REAR PADS 2-3MM!!! ***RIGHT											
REAR TIRE											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-29-16	19:31	19:32	0.01	W	537	A	
	19:32	19:32	0.00	W	537	B	
	19:32	19:32	0.00	W	537	C	
	20:08	20:09	0.02	W	537	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4503	14428	3510		4/6601	-900	0	
4/4601	1040	520		4/4900	3306	1884	
4/3240	391	0		4/2028	18265	*******	

COST, SALE, & COMP TOTALS 5914 17874 0

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	144.28
PARTS AMOUNT	43.46
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	-9.00
TOTAL CHARGES	178.74
LESS INSURANCE	0.00
~~SALES~~ TAX	3.91
PLEASE PAY THIS AMOUNT	182.65

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

SOUTH GATE, CA [redacted]

[redacted]

HOME: [redacted]

BUS: [redacted] CELL:

PAGE 1

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ESSLER,ELTON R.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		49265/	T311

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			17:00 29SEP16		117.00	CASH	

R.O. OPENED	READY	OPTIONS:
29SEP2016 09:28		SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A	537	C	ABS @ TRACTION LITE ARE ON
#	B	537	C	TIRE MONITIOR LITE IS ON
#	C TP	537	C	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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x _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ 135.00

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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CUSTOMER #: [redacted]

[redacted]

INVOICE [redacted]

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ELTON R. ESSLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		49265/49268	T311

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 30SEP16		117.00	CASH	03OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
09:28 29SEP16	13:06 03OCT16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A ABS @ TRACTION LITE ARE ON			
MISC REPAIR R/F ABS SPEED SENSOR			
537 C		130.00	130.00
49265 CODE C0040 REPAIR OPEN RIGHT FRT ABS SPEED SENSOR CIRCUIT			
**********			
B TIRE MONITIOR LITE IS ON			
MISC NAIL IN LEFT REAR TIRE, DECLINED REPAIR			
537 C		0.00	0.00
49265 NAIL IN LEFT FRT TIRE. LEAKING. DECLINED REPAIR			
**********			
C CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
537 C		0.00	0.00
49265 TIRE PRESSURES SET AT 36 PSI			
**********			
D** CUSTOMER REQUEST OR DEALER RECOMMEND AND CUSTOMER APPROVE CHANGING ENGINE OIL AND FILTER USING CONVENTIONAL OIL UP TO 5 QUARTS			
CAUSE: CHANGE ENGINE OIL AND FILTER USING CONVENTIONAL OIL UP TO 5 QUARTS			
LOF CUSTOMER REQUEST OR DEALER RECOMMEND AND CUSTOMER APPROVE CHANGING ENGINE OIL AND FILTER USING CONVENTIONAL OIL UP TO 5 QUARTS			
537 C		14.28	14.28
10P 10% PARTSDISCOUNT		-9.00	-9.00
1 19303249 (S)FILTER KIT	10.40	10.40	10.40
6 19293002 OIL	5.51	5.51	33.06
49268 PERFORMED OIL AND FILTER CHANGE, RESET OIL LIFE INDEX			
**********			

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2289 ELTON R. ESSLER

			VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		49265/49268	T311

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			17:00 30SEP16		117.00	CASH	03OCT16

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
09:28 29SEP16	13:06 03OCT16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	***FRONT BRAKES 0-1MM!!!!						
	***REAR PADS 2-3MM!!! ***RIGHT						
	REAR TIRE						

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	144.28
PARTS AMOUNT	43.46
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	-9.00
TOTAL CHARGES	178.74
LESS INSURANCE	0.00
~~SALES~~ TAX	3.91
PLEASE PAY THIS AMOUNT	182.65

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

March 30, 2017

Brett Shainfeld, Esq.
Shainfeld & Anvar
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [redacted] 8[redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE30F1[redacted]
Customer Relationship Specialist: Lorena

Dear Mr. Shainfeld:

This is to advise that General Motors is in receipt of the above referenced case dated March 21, 2017. 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: Repair Orders
☒ Finance agreement
☒ Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

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

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

with _____
(Lien holder Name)

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

Date _____.

VEHICLE INFORMATION

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

_____ _____
Signature Signature

2015 COLORADO 4WD LT CREW SHORT BOX — GENERAL MOTORS LLC
GAZ SUMMIT WHITE /V6G
H0U JET BLACK — RENAISSANCE CENTER
ORDER NO. SDVFD5/TBE STOCK NO. — DETROIT MI 48243-1114
VIN 1GC GTBE 30 F[redacted] — VEHICLE INVOIC[redacted]
**********[redacted]**********3434*****13*13022S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
12N43 COLORADO 4WD LT CREW SHORT	32085.00	30480.76
LFX ENGINE, 3.6L SIDI DOHC V6 VVT	N/C	N/C
MYB TRANSMISSION, 6-SPD AUTOMATIC	N/C	N/C
PCM LT CONVENIENCE PACKAGE INCL:	615.00	541.20
* REMOTE VEHICLE START		
* REAR WINDOW DEFROSTER		
* EZ LIFT AND LOWER TAILGATE		
* FRONT FOG LAMPS		
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	160.00	140.80
YF5 50-STATE EMISSIONS	N/C	N/C

RETAIL - STOCK
INVOICE 01/14/15
SHIPPED 01/13/15
EXP I/T 01/26/15
INT COM 01/26/15
PRC EFF 01/13/15
KEYS Z1293 Z1293
WFP-S QTR OPT-1
BANK: BANK OF AME
CHG-TO 13-022

SHIP WT: 4301
HP: 32.9
GVWR: 6000
GAWR.FT: 3200
GAWR.RR: 3500
EMPLOY: 30991.25
SUPPLR: 32237.76
NTR: 1/2
EMPINC: 1864.11
SUPINC: 617.60

TOTAL MODEL & OPTIONS	32860.00	31162.76	ACT 237 31051.96
DESTINATION CHARGE	875.00	875.00	H/B 261 985.80
DEALER IMR CONTRIBUTION		328.60	ADV 261 328.60
LMA GROUP CONTRIBUTION		328.60	EXP 65A 328.60
TOTAL	33735.00	32694.96	PAY 310 32694.96

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 31227.88

****

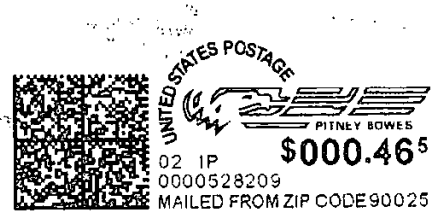
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

****

WIN CHEVROLET, INC.

Shainfeld
&Anvar PC
12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025
www.shainfeld-anvar.com

CA 900
20 MAR '17
PM 11 L



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

RECEIVED MAR 27 2017

48232-517070

Shainfeld & Anvar PC

12304 Santa Monica Blvd.
Suite 100
Los Angeles, California 90025
Tel: (310) 442-1410
Fax: (877) 566-8828

brett@shainfeld-anvar.com
www.shainfeld-anvar.com

March 21, 2017

SENT VIA U.S. MAIL ONLY

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

Re: [redacted] v. General Motors, LLC
Vehicle: 2015 Chevrolet Colorado
VIN No.: 1GCGTBE30F1[redacted]

Notice of Representation by Counsel

Dear Sir or Madam:

Please be advised that in accordance with California *Civil Code* § 1793.22(b)(3), our office has been retained to represent [redacted] with regard to claims against General Motors, LLC pursuant to the Song-Beverly Consumer Warranty Act ("California Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-referenced vehicle.

Having now been advised as to our representation, KINDLY CEASE AND DESIST FROM ANY FURTHER CONTACT OR COMMUNICATIONS, WRITTEN, VERBAL, OR OTHERWISE WITH OUR CLIENT, thereby directing all future correspondence and communications regarding this matter to our office, exclusively. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

You are hereby notified that pursuant to California *Civil Code* § 1794(d) and/or 15 U.S.C. 2310(d), that any settlement made with our client requires the payment of our attorneys' fees and costs. If a settlement is reached between you and our client that does not make arrangements for the payment of our attorneys' fees and costs, we will be forced to file suit against you. In addition, through this correspondence, you are hereby notified of our attorneys' lien.

Our client is seeking relief for numerous defects and non-conformities present in her vehicle in addition to numerous unsuccessful repair attempts made to this vehicle. These defects and non-conformities include, but are not limited to the following:

1. Defective steering system as evidenced by steering wheel locking;

2. Defective safety system as evidenced by seat belts not locking;

3. Defective body/trim as evidenced by seats being loose; and

4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any repair orders.

The defects and non-conformities listed hereinabove constitute a substantial impairment of the use, value and/or safety of the vehicle. As a result of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. Accordingly, you are hereby notified that my client is revoking acceptance of this vehicle and my client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including all finance charges, all collateral charges, any trade-in value given, and incidental and consequential damages.

To avoid the unnecessary time and expense of litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees and costs. Please keep in mind that at this stage, our attorneys' fees and costs are minimal. It is our desire to resolve this matter as amicably and expeditiously as possible without the need for causing either party to incur any unnecessary expenses.

Accordingly, if you wish to proceed with a quick resolution of this matter, please feel free to contact my office. Please be advised that if the matter has not been resolved within fourteen (14) days from the date of this correspondence, we will have no choice but to file suit. To streamline the process, you may contact me via email at brett@shainfeld-anvar.com.

Very truly yours,

[redacted]

BRETT SHAINFELD

NOTICE OF LIEN

Re: [redacted]. General Motors, LLC

TO ALL PARTIES AND THEIR ATTORNEYS OF RECORD:

PLEASE TAKE NOTICE that Shainfeld & Anvar, PC gives notice of a contractual lien for attorneys fees against ANY recovery in the above-referenced matter by Plaintiff, [redacted] Pursuant to California law, this lien is a priority lien.

This Notice of Lien is filed pursuant to *Hansen v. Jacobsen* (1986) 186 Cal. App. Ed. 350, 356-357, which provides that filing a Notice of Lien in a pending action is a proper method to give notice of the lien to all parties and their attorneys.

Any party or attorney for that party who, without knowledge of the lien, whether filed or not, distributes any funds to Plaintiff without first satisfying this lien may be held personally liable under theories including common counts, conversion, breach of fiduciary duty, etc. for the amount due under the lien pursuant to *Siciliano v. Fireman's Fund Insurance Co.* (1976) 62 Cal. App. 3d 745, 750-751, *Kaiser Foundation Health Plan, Inc. V. Aguiluz* (1996) 47 Cal. App. 4th 302; and *Miller v. Rau* (1963) 216 Cal. App. 2d 68.

Very truly yours,

[redacted]

BRETT SHAINFELD

BS
Castro_NTSL_3.1.17.wpd

2015 Chevrolet Colorado - What Your Car is Worth

Use Edmunds.com to accurately appraise your used car.

Zip Code & Style | Colors & Options | Condition & Mileage | True Market Value®



1 of 273 View larger

Current Pricing

	Rough	Average	Clean	Outstanding
TRADE-IN	$16,210	$18,468	$21,568	$22,721
PRIVATE PARTY	$17,831	$20,313	$23,606	$24,796

Where can I find my VIN?

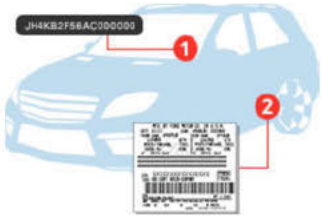
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Skip the Hassle, Sell Smarter

- Dealers compete for your vehicle by sending offers by e-mail or text
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- Absolutely no obligation to sell or buy

Enter Your VIN

e.g. 2FMDK3KCXBBB1147 Get Started



2015 Chevrolet Colorado

LT 4dr Truck 5.2 ft. Bed

TMV® Pricing Details

	Trade-In	Private Party	Dealer Retail
National Base Price	$23,418	$25,366	$26,960
Optional Equipment	$631	$728	$822
Remote Engine Start	$85	$98	$111
Vinyl/Rubber Floor Mats	$83	$96	$108
Rear Floor Mats	$26	$30	$34
Rear Defogger	$102	$118	$133
Front Fog/Driving Lights	$102	$118	$133
Voice Activated Navigation System	$233	$268	$303
Color Adjustment - Summit White	$-2	$-2	$-2
Regional Adjustment - for Zip Code 90280	$-79	$-85	$-91
Mileage Adjustment - 60,723 miles	$-2,395	$-2,395	$-2,395
Condition Adjustment - Average	$-3,105	$-3,299	$-3,404
Total	$18,468	$20,313	$21,890

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3 of 29 For Sale

Near South Gate, CA 90280

Used 2015 Chevrolet Colorado LT



27,504 mi

Stock: 2587
VIN: 1GCGSB[redacted]
Alexander (9 mi)
(888) 721-0865

Not Listed

Get Special Offer

Used 2015 Chevrolet Colorado Base



21,891 mi

Stock: T03044
VIN: 1GCHS1EA[redacted]
Glenn E Thomas Dodge Company (9 mi)
(855) 755-6885

~~$19,989~~

Get Special Offer

Used 2015 Chevrolet Colorado Z71



23,285 mi

Stock: PF121468[redacted]
VIN: 1GCGTCE34[redacted]
Buena Park Honda (12 mi)
(888) 552-7075

$31,991

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Check VIN

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Ad Ad

[redacted]

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Ford
GMC
Honda
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INFINITI
Jaguar
Jeep
Kia
Land Rover
Lexus
Lincoln
Maserati
Mazda
Mercedes-Benz
Mercury
MINI
Mitsubishi
Nissan
Oldsmobile
Pontiac
Porsche
Ram
Saab
Saturn
Scion
smart
Subaru
Suzuki
Toyota
Volkswagen
Volvo

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New Chevrolet Equinox
New Chevrolet Malibu
New Chevrolet Silverado 1500
New Chevrolet Silverado 2500HD
New Ford Edge
New Ford Escape
New Ford Explorer
New Ford F-150
New Ford F-250 Super Duty
New Ford Focus
New Ford Fusion
New GMC Sierra 1500
New Honda Accord
New Honda CR-V
New Honda Civic
New Hyundai Elantra
New Hyundai Sonata
New Jeep Cherokee
New Jeep Grand Cherokee
New Jeep Patriot
New Jeep Renegade
New Nissan Altima
New Nissan Rogue
New Nissan Sentra
New Ram 1500
New Ram 2500
New Toyota Camry
New Toyota Corolla
New Toyota RAV4

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Used BMW 5 Series
Used Chevrolet Cruze
Used Chevrolet Impala
Used Chevrolet Malibu
Used Chrysler 200
Used Chrysler 300
Used Dodge Charger
Used Ford Fusion
Used Ford Taurus
Used Honda Accord
Used Honda Civic
Used Hyundai Elantra
Used Hyundai Sonata
Used Kia Optima
Used Mercedes-Benz C-Class
Used Mercedes-Benz E-Class
Used Nissan Altima
Used Nissan Sentra
Used Toyota Camry
Used Toyota Corolla
Used Volkswagen Jetta

Popular SUVs

Used Chevrolet Equinox
Used Chevrolet Tahoe
Used Ford Explorer
Used Jeep Grand Cherokee
Used Jeep Wrangler

Popular Pickup Trucks

Used Chevrolet Silverado 1500
Used Ram 1500
Used Ford F-150
Used Ford F-250 Super Duty
Used GMC Sierra 1500
Used Toyota Tacoma
Used Toyota Tundra

Popular Minivans

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Used Dodge Grand Caravan

Popular Hatchbacks

Used Ford Focus

Popular Crossovers

Used Chevrolet Traverse
Used Ford Edge
Used Ford Escape
Used GMC Acadia
Used GMC Terrain
Used Honda CR-V
Used Hyundai Santa Fe
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Used Nissan Rogue
Used Toyota RAV4

Popular Convertibles

Used Chevrolet Camaro

Popular Coupes

Used Ford Mustang

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Ad Ad

Lorena Velasquez (C)

From:	Samantha Newton (C)
Sent:	Monday, June 19, 2017 12:01 PM
To:	Alyssa Campos (C); Angela Van (C); Anisha Hogues (C); Bahiya Muhammad (C); David Blankenship (C); Deborah Stewart (C); Diane Rodriguez (C); Gracelyn Cooper (C); Gricelle Ledesma (C); Hilario Aldape (C); Jeralyn Vara (C); Kelly Archer (C); Lorena Velasquez (C); Matthew Mueller (C); Rahea Flores (C); Shannon Hoerster (C); Zenia Tate (C); Thaddeus Kinzer (C)
Subject:	FW: New Firm Name
Attachments:	[redacted] W-9.pdf

If you have any cases with Jessica Anvar please attach this email and W9 as proof that she wants all checks sent in the new firm's new name.

You only need to do this is the original demand is from Shainfeld and Anvar.

Thank you

Samantha – BRC Legal Supervisor
General Motors LLC
Business Resource Center
Phone: 512-389-7079
Fax: 866-270-0208

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Friday, June 16, 2017 3:53 PM
To: Samantha Newton (C)
Subject: [EXTERNAL] RE: New Firm Name

Thank you.

From: Samantha Newton (C) [mailto:samantha.newton@gm.com]
Sent: Friday, June 16, 2017 1:37 PM
To: Jessica Anvar, Esq.
Subject: New Firm Name

Hello,

To make the switch easier will you please send a copy of your updated W9 with your firm's new name and reply confirming that you would like all checks made payable to your firm's new name.

Thank you,

Samantha – BRC Legal Supervisor
General Motors LLC
Business Resource Center
Phone: 512-389-7079
Fax: 866-270-0208

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.

April 22, 2017

Brett Shainfeld, Esq.
Shainfeld & Anvar
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE30F1[redacted]
Customer Relationship Specialist: Lorena

Dear Mr. Shainfeld:

We regret that your client(s) is dissatisfied with her 2015 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(s).

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(s) and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client(s) at the earliest possible opportunity.

A cash settlement of $ 6,000.00.

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

Your client(s) would retain the vehicle.

If this offer is acceptable to your client(s), please have your client(s) sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client(s) do 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

cc: FILE

Attach.

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

May 8, 2017

Jessica Anvar, Esq.
Shainfeld & Anvar
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE30F1[redacted]
Customer Relationship Specialist: Lorena

Dear Ms. Anvar:

We regret that your client(s) is dissatisfied with her 2015 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(s).

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A cash settlement of $ 8,000.00.

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

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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

cc: FILE

Attach.

_____
Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

From Fax Number : 4242273136

Barry Hipple

Fax

To:	Valeria	**From :**	Barry Hipple
Fax :	(424) 227-3136	**Subject :**	71-1456503180
Phone :	(310) 830-5100	**Date :**	4/24/2015

• **Comments :**

Last repair order

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F[redacted]		2016/2040	T90

DEL. DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 16APR15			CASH	23APR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX 3.6L SIDI DOHC V6 VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50
13:54 15APR15	08:14 23APR15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY DIAGNOSE AND ADVISE											
CONCERN CODE:											
MISC UNABLE TO DUPLICATE CUSTOMER CONCERN ROAD TEST 25 MILES											
	419	ISP		0.73	0.00	0	0			0.00	0.00
2040 SCANNED VEHICLE FOR DTCS. NO DTCS FOUND. SEE GDS 2 DTC PRINT OUT. ROAD TESTED VEHICLE 2,016-2,040. UNABLE TO DUPLICATE CUSTOMER CONCERN DURING ROAD TEST.											
B CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK											
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____											
CONCERN CODE:											
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK											
	419	ISP		0.00	0.00	0	0			0.00	0.00
2040 TIRE PRESSURES TIRE PRESSURES SET AT 34PSI											
C DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.											
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS											
CONCERN CODE:											
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.											
	419	ISP		0.00	0.00	0	0			0.00	0.00
2040 MPVI PERFORMED MULTI-POINT INSPECTION											
D PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.											
CONCERN CODE:											
LOANER PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR											

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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 suppliers or transporters. 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 mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

The undersigned hereinafter called "Insured" for the consideration of repairs made to Insured's automobile does hereby grant to said WIN CHEVROLET insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

ACCOUNTING COPY

From winchevycarsonservice 1.424.227.3136 Fri Apr 24 14:42:05 2015 MDT Page 2 of 4

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		2016/2040	T90

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 16APR15			CASH	23APR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX 3.6L SIDI DOHC V6 VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50
13:54 15APR15	08:14 23APR15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	CUSTOMER SUBJECT TO CHARGES.										
	419		ISP	0.00	0.00	0	0			0.00	0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-16-15	12:57	13:41	0.73	W	419	A	
	13:41	13:41	0.00	W	419	B	
	13:42	13:42	0.00	W	419	C	
	13:42	13:42	0.00	W	419	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4551	0	0		4/0673	0	*******	

COST, SALE, & COMP TOTALS	0	0	0

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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

X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:30 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

ACCOUNTING COPY

From winchevycarsonservice 1.424.227.3136 Fri Apr 24 14:42:05 2015 MDT Page 3 of 4

[redacted]

[redacted]

2011 Toyota COROLLA

Owner:	[redacted]	Mileage In:	**28,048**
License:	[redacted]	Vehicle In:	**4/20/2015**
VIN:	**JTDBU4EE5B9**[redacted]	Vehicle Out:	**5/06/2015**
Body Style:	**4D SED**		
Paint Code:		Estimator:	**Daniel Perez**
Trim Code:		Job Number:	
Insurance:	**MERCURY INSURANCE GROUP**	Estimate Hours:	**47.6**
Adjuster:	**ANTHONY CASTILLO**		
Claim Number:	[redacted]		
Deductible:	**$500.00**		

[redacted]

Vehicle	**2011 Toyota COROLLA**
Color	**SILVER**
Owner	[redacted]

[redacted]

Vehicle	**2011 Toyota COROLLA**
Color	**SILVER**
Owner	[redacted]

[redacted]

Vehicle	**2011 Toyota COROLLA**
Color	**SILVER**
Owner	[redacted]

From winchevycarsonservice 1,424,227,3136 Fri Apr 24 14:42:05 2015 MDT Page 4 of 4

CUSTOMER # [redacted]

[redacted]

[redacted]
ACCOUNTING

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS:
14:07 25MAR15	08:11 30MAR15	SOLD-STK:CF1166798 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	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
	CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	CONCERN CODE:										
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	1335 TIRE PRESSURES TIRE PRESSURES SET AT 38PSI										
B	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
	CONCERN CODE:										
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	1335 MPVI PERFORMED MULTI-POINT INSPECTION										
C	CUSTOMER STATES THE POWER STEERING IS CUTTING OUT INTERMITINGLY WHILE SHE IS DRIVING DIAGNOSE AND ADVISE (NO PATTERN TO IT JUST GOES OUT AT TIMES)										
	CAUSE: .										
	CONCERN CODE:										
	MISC MISCELLANOUS										
		419	W	2.50	0.00	0	0			0.00	0.00
	FC: 9090 PART#: COUNT:					0	0	TPARTS			
	CLAIM TYPE:										

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X_____

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X_____ (DATE) X_____ (INSURED)

X_____ (DATE) X_____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS:
14:07 25MAR15	08:11 30MAR15	SOLD-STK:CF1166798 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

AUTH CODE:

0 0 TLABOR

1335 ROAD TESTED VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMER CONCERN. DTCS STORED IN MEMORY C0545 00 U0415 00 U0420 42. CALLED PQC TO REQUEST PART FOR PARTS RESTRICTION. PART #22963310. CASE ID: [redacted] WAITING ON RESPONSE FROM GM ENGINEER TO RELEASE PART. PERFORMED CONNECTOR DISCONNECT RE CONNECT.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-26-15	12:37	15:04	2.45	W	419	C	
	17:40	17:43	0.05	W	419	C	
	17:43	17:43	0.00	W	419	A	
	17:43	17:43	0.00	W	419	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4541	0	0		4/2261	0	*******	

COST, SALE, & COMP TOTALS 0 0 0

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MILLER,MARK A.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/	T410

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO #:	RATE	PAYMENT	INV. DATE
06MAR15 DD			16:00 25MAR15			CASH	

R.O. OPENED	READY	OPTIONS:
25MAR2015 14:07		SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TP	419	W	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK |CC:
# B	MPVI	419	W	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. |CC:
# C	MISC	419	W	CUSTOMER STATES THE POWER STEERING IS CUTTING OUT INTERMITINGLY WHILE SHE IS DRIVING DIAGNOSE AND ADVISE (NO PATTERN TO IT JUST GOES OUT AT TIMES) |CC:

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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

X _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS:
14:07 25MAR15	08:11 30MAR15	SOLD-STK:CF1166798 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 APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
1335 TIRE PRESSURES TIRE PRESSURES SET AT 38PSI			
**********			
B DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
1335 MPVI PERFORMED MULTI-POINT INSPECTION			
**********			
C CUSTOMER STATES THE POWER STEERING IS CUTTING OUT INTERMITINGLY WHILE SHE IS DRIVING DIAGNOSE AND ADVISE (NO PATTERN TO IT JUST GOES OUT AT TIMES)			
CAUSE: .			
MISC MISCELLANOUS			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

CHEVROLET
2201 E. 223rd St.
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06MAR15 DD			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
14:07 25MAR15	08:11 30MAR15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

1335 ROAD TESTED VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMER CONCERN. DTCS STORED IN MEMORY C0545 00 U0415 00 U0420 42. CALLED PQC TO REQUEST PART FOR PARTS RESTRICTION. PART #22963310. CASE ID: [redacted] WAITING ON RESPONSE FROM GM ENGINEER TO RELEASE PART. PERFORMED CONNECTOR DISCONNECT RE CONNECT.
****

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

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SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
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SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			16:00 25MAR15			CASH	30MAR15

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14:07 25MAR15	08:11 30MAR15	SOLD-STK:CF1166798 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 APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
CONCERN CODE:			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 W 0.00		0.00	0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
0 0 TLABOR			
TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00			
SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			0.00
1335 TIRE PRESSURES TIRE PRESSURES SET AT 38PSI			
**********			
B DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
CONCERN CODE:			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 W 0.00		0.00	0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
0 0 TLABOR			
TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00			

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS:
14:07 25MAR15	08:11 30MAR15	SOLD-STK:CF1166798 ENG:LFX 3.6L SIDI DOHC V6 VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB:	0.00	0.00 TOTAL	0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB:	0.00	0.00 TOTAL	0.00

1335 MPVI PERFORMED MULTI-POINT INSPECTION
****

C CUSTOMER STATES THE POWER STEERING IS CUTTING OUT INTERMITINGLY WHILE
SHE IS DRIVING DIAGNOSE AND ADVISE (NO PATTERN TO IT JUST GOES
OUT AT TIMES)

CAUSE: .
CONCERN CODE:
MISC MISCELLANOUS
419 W 0.00 0.00 0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS
CLAIM TYPE:
AUTH CODE:
0 0 TLABOR

TECH: 419 ACTUAL HRS.: 2.50 SOLD HRS.: 0.00

SALE-LBR:	0.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00	TOTAL	0.00
COST-LBR:	0.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00	TOTAL	0.00

1335 ROAD TESTED VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMER
CONCERN. DTCS STORED IN MEMORY C0545 00 U0415 00 U0420 42. CALLED PQC
TO REQUEST PART FOR PARTS RESTRICTION. PART #22963310. CASE ID:
[redacted] WAITING ON RESPONSE FROM GM ENGINEER TO RELEASE PART.
PERFORMED CONNECTOR DISCONNECT RE CONNECT.
****

TECH: 419 ACTUAL HRS.: 2.50 SOLD HRS.: 0

SALE-LBR:	0.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00	TOTAL	0.00
COST-LBR:	0.00 PTS:	0.00 MSC:	0.00 LUB:	0.00 SUB:	0.00	TOTAL	0.00

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 3

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2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
14:07 25MAR15	08:11 30MAR15	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-26-15	12:37	15:04	2.45	W	419	C	
	17:40	17:43	0.05	W	419	C	
	17:43	17:43	0.00	W	419	A	
	17:43	17:43	0.00	W	419	B	

COST, SALE, & COMP TOTALS 0 0 0

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS:
11:48 19MAR15	11:23 23MAR15	SOLD-STK:CF1166798 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	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
	CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	CONCERN CODE:										
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0		0	TPARTS		
	CLAIM TYPE:										
	AUTH CODE:										
						0		0	TLABOR		
	999 TIRE PRESSURES TIRE PRESSURES SET AT 35PSI										
B	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
	CONCERN CODE:										
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0		0	TPARTS		
	CLAIM TYPE:										
	AUTH CODE:										
						0		0	TLABOR		
	999 MPVI PERFORMED MULTI-POINT INSPECTION										
C	CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY AND THE DISPLAY SAYS SERVICE POWER STEERING SYSTEM (HAS TO TURN TRUCK OFF AND BACK ON TO GET IT TO COME BACK) DIAGNOSE AND ADVISE										
	CAUSE: .										
	CONCERN CODE:										
	5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT										
		419	W	0.70	0.50	925	5500			55.00	55.00
	FC: 9090 PART#:		COUNT:			0		0	TPARTS		

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X_____

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS:
11:48 19MAR15	11:23 23MAR15	SOLD-STK:CF1166798 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

CLAIM TYPE:
AUTH CODE:

925 5500 TLABOR

999 C0545 00 STEERING WHEEL TORQUE SENSOR CIRCUIT 5430010 0.05 ROAD TESTED VEHICLE AND WAS UNABLE TO GET POWER STEERING MESSAGE TO COME ON. USING GDS 2 FOUND DTC C0545 STORED IN HISTORY. INSPECTED POWER STEERING CONTROL MODULE GROUND CIRCUIT G100 TO HAVE EXCESSIVE PAINT AROUND STUD. REMOVED BOLT AND SANDED DOWN PAINT TO ENHANCE GROUND CONNECTION. CLEARED CODES AND ROAD TESTED VEHICLE. DOC ID. 3825994, SCHEMATIC DOC ID: 3828093

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-19-15	14:47	15:29	0.70	W	419	C	
	15:42	15:42	0.00	W	419	A	
	15:43	15:43	0.00	W	419	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4541	5500	925		4/2261	5500	*******	

COST, SALE, & COMP TOTALS 925 5500 0

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X_____

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SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

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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

CUSTOMER #: [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MILLER,MARK A.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/	T447

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 19MAR15			CASH	

R.O. OPENED	READY	OPTIONS:
19MAR2015 11:48		SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TP	2176	W	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK |CC:
# B	MPVI	2176	W	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. |CC:
# C	DRV	2176	W	CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY AND THE DISPLAY SAYS SERVICE POWER STEERING SYSTEM (HAS TO TURN TRUCK OFF AND BACK ON TO GET IT TO COME BACK) DIAGNOSE AND ADVISE |CC:

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X _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS:
11:48 19MAR15	11:23 23MAR15	SOLD-STK:CF1166798 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 APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
999 TIRE PRESSURES TIRE PRESSURES SET AT 35PSI			
**********			
B DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
999 MPVI PERFORMED MULTI-POINT INSPECTION			
**********			
C CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY AND THE DISPLAY SAYS SERVICE POWER STEERING SYSTEM (HAS TO TURN TRUCK OFF AND BACK ON TO GET IT TO COME BACK) DIAGNOSE AND ADVISE			
CAUSE: .			
5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

The undersigned hereinafter called "Insured" for the consideration of repairs made to "Insured's; automobile does hereby grant to said WIN CHEVROLET. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX 3.6L SIDI DOHC V6 VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50
11:48 19MAR15	11:23 23MAR15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

AUTH CODE:

999 C0545 00 STEERING WHEEL TORQUE SENSOR CIRCUIT 5430010 0.05 ROAD TESTED VEHICLE AND WAS UNABLE TO GET POWER STEERING MESSAGE TO COME ON. USING GDS 2 FOUND DTC C0545 STORED IN HISTORY. INSPECTED POWER STEERING CONTROL MODULE GROUND CIRCUIT G100 TO HAVE EXCESSIVE PAINT AROUND STUD. REMOVED BOLT AND SANDED DOWN PAINT TO ENHANCE GROUND CONNECTION. CLEARED CODES AND ROAD TESTED VEHICLE. DOC ID. 3825994, SCHEMATIC DOC ID: 3828093

****

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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

X _____

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MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 1

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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS:
11:48 19MAR15	11:23 23MAR15	SOLD-STK:CF1166798 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 APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
CONCERN CODE:			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 W 0.00		0.00	0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
0 0 TLABOR			
TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00			
SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00			
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00			
999 TIRE PRESSURES TIRE PRESSURES SET AT 35PSI			
**********			
B DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
CONCERN CODE:			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 W 0.00		0.00	0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
0 0 TLABOR			
TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00			

"I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in 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."

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X_____

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

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LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

999 MPVI PERFORMED MULTI-POINT INSPECTION
****

C CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY AND THE DISPLAY SAYS SERVICE POWER STEERING SYSTEM (HAS TO TURN TRUCK OFF AND BACK ON TO GET IT TO COME BACK) DIAGNOSE AND ADVISE
CAUSE: .
CONCERN CODE:
5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT
419 W 0.50 55.00 55.00
FC: 9090 PART#: COUNT: 0 0 TPARTS
CLAIM TYPE:
AUTH CODE:
925 5500 TLABOR

TECH: 419 ACTUAL HRS.: 0.70 SOLD HRS.: 0.50

SALE-LBR: 55.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 55.00
COST-LBR: 9.25 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 9.25

999 C0545 00 STEERING WHEEL TORQUE SENSOR CIRCUIT 5430010 0.05 ROAD TESTED VEHICLE AND WAS UNABLE TO GET POWER STEERING MESSAGE TO COME ON. USING GDS 2 FOUND DTC C0545 STORED IN HISTORY. INSPECTED POWER STEERING CONTROL MODULE GROUND CIRCUIT G100 TO HAVE EXCESSIVE PAINT AROUND STUD. REMOVED BOLT AND SANDED DOWN PAINT TO ENHANCE GROUND CONNECTION. CLEARED CODES AND ROAD TESTED VEHICLE. DOC ID. 3825994, SCHEMATIC DOC ID: 3828093
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TECH: 419 ACTUAL HRS.: 0.70 SOLD HRS.: 0.5

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PARTS AMOUNT	
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SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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[redacted]

[redacted]

WARRANTY

PAGE 3

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LINE OPCODE	TECH	TYPE	HOURS						LIST	NET	TOTAL
SALE-LBR:			55.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	55.00
COST-LBR:			9.25	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	9.25

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-19-15	14:47	15:29	0.70	W	419	C	
	15:42	15:42	0.00	W	419	A	
	15:43	15:43	0.00	W	419	B	

COST, SALE, & COMP TOTALS 925 5500 0

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	55.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	55.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	55.00

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

[redacted]

STATE OF CALIFORNIA
DMV
DEPARTMENT OF MOTOR VEHICLES
A Public Service Agency

[redacted]

REGISTRATION CARD VALID FROM: 03/31/2017 TO: 03/31/2018

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2015	2015	JH	32P	31	[redacted]

BODY TYPE MODEL	MP	MO	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
PK	G	YR	2	D	04301	1GCGTBE30F1[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
COMMERCIAL	04/07/17	19	04/07/17	8	[redacted]

PR EXP DATE: 03/31/2017

AMOUNT PAID
$ 392.00

REGISTERED OWNER
[redacted]

SOUTH GATE [redacted]
CA

LIENHOLDER
GM FINANCIAL
PO BX 1510

COCKEYSVILLE
MD 21030 [redacted]

AMOUNT DUE	AMOUNT RECVD	
$ 392.00	CASH :	
	CHCK :	392.00
	CRDT :	

4/7/2017 1:05 P

1 of 1

RELEASE OF ALL CLAIMS

Recitals

This Release of All Claims (hereinafter the "Release") is made as of June 9, 2017., and is effective between [redacted] as releasor(s) ("Releasor") and General Motors as releassee(s) ("Releasee"). This Release is made and entered into with reference to the following:

1.1 On or about March 6, 2015, Releasor purchased/leased a 2015 Chevrolet Colorado, VIN 1GCGTBE30F[redacted] (hereinafter "the subject vehicle"). Releasor now contends that he/she/it has various disputes, claims and/or actions against Releasee arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or operation of the subject vehicle, including claims for breach of contract, breach of warranty and/or violation of state and federal warranty and consumer laws.

1.2 Without admitting any liability or wrongdoing whatsoever, Releasee has offered to settle all disputes, claims and/or actions arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or operation of the subject vehicle, including, but not limited to, any and all claims, past, present or future, for breach of contract, breach of warranty and/or violation of state and federal warranty and consumer laws.

Payment and Release

2.1 In consideration for Releasor's agreements herein, Releasee shall deliver to Releasor and/or Releasor's attorney a check in the amount of $ 8,000.00, made payable to Releasor and Releasor's attorney.

2.2 In consideration for Releasee's agreements herein, Releasor shall do the following:

2.2.1 Releasor shall fully and forever remise, release and discharge Releasee, as well as Releasee's predecessors, successors, parent corporations, subsidiaries, affiliates, dealers, directors, officers, partners, heirs, executors, administrators, attorneys, agents, employees and assigns, and each of them, from any and all claims, demands, rights and causes of action of whatsoever kind and nature, whether known or unknown, accrued and not yet accrued, that Releasor may now have, or may ever obtain, arising out of or in any way related to Releasor's purchase, sale, lease, repair, maintenance or operation of the subject vehicle, and/or the actions, conduct, omissions, or events forming the basis for Releasor's claims.

2.2.2 Releasor is aware of and specifically waives any rights under California Civil Code Section 1542 which provides as follows:

Section 1542. General Release--Claims Extinguished.

> "A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor."

2.2.3. Releasor covenants and agrees on Releasor's own behalf and on behalf of Releasor's successors, assigns, representatives, heirs, administrators and executors that they will not, at any time hereafter, commence, maintain or prosecute any action or serve any claim against Releasee, or Releasee's agents, dealers, representatives, affiliates, directors, officers, partners, attorneys, administrators, executors, successors, servants, employees, parent corporations or subsidiaries for damages or losses of any kind or amount arising out of or in any way related to Releasor's purchase, sale, lease, repair, manufacture, maintenance, or operation of the subject vehicle, including, but not limited to, any claims for recovery of any portion of the purchase price or lease payments made for the subject vehicle.

2.2.4. Notwithstanding Sections 2.2.1 through 2.2.3, Releasor does not intend this Release to apply to personal injuries claimed to have been sustained as a result of alleged defects in the subject vehicle.

Additional Terms of Release

3.1. Releasor acknowledges that this Release reflects a settlement of doubtful and disputed claims, and that neither the payment of the sums specified above, nor the negotiation of this Release, shall be considered an admission of liability whatsoever by Releasee. Releasor acknowledges that Releasee has denied, and presently denies, the claims and allegations of Releasor and that no past or present wrongdoing on the part of Releasee shall be implied from any payments, negotiations, or entry into this Release.

3.2 Releasor represents that, in entering into this Release, Releasor has relied upon the legal advice of his/her/its attorneys, and that Releasor shall not hereafter deny the validity, enforceability or scope of this Release on the ground that Releasor did not have advice of counsel.

3.3 Releasor agrees that he/she/it will not seek to alter, modify or otherwise refute the terms of this Release on the basis that its terms are vague, ambiguous or subject to alternative interpretations, and that Releasor assumes the risk that facts, circumstances or information exist which, if known, would have materially affected Releasor's decision to enter into this Release.

3.4 Releasor agrees that this Release contains the entire agreement related to Releasor's settlement with Releasee.

3.5 This Release shall be binding upon and inure to the benefit of the executors, administrators, heirs, assigns and successors of Releasor and Releasee.

IN WITNESS THEREOF, each of the undersigned has executed this Release of All Claims.

Dated: _____ _____

_____
Print Name

Dated: _____ _____

_____
Print Name

Current Vehicle Mileage: _____

_____

APPROVED AS TO FORM AND CONTENT:

Dated: _____ By _____
Jessica Anvar, ESQ.
Attorney for Releasor