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

OK, If not- let me know and I can do again.
Also, what does "ML" stand for?

From: "Cindy Wagner" <cindy.wagner@gm.com>
To: "Joanie Sanchez" <jsanchez@mosssavings.com>
Sent: Tuesday, October 27, 2015 1:02:52 PM
Subject: RE: 8-1634900244 / Hassan / 1GTR1UEC0EZ127574

I sure do. I will check it. She had a regular case & not she has opened up a BBB case so I will get them from her other file.

Thank You

Cindy

From: Joanie Sanchez [mailto:jsanchez@mosssavings.com]
Sent: Tuesday, October 27, 2015 3:02 PM
To: Cindy Wagner (C)
Subject: Re: [redacted] 1GTR1UEC0EZ [redacted]

Cindy,
These were faxed over to specialist James on 10/06/15. Do you not have access to this file?

From: "Cindy Wagner" <cindy.wagner@gm.com>
To: "Joanie Sanchez" <jsanchez@mosssavings.com>
Sent: Tuesday, October 27, 2015 11:52:20 AM
Subject: [redacted] 1GTR1UEC0EZ [redacted]

RE: Customer [redacted]
Service Request [redacted]
Vehicle:2014 GMC Sierra
Vehicle Identification Number: 1GTR1UEC0EZ [redacted]
CA CEC: Cindy Wagner
Telephone: 1-866-790-5700 Ext. 5921255
Fax: 1-866-266-1789

Dear Joan Sanchez or Amer Ali:

ML sts calling from GM BRC regarding a mutual customer that filed with the BBB. Customer indicated concern with the following: Defective Passenger Air bag light Code B0014

ML would like to discuss these concerns and what types of repairs were made.

ML is also requesting the following information to be faxed in order to be able to defend this case if it happens to go to arbitration.

ROs (Repair Orders) & tech notes and buyer's order, signed incentive acknowledgement form, ACV, Title Application.

ML provided contact information 866-790-5700 x 5921255.

Let me know if you have any questions.

Thank You

General Motors

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

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

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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.

Cindy Wagner (C)

From:	Cindy Wagner (C)
Sent:	Friday, December 11, 2015 1:06 PM
To:	'lprimero@caminorealchevrolet.com'; 'gary@caminorealchevrolet.com'
Subject:	[redacted] / 1GCGSAE36F1[redacted]

Customer Name:[redacted]
Vehicle Information:2015 Chevrolet Colorado
VIN: 1GCGSAE36F1[redacted]
CA CEC: Cindy Wagner
Telephone: 1-866-790-5700 ext. 5921255
Fax: 866-266-1789

Dear Gary Takamine or Leslie Primero:

The above customer will be bringing his truck back to the dealership as soon as he finds the time for the electrical issues again. He advised that the power completely turns off the radio & the back up camera is working sometimes. I just wanted to give you a heads up for the customers concern since he was in there not long ago.

Let me know if you have any questions.

Thank you for your assistance with this concern and creating a long-term customer satisfaction and loyalty.

Sincerely,

General Motors
Customer Engagement Center

Susan Hight (C)

From: Leslie Primero <lprimero@caminorealchevrolet.com>
Sent: Wednesday, March 16, 2016 12:13 PM
To: Susan Hight (C)
Subject: Fwd: Attached Image
Attachments: 4085_001.pdf

Hello Susan,

I have attached all of the service documents per your request. Please let me know if there is anything else you need for me to assist you.

Thank you,

Leslie Primero
323-264-3050 Ext.: 302

---------- Forwarded message ----------
From: **Camino Real Chevrolet** <admin@caminorealchevrolet.com>
Date: 2016-03-16 9:02 GMT-07:00
Subject: Attached Image
To: Leslie <lprimero@caminorealchevrolet.com>

Susan Hight (C)

From: Rod Gasperik
Sent: Thursday, March 17, 2016 12:40 PM
To: Susan Hight (C)
Subject: RE: URGENT – CA CEC Early Response Approval; [redacted], Camino Real Chevrolet, [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: Susan Hight (C)
Sent: Thursday, March 17, 2016 9:30 AM
To: Rod Gasperik <rod.gasperik@gm.com>
Cc: Rojelio Hernandez (C) <rojelio.1.hernandez@gm.com>
Subject: URGENT – CA CEC Early Response Approval; [redacted], Camino Real Chevrolet, [redacted]

Dear Rod,

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

- **Involved Dealership:** Camino Real Chevrolet
- **Dealership Contact:** Gary Takamine
- **VIN:** 1GCGSAE36F1[redacted]
- **Vehicle:** 2015 Chevrolet Colorado
- **Mileage:** 16,000

Summary of vehicle concern: Radio & dash lights go black at times. Back up camera inop.

Facts supporting recommendation: C/S "The radio & everything turns off. I've been taking it in since it was new. This & the door handle & the back up camera & everything. I just can't keep missing work"
3 visits for warranty concerns since purchase with 1 repeat issue. Radio & dash lights go black/shut off at times, in 2x. No other repeat issues noted.

Vehicle Transaction History:
10/31/2015 73461 ZREG----Regular Vehicle Transaction 2061370 - Rear Side Door Outside Handle Replacement 15,685 MI
10/31/2015 73461 ZREG----Regular Vehicle Transaction 7421770 - Electric Belt Drive Rack and Pinion Steering Gear Replacement 15,685 MI
10/09/2015 71909 ZFAT----Field Action Recall 9101518 - N150150 - Reinstall One Seat (Includes Inspection) 14,399 MI
10/09/2015 71909 ZREG----Regular Vehicle Transaction 2880278 - Radio Reprogramming with SPS (IO3/RAO-UA3 Radios ONLY) 14,399 MI
10/09/2015 71909 ZFAT----Field Action Recall 9101773 - N150439 - Power Steering Control Module Reprogramming with SPS 14,399 MI
10/09/2015 71909 ZREG----Regular Vehicle Transaction 0600723 - Chevrolet 2 Year Maintenance 14,399 MI

05/23/2015	63472	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	6,275 MI
01/24/2015	A67936	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 5921238.

Sincerely,

Susan Hight

Susan Hight (C)

From:	Susan Hight (C)
Sent:	Tuesday, March 15, 2016 6:17 PM
To:	Leslie Primero (lprimero@caminorealchevrolet.com)
Cc:	'gary@caminorealchevrolet.com'
Subject:	CA CEC-Request for Documentation; [redacted]

RE: Customer Last Name: [redacted]
Vehicle: 2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSAE36F1[redacted]
Service Request: [redacted]

Dear Leslie,

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

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

• All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3108. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5700, extension 5921238.
Your cooperation is greatly appreciated.

Sincerely,
Susan Hight
(p) 866-790-5700 x5921238
(f) 866-857-3108
Chevrolet CA Customer Engagement Center

Valentino Farias
Phone: 512-389-7057
Email: rocky.farias@gm.com

GENERAL MOTORS LLC
LEGAL STAFF
Mail Code: 482-028-205
P.O. Box 400
Detroit, MI 48265-4000

April 20, 2017

Attorney Work Product
Privileged and Confidential

Amy Sjolander
Ruben & Sjolander
20750 Ventura Blvd
Suite 101
Woodland Hills, CA 91364

Re: ***GM File No.:*** [redacted]
[redacted] ***v. General Motors LLC***

Dear Ms. Sjolander:

This will acknowledge your agreement to represent General Motors in this case.

This case is not part of the Early Resolution Program; however, the Business Resource Center (BRC) will furnish you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorney fees and disbursements through final resolution of this matter, including trial if necessary.

Please make certain to provide Legal Staff with your firm's proposed pleadings, including the Answer to the Complaint, and discovery responses for review and approval before filing with the court and/or serving upon opposing counsel. Once approved, please provide Legal Staff with the as-filed version of the pleadings and discovery.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

It is also important that you advise us of the names of any of your firm's **new** timekeepers who will be working on this case. On all written communication, please be sure to include the GM Case Name and Case Number. Feel free to contact me with any questions.

During the management of this matter if you have concern that the plaintiff's product allegation, GM's engineering assessment, or your own technical analysis of this case raises a potential safety- related issue, please take that concern promptly to me, the Executive Director of Product

Litigation, the North American General Counsel, or the General Counsel. We expect our outside counsel to be partners in identifying and elevating issues that may impact product safety. Your attention to this will help GM set the industry standard with respect to customer safety.

Sincerely,
Valentino Farias

CORPORATION SERVICE COMPANY®

Notice of Service of Process

MD4 / WARBREACH
Transmittal Number: [redacted]
Date Processed: 04/19/2017

Primary Contact:
Rosemarie Williams
General Motors LLC
Mail Code 48482-038-210
400 Renaissance Center
Detroit, MI 48265

Entity:	General Motors LLC Entity ID Number 3113523
Entity Served:	General Motors LLC
Title of Action:	[redacted] vs. General Motors LLC; Premier Chevrolet of Buena Park
Document(s) Type:	Summons/Complaint
Nature of Action:	Breach of Warranty
Court/Agency:	Orange County Superior Court, California
Case/Reference No:	[redacted]
Jurisdiction Served:	California
Date Served on CSC:	04/19/2017
Answer or Appearance Due:	30 Days
Originally Served On:	CSC
How Served:	Personal Service
Sender Information:	Law Office of Michael S. Humphries (Seal Beach, CA) 562-493-0289
Client Requested Information:	Year: 2015 Make: Chevrolet Model: Colorado VIN: 1GCGSAE36F1[redacted]

Notes: Law Offices of Michael S. Humphries, 1400 Ocean Ave, Seal Beach, CA 90740
CSC Location document was served: Corporation Service Company which will do business in California as Csc-Lawyers Incorporating Service 2710 Gateway Oaks Drive Suite 150N Sacramento, CA 95833

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

To avoid potential delay, please do not send your response to CSC

2711 Centerville Road Wilmington, DE 19808 (888) 690-2882 | sop@cscglobal.com

SUMMONS
(CITACION JUDICIAL)

NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):
GENERAL MOTORS LLC, PREMIER CHEVROLET OF BUENA PARK, and DOES 1-20

YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):
[redacted]

ELECTRONICALLY FILED
Superior Court of California,
County of Orange
04/14/2017 at 11:29:24 AM
Clerk of the Superior Court
By Vicky Huang,Deputy Clerk

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (*www.lawhelpcalifornia.org*), the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of $10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case. *¡AVISO! Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.*

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted puede usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. AVISO: Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de $10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es):
SUPERIOR COURT OF THE STATE OF CA, FOR THE COUNTY OF ORANGE, 700 Civic Center Drive West, Santa Ana, California 92701

CASE NUMBER:
(Número del Caso) [redacted]
Judge Deborah Servino

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
LAW OFFICE OF MICHAEL S. HUMPHRIES, 1400 Ocean Avenue, Seal Beach, CA 90740 (562) 493-0289

DATE: 04/14/2017 *(Fecha)* DAVID H. YAMASAKI, Clerk of the Court Clerk, by *(Secretario)* [redacted], Deputy *(Adjunto)*
Vicky Huang

(For proof of service of this summons, use Proof of Service of Summons *(form POS-010).)*
(Para prueba de entrega de esta citatión use el formulario Proof of Service of Summons, *(POS-010)).*

[SEAL]

NOTICE TO THE PERSON SERVED: You are served
1. ☐ as an individual defendant.
2. ☐ as the person sued under the fictitious name of *(specify):*
3. ☑ on behalf of *(specify):* General Motors LLC
   under: ☑ CCP 416.10 (corporation) ☐ CCP 416.60 (minor)
   ☐ CCP 416.20 (defunct corporation) ☐ CCP 416.70 (conservatee)
   ☐ CCP 416.40 (association or partnership) ☐ CCP 416.90 (authorized person)
   ☐ other *(specify):*
4. ☑ by personal delivery on *(date):* 4-19-17

Page 1 of 1

Form Adopted for Mandatory Use
Judicial Council of California
SUM-100 [Rev. July 1, 2009]

SUMMONS

Code of Civil Procedure §§ 412.20, 465
www.courtinfo.ca.gov

ELECTRONICALLY FILED
Superior Court of California,
County of Orange
04/14/2017 at 11:28:24 AM
Clerk of the Superior Court
By Vicky Huang,Deputy Clerk

LAW OFFICE OF MICHAEL S. HUMPHRIES
Michael S. Humphries, SBN 182407
1400 Ocean Avenue
Seal Beach, California 90740
(562) 493-0289 Phone
(562) 493-0371 Fax

Attorney for Plaintiff [redacted]

SUPERIOR COURT OF THE STATE OF CALIFORNIA

FOR THE COUNTY OF ORANGE - CENTRAL JUSTICE CENTER

Judge Deborah Servino

[redacted], Plaintiff, v. GENERAL MOTORS LLC, PREMIER CHEVROLET OF BUENA PARK, and DOES 1-20 Defendants.	Case No. [redacted] **COMPLAINT FOR DAMAGES BASED ON VIOLATIONS OF SONG-BEVERLY CONSUMER WARRANTY ACT**

PLAINTIFF [redacted] ALLEGES:

I

Plaintiff entered into the contract in the above-entitled case in the City of Buena Park, County of Orange, State of California.

///

///

///

II

1. Defendant, GENERAL MOTORS LLC, and DOES 1 to 10 is and at all times herein mentioned was a corporation organized and existing under the laws of the State of California.

2. Defendant, PREMIER CHEVROLET OF BUENA PARK, and DOES 11 to 20 is and at all times herein mentioned was a corporation organized and existing under the laws of the State of California.

FIRST CAUSE OF ACTION - BREACH OF EXPRESS WARRANTY VIOLATION OF SONG-BEVERLY CONSUMER WARRANTY ACT AGAINST DEFENDANT GENERAL MOTORS LLC, AND DOES 1-10.

I

In or about the year 2015, GENERAL MOTORS LLC manufactured the following new motor vehicle: a 2015, Chevrolet Colorado, Serial Number 1GCGSAE36F[redacted]. GENERAL MOTORS LLC manufactured this new motor vehicle for its eventual lease to retail lessees. Defendants GENERAL MOTORS LLC and DOES 1-10, and each of them, appended to such vehicle an express warranty; undertaking to preserve or maintain the utility or performance of the vehicle by means of a written statement designed to accompany the product.

///

///

///

II

On or about January 31, 2015, in Buena Park, California, a retail merchant, PREMIER CHEVROLET OF BUENA PARK,leased the subject vehicle to the Plaintiff for Plaintiff's personal use, at retail for the amount of $30,832.00. A true copy of the lease contract between the parties is attached hereto as Exhibit A and made a part hereof by reference.

III

In connection with the lease, Plaintiff received the express warranty of the manufacturer in that the written statement of Defendants, GENERAL MOTORS LLC and DOES 1-10, and each of them, described above, accompanied the product.

IV

Within the express warranty period, Plaintiff discovered that said automobile failed to conform to the manufacturer's and retailer's specifications, in that the 2015, Chevrolet Colorado was defectively manufactured, designed or assembled. Plaintiff thereon attempted to act on Defendants' express warranty, as subject to the requirements of the Song-Beverly Act, under which Defendants GENERAL MOTORS LLC and DOES 1-10, and each of them, were required to and did maintain local service and repair facilities.

///

///

V

However, within the express warranty period Defendants, GENERAL MOTORS LLC and DOES 1-10, and each of them, willfully violated the provisions of the Song-Beverly Consumer Warranty Act and breached the express warranty made to Plaintiff, in that Defendants GENERAL MOTORS LLC and DOES 1-10, and each of them, failed to conform the vehicle to their express warranty within a reasonable number of attempts or within 30 days. Also, GENERAL MOTORS LLC and DOES 1-10, and each of them, failed to return the consideration paid by Plaintiff, or failed to replace the defective automobile. Plaintiff performed all conditions precedent necessary to require the contractual performance of services by Defendants. Within the express warranty period, Plaintiff gave notification to Defendants of their express warranty breach, but Defendants, although receiving such notification, failed to replace such automobile or return consideration paid, although Plaintiff persisted in reminding Defendants of their warranty obligations.

VI

Plaintiff was damaged as a result of such willful breach and violation in that Plaintiff is obligated to the lender , under the lease contract, in the amount of $30,832.00.

///

///

///

VII

By reason of Defendants' failure to restore the consideration paid by Plaintiff, Plaintiff has been specifically damaged in the sum of $30,832.00. Pursuant to California Civil Code Section 1794, Plaintiff is entitled to actual damages and a civil penalty which shall not exceed two times the amount of actual damages and reasonable attorney fees according to proof.

SECOND CAUSE OF ACTION - BREACH OF IMPLIED WARRANTY VIOLATION OF SONG-BEVERLY CONSUMER WARRANTY ACT AGAINST DEFENDANT GENERAL MOTORS LLC, PREMIER CHEVROLET OF BUENA PARK AND DOES 1-20.

I

Plaintiff refers to the First Cause of Action and incorporates it as a part hereof. In or about the year 2015, GENERAL MOTORS LLC manufactured the following new motor vehicle: a 2015, Chevrolet Colorado, Serial Number 1GCGSAE36F1[redacted]. GENERAL MOTORS LLC manufactured this new motor vehicle for its eventual lease to retail lessees. Defendants GENERAL MOTORS LLC and PREMIER CHEVROLET OF BUENA PARK appended to such vehicle an express warranty; undertaking to preserve or maintain the utility or performance of the vehicle by means of a written statement designed to accompany the product.

///

///

///

II

On or about January 31, 2015, in Buena Park, California, a retail merchant, PREMIER CHEVROLET OF BUENA PARK, leased the subject vehicle to the Plaintiff for Plaintiff's personal use, at retail for the amount of $30,832.00. A true copy of the lease contract between the parties is attached hereto as Exhibit A and made a part hereof by reference.

III

In connection with the lease, Plaintiff received the express warranty of the manufacturer in that the written statement of Defendants, GENERAL MOTORS LLC and PREMIER CHEVROLET OF BUENA PARK and DOES 1-20 described above, accompanied the product. In addition and by operation of law, the vehicle came accompanied by the implied warranties of merchantability and fitness for a particular purpose of defendants GENERAL MOTORS LLC, PREMIER CHEVROLET OF BUENA PARK and DOES 1-20, and each of them.

IV

Within the implied warranty period, Plaintiff discovered that said automobile failed to conform to the manufacturer's and retailer's specifications, in that the 2015, Chevrolet Colorado was defectively manufactured, designed or assembled and the subject vehicle was not merchantable and not fit for its ordinary, intended or particular purpose.

///

V

However, within the implied warranty period Defendants, GENERAL MOTORS LLC and PREMIER CHEVROLET OF BUENA PARK and DOES 1-20, and each of them, violated the provisions of the Song-Beverly Consumer Warranty Act and breached the implied warranties made to Plaintiff, in that the subject vehicle manufactured by Defendant GENERAL MOTORS LLC and leased at retail by Defendant PREMIER CHEVROLET OF BUENA PARK, was defective and not merchantable and not fit for its ordinary, intended or particular purpose.

VI

Plaintiff was damaged as a result of such willful breach and violation in that Plaintiff is obligated to the lender , under the lease contract, in the amount of $30,832.00.

VII

By reason of Defendants' failure to restore the consideration paid by Plaintiff, Plaintiff has been specifically damaged in the sum of $30,832.00. Pursuant to California Civil Code Section 1794, Plaintiff is entitled to actual damages and a civil penalty which shall not exceed two times the amount of actual damages and reasonable attorney fees according to proof.

///

///

///

WHEREFORE, Plaintiff prays for judgment on the First Cause of Action as follows;

1. For three times general damages according to proof as provided by California Civil Code beginning at 1794.

2. For incidental and consequential damages pursuant to Civil Code §1794 (b)(1) and (2) in an amount to be determined by the court.

3. For reasonable attorney's fees as provided by California Civil Code Section 1794.

4. For costs of suit herein.

5. For such other and further relief as the Court may deem proper.

Plaintiff prays for judgment on the Second Cause of Action as follows;

1. For general damages according to proof as provided by California Civil Code beginning at 1794.

2. For incidental and consequential damages pursuant to Civil Code §1794 (b)(1) and (2) in an amount to be determined by the court.

3. For reasonable attorney's fees as provided by California Civil Code Section 1794.

4. For costs of suit herein.

5. For such other and further relief as the Court may deem proper.

DATED: April 12, 2017

By [redacted]
MICHAEL S. HUMPHRIES
Attorney for Plaintiff

EXHIBIT A

Lease Date: 01/31/2015 (WITH ARBITRATION PROVISION) DEAL# [redacted] Leasing

Lessor Name and Business Address	Lessee Name and Address	Co-Lessee Name and Address
PREMIER CHEVROLET OF BUENA PAR [redacted] 6195 AUTO CENTER DR. BUENA PARK, CA 90621 County: ORANGE	[redacted] S EL MONTE CA [redacted] County: LOS ANGELES	N/A County:
Lessee Billing Address (if different than above)	**Vehicle Garaging Address (if different than above)**	
	County:	Principal Driver: (If business use)

In this Lease, "you" and "your" mean the lessee and co-lessee. "We," "us" and "our" mean the lessor, and any assignee of this Lease. The terms, conditions, and disclosures in this Lease govern your Lease with us. Each of you who signs the Lease is individually liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease. You are leasing the Vehicle and have no ownership rights in the Vehicle unless you exercise your purchase option.
Monthly Payment Lease: If your payment schedule shows monthly scheduled payments in Item 3A, your lease is a monthly payment lease.
Single Payment Lease: If your payment schedule shows a single scheduled payment in Item 3B, your lease is a single payment lease.

1. The Vehicle.

New/Used	Year	Make	Model	Body Style	Vehicle ID #	Odometer	Primary Use
NEW	2015	CHEVROLET	COLORADO	PU	1GCGSAE36F1 [redacted]	7	Personal, unless otherwise indicated below ☐ business ☐ agricultural

CONSUMER LEASING ACT DISCLOSURES

2. Amount Due at Lease Signing or Delivery (itemized in Item 6): $2500.00

3. Scheduled Payments
A. Your first monthly payment of $309.00 is due on 01/31/15, followed by 38 monthly payments of $309.00 due on the 2ND of each month.
B. Your single payment of $ N/A is due on N/A
C. The Total of your Scheduled Payments is $12051.00

4. Other Charges (not part of your scheduled payment)
A. Disposition fee (if you do not purchase the Vehicle) $ 0.00
B. N/A $ N/A
C. N/A $ N/A
D. Total $ 0.00

5. Total of Payments (The amount you will have paid by the end of the Lease): $ 14242.00 (2 + 3C + 4D - 6A3 - 6A4 - 6A5)

6. Itemization of Amount Due at Lease Signing or Delivery

A. Amount Due at Lease Signing or Delivery:		B. How the Amount Due at Lease Signing or Delivery will be paid:	
1. Capitalized cost reduction	$ 1507.16	1. Net trade-in allowance	$ N/A
2. Taxes on capitalized cost reduction	$ 135.69	2. Rebates and noncash credits	$ 500.00
3. First monthly payment	$ 309.00	3. Amount to be paid in cash	$ 2000.00
4. Single scheduled payment	$ N/A	4. Other N/A	$ N/A
5. Refundable security deposit	$ N/A	5. Total	$ 2500.00
6. Lease acquisition fee	$ 480.00		
7. Vehicle license fees	$ 255.00		
8. Registration, transfer, and filing fees	$ N/A		
9. Sales/use tax	$ 80.00		
10. Document processing charge (not a governmental fee)	$ 28.00		
11. Electronic vehicle registration or transfer charge (not a governmental fee)	$ 7.00		
12. California tire fee DOC TAX	$ 7.20		
13. N/A	$ N/A		
14.	$		
15. Total	$ 2500.00		

7. Your scheduled payment is determined as shown below:

A. Gross capitalized cost. The agreed upon value of the Vehicle ($ 26015.79) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).			$ 27175.75
B. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.		−	$ 1507.16
C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment.		=	$ 25668.59
D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.		−	$ 16590.00
E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.		=	$ 9078.59
F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.		+	$ 1977.52
G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge.		=	$ 11056.11
H. Lease payments. The number of payments in your Lease.		÷	39
I. Base scheduled payment.		=	$ 283.49
J. Sales/use tax (e)		+	$ 25.51
K. N/A		+	$ N/A
L. N/A		+	$ N/A
M. Total Scheduled Payment.		=	$ 309.00

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

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 10,000 miles per year at the rate of $ 0.25 per mile. 16590.00

H. Lease payments. The number of payments in your Lease. + 39

I. Base scheduled payment = $ 283.49

J. Sales/use tax (e). + $ 25.51

K. N/A + $ N/A

L. N/A + $ N/A

M. Total Scheduled Payment: = $ 309.00

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

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 10,000 miles per year at the rate of $ 0.25 per mile.

9. **Purchase Option at End of Lease Term.** You have an option to purchase the Vehicle at the end of the Lease term for $ 10590.00 plus a purchase option fee of $ 0.00. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

10. **Other Important Terms.** See your Lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. Itemization of Gross Capitalized Cost

A. Agreed upon value of the Vehicle as equipped at Lease signing	$ 20000.00	G. Document processing charge (not a governmental fee)	$ N/A
B. Agreed upon value of each accessory and item of optional equipment we agree to add to the Vehicle after Lease signing (describe)		H. Electronic vehicle registration or transfer charge (not a governmental fee)	$ N/A
N/A	$ N/A	I. California tire fee	$ N/A
N/A	$ N/A	J. Prior Credit or Lease Balance	$ N/A
N/A	$ N/A	Optional Products and Services:	
N/A	$ N/A	K. N/A	$ N/A
C. Vehicle license fees	$ N/A	L. Maintenanc	$ 495.00
D. Registration, transfer, and title fees	$ N/A	M. N/A	$ N/A
E. Lease acquisition fee	$ 595.00	N. N/A	$ N/A
F. Sales/use tax	$ N/A	O. N/A	$ N/A
		P. N/A	$ N/A
		Q. Total Gross Capitalized Cost:	$ 27175.75

12. The Trade-In Vehicle

Year N/A	A. Agreed Upon Value of Trade-In	$ N/A
Make N/A	B. Prior Credit or Lease Balance	$ N/A
Model N/A	C. Net Trade-In Allowance (if less than 0 then enter 0) =	$ N/A

IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS LEASE, WE MAY RETAKE THE VEHICLE.

13. **Official Fees and Taxes.** The total amount you will pay for official and license fees, registration, title and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise, is $ 2525.98 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

14. **Late Payments.** For any payment not received within 10 days of the date it is due, you will pay a late charge of the lesser of $25 or 5% of the unpaid portion of the late payment. You will not have to pay a late charge if the only amount that is late is a late charge you owed for an earlier late payment.

15. **Returned Payments and Unpaid Liens and Fees.** You will also pay a returned payment charge of $ N/A for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a $ N/A Administrative Fee per incident, if the law allows it.

16. **Warranties.** The leased Vehicle is subject to the following express warranties:

☐ Manufacturer's Standard Warranty

☐ N/A

N/A

If neither of the boxes above is checked, and no warranty is indicated in the blank lines immediately above, there is no express warranty on the leased Vehicle.

Warranty papers that are separate from this Lease state any coverage limits.

The law gives you a warranty that the Vehicle conforms to the description in this Lease.

Except as provided above or prohibited by law, the following two sentences apply. THE VEHICLE IS BEING LEASED 'AS IS' AND 'WITH ALL FAULTS'. AND THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE VEHICLE IS WITH YOU. SHOULD THE VEHICLE PROVE DEFECTIVE FOLLOWING DELIVERY PURSUANT TO THIS LEASE, YOU, NOT THE LESSOR, ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR.

If we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we enter into a service contract covering the Vehicle, this disclaimer will not affect any implied warranties during the term of the warranty or service contract.

17. OPTIONAL PRODUCTS AND SERVICES

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. By initialing below, you indicate that you want to buy the optional products and services indicated. If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing or Delivery (Item 8), it has been added to the Gross Capitalized Cost (Item 7A).

Optional Product or Service	Coverage	Price	Name of Provider	Approval
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A
MAINTENANCE	36 MOS	495.00	Maintenance Plan	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials N/A

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain Bodily Injury Coverage with $ 100,000 / $ 300,000 limits; Property Damage Coverage with $ 50,000 / $ 500,000 limits or combined single limit; Collision; Fire; Theft and Comprehensive Coverage with a maximum deductible of $ 1,000. See Item 23(a) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease as follows:

Insurance Company Name [redacted] Insurance Agency Name [redacted]

Agency Address [redacted] Agency Phone [redacted]

Agent's Name [redacted] Policy Number [redacted]

Comprehensive $ 500 500

shown below is not shown as part of the transaction.

Optional Product or Service	Coverage	Price	Name of Provider	Agreement
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A
MAINTENANCE	36 MOS.	429.00	Maintenance Plan	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials N/A

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain Bodily Injury Coverage with $ 100,000 / $ 300,000 limits, Property Damage Coverage with $ 50,000 / $ 500,000 limits or combined single limit, Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of $ 1,000. See Item 29(J) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease, except as noted below.

Insurance Company Name: [redacted] Insurance Agency Name: [redacted]

Agency Address: [redacted] Agency Phone Number: [redacted]

Agent's Name: [redacted] Policy Number: [redacted]

Deductibles: Collision $ 500 Comprehensive $ 500

19. SCHEDULED LEASE END AND LEASE TERM

A. This Lease is scheduled to end on a date determined as follows: (1) If the date of this Lease is the 29th, 30th, or 31st of the month, start with the 1st day of the month immediately following the date of this Lease and move forward by the number of months in the lease term (Item 19B); or (2) If the date of this Lease is not the 29th, 30th, or 31st of the month, start with the date of this Lease and move forward by the number of months in the lease term (Item 19B).

B. The scheduled lease term is 39 months.

20. HOW THIS LEASE CAN BE CHANGED

This Lease contains the entire agreement between you and us relating to this Lease. Any change to the Lease must be in writing and we must sign it. No oral changes are binding.

Lessee Signs [redacted]

Co-Lessee Signs [redacted]

NOTICE: THE OTHER SIDE OF THIS LEASE CONTAINS IMPORTANT TERMS AND CONDITIONS, INCLUDING AN ARBITRATION PROVISION.

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

Lessee Signs X [redacted] Co-Lessee Signs X: N/A

LEASE AG[redacted]RM TO LEASE AGREEMENT 2 OF 2
IF DEALER CANNOT ASSIGN THE LEASE TO AN ASSIGNEE CUSTOMARILY USED BY THE DEALER ON TERMS ACCEPTABLE TO THE DEALER DEALER MAY RESCIND (CANCEL) THIS LEASE BY GIVING LESSEE NOTICE WITHIN 10 DAYS OF SIGNING THE LEASE. UPON RECEIVING NOTICE, LESSEE SHALL IMMEDIATELY RETURN THE VEHICLE TO DEALER IN AS-DELIVERED CONDITION, REASONABLE WEAR ACCEPTED. DEALER WILL THEN RETURN ALL CONSIDERATION RECEIVED FROM LESSEE. LESSEE TO BE SUBJECT TO ALL TERMS OF THIS LEASE UNTIL VEHICLE IS SO RETURNED.

Lessee's Right to Cancel. If Lessee(s) sign here [redacted] ght to Cancel section on the back giving the Lessee the right to cancel if Lessor is unable to assign the lease to a financial institution will apply. X N/A Co-Lessee Signature

[redacted] COOLING OFF PERIOD.

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decided the vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this lease only with the agreement of the lessor or for legal cause, such as fraud.

Notice is hereby given that the rights, but not the duties, of the Lessor under this Lease have been assigned to N/A pursuant to an agreement between N/A and N/A

(1) Do not sign this lease before you read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this lease; (3) Warning – Unless a charge is included in this lease for public liability or property damage insurance, payment for that coverage is not provided by this lease.

YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, THAT THE VEHICLE IS EQUIPPED AS YOU WANT, AND THAT IT IS IN GOOD CONDITION. YOU ACCEPT THE VEHICLE FOR ALL PURPOSES OF THE LEASE. YOU UNDERSTAND THAT YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU READ BOTH SIDES OF THIS LEASE, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE (ITEM 24), BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED THIS LEASE.

LESSEE SIGNATURES

[redacted] Date 01/31/17 Co-Lessee Signature Date

Lessee Signatu[redacted] Type/Print Co-Lessee Name N/A

Type/Print Lessee[redacted]

Commercial Le[redacted] Date By

Type/Print Name[redacted] Type/Print Title

LESSOR'S[redacted]

The Lessor's authorized signature indicates the Lessor has accepted the te[redacted]

Lessor Name: PREMIER CHEVROLET OF BUENA PARK

Lienholder Name: WELLSFRGO AS CTL AGT

Assignee Name: ACAR Leasing Ltd.

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April 21, 2017

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

Vehicle Information

VIN: 1GCGSAE36F1[redacted] Model: 12T43-2015 COLORADO

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Build

Model: 12T43-2015 COLORADO

Gross Vehicle Weight: 2,633

Order Number: [redacted]

Build Date: 01/16/2015

Build Plant: 1

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

01N - TRIM COLOR SEAT	1AP - TRIM COLOR DR PANEL
1SZ - OPTION PACKAGE DISCOUNT	2WT - 2WT PACKAGE
4D7 - INTERIOR TRIM	5G8 - TOW/HAUL MODE
6B1 - COMPONENT FRT LH COMPUTER SEL SUSP	7B1 - COMPONENT FRT RH COMPUTER SEL SUSP
8X2 - PARTITION W/CENTER DOOR	9B7 - SPOTTER MIRROR, DRIVER SIDE
9H3 - FUEL TANK 76L, 20 GAL	9X2 - COMPONENT RR RH NON-COMPUTER SEL SUSP
AH6 - SEAT ADJUST, DRIVER 4-WAY PWR	AKJ - GLASS, WINDSHIELD SHADE BAND
AM7 - REAR SEAT, FOLDING BENCH	AR7 - SEATS, FRONT BUCKET
ATG - REMOTE KEYLESS ENTRY	AXG - POWER WINDOW W/ EXPRESS DRIVER UP/DOWN
AXK - VEHICLE TYPE TRUCK	AY0 - AIRBAGS: DRIVER & RT. FRONT PASS - FRONT/SIDE-IMPACT, OUTBOARD FRT & REAR SEAT -SIDE HEAD CURTAIN
B30 - COLOR KEYED CARPET	B34 - COLOR-KEYED FRONT FLOOR MATS -CARPETED
B35 - FLOOR MATS, REAR	BAE - THEFT-DETERRENT SYSTEM, IMMOBILIZATION
BW4 - MOLDINGS, CHROME BELTLINE	BW7 - ORNAMENTATION EXTR
BWN - CORNERSTEP, REAR BUMPER	BYH -
C67 - AIR CONDITIONING	CHN - GVW RATING 5,800 LBS
D07 - CENTER CONSOLE, FLOOR	D31 - MIRROR, MANUAL INSIDE RR VIEW
D75 - OUTSIDE DOOR HANDLES	D87 - TAILGATE HANDLE, BLACK
DL6 - DUAL POWER OUTSIDE MIRRORS, POWER ADJUST, MANUAL FOLD	DLU - VISORS, DRIVER & FRONT PASS. W/ PASSENGER VANITY MIRROR
E49 - HANDLES, DOOR RELEASE, FRONT AND REAR, BLACK	E63 - PICK UP BOX
EAY - TRIM SEAT	EF7 - COUNTRY CODE, U.S.A.
EN5 - TAILGATE, LOCKING	FBX - TRIM DOOR
FF0 - SUSPENSION SYSTEM	FJW - VEHICLE FUEL GASOLINE
FX3 - STABILITRAK-STABILITY CONTROL SYSTEM W/ TRACTION	GAZ - SUMMIT WHITE

CONTROL	
GU6 - REAR AXLE 3.42 RATIO	H2R - JET BLACK / DARK ASH
I15 - ENGINEERING YEAR 2015	IO3 - AUDIO SYSTEM, W/ 4.2" DIAGONAL COLOR SCREEN
JL9 - BRAKES, 4-WHEEL ANTILOCK, 4 WHEEL DISC W/ DURALIFE ROTORS	K34 - CRUISE CONTROL
KG4 - GENERATOR 150 AMP	LFX - ENGINE, 3.6L SIDI DOHC V6 VVT
LHD - VEHICLE DRIVE LEFTHAND DRIVE	MAH - MARKETING AREA NORTH AMERICA
MM1 - TRANSMISSION, 6-SPD AUTOMATIC	MYB - TRANSMISSION, 6-SPD AUTOMATIC
N30 - STEERING WHEEL URETHANE	N33 - STEERING COLUMN, TILT
NJ2 - POWER STEERING, ELECTRIC	NU5 - EMISSION SYSTEM CALIFORNIA
NW9 - TRACTION CONTROL SYSTEM	PCN - WT CONVENIENCE PACKAGE INCL: * REMOTE KEYLESS ENTRY * CRUISE CONTROL * EZ LIFT AND LOWER TAILGATE * CONTENT THEFT ALARM, THEFT DETERRENT SYSTEM
PCX - WORK TRUCK APPEARANCE PACKAGE INCLUDES: * MOLDINGS, CHROME BELTLINE * OUTSIDE DOOR HANDLES BODY COLOR * DUAL POWER OUTSIDE MIRRORS, POWER ADJUST, MANUAL FOLD * SPOTTER MIRROR, DRIVER SIDE * WHEELS, 16" ULTRA SILVER METALLIC CAST ALUMINUM * REAR BUMPER, BODY COLOR	PPA - EZ LIFT AND LOWER TAILGATE
QJJ - TIRES, ALL-SEASON, BLACKWALL	R9N - VOMS PROCESSING OPTION
RS1 - WHEELS, 16" ULTRA SILVER METALLIC CAST ALUMINUM	S1K - SPARE WHEEL, 16" STEEL
SLM - STOCK ORDERS	T4A - HEADLAMPS, HALOGEN
T67 - BATTERY LN3, FLA, 12V, 70AH	TCA - LIGHTING, INTERIOR, DOME
TCK - DEFLECTOR RR TIRE	U73 - FIXED MAST ANTENNA
UDC - DRIVER INFORMATION CENTER	UF2 - LIGHTING, CARGO BOX
UMN - SPEEDOMETER	UQ3 - AUDIO SYSTEM
USR - USB PORT	UTJ - CONTENT THEFT ALARM, THEFT DETERRENT SYSTEM
UVC - REAR VISION CAMERA	V8D - VEHICLE STATEMENT
VK3 - FRONT LICENSE PLATE BRACKET	VRG - REL COCKPIT
VRH - VAA/COMPONENT REL STEERING COLUMN	VRK - VAA/COMPONENT REL ROOF TRIM
VRL - FRONT HORIZONTAL SUSPENSION	VRM - FRONT VERTICAL SUSPENSION
VRN - REAR SUSPENSION	VRR - REL TIRES & WHEELS
VT5 - BUMPER, REAR BODY-COLOR	VT7 - OWNERS MANUAL ENGLISH LANGUAGE
VZ3 - MERCURY DISPOSAL LABEL	WEN - PLANT CODE-WENTZVILLE,MO
WMF - VIN MODEL YEAR 2015	X88 - CHEVROLET CONVERSION
YF5 - 50-STATE EMISSIONS	Z85 - BASE SUSPENSION
ZJJ - TIRE, SPARE, ALL SEASON	ZY1 - COLOR COMBINATION SOLID

Added Option Codes

Vehicle has no current record of SAIO codes.

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April 21, 2017

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

Vehicle Information

VIN: 1GCGSAE36F1[redacted] Model: 12T43-2015 COLORADO
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER VIN

Invoice Information

Invoicing Service Agent: 278860
PREMIER CHEVROLET OF BUENA PARK
6195 AUTO CENTER DRIVE
BUENA PARK CA 90621-2927 7148684044

Invoice Date: 01/16/2015

Ship to Information

Ship to Service Agent: 278860
PREMIER CHEVROLET OF BUENA PARK
6195 AUTO CENTER DRIVE
BUENA PARK CA 90621-2927 7148684044

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 278860
PREMIER CHEVROLET OF BUENA PARK
6195 AUTO CENTER DRIVE
BUENA PARK CA 90621-2927 7148684044

. Delivery Date: 01/31/2015
Delivery Type: 015---RETAIL LEASE - INDIVIDUAL
Delivery Odometer: 6

In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Registration Information

Registration Service Agent: N/A

Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0

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April 21, 2017

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

Vehicle Information

VIN: 1GCGSAE36F1[redacted] Model: 12T43-2015 COLORADO
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	2016019	16019	HVAC Module Temp Door	10/18/2016	Closed
Service Update Bulletins	N150671	15671	EXCESSIVE WIRING HARNESS LENGTH **EXPIRES WITH BASE WARRANTY**	01/14/2016	Closed
Service Update Bulletins	N150439	15439	LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WITH BASE WARRANTY	09/21/2015	Closed
Noncompliance Recall	N150150	15150	FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY	05/08/2015	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Vehicle has no current record of OnStar / XM Radio information.

Applicable Warranties

Valid warranties are highlighted

[redacted]

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Limited Warranty	02/14/2015	01/31/2015	6 MI	01/31/2018	50,006 MI
	Chevrolet 2 Year Scheduled Maintenance	02/14/2015	01/31/2015	6 MI	01/31/2017	24,006 MI
	Corrosion Limited Warranty	02/14/2015	01/31/2015	6 MI	01/31/2021	100,006 MI
	Bumper to Bumper Limited Warranty	02/14/2015	01/31/2015	6 MI	01/31/2018	36,006 MI
	Emission Select State Component Ltd Wty	02/14/2015	01/31/2015	6 MI	01/31/2022	70,006 MI
	Emission Select Component Ltd Wty	02/14/2015	01/31/2015	6 MI	01/31/2023	80,006 MI
	Powertrain Limited Warranty	02/14/2015	01/31/2015	6 MI	01/31/2020	100,006 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/21/2017	[redacted]	ZFAT----Field Action Recall		9102576 - 202805 - Install Hex Head Worm Gear Clamp to Temperature Valve	41,004 MI
09/30/2016		ZREG----Regular Vehicle Transaction		2810335 - Radio Reprogramming with SPS	34,272 MI
09/30/2016		ZREG----Regular Vehicle Transaction		4025690 - Evaporative Emission Canister Purge Solenoid Valve Replacement	34,272 MI
09/30/2016		ZREG----Regular Vehicle Transaction		4027930 - Fuel Tank Pressure Sensor Replacement	34,272 MI
09/03/2016		ZFAT----Field Action Recall		9101976 - 15671 - Inspect Cylinder Head To Harness Clearance	32,783 MI
03/16/2016 S(		ZREG----Regular Vehicle Transaction		0600578 - ESC Parts Restriction Program (Cluster)	22,351 MI
03/16/2016 S(		ZREG----Regular Vehicle Transaction		0600368 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	22,351 MI
03/15/2016		ZREG----Regular Vehicle Transaction		8080008 - Lubricate Rear Leaf Spring	22,351 MI
03/15/2016		ZREG----Regular Vehicle Transaction		3420840 - Radio Replacement	22,351 MI
03/15/2016		ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	22,351 MI
10/31/2015		ZREG----Regular Vehicle Transaction		2061370 - Rear Side Door Outside Handle Replacement	15,685 MI
10/31/2015		ZREG----Regular Vehicle Transaction		7421770 - Electric Belt Drive Rack and Pinion Steering Gear Replacement	15,685 MI
10/09/2015		ZFAT----Field Action Recall		9101518 - N150150 - Reinstall One Seat (Includes Inspection)	14,399 MI
10/09/2015		ZREG----Regular Vehicle Transaction		2880278 - Radio Reprogramming with SPS (IO3/RAO-UA3 Radios ONLY)	14,399 MI
10/09/2015		ZFAT----Field Action Recall		9101773 - N150439 - Power Steering Control Module Reprogramming with SPS	14,399 MI
10/09/2015		ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	14,399 MI

05/23/2015	[redacted]	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	6,275 MI
01/24/2015		ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

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[redacted]

Global Warranty

Logout

April 21, 2017

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected.

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

Vehicle Information

VIN: 1GCGSAE36F[redacted] Model: 12T43-2015 COLORADO
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER VIN

Job Card Date: 02/21/2017 **Job Card Number:** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 41,004 MI
Authorization Code:

Process Date:
02/23/2017
Transaction Type:
ZFAT-—Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 9102576-202805 - Install Hex Head Worm Gear Clamp to Temperature Valve
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 09/30/2016 **Job Card Number:** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 34,272 MI
Authorization Code:

Process Date:
10/07/2016
Transaction Type:
ZREG-—Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0221-Audio/Entertainment/Navigation - Audio
Job Card Line #: 2 Transaction Adjustment: Cause Code: 9094-Other - Follow operation
Labour Op 2810335-Radio Reprogramming with SPS
Causal Part Number

[redacted]

Job Card Date: 09/30/2016 **Job Card Number:** [redacted]

Repair Service Agent: 114549 Odometer Reading: 34,272 MI

CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Authorization Code:

Process Date:
10/07/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0321-Engine/Fuel/Exhaust - "Check Engine" Light

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6061-Module/Component - Leaks

Labour Op 4025690-Evaporative Emission Canister Purge Solenoid Valve Replacement

Causal Part Number 000000000012610560-VALVE ASM-EVAP EMIS CNSTR PURGE SOL

→See other Parts and/or Net Items

Job Card Date: 09/30/2016 **Job Card Number:** [redacted]

Repair Service Agent: 114549 Odometer Reading: 34,272 MI

CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Authorization Code:

Process Date:
10/07/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0321-Engine/Fuel/Exhaust - "Check Engine" Light

Job Card Line #: 4 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op 4027930-Fuel Tank Pressure Sensor Replacement

Causal Part Number 000000000013502903-SENSOR ASM-F/TNK PRESS

→See other Parts and/or Net Items

Job Card Date: 09/03/2016 **Job Card Number:** [redacted]

Repair Service Agent: 114549 Odometer Reading: 32,783 MI

CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Authorization Code:

Process Date:
09/12/2016

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 4 Transaction Adjustment: Cause Code: -

Labour Op 9101976-15671 - Inspect Cylinder Head To Harness Clearance

Causal Part Number

[redacted]

Job Card Date: 03/16/2016 **Job Card Number:** [redacted]

Repair Service Agent: 192099
AER TECHNOLOGIES
650 COLUMBIA ST
BREA CA 92821-2912

Odometer Reading: 22,351 MI
Authorization Code:

Process Date:
03/23/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0290-Audio/Entertainment/Navigation - Other issues

Job Card Line #: 2 Transaction Adjustment: Cause Code: 6017-Module/Component - Broken

Labour Op 0600578-ESC Parts Restriction Program (Cluster)

Causal Part Number 000000000013596614-RADIO ASM-RECEIVER ECCN=5A992

→See other Parts and/or Net Items

Job Card Date: 03/16/2016 **Job Card Numbe** [redacted]

Repair Service Agent: 192099
AER TECHNOLOGIES
650 COLUMBIA ST
BREA CA 92821-2912

Odometer Reading: 22,351 MI
Authorization Code:

Process Date:
03/23/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0290-Audio/Entertainment/Navigation - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6017-Module/Component - Broken

Labour Op 0600368-RADIO RECEIVER-RETURN TO AC/DELCO ESC

Causal Part Number 000000000013596614-RADIO ASM-RECEIVER ECCN=5A992

→See other Parts and/or Net Items

Job Card Date: 03/15/2016 **Job Card Number:** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 22,351 MI
Authorization Code:

Process Date:
03/30/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0313-Steering/Suspension - Noise

Job Card Line #: 6 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

[redacted]

Labour Op 8080008-Lubricate Rear Leaf Spring
Causal Part Number 000000000012345996-LUBRICANT,SYNTHETIC MULTI-PUPOSE
→See other Parts and/or Net Items

Job Card Date: 03/15/2016 **Job Card Number** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 22,351 MI
Authorization Code:

Process Date:
03/22/2016
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0221-Audio/Entertainment/Navigation - Audio
Job Card Line #: 3 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op 3420840-Radio Replacement
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 03/15/2016 **Job Card Number:** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 22,351 MI
Authorization Code:

Process Date:
03/22/2016
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600723-Chevrolet 2 Year Maintenance
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 10/31/2015 **Job Card Number** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 15,685 MI
Authorization Code:

Process Date:
11/30/2015
Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty
Customer Complaint Code:
0422-Exterior - Closures
Job Card Line #: 3 Transaction Adjustment: Cause Code: 3017-Rotating Part - Broken
Labour Op 2061370-Rear Side Door Outside Handle Replacement
Causal Part Number 000000000023253821-HANDLE ASM-FRT S/D O/S
→See other Parts and/or Net Items

Job Card Date: 10/31/2015 **Job Card Number:** [redacted]

Repair Service Agent: 114549 Odometer Reading: 15,685 MI
CAMINO REAL CHEVROLET Authorization Code:
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Process Date:
11/30/2015
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0312-Steering/Suspension - Handling/Responsiveness
Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation
Labour Op 7421770-Electric Belt Drive Rack and Pinion Steering Gear Replacement
Causal Part Number 000000000023353848-GEAR ASM-ELEC BELT DRIVE R/PINION STRG
→See other Parts and/or Net Items

Job Card Date: 10/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 114549 Odometer Reading: 14,399 MI
CAMINO REAL CHEVROLET Authorization Code:
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Process Date:
11/04/2015
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 6 Transaction Adjustment: Cause Code: -
Labour Op 9101518-N150150 - Reinstall One Seat (Includes Inspection)
Causal Part Number

Job Card Date: 10/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 114549 Odometer Reading: 14,399 MI
CAMINO REAL CHEVROLET Authorization Code:
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Process Date:

[redacted]

11/04/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0221-Audio/Entertainment/Navigation - Audio

Job Card Line #: 8 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 2880278-Radio Reprogramming with SPS (IO3/RAO-UA3 Radios ONLY)

Causal Part Number

Job Card Date: 10/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 114549 Odometer Reading: 14,399 MI

CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Authorization Code:

Process Date:
11/04/2015

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 5 Transaction Adjustment: Cause Code: -

Labour Op 9101773-N150439 - Power Steering Control Module Reprogramming with SPS

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 10/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 114549 Odometer Reading: 14,399 MI

CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Authorization Code:

Process Date:
10/31/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 05/23/2015 **Job Card Number:** [redacted]

Repair Service Agent: 114549 Odometer Reading: 6,275 MI

CAMINO REAL CHEVROLET

Authorization Code:

[redacted]

2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Process Date:
05/26/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 01/24/2015 **Job Card Number** [redacted]

Repair Service Agent: 278860 Odometer Reading: 1 MI

PREMIER CHEVROLET OF BUENA PARK
6195 AUTO CENTER DRIVE
BUENA PARK CA 90621-2927
7148684044

Authorization Code:

Process Date:
01/24/2015

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

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[redacted]

VIA FAX ONLY

April 21, 2017

Amy Sjolander, Esq.
Ruben & Sjolander LLP
20750 Ventura Blvd Ste 101
Woodland Hills, CA 91364

RE: [redacted]
Service Request: [redacted]
GM Legal Staff Case: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSAE36F1[redacted]
Customer Relationship Specialist: Hilario

Dear Mrs. Sjolander:

The above-referenced case is not part of the Early Resolution Program. Therefore, we are providing the following information to assist you in your evaluation of the case.

- Warranty history (including summary, claim history, any "Y" claim comments, service contract, and vehicle build)
- Customer assistance center comments
- Invoice
- Incentives
- All attachments (including BBB and PAR files if applicable)

WE ASK THAT YOU PLEASE CONTACT THE DESIGNATED FIELD REPRESENTATIVE, Paul Byrne**, PH: 805-279-8324, paul.byrne@gm.com AND INFORM** HIM **THAT YOU ARE HANDLING THIS MATTER FOR GENERAL MOTORS.**

In case this ends up settling as a repurchase, the BAC code for the dealership is 114549.

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

RUBEN & SJOLANDER LLP
20750 Ventura Boulevard, Suite 101
Woodland Hills, California 91364
(310) 788-2828 Telephone
(310) 788-9028 Facsimile

LOS ANGELES · SAN FRANCISCO

SAN FRANCISCO OFFICE
Three Embarcadero, Suite 550
San Francisco, California 94111
(415) 391-0188 Telephone
(415) 391-0189 Facsimile

adrian.flansburg@randsllp.com

October 26, 2017

VIA E- MAIL

Angela Van
General Motors LLC

Re: [redacted] v. General Motors, LLC, et al.
Orange County Superior Court
Case No. [redacted]
Vehicle : 2015 Chevrolet Colorado
VIN# : 1GCGSAE36F1[redacted]
GM Legal File No. : [redacted]
Our File No. : [redacted]

NOTICE OF SETTLEMENT / CHECK REQUEST

Dear Ms. Van:

Please be advised that the above-referenced matter has settled for a total of $34,475.07, including attorneys' fees and costs. At your earliest convenience, please forward General Motors' settlement drafts as follows:

1. A check in the amount of $16,196.09 payable to [redacted] and Michael Humphries, Esq." This check will be used to reimburse plaintiff's down payment, monthly payments and plaintiff's attorneys' fees and costs. Mr. Humphries' Federal Tax Identification Number is [redacted]

2. A second check in the amount of $18,278.98 made payable to "GM Financial." This check will be used to pay off plaintiff's loan for the subject vehicle so that clear title to the vehicle can be transferred to General Motors. The payoff is good until 11/26/17. The plaintiff's account number is [redacted] and GM Financial is located at 6400 Main Street, Suite 201 in Amherst, NY 14221, (800) 369-5212. Attention: Payoff Department.

Concurrent with ordering these checks, we are forwarding a Settlement Agreement and Request for Dismissal to plaintiff's counsel. The settlement draft will be retained until such time as we are in receipt of the signed closing documents. Should you have any questions, please do not hesitate to contact me.

Very truly yours,

[redacted]

Adrian Flansburg, Paralegal
RUBEN & SJOLANDER LLP

Enclosures:
1. Check Approval Form
2. Registration
3. Settlement Confirmation
4. Warranty History
5. Purchase Contract
6. Invoice (BARS)
7. Repurchase Worksheet
8. Supporting Repair Orders
9. W9
10. Payoff Quote

GM RDC BRCW
Reacquired Vehicle Disclosure Center

Case Number: 271553
Originator Name: AMY SJOLANDER (310) 788-2828 asjolander@rubenandsjolander.com
Created Date: 10/12/2017

Vehicle Info

***VIN:**	1GCGSAE36F1 [redacted]	**MSRP:**	27650.0	***TAC #:**	N/A
Year:	2015	**Make:**	Chevrolet	**Model:**	Colorado

Vehicle Comments & TAC Explanation:
No TAC associated.

Original Purchase Date: 01/31/2015
*** Repurchase Mileage:** 48100
*** Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type	Person				
*** Names(s) on Title** [redacted]		*** Title State:**	CA		
*** Primary Owner:**					
*** Address**					
*** City**	South El Monte	*** State**	CA	*** ZIP Code:**	[redacted]
*** Day Phone:** [redacted]		*** Home Phone:**		*** Cell Phone**	
*** E-mail:**		*** Fax Phone:**			

*** Reason Repurchase** Check Engine light on; brake noise

UCC Codes (N1005) Electrical Lamps - Warning Lamps (Oil / Coolant etc) - Warning Lamp On
(H0110) Brakes - General - Noise

Repurchasing Dealer: -

*** Dealer #:**	278860	**Dealer Name:**	PREMIER CHEVROLET OF BUENA PARK		
Region:	10	**District:**	1114		
*** Phone:**	(714) 868-4044	**Fax:**	(714) 868-4025		
*** Contact Name:**	Terry Guinn	*** Contact Title:**	Service Manager	**E-Mail:**	

Repair

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

Vehicle Location: -

Customer's Attorney

Legal Case Ref. #:	858774				
Firm Name:	Law Office of Michael S. H..	**Contact:**	Michael Humphries, Esq		
Address:	1400 Ocean Avenue				
City:	Seal Beach	**State:**	CA	**Zip Code:**	90740
Phone:	562-493-0289	**Fax:**	562-493-0371	**E-mail:**	

Local Counsel

Firm Name:	143523 - Ruben and Sjola..	**Contact Person:**	AMY SJOLANDER		
Address:	20750 Ventura Blvd. #101				
City:	Woodland Hills	**State:**	CA	**Zip Code:**	91364
Phone:	(310) 788-2828	**Fax:**	(310) 788-9028	**E-mail:**	

GM RDC BRCW

Reacquired Vehicle Disclosure Center

Case Number: 271553
Originator Name: AMY SJOLANDER (310) 788-2828 asjolander@rubenandsjolander.com
Created Date: 10/12/2017

Vehicle Lien Holder

Type of Secured Interest:	Lease	*** Company:**	GM Financial	**Account**	[redacted]
Payoff Amount:	18278.98	**Per Diem:**	0.0	**Payoff Date:**	2017-11-26
Contact or Attention:	Payoff Department	**Address**	6400 Main Street, Suite 201		
City	Amherst	**State**	NY	**ZIP Code:**	14221
Day Phone:	800-369-5212	**Fax:**		**E-mail:**	

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction	**Trans. State:**	CA
*** Trans. Type:**	Straight	**Trans. Source:**	Lcl Counsel - Lawsuit - Vol or Mediated		
Compliance Type:		**Compliance Date:**			
*** Closing Date:**	2017-11-02	**Money to Dealer:**	0.0	**Money to Manuf.:**	0.0

Repurchase Vehicle

Replacement VIN:

Disposition:

*** Processing Instructions:** Please send checks to Local Counsel. Plaintiff and attorney to receive joint check. Payoff is current and will result in overage to plaintiff for additional payments made post-settlement. Please contact LC with any questions (Adrian 818.800.9237).

Disbursement(s)

Payment Type	TIN	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	[redacted]	[redacted]	Michael Humphries, Esq.	16196.09
Lien Payoff		GM Financial		18278.98

GM FINANCIAL LEASING

PO Box 100 | Williamsville | New York | 14231

9/21/2017 [redacted]

[redacted]
S El Monte, CA [redacted]

Dear [redacted]

We would like to thank you for your inquiry about a payoff on your leased vehicle.

The amount of your payoff for your vehicle is $18278.98. This figure is only good to 10/01/2017. This payoff quote does not include late charges or any miscellaneous charges, such as property tax, that could be assessed to your account from the date of this letter to the actual date the account is paid off.

If you are paying off your lease, please send a certified check to:

GM Financial
P.O. Box 100
WILLIAMSVILLE, NY 14231

Enclosed with the check, please provide a mileage statement or letter indicating the current mileage of the vehicle. A letter is also required for authorization to apply your security deposit. Without this letter indicating whether you are applying the security deposit to the payoff amount or would prefer it returned to you via check, we cannot payoff your lease. The vehicle title will be released to the address shown above unless you indicate otherwise, in writing.

Should you have any questions about your lease, please contact our Customer Service Department at 800-369-5212.

Sincerely,

Customer Service Department
GM Financial

OML 01/31/2017 TO 01/31/2018 31 [redacted]

REGISTRATION VALID FROM

TYPE

VEHICLE IDENTIFICATION NUMBER
1GCGSAE36F[redacted]

BODY TYPE MODEL
PK

DATE ISSUED
01/23/2017

DATE FIRST SOLD
00/00/2015

CLASS
FZ

MAKE
CHEV

Yr Model
2015

TYPE VEH.	MP	AX	WC	UNLADEN/GCW	TOTAL FEES PAID
32P	G	2	D	04085	$317

1900

REGISTERED OWNER

ACAR LEASING LTD LSR
[redacted]
S EL MONTE CA [redacted]

LIENHOLDER 0

WELLS FARGO AS CTL AGENT W0080
PO BX 9000
LUTHERVILLE
MD

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHIC
VALIDATED REGISTRATION
READ REVERSE SIDE - IMPORTANT INS

[redacted]

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

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

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

MOTORCYCLES:
Right Half of This Well

[redacted] CAL
1A0000

ALL OTHERS:
In Top Right Corner

CALIFORNIA
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]

RUBEN & SJOLANDER LLP
20750 Ventura Boulevard, Suite 101
Woodland Hills, California 91364
(310) 788-2828 Telephone
(310) 788-9028 Facsimile

LOS ANGELES • SAN FRANCISCO

SAN FRANCISCO OFFICE
Three Embarcadero, Suite 550
San Francisco, California 94111
(415) 391-0188 Telephone
(415) 391-0189 Facsimile

adrian.flansburg@randsllp.com

October 26, 2017

VIA E-MAIL

Michael S. Humphries, Esq.
Law Office of Michael S. Humphries
1400 Ocean Avenue
Seal Beach, CA 90740
562-493-0289

Re: [redacted] v. General Motors, LLC, et al.
Orange County Superior Court
Case No. [redacted]
Vehicle : 2015 Chevrolet Colorado
VIN# : 1GCGSAE36F1[redacted]
Our File No. [redacted]

Dear Mr. Humphries:

This letter shall confirm the settlement of this matter, which was agreed to on September 27, 2017 with defendant. The settlement includes a full refund to plaintiff of all sales tax and consists of the following payments by defendants, in exchange of the subject vehicle free and clear of all liens and encumbrances, and the dismissal of the entire action with prejudice:

Down Payment:	$ 2,500.00 (includes 1st pmt)
Payments:	$ 9,579.00 (includes 9/15/17 pmt)
Inclusive of Sales Tax	
Registration:	$ 317.00
Rebate:	[$ 500.00]
Mileage Offset:	[$ 3,199.91]
Attorney's Fees:	$ 7,500.00
Total to Plaintiff and Attorney:	$16,196.09
GM Financial (Loan Payoff):	$18,278.98 (overage to plaintiff)

Defendant has already begun processing the settlement checks and I expect to receive them in our offices shortly.

All the documents necessary to conclude the settlement of this matter have already been forwarded to you. Please sign and fax this page back to our offices so that we may complete the check processing.

Very truly yours,

[redacted]

Adrian Fiansburg, Paralegal
RUBEN & SJOLANDER LLP

_____

Michael S. Humphries, Esq.
Attorney for Plaintiff

Global Warranty

Logout

April 21, 2017

INTERFACE WITH CUSTOMER

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

Vehicle Information

VIN: 1GCGSAE36F1[redacted] Model: 12T43-2015 COLORADO

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	2016019	16019	HVAC Module Temp Door	10/18/2016	Closed
Service Update Bulletins	N150671	15671	EXCESSIVE WIRING HARNESS LENGTH **EXPIRES WITH BASE WARRANTY**	01/14/2016	Closed
Service Update Bulletins	N150439	15439	LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WITH BASE WARRANTY	09/21/2015	Closed
Noncompliance Recall	N150150	15150	FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY	05/08/2015	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Vehicle has no current record of OnStar / XM Radio information.

Applicable Warranties

Valid warranties are highlighted

[redacted]

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Limited Warranty	02/14/2015	01/31/2015	6 MI	01/31/2018	50,006 MI
	Chevrolet 2 Year Scheduled Maintenance	02/14/2015	01/31/2015	6 MI	01/31/2017	24,006 MI
	Corrosion Limited Warranty	02/14/2015	01/31/2015	6 MI	01/31/2021	100,006 MI
	Bumper to Bumper Limited Warranty	02/14/2015	01/31/2015	6 MI	01/31/2018	36,006 MI
	Emission Select State Component Ltd Wty	02/14/2015	01/31/2015	6 MI	01/31/2022	70,006 MI
	Emission Select Component Ltd Wty	02/14/2015	01/31/2015	6 MI	01/31/2023	80,006 MI
	Powertrain Limited Warranty	02/14/2015	01/31/2015	6 MI	01/31/2020	100,006 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/21/2017	[redacted]	ZFAT----Field Action Recall		9102576 - 202805 - Install Hex Head Worm Gear Clamp to Temperature Valve	41,004 MI
09/30/2016		ZREG----Regular Vehicle Transaction		2810335 - Radio Reprogramming with SPS	34,272 MI
09/30/2016		ZREG----Regular Vehicle Transaction		4025690 - Evaporative Emission Canister Purge Solenoid Valve Replacement	34,272 MI
09/30/2016		ZREG----Regular Vehicle Transaction		4027930 - Fuel Tank Pressure Sensor Replacement	34,272 MI
09/03/2016		ZFAT----Field Action Recall		9101976 - 15671 - Inspect Cylinder Head To Harness Clearance	32,783 MI
03/16/2016 S		ZREG----Regular Vehicle Transaction		0600578 - ESC Parts Restriction Program (Cluster)	22,351 MI
03/16/2016 S		ZREG----Regular Vehicle Transaction		0600368 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	22,351 MI
03/15/2016		ZREG----Regular Vehicle Transaction		8080008 - Lubricate Rear Leaf Spring	22,351 MI
03/15/2016		ZREG----Regular Vehicle Transaction		3420840 - Radio Replacement	22,351 MI
03/15/2016		ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	22,351 MI
10/31/2015		ZREG----Regular Vehicle Transaction		2061370 - Rear Side Door Outside Handle Replacement	15,685 MI
10/31/2015		ZREG----Regular Vehicle Transaction		7421770 - Electric Belt Drive Rack and Pinion Steering Gear Replacement	15,685 MI
10/09/2015		ZFAT----Field Action Recall		9101518 - N150150 - Reinstall One Seat (Includes Inspection)	14,399 MI
10/09/2015		ZREG----Regular Vehicle Transaction		2880278 - Radio Reprogramming with SPS (IO3/RAO-UA3 Radios ONLY)	14,399 MI
10/09/2015		ZFAT----Field Action Recall		9101773 - N150439 - Power Steering Control Module Reprogramming with SPS	14,399 MI
10/09/2015		ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	14,399 MI

05/23/2015	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	6,275 MI
01/24/2015	ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

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Global Warranty

Logout

April 21, 2017

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected.

For this vehicle:
→ View Vehicle Summary
→ Service Contract
→ Branded Title
→ Warranty Block
→ View Vehicle Build
→ View Vehicle Component Summary
→ View Vehicle Transaction History Detail
→ View Vehicle Delivery Information

Vehicle Information

VIN: 1GCGSAE36F[redacted] Model: 12T43-2015 COLORADO
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER VIN

Job Card Date: 02/21/2017 **Job Card Number** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 41,004 MI
Authorization Code:

Process Date:
02/23/2017
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 9102576-202805 - Install Hex Head Worm Gear Clamp to Temperature Valve
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 09/30/2016 **Job Card Number:** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 34,272 MI
Authorization Code:

Process Date:
10/07/2016
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0221-Audio/Entertainment/Navigation - Audio
Job Card Line #: 2 Transaction Adjustment: Cause Code: 9094-Other - Follow operation
Labour Op 2810335-Radio Reprogramming with SPS
Causal Part Number

[redacted]

Job Card Date: 09/30/2016 **Job Card Number** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 34,272 MI
Authorization Code:

Process Date:
10/07/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0321-Engine/Fuel/Exhaust - "Check Engine" Light

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6061-Module/Component - Leaks

Labour Op 4025690-Evaporative Emission Canister Purge Solenoid Valve Replacement
Causal Part Number 000000000012610560-VALVE ASM-EVAP EMIS CNSTR PURGE SOL
→See other Parts and/or Net Items

Job Card Date: 09/30/2016 **Job Card Number** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 34,272 MI
Authorization Code:

Process Date:
10/07/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0321-Engine/Fuel/Exhaust - "Check Engine" Light

Job Card Line #: 4 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op 4027930-Fuel Tank Pressure Sensor Replacement
Causal Part Number 000000000013502903-SENSOR ASM-F/TNK PRESS
→See other Parts and/or Net Items

Job Card Date: 09/03/2016 **Job Card Number:** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 32,783 MI
Authorization Code:

Process Date:
09/12/2016

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 4 Transaction Adjustment: Cause Code: -

Labour Op 9101976-15671 - Inspect Cylinder Head To Harness Clearance
Causal Part Number

[redacted]

Job Card Date: 03/16/2016 **Job Card Number** [redacted]

Repair Service Agent: 192099
AER TECHNOLOGIES
650 COLUMBIA ST
BREA CA 92821-2912

Odometer Reading: 22,351 MI
Authorization Code:

Process Date:
03/23/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0290-Audio/Entertainment/Navigation - Other issues

Job Card Line #: 2 Transaction Adjustment: Cause Code: 6017-Module/Component - Broken

Labour Op 0600578-ESC Parts Restriction Program (Cluster)
Causal Part Number 000000000013596614-RADIO ASM-RECEIVER ECCN=5A992
→See other Parts and/or Net Items

Job Card Date: 03/16/2016 **Job Card Number:** [redacted]

Repair Service Agent: 192099
AER TECHNOLOGIES
650 COLUMBIA ST
BREA CA 92821-2912

Odometer Reading: 22,351 MI
Authorization Code:

Process Date:
03/23/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0290-Audio/Entertainment/Navigation - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6017-Module/Component - Broken

Labour Op 0600368-RADIO RECEIVER-RETURN TO AC/DELCO ESC
Causal Part Number 000000000013596614-RADIO ASM-RECEIVER ECCN=5A992
→See other Parts and/or Net Items

Job Card Date: 03/15/2016 **Job Card Number:** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 22,351 MI
Authorization Code:

Process Date:
03/30/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0313-Steering/Suspension - Noise

Job Card Line #: 6 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

[redacted]

Labour Op 8080008-Lubricate Rear Leaf Spring
Causal Part Number 000000000012345996-LUBRICANT,SYNTHETIC MULTI-PUPOSE
→See other Parts and/or Net Items

Job Card Date: 03/15/2016 **Job Card Numbe** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 22,351 MI
Authorization Code:

Process Date:
03/22/2016
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0221-Audio/Entertainment/Navigation - Audio
Job Card Line #: 3 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op 3420840-Radio Replacement
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 03/15/2016 **Job Card Numbe** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 22,351 MI
Authorization Code:

Process Date:
03/22/2016
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600723-Chevrolet 2 Year Maintenance
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 10/31/2015 **Job Card Numbe** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 15,685 MI
Authorization Code:

Process Date:
11/30/2015
Transaction Type:
ZREG----Regular Vehicle Transaction

[redacted]

Transaction Expense Category:
Warranty

Customer Complaint Code:
0422-Exterior - Closures

Job Card Line #: 3 Transaction Adjustment: Cause Code: 3017-Rotating Part - Broken

Labour Op 2061370-Rear Side Door Outside Handle Replacement

Causal Part Number 00000000023253821-HANDLE ASM-FRT S/D O/S

→See other Parts and/or Net Items

Job Card Date: 10/31/2015 **Job Card Number** [redacted]

Repair Service Agent: 114549 Odometer Reading: 15,685 MI

CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Authorization Code:

Process Date:
11/30/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0312-Steering/Suspension - Handling/Responsiveness

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 7421770-Electric Belt Drive Rack and Pinion Steering Gear Replacement

Causal Part Number 00000000023353848-GEAR ASM-ELEC BELT DRIVE R/PINION STRG

→See other Parts and/or Net Items

Job Card Date: 10/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 114549 Odometer Reading: 14,399 MI

CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Authorization Code:

Process Date:
11/04/2015

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 6 Transaction Adjustment: Cause Code: -

Labour Op 9101518-N150150 - Reinstall One Seat (Includes Inspection)

Causal Part Number

Job Card Date: 10/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 114549 Odometer Reading: 14,399 MI

CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Authorization Code:

Process Date:

[redacted]

11/04/2015
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0221-Audio/Entertainment/Navigation - Audio
Job Card Line #: 8 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 2880278-Radio Reprogramming with SPS (IO3/RAO-UA3 Radios ONLY)
Causal Part Number

Job Card Date: 10/09/2015 **Job Card Number** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 14,399 MI
Authorization Code:

Process Date:
11/04/2015
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 5 Transaction Adjustment: Cause Code: -

Labour Op 9101773-N150439 - Power Steering Control Module Reprogramming with SPS
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 10/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Odometer Reading: 14,399 MI
Authorization Code:

Process Date:
10/31/2015
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600723-Chevrolet 2 Year Maintenance
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 05/23/2015 **Job Card Number:** [redacted]

Repair Service Agent: 114549
CAMINO REAL CHEVROLET

Odometer Reading: 6,275 MI
Authorization Code:

[redacted]

2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754-6807
3232643050

Process Date:
05/26/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 01/24/2015 **Job Card Number:** [redacted]

Repair Service Agent: 278860 Odometer Reading: 1 MI

PREMIER CHEVROLET OF BUENA PARK
6195 AUTO CENTER DRIVE
BUENA PARK CA 90621-2927
7148684044

Authorization Code:

Process Date:
01/24/2015

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

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[redacted]

Lease Date: 07/07/2015 (WITH ARBITRATION PROVISION) Leasing

Lessor Name and Business Address	Lessee Name and Address	Co-Lessee Name and Address
[redacted]	[redacted]	N/A
	County: LOS ANGELES	County:

Lessee Billing Address (if different than above)	Vehicle Garaging Address (if different than above)
	County: Principal Driven (if business use)

In this Lease, "you" and "your" mean the lessee and co-lessee. "We," "us" and "our" mean the lessor, and any assignee of this Lease. The terms, conditions, and disclosures in this Lease govern your Lease with us. Each of you who signs the Lease is individually liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease. You are leasing the Vehicle and have no ownership rights in the Vehicle unless you exercise your purchase option.

Monthly Payment Lease: If your payment schedule shows monthly scheduled payments in Item 3A, your lease is a monthly payment lease.

Single Payment Lease: If your payment schedule shows a single scheduled payment in Item 3B, your lease is a single payment lease.

1. The Vehicle

New/Used	Year	Make	Model	Body Style	Vehicle ID #	Odometer	Primary Use
NEW	2015	CHEVROLET	COLORADO	PU	1GCRSACP[redacted]	7	Personal, unless otherwise indicated below ☐ business ☐ agricultural

CONSUMER LEASING ACT DISCLOSURES

2. Amount Due at Lease Signing or Delivery (itemized in Item 6)
$ 2500.00

3. Scheduled Payments
A. Your first monthly payment of $ 300.00 is due on [illegible] followed by 35 monthly payments of $ 305.00, due on the [illegible] of each month.
B. Your single payment of $ N/A is due on N/A
C. The Total of your Scheduled Payments is $ 10,675.00

4. Other Charges (not part of your scheduled payment)
A. Disposition fee (if you do not purchase the Vehicle) $ 0.00
B. N/A $ N/A
C. N/A $ N/A
D. Total $ 0.00

5. Total of Payments (The amount you will have paid by the end of the Lease)
$ 13242.00
(2 + 3C + 4D - 6A3 - 6A4 - 6A5)

6. Itemization of Amount Due at Lease Signing or Delivery

A. Amount Due at Lease Signing or Delivery:

1. Capitalized cost reduction	$ 1307.00
2. Taxes on capitalized cost reduction	$ 1193.00
3. First monthly payment	$ 300.00
4. Single scheduled payment	$ N/A
5. Refundable security deposit	$ N/A
6. Lease acquisition fee	$ N/A
7. Vehicle license fees	$ 10.00
8. Registration, transfer, and titling fees	$ 25.00
9. Sales/use tax	$ N/A
10. Document processing charge (not a governmental fee)	$ 80.00
11. Electronic vehicle registration or transfer charge (not a governmental fee)	$ 20.00
12. California tire fee	$ 15.00
13. N/A	$ 7.00
14. N/A	$ N/A
15. Total	$ 2500.00

B. How the Amount Due at Lease Signing or Delivery will be paid:

1. Net trade-in allowance	$ N/A
2. Rebates and noncash credits	$ -1000.00
3. Amount to be paid in cash	$ 2000.00
4. Other N/A	$ N/A
5. Total	$ 2500.00

7. Your scheduled payment is determined as shown below:

A. **Gross capitalized cost.** The agreed upon value of the Vehicle ($ [illegible]) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).		$ 27170.75
B. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	-	$ 1307.00
C. **Adjusted capitalized cost.** The amount used in calculating your base scheduled payment.	=	$ [illegible]
D. **Residual value.** The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	-	$ 10830.00
E. **Depreciation and any amortized amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.	=	$ 9078.59
F. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts.	+	$ 1077.92
G. **Total of base scheduled payments.** The depreciation and any amortized amounts plus the rent charge.	=	$ [illegible]
H. **Lease payments.** The number of payments in your Lease.	÷	39
I. **Base scheduled payment.**	=	$ 283.69
J. **Sales/use tax (e).**	+	$ 21.31
K. N/A	+	$ N/A
L. N/A	+	$ N/A
M. **Total Scheduled Payment.**	=	$ 305.00

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

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 10,000 miles per year at the rate of $ 0.25 per mile.

9. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease for $ [illegible] plus [illegible] purchase

H. **Lease payments.** The number of payments in your Lease. ÷ 39

I. **Base scheduled payment.** = $ 285.49

J. **Sales/use tax (e).** + $ 25.51

K. N/A + $ N/A

L. N/A + $ N/A

M. **Total Scheduled Payment.** = $ 309.00

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

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 30,000 miles per year at the rate of $ 0.25 per mile.

9. **Purchase Option at End of Lease Term.** You have an option to purchase the Vehicle at the end of the Lease term for $ 16560.00 plus a purchase option fee of $ 150.00. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

10. **Other Important Terms.** See your Lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. Itemization of Gross Capitalized Cost

A. Agreed upon value of the Vehicle as equipped at Lease signing	$	G. Document processing charge (not a governmental fee)	$ N/A
B. Agreed upon value of each accessory and item of optional equipment we agree to add to the Vehicle after Lease signing (describe)		H. Electronic vehicle registration or transfer charge (not a governmental fee)	$ N/A
N/A	$ N/A	I. California tire fee	$ N/A
N/A	$ N/A	J. Prior Credit or Lease Balance	$ N/A
N/A	$ N/A	Optional Products and Services:	
C. Vehicle license fees	$ N/A	K. N/A	$ N/A
D. Registration, transfer, and titling fees	$ N/A	L. Maintenance	$ 1495.00
E. Lease acquisition fee	$ 595.00	M. N/A	$ N/A
F. Sales/use tax	$ N/A	N. N/A	$ N/A
		O. N/A	$ N/A
		P. N/A	$ N/A
		Q. Total Gross Capitalized Cost	$ 27175.75

12. The Trade-In Vehicle

Year N/A	A. Agreed Upon Value of Trade-In	$ N/A
Make N/A	B. Prior Credit or Lease Balance	$ N/A
Model N/A	C. Net Trade-In Allowance (If less than 0 then enter 0) =	$ N/A

IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS LEASE, WE MAY RETAKE THE VEHICLE.

13. **Official Fees and Taxes.** The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise: $ [illegible] (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

14. **Late Payments.** For any payment not received within 10 days of the date it is due, you will pay a late charge of: the lesser of $25 or 5% of the unpaid portion of the late payment.

You will not have to pay a late charge if the only amount that is late is a late charge you owed for an earlier late payment.

15. **Returned Payments and Unpaid Fines and Fees.** You will also pay a returned payment charge of $ N/A for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a $ N/A Administrative Fee per incident, if the law allows it.

16. **Warranties.** The leased Vehicle is subject to the following express warranties:

☐ Manufacturer's Standard Warranty

☐ N/A

N/A

N/A

If neither of the boxes above is checked, and no warranty is indicated in the blank lines immediately above, there is no express warranty on the leased Vehicle. Warranty papers that are seperate from this Lease state any coverage limits.

The law gives you a warranty that the Vehicle conforms to the description in this Lease.

Except as provided above or prohibited by law, the following two sentences apply. THE VEHICLE IS BEING LEASED 'AS IS' AND WITH ALL FAULTS', AND THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE VEHICLE IS WITH YOU. SHOULD THE VEHICLE PROVE DEFECTIVE FOLLOWING DELIVERY PURSUANT TO THIS LEASE, YOU, NOT THE LESSOR, ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR.

If we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we enter into a service contract covering the Vehicle, this disclaimer will not affect any implied warranties during the term of the warranty or service contract.

17. OPTIONAL PRODUCTS AND SERVICES

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. **By initialing below, you indicate that you want to buy the optional products and services indicated. If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing or Delivery (Item 6), it has been added to the Gross Capitalized Cost (Item 7A).**

Optional Product or Service	Coverage	Price	Name of Provider	Approval
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A
Maintenance	36 mos.	1495.00	Maintenance Plan	Lessee Initials
N/A	N/A	N/A	N/A	Lessee Initials N/A

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain: Bodily Injury Coverage with $ 100,000 / $ 300,000 limits, Property Damage Coverage with $ 50,000 / $ 500,000 limits or combined single limit, Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of $ 1,000. See Item 23(a) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease as follows:

Insurance Company Name _____ Insurance Agency Name _____

Agency Address _____ Agency Phone Nu[redacted]

Agent's Name _____ Policy Number _____

shown below is not shown as part of the itemization of [illegible]

Optional Product or Service	Coverage	Price	Name of Provider	Approval
				Lessee Initials
				Lessee Initials
				Lessee Initials
				Lessee Initials

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain: Bodily Injury Coverage with $ 100,000 / $ 300,000 limits; Property Damage Coverage with $ 50,000 / $ 500,000 limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of $ 1,000. See Item 23(e) for [illegible] Insurance provisions. You confirm that insurance policies that meet the [illegible]

Insurance Company Name _____

Agency Address _____ Agency Phone Number _____

Agent's Name _____ Policy Number _____

Deductibles: Collision $ _____ Comprehensive $ _____

19. SCHEDULED LEASE END AND LEASE TERM

A. This Lease is scheduled to end on a date determined as follows: (1) If the date of this Lease is the 29th, 30th, or 31st of the month, start with the 1st day of the month immediately following the date of this Lease and move forward by the number of months in the lease term (Item 19B); or (2) If the date of this Lease is not the 29th, 30th, or 31st of the month, start with the date of this Lease and move forward by the number of months in the lease term (Item 19B).

B. The scheduled lease term is _____ months.

20. HOW THIS LEASE CAN BE CHANGED

This Lease contains the entire agreement between you and us relating to this Lease. Any change to the Lease must be in writing and both you and we must sign it. No oral changes are binding.

Lessee Signs X _____

Co-Lessee Signs X _____

NOTICE: THE OTHER SIDE OF THIS LEASE CONTAINS IMPORTANT TERMS AND CONDITIONS, INCLUDING AN ARBITRATION PROVISION.

Agreement to Ar[illegible] below, you agree that, pursuant to the Arbitration Provision on the reverse side of this Lease, you or we may elect to resolve any dispute by ne[illegible]tion and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

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

LEASE AGREEMENT 1 OF 2 NOTICE TO LESSEE [illegible] 2
IN DEALER CANNOT ASSIGN THE LEASE TO [illegible] AS SPECIFIED BY THE DEALER, YOU
ARE LIABLE TO THE DEALER (OR ASSIGNEE) FOR [illegible] TWO WAYS TO AVOID THIS LIABILITY.
(1) WITHIN 10 DAYS OF SIGNING THE LEASE, [illegible] LESSEE SHALL HAVE THE
RETURN THE VEHICLE TO DEALER IN [illegible] AND DEALER SHALL
WILL THEN RETURN ALL CONSIDERATION [illegible] LESSEE TO BE OBLIGATED
OF THIS LEASE. (2) [illegible]

Lessor's Right to Cancel. If Lessee(s) sign here, [illegible] to Cancel section on the back giving the Lessor the right to cancel if Lessor is unable to assign the lease to a financial institution will apply. X [redacted] X _____ Co-Lessee Signature

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decided the vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this lease only with the agreement of the lessor or for legal cause, such as fraud.

Notice is hereby given that the rights, but not the obligations, of _____ to perform under the lease agreement described herein have been assigned to _____ pursuant to an agreement between _____ and _____

(1) Do not sign this lease before you read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this lease; (3) Warning – Unless a charge is included in this lease for public liability or property damage insurance, payment for that coverage is not provided by this lease.

YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, THAT THE VEHICLE IS EQUIPPED AS YOU WANT, AND THAT IT IS IN GOOD CONDITION. YOU ACCEPT THE VEHICLE FOR ALL PURPOSES OF THE LEASE. YOU UNDERSTAND THAT YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU READ BOTH SIDES OF THIS LEASE, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE (ITEM 24), BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED THIS LEASE.

LESSEE SIGNATURES

Lessee Signature [redacted] Date _____ Co-Lessee Signature _____ Date _____

Type/Print Lessee N[illegible] Type/Print Co-Lessee Name _____

Commercial Lessee _____ Date _____ By _____

Type/Print Name _____ T[redacted]

LESSOR'S [illegible]

The Lessor's authorized signature indicates the Lessor has accepted the ter[illegible]

Lessor Name: [illegible]

Lienholder Name: WELLSFRGO AS CTL AGT

Assignee Name: ACAR Leasing Ltd.

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

DEALER COPY

Columbus copy document requested by wz90kq at 3:04:40 PM on 4/21/2017

2015 COLORADO 2WD WT CREW LONG BOX — GENERAL MOTORS LLC
GAZ SUMMIT WHITE /V6G
H2R JET BLACK / DARK ASH — RENAISSANCE CENTER
ORDER NO. SDWT8S/TBF[redacted] STOCK NO. — DETROIT MI 48243-1114
VIN 1GC GSAE 36 F1[redacted] — VEHICLE INVOICE [redacted]
**********9160*****13*15640S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
12T43 COLORADO 2WD WT CREW LONG B	25850.00	24557.50	INVOICE 01/16/15
LFX ENGINE, 3.6L SIDI DOHC V6 VVT	N/C	N/C	SHIPPED 01/16/15
MYB TRANSMISSION, 6-SPD AUTOMATIC	N/C	N/C	EXP I/T 01/28/15
PCN WT CONVENIENCE PACKAGE INCL:	490.00	431.20	INT COM 01/28/15
* REMOTE KEYLESS ENTRY			PRC EFF 01/16/15
* CRUISE CONTROL			KEYS Z1134 Z1134
* EZ LIFT AND LOWER TAILGATE			WFP-S QTR OPT-1
* CONTENT THEFT ALARM, THEFT DETERRENT SYSTEM			BANK: ALLY - 061
			CHG-TO 15-640
PCX WORK TRUCK APPEARANCE PACKAGE INCLUDES:	435.00	382.80	
			SHIP WT: 4085
* MOLDINGS, CHROME BELTLINE			HP: 32.9
* OUTSIDE DOOR HANDLES BODY COLOR			GVWR: 5800
			GAWR.FT: 3200
* DUAL POWER OUTSIDE MIRRORS, POWER ADJUST, MANUAL FOLD			GAWR.RR: 3500
			EMPLOY: 25431.64
* SPOTTER MIRROR, DRIVER SIDE			SUPPLR: 26446.50
* WHEELS, 16" ULTRA SILVER METALLIC CAST ALUMINUM			NTR: 1/2
			EMPINC: 1479.89
* REAR BUMPER, BODY COLOR			SUPINC: 465.03
YF5 50-STATE EMISSIONS	N/C	N/C	

TOTAL MODEL & OPTIONS	26775.00	25371.50	ACT 237	25443.25
DESTINATION CHARGE	875.00	875.00	H/B 261	803.25
DEALER IMR CONTRIBUTION		267.75	ADV 261	267.75
LMA GROUP CONTRIBUTION		267.75	EXP 65A	267.75
TOTAL	27650.00	26782.00	PAY 310	26782.00

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 25591.00

****

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

****

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

PREMIER CHEVROLET OF BUENA PARK

REMIT TO ALLY NO.[redacted]
VIN 1GCGSAE36F1[redacted]
$ 26782.00 INV[redacted]
DUE 01/28/15 DEALER 15-640

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By:
Adrian Flansburg

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

Vehicle VIN
1GCGSAE36F[redacted]

Date:
October 26, 2017

	USAGE FORMULAS	
1	**To calculate usage:**	
2	Use ONLY one of the 4 methods in this column or	
3	follow applicable lemon law formula for your state	
4		
5	**A. USAGE USING L.L. FORMULA**	
6	Base Price/Total Repurch Price	$0.00
7	Mileage	0
8	Denominator	120,000
9	**Usage**	**$0.00**
10		
11	**B. USAGE - NEGOTIATED**	$3,199.91
12		
13		
14	**C. USAGE USING CENTS/MILE**	
15	Mileage	0
16	Cents per mile	$0.000
17	**Usage**	**$0.00**
18		
19		
20	**D. USAGE-CALIFORNIA ONLY**	
21	Base price section-Used when **NOT** financed.	
22	**"Actual Price Paid" (Base)**	**$0.00**
23	Mileage	0
24	**Usage**	**$0.00**
25	**OR**	
26	Payment/Lease-Used **when** financed.	
27	**"Actual Price Paid" (Pmt/Lease)**	**$29,857.98**
28	Mileage	0
29	Any ext service contract (CA only)	0
30	**Usage**	**$0.00**
31		

	STRAIGHT REPURCHASE - BASE	
1	Base Price	$0.00
2	Conversion / Upfit cost	$0.00
3	Reg./Lic./Title Fees	$0.00
4	State Fees	$0.00
5	Aftermarket Items	$0.00
6	Sales Tax	$0.00
7	Finance Charges	$0.00
8	GMPP (* only for WI)	$0.00
9	Other-Explain	$0.00
10	**Total Purchase Price**	**$0.00**
11		
12	*** Usage/Depreciation**	**$3,199.91**
13	Damage	$0.00
14	Late charges	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$0.00
18	Other-Explain	$0.00
19	Other-Explain	$0.00
20	Other-Explain	$0.00
21	Other-Explain	$0.00
22	**Total Deductions**	**$3,199.91**
23		
24	**Repurchase Subtotal**	**-$3,199.91**
25	Loan Payoff good thru xx/xx/xx	$0.00
26	**Total Refund to Customer**	**-$3,199.91**
27	Attorney's Fees	$0.00
28	**Total Repurchase**	**-$3,199.91**
29	NADA (Legal Only)	$0.00
30	**Estimated Auction Value**	**$0.00**
31	**Projected Loss**	**-$3,199.91**

	PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	Down Pmt / Cap Cost Reduction	$2,500.00
2	Pmts (includes 1st month if lease)	$9,579.00
3	Reg/Lic/Title Fees (leases only)	$317.00
4	Tax (leases only)	$0.00
5	Aftermarket Items	$0.00
6	Other-Explain	$0.00
7	Other-Explain	$0.00
8	Other-Explain	$0.00
9	Other-Explain	$0.00
10	**Total Additions**	**$12,396.00**
11		
12	*** Usage/Depreciation**	**$3,199.91**
13	Damage	$0.00
14	Late Fees	$0.00
15	Over-Allowance	$0.00
16	Negative Equity	$0.00
17	Incentives	$500.00
18	Sec. Dep. (leases) if reimbursing above	$0.00
19	Extended Service Contract	$0.00
20	Gap Insurance	$0.00
21	Over Mileage Penalty	$0.00
22	**Total Deductions**	**$3,699.91**
23		
24	**Total Refund to Customer**	**$8,696.09**
25	Dlr Buyout (lease) or Loan Payoff	$18,278.98
26	(GMAC=DL quote) good thru 11/26/17	
27	Attorney's Fees	$7,500.00
28	**Total Repurchase**	**$34,475.07**
29	NADA (Legal Only)	$19,425.00
30	**Estimated Auction Value**	**$14,374.50**
31	**Projected Loss**	**$20,100.57**

	PURCHASE PRICE (before t/t/t)	$ -
	MSRP (FROM BARS INVOICE)	$ -
	DIFFERENCE	$ -
	if positive look for over allowance	
	Authorized Signature	Date

	TRADE ALLOWANCE	$ -
	PAYOFF OF TRADE	$ -
	DIFFERENCE	$ -
	if negative=negative equity	
	TRADE ALLOWANCE	$ -
	ACV OF TRADE	$ -
	DIFFERENCE	$ -
	ACV=actual cash value	

	PURCHASE PRICE	$ -
	INCENTIVE* (from BARS)	$ -
	OVERALLOWANCE	$ -
	ACTUAL PRICE	$ -
	Do not include fuel fill credit	
	Include GM card points	
	Form Rev. 04/28/2006	

MIKE HERNANDEZ'

CAMINO REAL CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754

(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

[redacted]

CUSTOMER NO. [redacted]	ADVISOR: FERNANDO 258	TAG NO: 4065	INVOICE DATE: 10/31/15	
[redacted]	LABOR RATE	LICENSE NO.: 79247P1	MILEAGE: 14,399	COLOR: WHITE/2WD W
EL MONTE, CA [redacted]	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO.: 1GCGSAE36F1[redacted]		SELLING DEALER NO.	PRODUCTION DATE
NONE	F.T.E. NO.	P.O. NO.	R.O. DATE: 10/09/15	
[redacted]	COMMENTS			MO: 14399

JOB# 1 CHARGES

LABOR
J# 1 00CVZ0600723 2YR/24K MAINT 2014 HOURS: TECH(S):521 — 7.32

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
521	10/09/15	15.20	15.20	0.00	0.00	FINISHED
521	10/09/15	0.00	0.00	0.00	0.70	FLAT RATE TIME
			TOTAL TECH TIME	0.00	0.70	

PERFORM LOF/ROTATE 2YR/24K MAINT 2014
LOF
PERFORM LOF/ROTATE MPVI

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	19303249	FILTER KI 1.836 Y	5.20	5.20	7.28	7.28
			COST TOTAL		5.20		
					TOTAL - PARTS		7.28

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	128304	695551	10/29/15	RENTAL.	38.00
				TOTAL - SUBLET	38.00

G.O.G. & SUPPLIES
6.0 DEXOS @ 3.400 /UNIT — 20.40
TOTAL - GOG — 20.40

JOB# 1 TOTALS

LABOR	7.32
PARTS	7.28
SUBLET	38.00
G.O.G.	20.40
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL	73.00

JOB# 2 CHARGES

LABOR
J# 2 00CVZ0108 21 POINT INSPECTION HOURS: 0.00 TECH(S):163 521 — 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
163	10/09/15	14.90	14.90	0.00	0.00	HOLD OTHER
521	10/09/15	15.20	15.20	0.00	0.00	FINISHED
521	10/09/15	0.00	0.00	0.00	0.00	FINISHED
			TOTAL TECH TIME	0.00	0.00	

CUSTOMER REQUESTS PERFORM 21 POINT INSPECTION
21 POINT INSPECTION PERFORMED

JOB# 3 CHARGES

LABOR
J# 3 45CVZ STEERING/SUSPENSION HOURS: TECH(S):163 — 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
163	10/09/15	16.30	16.30	0.00	0.00	FINISHED
163	10/30/15	0.00	0.00	0.00	0.00	OVERRIDE IN INVOICING
			TOTAL TECH TIME	0.00	0.00	

CK AND ADVISE BRAKE NOISE WHN COMING TO A STOP
NOT ABLE TO DUPLICATE CONCERN

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

WARRANTY COPY-W

[CONTINUED ON NEXT PAGE] 04:51pm

The Reynolds and Reynolds Company ERAINTINVE
SF667735 Q (06/12)

MIKE HERNANDEZ'

CAMINO REAL CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754

(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

[redacted]

CUSTOMER NO [redacted]	ADVISOR FERNANDO 258	TAG NO 4065	INVOICE DATE 10/31/15	INVOICE NO [redacted]	
[redacted]	LABOR RATE	LICENSE NO 79247P1	MILEAGE 14,399	COLOR WHITE/2WD W	STOCK NO.
EL MONTE, CA [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE	DELIVERY MILES	
NONE	VEHICLE ID NO 1 G C G S A E 3 6 F 1 [redacted]		SELLING DEALER NO	PRODUCTION DATE	
[redacted]	F.T.E. NO.	P.O. [redacted]	R.O. DATE 10/09/15		
	COMMENTS			MO: 14399	

JOB# 4 CHARGES

LABOR

J# 4 45CVZ01 STEERING CONCERN HOURS: TECH(S):163 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
163	10/09/15	16.30	16.30	0.00	0.00	FINISHED
163	10/29/15	0.00	0.00	0.00	0.00	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

CUST STATES PWR STEERN MESG COMES ON GET STIFF AT TIMES
UNABLE TO DUPLICATE CONCERN

JOB# 5 CHARGES

LABOR

J# 5 02CVZ RECALL HOURS: 0.40 TECH(S):163 42.47

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
163	10/09/15	16.00	16.30	0.30	0.00	FINISHED
163	10/09/15	0.00	0.00	0.00	0.00	FINISHED
163	10/30/15	0.00	0.40	0.00	0.40	ENTERED IN INVOICING
		TOTAL TECH TIME		0.30	0.40	

OPEN CAMPAIGN #15439 LOSS OF POWER STEERING
REPROGRAM POWER STEERING MODULE

JOB# 5 TOTALS

LABOR 42.47

JOB# 5 JOURNAL PREFIX CVWS JOB# 5 TOTAL 42.47

JOB# 6 CHARGES

LABOR

J# 6 02CVZ001 RECALL HOURS: 0.40 TECH(S):552 42.47

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
552	10/14/15	8.60	10.00	1.40	0.00	HOLD AUTHORIZATION
552	10/14/15	11.60	11.60	0.00	0.00	FINISHED
552	10/14/15	0.00	0.00	0.00	0.40	FINISHED
		TOTAL TECH TIME		1.40	0.40	

OPEN CAMPAIGN #15150 FRONT SEAT HOOKS
15150
REINSTALL ONE SEAT. 9101518 .4

JOB# 6 TOTALS

LABOR 42.47

JOB# 6 JOURNAL PREFIX CVWS JOB# 6 TOTAL 42.47

JOB# 7 CHARGES

LABOR

J# 7 61CVZ EXTERIOR TRIM HOURS: TECH(S):552 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
552	10/14/15	11.60	11.60	0.00	0.00	FINISHED
552	10/29/15	0.00	0.00	0.00	0.00	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.00	0.00	

CUST STATES LEFT REAR DOOR HANDL BINDS ON OPENNINF HANDLE
PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE.

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERMAINTAIN
SF667735 Q (06/12)

MIKE HERNANDEZ'

CAMINO REAL CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754

(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

[redacted]

CUSTOMER NO. [redacted]	ADVISOR FERNANDO 258	TAG NO. 4065	INVOICE DATE 10/31/15	
[redacted]	LABOR RATE	LICENSE NO. 79247P1	MILEAGE 14,399	COLOR WHITE/2WD W
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GCGSAE36F1[redacted]		SELLING DEALER NO.	PRODUCTION DATE
NONE	F.T.E. NO.	P.O. [redacted]	R.O. DATE 10/09/15	
A[redacted]	COMMENTS			MO: 14399

PARTS	QTY	PP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	0		23253821	HANDLE 10.527 Y	23.22	0.00	32.51	0.00
				** QUANTITY 1 IS SPECIAL ORDERED **				
						TOTAL - PARTS		0.00

JOB# 8 CHARGES

LABOR

J# 8 51CVZ01 BODY ELECT CONCERN HOURS: 1.00 TECH(S):552 106.17

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
552	10/14/15	11.60	11.60	0.00	0.00	FINISHED
552	10/14/15	0.00	0.00	0.00	1.00	FINISHED
			TOTAL TECH TIME	0.00	1.00	

CUST STATES DASH LIGHTS AND RADIO SHUTT OFF AT TIMES BACK
UP CAMERA
RADIO SOFTWARE OUTDATED
REPROGRAM RADIO WITH LATEST SPS CALIBRATION PER PI1374E.
WARRANTY CODE: 80E35 2880278 1.0

JOB# 8 TOTALS

LABOR	106.17
JOB# 8 JOURNAL PREFIX CVWS JOB# 8 TOTAL	106.17

COMMENTS
WARR, IN BASKET 10+-30

R/O TAX	0.00
R/O TOTALS	264.11

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	35.00
	80.47
	42.47
	106.17
CLAIM TOTALS	264.11

APPROVED BY SIGNATURE

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF667735 Q (06/12)

[redacted]

MIKE HERNANDEZ'
CAMINO REAL CHEVROLET

2401 SO. ATLANTIC BLVD.
MONTEREY PARK, CA. 91754

(323) 264-3050
AT POMONA FRWY.

B.A.R. REG. NO. ARD052719

E.P.A. NO. CAD981384852

SE HABLA ESPAÑOL

CUSTOMER NO. [redacted]	ADVISOR: FERNANDO 258	TAG NO: 4251	INVOICE DATE: 11/30/15		
[redacted]	LABOR RATE	LICENSE NO: 79247P1	MILEAGE: 15,685	COLOR: WHITE/2WD W	
EL MONTE, CA [redacted]	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO.: 1 G C G S A E 3 6 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
NONE	F.T.E. NO.	P [redacted]	R.O. DATE: 10/31/15		
R [redacted]	COMMENTS: MO: 15686				

J [redacted]

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK.

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

LABOR----------

J# 1 45CVZ01 STEERING CONCERN HOURS: 2.40 TECH(S):163 254.81

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
163	11/03/15	14.90	16.90	2.00	0.00	NON WORKING
163	11/04/15	8.20	8.90	0.70	0.00	FINISHED
163	11/04/15	0.00	0.00	0.00	2.40	FLAT RATE TIME
		TOTAL TECH TIME		2.70	2.40	

CUST STATES TSEERING GETS HARD MORE SO WHENTURNING SERVICE
POWER STEERING MESSAGE COMES ON
REFER TO PIT5437A,CONTACT TAC CASE #8-1617987008
REPLACE RACK AND PINION,SET TOE

PARTS

QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1		23353848	GEAR 6.508 Y	783.08	783.08	1036.31	1036.31
-1		23353848	CORE RETURN	150.00	-150.00	150.00	-150.00
				COST TOTAL	633.08		
					TOTAL - PARTS		886.31

SUBLET

PO#	VEND INV#	INV.DATE	DESCRIPTION	
128777	696088	11/06/15	RENTAL	266.00
			TOTAL - SUBLET	266.00

JOB# 1 TOTALS----------

LABOR	254.81
PARTS	886.31
SUBLET	266.00
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL	1407.12

JOB# 2 CHARGES----------

LABOR----------

J# 2 00CVZ0108 21 POINT INSPECTION HOURS: 0.00 TECH(S):163 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
163	11/04/15	8.90	8.90	0.00	0.00	FINISHED
163	11/04/15	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER REQUESTS PERFORM 21 POINT INSPECTION
21 POINT INSPECTION PERFORMED

JOB# 3 CHARGES----------

LABOR----------

J# 3+51CVZ BODY ELECTRICAL HOURS: 0.90 TECH(S):552 553 95.55
Added Operation (FSUAREZ @ 11/02/2015 08:08)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
553	11/03/15	8.00	9.00	0.00	1.00	ENTERED IN INVOICING
552	11/06/15	14.00	14.50	0.50	0.00	FINISHED
552	11/06/15	0.00	0.20	0.00	0.20	ENTERED IN INVOICING
		TOTAL TECH TIME		0.50	1.20	

CUST STATES LEFT REAR DOOR OUTER HANDLE BINDS ON OPENING SOP
HERE
LEFT REAR OUTSIDE HANDLE COMING APART.

The Reynolds and Reynolds Company ERAINTINVE
SF667735 Q (06/12)

Service Request Activity (All)

SR No.	[redacted]	Ref No.		BRC Type	N/A	Business Unit	TAC US
Account	Camino Real Chevrolet	Site/BAC	114549	Cost Ast.		Area	Steering
Last Name	[redacted]	First Name	[redacted]	GW SubType		Sub-Area	Electric
Daytime #	[redacted]	Evening #		Approval	Not Initiated	Safety	No
		Source					
Involved Dlr		Contact Accnt.	Camino Real Chevrolet	UCC		Updated	Apr 9, 2017 1:39 AM
Serial/VIN #	1GCGSAE36F[redacted]	Source	Phone				
Model	Colorado	License #	CHEVROLET	Priority	Medium	Owner	XZFD92
Make	Chevrolet	Warranty Start	Jan 31, 2015 12:00 AM	Status	Closed	Opened	Oct 13, 2015 12:38 AM
Year	2015	Mileage	14399	Sub Status	System Auto Close	Closed	Apr 1, 2017 4:25 AM
Customer Description	[redacted]			Cust Concern	Customer states the steering gets hard and the service power steering message is displayed		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/01/2017 04:25:39	SADMIN	SYSCLOSE	SR Closed - System Auto Close		Done	04/01/2017 04:25:39	Service Request has been Closed System Auto Close.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Camino Real Chevrolet	114549		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/13/2015 12:58:03	XZFD92	XZFD92	TAC Update	Technician/Dealer	Done	03/23/2017 12:30:31	.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Camino Real Chevrolet	114549		

Comments

Caller's Name & Position (For rental facilities, list phone # & shop address):
Rueben Guzman Technician

Customer Concern:
Customer states the steering gets hard and the service power steering message is displayed

_1__ Times In *not for same-day return calls
_2__ Days Down (*)
_n__ on first call, ask if there aftermarket accessories/modifications present? List:

For Action Center Vehicles (or if unknown), ask:
_y__ is vehicle at the dealer?
_n__ is it a stock unit?

Caller states (Results of Previous Suggestions, SI docs, DTCs, Verified? etc.):
• DTC U0420 SYM42 is setting in the PSCM
• Has cleared the DTC'S and none have reset

Generated by wz90kq

• Looking for direction

Advised caller (your suggestions, info source, etc.):
• Inspect the wiring harness per PIT5414A
• If no concern is seen then perform the PSCM configuration
• If no concern is seen then re-center the SAS per document 3984621 and re-evaluate

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/13/2015 12:58:01	XZFD92	XZFD92	Ownership Changed		Done	10/13/2015 12:58:01	Service Request Ownership has changed FROM: JZBRMQ TO: XZFD92

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Camino Real Chevrolet	114549

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/13/2015 12:38:53	JZBRMQ	JZBRMQ	TAC Inbound Call	Diagnostics	Done	10/13/2015 12:40:31	power steering message comes on and steering gets hard. U0420-42

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Camino Real Chevrolet	114549

Comments

___Case_Info___
BAC: 114549
State: CA - California
RO: [redacted]
Mileage: 14399
Contact: [redacted]
VIN: 1GCGSAE36F1[redacted]
SR#: [redacted]
Group: Chassis / Electrical

___Template_Questions___
Times In: 1
Days Down: 2
Aftermarket Acc./Modifications: No
Concern Duplicated: No
SI Documents Used: No
Vehicle at Dealer: Yes
Stock Vehicle: No
Vehicle Towed In: No

End of Report

SR No.	[redacted]	**Ref No.**	[redacted]	**BRC Type**	Legal	**Business Unit**	BRC
Account		**Site/BAC**		**Cost Ast.**	No Goodwill Offered	**Area**	CA CEC
Last Name	[redacted]	**First Name**	[redacted]	**GW SubType**		**Sub-Area**	Tier 2
Daytime #	[redacted]2	**Evening #**	[redacted]	**Approval**	Not Initiated	**Safety**	Yes
		Source					
Involved Dlr	Camino Real Chevrolet	**Contact Accnt.**		**UCC**	Steering - General	**Updated**	Dec 15, 2015 6:32 PM
Serial/VIN #	1GCGSAE36F1[redacted]	**Source**	Phone				
Model	Colorado	**License #**	CHEVROLET	**Priority**	Medium	**Owner**	XZH06L
Make	Chevrolet	**Warranty Start**	Jan 31, 2015 12:00 AM	**Status**	Closed	**Opened**	Oct 27, 2015 7:20 PM
Year	2015	**Mileage**	15000	**Sub Status**	Satisfied	**Closed**	Dec 15, 2015 6:32 PM
Customer Description	This is a BRC CA CEC Case. Do not assume case. Forward any inquiries to Cindy at Ext: 5921255			**Cust Concern**	steering issue		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/15/2015 18:32:32	XZH06L	XZH06L	SR Closed - Satisfied		Done	12/15/2015 18:32:32	Service Request has been Closed Satisfied.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/15/2015 18:31:36	XZH06L	XZH06L	SR Summary	SR Closure Review	Done	12/15/2015 18:32:30	Case closure.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Closing case. [redacted] is not going to take his vehicle back into the dealership at this time but will contact if assistance needed. Cindy/BRC/CA CEC/ATX/5921255							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/11/2015 13:06:48	XZH06L	XZH06L	Scheduled Outbound Call Cust		Done	12/15/2015 18:31:31	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
Puga		Orlando					
Comments							
Contact [redacted] to see if he has taken his truck back into Camino Real Chevrolet for his electrical concerns. Cindy/BRC/CA CEC/ATX/5921255							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/11/2015	XZH06L	XZH06L	Outbound Email	Dealer	Done	12/11/2015 13:06:38	Camino Real Chevrolet

13:05:40						

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

BAC: 114549
323-264-3050
gary@caminorealchevrolet.com
Gary Takamine

Comments

Customer [redacted]
Vehicle Information:2015 Chevrolet Colorado
VIN: 1GCGSAE36F1[redacted]
CA CEC: Cindy Wagner
Telephone: 1-866-790-5700 ext. 5921255
Fax: 866-266-1789

Dear Gary Takamine or Leslie Primero:

The above customer will be bringing his truck back to the dealership as soon as he finds the time for the electrical issues again. He advised that the power completely turns off the radio & the back up camera is working sometimes. I just wanted to give you a heads up for the customers concern since he was in there not long ago.

Let me know if you have any questions.

Thank you for your assistance with this concern and creating a long-term customer satisfaction and loyalty.

Sincerely,

General Motors
Customer Engagement Center

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/11/2015 12:56:54	XZH06L	XZH06L	Outbound Call Customer	Made Contact	Done	12/11/2015 13:03:06	[redacted]

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

Comments

CA CEC made contact with [redacted].
[redacted] advised that he took the vehicle in to the dealership & the first time they fixed his recalls, power steering & electrical concerns by reprogramming. Now the truck is having electrical issues again where the power completely turns off radio & back up camera works sometimes & sometimes not. He was just letting me know that he is taking it back to the dealership when he gets a chance.
CA CEC apologized & thanked him for contacting me. I will let Camino Real Chevrolet know that he is bringing the vehicle back in for repairs. I advised Mr [redacted] to keep me updated on what is going on with the repairs.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/10/2015 12:01:54	XZH06L	XZH06L	Scheduled Outbound Call Cust		Done	12/11/2015 12:56:51	[redacted]

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

Comments

Make another attempt to contact [redacted] in reference to his case.

Cindy/BRC/CA CEC/ATX/5921255

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/10/2015 12:00:34	XZH06L	XZH06L	Outbound Call Customer		Done	12/10/2015 12:01:52	[redacted]

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

Comments

CA CEC left a voice mail for [redacted] to contact me back in reference to his call.

Cindy/BRC/CA CEC/ATX/5921255

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/09/2015 19:17:50	QZLVVR	XZH06L	Scheduled Outbound Call Cust		Done	12/10/2015 12:00:09	[redacted]

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

Comments

AP:
Contacting customer for an update on case.

James BRC ATX CEC 21275

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/08/2015 19:54:06	XZYCJ8	XZH06L	Notify CRM		Done	12/10/2015 11:59:15	pls see ibcc

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

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
12/08/2015 19:52:48	XZYCJ8	XZYCJ8	Inbound Call Customer	Complex Request	Done	12/08/2015 19:54:04	**assisting only**

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

Comments

-cust called in wanting to talk with Cindy as he never received any callbacks from her

-cust would want updates on the case

Alex/CAC/T1/MNL/Redesign

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

12/08/2015 19:52:28	XZYCJ8	XZH06L	SR Opened		Done	12/08/2015 19:52:28	SR in Status of Closed has been Re-Opened by XZYCJ8
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
11/05/2015 16:57:04	XZH06L	XZH06L	SR Closed - Satisfied		Done	11/05/2015 16:57:04	Service Request has been Closed Satisfied.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
11/05/2015 16:56:21	XZH06L	XZH06L	SR Summary	SR Closure Review	Done	11/05/2015 16:56:42	Case closure.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Closing case. CA CEC contacted [redacted] to find out what the dealership is doing. [redacted] advised that the dealership is changing out the power steering system & it should be ready in a couple of days so he can pick it up. CA CEC advised [redacted] if he has any other questions after he picks up the vehicle please contact me back. Cindy/BRC/CA CEC/ATX/5921255							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
11/05/2015 16:54:28	XZH06L	XZH06L	Outbound Call Customer	Made Contact	Done	11/05/2015 16:56:21	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
CA CEC contacted [redacted] to find out what the dealership is doing. [redacted] advised that the dealership is changing out the power steering system & it should be ready in a couple of days so he can pick it up. CA CEC advised [redacted] if he has any other questions after he picks up the vehicle please contact me back. Cindy/BRC/CA CEC/ATX/5921255							

Created	**Created By**	**Assigned To**	**Activity Type**	**Sub-Type**	**Status**	**Actual Completion**	**Description**
11/03/2015 13:06:59	XZH06L	XZH06L	Scheduled Outbound Call Cust		Done	11/05/2015 16:54:27	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Follow up with [redacted] to see what the dealership found with his truck. Cindy/BRC/CA CEC/ATX/5921255							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
11/03/2015 13:03:37	XZH06L	XZH06L	Outbound Call Customer		Done	11/03/2015 13:06:57	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
CA CEC contacted [redacted] to see if the dealership is looking at his truck. [redacted] advised that he left the truck on Saturday & is going to contact the dealership today. He advised that he feels like the dealership does not know what to do. CA CEC advised to wait & see what they advise him & then we will go from there but please give me a call & keep me updated. Cindy/BRC/CA CEC/ATX/5921255							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/29/2015 14:21:18	XZH06L	XZH06L	Inbound Call Customer	Customer	Done	10/29/2015 14:25:36	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
[redacted] called back to the dealership & talked with Fernando. Fernando advised him that since he could not leave his truck there any longer than the 2 days the repair order is still open waiting for the customer to return the vehicle if he was still having the power steering issue. CA CEC advised that sometimes the dealerships will do this on a reoccurring concern. I advised [redacted] to get the vehicle back over to the dealership as soon as he can so the power steering issue can be looked at for repairs. [redacted] advised that he would take the vehicle back over to the dealership. Cindy/BRC/CA CEC/ATX/5921255							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/29/2015 14:09:46	XZH06L	XZH06L	Scheduled Outbound Call Cust		Done	11/03/2015 13:03:23	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Contact [redacted] to see if he contacted Fernando at Camino Real Chevrolet to see what he is going to do for the power steering issue. Cindy/BRC/CA CEC/ATX/5921255							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/29/2015 14:07:06	XZH06L	XZH06L	Inbound Call Customer	Customer	Done	10/29/2015 14:09:44	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
[redacted] called back in to see what I had found out from Camino Real Chevrolet. CA CEC advised that Gary the Service Manager at Camino Real Chevrolet advised that the vehicle had only been over at the dealership for an oil							

change & the Service Bulletin for the Power Steering & the Recall had not been performed at the dealership so the power steering had not been checked.
Orlando Puga advised that Fernando at Camino Real Chevrolet had been the one that advised that the recall & service bulletin had been performed. He advised that he is going to contact him to see what he needs to do & if he needs me he will contact me back.

Cindy/BRC/CA CEC/ATX/5921255

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/28/2015 11:17:21	XZH06L	XZH06L	Scheduled Outbound Call Cust		Done	10/29/2015 14:07:03	[redacted]

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

Comments

Try to contact [redacted] again to make an appointment to have the 2 recalls he has (and 1 is for the power steering) which he advised that he is having a concern with.

Cindy/BRC/CA CEC/ATX/5921255

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/28/2015 11:15:26	XZH06L	XZH06L	Outbound Call Customer	Left Message	Done	10/28/2015 11:17:19	[redacted]

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

Comments

CA CEC left a voice mail for [redacted] advising him that I talked with the Service Mgr/Gary at Camino Real Chevrolet & he advised that the only time he has been in the dealership is for an oil change & the 2 recalls that he has on his vehicle have not been performed so we need to get an appointment scheduled to have the recalls performed & while they are doing that & diagnosing the concern he will be without a vehicle unless the dealership has one available. Please give me a call.

Cindy/BRC/CA CEC/ATX/5921255

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/28/2015 11:10:42	XZH06L	XZH06L	Inbound Email	Dealer	Done	10/28/2015 11:11:28	Gary Takamine Service Director Camino Real Chevrolet 323-264-3050 ext 186 Fax 323-261-2356 gary@caminorealchevrolet.com

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

Comments

He's only been here for an oil change but there 2 open field actions on his vehicle. 1 of them is a service update for loss of power steering

Gary Takamine
Service Director
Camino Real Chevrolet
323-264-3050 ext 186
Fax 323-261-2356
gary@caminorealchevrolet.com

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

10/27/2015 19:44:20	XZH06L	XZH06L	Scheduled Outbound Call Cust		Done	10/28/2015 11:13:05	[redacted]

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

Comments

Contact [redacted] with an update on what I find out from Camino Real Chevrolet.

Cindy/BRC/CA CEC/ATX/5921255

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/27/2015 19:43:36	XZH06L	XZH06L	Scheduled Outbound Email		Done	10/28/2015 11:10:38	Camino Real Chevrolet BAC: 114549 323-264-3050 Zulema Lopez Gary Takamine gary@caminorealchevrolet.com

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

Comments

Waiting on a response from Camino Real Chevrolet.

Cindy/BRC/CA CEC/ATX/5921255

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/27/2015 19:38:19	XZH06L	XZH06L	Outbound Email	Dealer	Done	10/27/2015 19:43:27	Camino Real Chevrolet BAC: 114549 323-264-3050 Zulema Lopez Gary Takamine gary@caminorealchevrolet.com

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

Comments

RE: Customer [redacted]
Service Request: [redacted]
Vehicle:2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSAE36F1[redacted]
CA CEC: Cindy Wagner
Telephone: 1-866-790-5700 Ext. 5921255
Fax: 1-866-266-1789

Dear Gary Takamine or Zulema Lopez:

The above customer contacted me & advised that he has had the vehicle at the dealership twice for his power steering going out on his vehicle. The first repair the dealership only kept it for 2 days & he was provided a Tahoe & the 2nd repair the dealership only kept it for 1 day. He cannot do without a vehicle & needs a truck for a loaner/rental since he uses his truck for his work. Mr. [redacted] advised that he goes up & down hills all day & needs the power steering repaired. Since I show no repairs can you please advise me if there has been repairs made & what the problem seems to be. Also can we get the customer into a truck for the loaner/rental vehicle since he is under warranty with a new truck.

Let me know if I can assist.

Thank you for your assistance with this concern and creating a long-term customer satisfaction and loyalty.

Sincerely,

General Motors
Customer Engagement Center

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/27/2015 19:32:40	XZH06L	XZH06L	Inbound Call Customer	Customer	Done	10/27/2015 19:38:18	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Warm transfer from Tier 2. [redacted] advised that he is having an issue with his power steering. Mr. [redacted] advised that it happened today & he almost went off a cliff. A couple of times it has happened & he thought nothing of it, 2 times he has taken it in & the first time the dealership kept it for 2 days & the 2nd time only 1 day since he needs a truck for his work. The time they kept it for 2 days they provided him with a Tahoe for his loaner vehicle but he needs a truck for his job & wants to get it fixed. He is also having a problem with shocks are bad & electrical to where his lights are going off. CA CEC apologized & advised that I will contact Camino Real Chevrolet to see what they have to say & get back with him as soon as I can talk with them. Cindy/BRC/CA CEC/ATX/5921255							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/27/2015 19:24:56	XZH06L	XZH06L	Ownership Changed		Done	10/27/2015 19:24:56	Service Request Ownership has changed FROM: QZHRPH TO: XZH06L
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/27/2015 19:24:47	XZH06L	XZH06L	Ownership Changed	Ownership Escalated to BRC	Done	10/27/2015 19:24:47	Ownership Escalated to BRC
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
10/27/2015 19:20:39	QZHRPH	QZHRPH	Inbound Call Customer	Complex Request	Done	10/27/2015 19:26:05	steering issue
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
CUST STS: - 2015 Colorado / 15000 mi - steering wheel get stuck - cannot turn - happened last Fri - already happened 5x - taken the veh to Service 2x - they supposed fixed it - taken it in last week							

> 114549 CAMINO REAL CHEVROLET - cust does not feel safe in it CUST SKS: - want new veh CRS ADV: - transferred to CACEC Jet/Mla/CAC T1 Redesign ==========	

End of Report

SR No.	[redacted]	**Ref No.**		**BRC Type**	**Legal**	**Business Unit**	**BRC**
Account		**Site/BAC**		**Cost Ast.**	**No Goodwill Offered**	**Area**	**CA CEC**
Last Name	[redacted]	**First Name**	[redacted]	**GW SubType**		**Sub-Area**	**Tier 2**
Daytime #	[redacted]	**Evening #**	[redacted]	**Approval**	**Not Initiated**	**Safety**	
		Source					
Involved Dlr	**Camino Real Chevrolet**	**Contact Accnt.**		**UCC**	**Electrical - General**	**Updated**	**Mar 18, 2016 5:34 PM**
Serial/VIN #	**1GCGSAE36F1[redacted]**	**Source**	**Phone**				
Model	**Colorado**	**License #**	**CHEVROLET**	**Priority**	**Medium**	**Owner**	**PZW023**
Make	**Chevrolet**	**Warranty Start**	**Jan 31, 2015 12:00 AM**	**Status**	**Closed**	**Opened**	**Mar 15, 2016 5:53 PM**
Year	**2015**	**Mileage**	**16000**	**Sub Status**	**Dissatisfied**	**Closed**	**Mar 18, 2016 5:33 PM**
Customer Description	**This is a CA CEC Case. Do not assume case. Forward any inquiries to Susan at extension 5921238**			**Cust Concern**	**Radio goes black/turns off**		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/18/2016 17:33:43	PZW023	PZW023	SR Closed - Dissatisfied		Done	03/18/2016 17:33:43	Service Request has been Closed Dissatisfied.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/18/2016 17:32:10	PZW023	PZW023	SR Summary	SR Closure Review	Done	03/18/2016 17:33:40	Closing File Dissatisfied
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Reason for Contact? repurchase requested Resolution? 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. Susan/CA CEC/ATX/5921238							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/18/2016 17:28:16	PZW023	PZW023	Inbound Call Customer	Service Request Update	Done	03/18/2016 17:31:54	Customer Contact
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
CRS STS: 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 I'm very sorry. I know that wasn't the answer you wanted. Regarding your current issue, if anything is still going on I'd recommend contacting your							

dlr for an appt.

CUSTOMER STS: Ok. I'll just keep taking it in and missing work. Bye.

Susan/CA CEC/ATX/5921238

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2016 12:49:52	PZW023	PZW023	GM Approval	Rejected	Done	03/17/2016 12:52:43	Rejected

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

Comments

Susan/CA CEC/ATX/5921238

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2016 12:49:20	PZW023	PZW023	Inbound Email	Field Rep/Wholesale	Done	03/17/2016 12:49:49	BRSM Rod Gasperik

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

Comments

Susan/CA CEC/ATX/5921238

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2016 12:30:05	PZW023	PZW023	Outbound Email	DVM/CAM/Field	Done	03/17/2016 12:46:53	BRSM Rod Gasperik

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

Comments

Susan/CA CEC/ATX/5921238

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2016 10:41:43	PZW023	PZW023	Inbound Email	Dealer	Done	03/17/2016 10:41:58	Camino Real Chevrolet

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

Comments

Hello Susan,

I have attached all of the service documents per your request. Please let me know if there is anything else you need for me to assist you.

Thank you,

Leslie Primero
323-264-3050 Ext.: 302

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2016 10:32:22	PZW023	PZW023	CA CEC	VIN Scan Completed	Done	03/17/2016 10:41:35	VIN Scan Performed
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

History SR's? 3
[redacted]8/TAC US/Steering. Opened 10/13/15. Concern? C/S steering gets hard & svc pwr steering msg is displayed / Dealer Comments/Diagnosis? (ti/dd: 1/2) DTC U0420 SYM42 is setting in the PSCM. Has cleared the DTC'S and none have reset - TAC Recommendations? Inspect the wiring harness per PIT5414A. If no concern is seen then perform the PSCM configuration. If no concern is seen then re-center the SAS per document 3984621 and re-evaluate.
[redacted]/BRC/CA CEC. Opened 10/27/15 - CLosed 12/15/15. Electrical issues/radio & back up camera inop at times.
[redacted]/TAC US/Infotainment. Opened 3/16/16. Concern? Radio goes blank at times (ti/dd: 1/1) / Dealer Comments? The audio will quit when this occurs. When this occurs the radio display will also quit. The radio part number is13596614. The radio will turn back on after about 10 to 15 minutes. The radio will turn back on to the start up screen. There is U0164 in the radio that is history - TAC Recommendations? Replace radio.
Goodwill? None
Branded Title/Blocked Wnty? No/No
Recalls? 15439, 15150, 15671
Special Cvg? No
CPO Wnty? No
Svc Contract? No
Selling Dealer? Premier Chevrolet of Buena Park
Service Providers? Camino Real Chevrolet

Susan/CA CEC/ATX/592123

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/17/2016 10:31:19	PZW023	PZW023	Ownership Changed		Done	03/17/2016 10:31:19	Service Request Ownership has changed FROM: SZ06FS TO: PZW023
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/15/2016 18:18:37	PZW023	PZW023	CA CEC	Case Assessment Complete	Done	03/17/2016 11:57:32	Case Assessment Attached
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Susan/CA CEC/ATX/5921238

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/15/2016 18:06:46	PZW023	PZW023	Outbound Email	Dealer	Done	03/15/2016 18:17:25	Camino Real Chevrolet
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					

Comments
RE: Customer Last [redacted] Vehicle: 2015 Chevrolet Colorado Vehicle Identification Number: 1GCGSAE36F1[redacted] Service Request: [redacted] Dear Leslie, This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle. In order for us to adequately research the background to this situation, please provide copies of all dealer service documents regarding this vehicle within 24 hours. The specific documents needed are: • All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents). Please fax them to 866-857-3108. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5700, extension 5921238. Your cooperation is greatly appreciated. Sincerely, Susan Hight (p) 866-790-5700 x5921238 (f) 866-857-3108 Chevrolet CA Customer Engagement Center

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/15/2016 18:06:28	PZW023	PZW023	CA CEC	VIN Scan Completed	Done	03/15/2016 18:18:35	VIN Scan Performed

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

Comments
History SR's? 2 [redacted]/TAC US. Opened 10/13/15. Concern? steering gets hard and the service power steering message is displayed / Dealer Comments? DTC U0420 SYM42 is setting in the PSCM -TAC Recommendations? Inspect the wiring harness per PIT5414A. If no concern is seen then perform the PSCM configuration. If no concern is seen then re-center the SAS per document 3984621 and re-evaluate [redacted]/BRC/CA CEC. Opened 10/27/15 - Closed 12/15/15. Power completely turns off the radio & the back up camera is working sometimes. Goodwill? None Branded Title/Blocked Wnty? No/No Recalls? 15439, 15150, 15671 Special Cvg? None CPO Wnty? None Svc Contract? None Selling Dealer? Premier Chevrolet of Buena Park Service Providers? Camino Real Chevrolet Susan/CA CEC/ATX/5921238

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/15/2016 18:06:04	PZW023	PZW023	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	03/18/2016 17:32:03	Discuss resolution
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
[redacted] Susan/CA CEC/ATX/5921238							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/15/2016 18:02:38	PZW023	PZW023	Ownership Changed	Ownership Escalated to BRC	Done	03/15/2016 18:02:38	Ownership Escalated to BRC
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/15/2016 18:00:02	SZ06FS	SZ06FS	Inbound Call Customer		Done	03/15/2016 18:00:29	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Cust Concerns: Vehicles electrical systems turn off occasionally. The backup camera does not work intermittently and the back passenger door handle gets stuck. Cust sks: Adv sts: Informed customer that due to the laws in California we do have a specialized team to assist our customers there. Transferred customer to CA CEC Matt.ATX.CAC.T2							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/15/2016 17:58:32	PZW023	PZW023	Inbound Call Customer	Transfer/Referral	Done	03/15/2016 18:05:53	Customer Called
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
CUSTOMER STS: The radio & everything turns off. I've been taking it in since it was new. This & the door handle & the back up camera & everything. CRS STS: How can I help you? CUSTOMER STS: I don't want it anymore. I just can't keep missing work. Purchased in May of 2015.							

From? A dlr in Orange County
Service? Camino Real Chevrolet - not selling dlr
Accidents? No
Insurance Claims? No
Aftermarket? No

CRS STS: I'm certainly sorry you've not been sat with your experience. What I'd like to do is review the repair history and research for a possible repurchase. This research takes 1-2 wks on avg. I'll reach out to your dlr to get the records and ck in with you on Friday btw 3-5. You're welcome to give me a call at any time, my # is 866-790-5700 x5921238.

Susan/CA CEC/ATX/5921238

End of Report

Service Request Activity (All)

SR No.	[redacted]	**Ref No.**		**BRC Type**	**N/A**	**Business Unit**	**TAC US**
Account	**Camino Real Chevrolet**	**Site/BAC**	**114549**	**Cost Ast.**		**Area**	**Infotainment**
Last Name	[redacted]	**First Name**	[redacted]	**GW SubType**		**Sub-Area**	**Radio**
Daytime #	[redacted]	**Evening #**		**Approval**	**Not Initiated**	**Safety**	**No**
		Source					
Involved Dlr		**Contact Accnt.**	**Camino Real Chevrolet**	**UCC**		**Updated**	**Apr 2, 2016 4:18 AM**
Serial/VIN #	**1GCGSAE36F1**[redacted]	**Source**	**Phone**				
Model	**Colorado**	**License #**	**CHEVROLET**	**Priority**	**Consultant**	**Owner**	**PZPDLX**
Make	**Chevrolet**	**Warranty Start**	**Jan 31, 2015 12:00 AM**	**Status**	**Closed**	**Opened**	**Mar 16, 2016 12:43 AM**
Year	**2015**	**Mileage**	**2235**	**Sub Status**	**System Auto Close**	**Closed**	**Apr 2, 2016 4:18 AM**
Customer Description	**RADIO WILL REBOOT AT TIMES U0164**			**Cust Concern**	**radio goes blank at times**		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/02/2016 04:18:07	SADMIN	SYSCLOSE	SR Closed - System Auto Close		Done	04/02/2016 04:18:07	Service Request has been Closed System Auto Close.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Camino Real Chevrolet	114549		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/16/2016 15:14:43	XZN9NP	INFOTAIN	TAC Part Authorized	F10	Done	03/16/2016 15:15:17	io3 13596614 QTY 1
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Camino Real Chevrolet	114549		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/16/2016 15:13:53	XZN9NP	XZN9NP	TAC Update	Technician/Dealer	Done	03/16/2016 15:14:17	.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]		Camino Real Chevrolet	114549		
Comments							

Caller's Name & Position (For rental facilities, list phone # & shop address):
[redacted] Tech

Customer Concern:
Radio will go blank at times
__1_ Times In *not for same-day return calls
1 Days Down (*)

Caller states (Results of Previous Suggestions, SI docs, DTCs, Verified? etc.):
The audio will quit when this occurs
When this occurs the radio display will also quit
The radio part number is13596614
The radio will turn back on after about 10 to 15 minutes
The radio will turn back on to the start up screen
There is U0164 in the radio that is history

Advised caller (your suggestions, info source, etc.):
Advised the dealer to contact their ESC and order a radio.

Dealer request call back?
No

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/16/2016 15:01:56	NZKM5P	NZKM5P	TAC Inbound Call	Diagnostics	Done	03/16/2016 15:02:11	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Camino Real Chevrolet	114549

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/16/2016 12:54:45	PZPDLX	PZPDLX	TAC Update	Technician/Dealer	Done	03/16/2016 12:55:29	Blank display intermittently

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Camino Real Chevrolet	114549

Comments

TI/DD: 1/1

Any Modifications? N

SI Documents used: N

Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case? N

Caller's Name :
[redacted]

Customer Concern:
radio goes blank at times

Dealer Comments/Diagnosis (DTC's, What's Been Done):
• The customer says intermittently the radio display goes blank, controls do not work and the backup camera does not work.
• The customer did not specify if they lose audio and if they have to do anything to correct the concern.
• The only code found in the vehicle is a history U0164 in the radio.
• The radio data shows Surrogate "None", and communication breaks "0".

• The radio software version is 005061, SPS shows the latest calibrations installed.

TAC Recommendations:
• Advised to gather more information, knowing if audio was present is a key symptom as to knowing if the concern is related to the radio or related to the ICS, also knowing how the system begins working again.

Dealer Request Call Back? N

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/16/2016 12:54:38	PZPDLX	PZPDLX	Ownership Changed		Done	03/16/2016 12:54:38	Service Request Ownership has changed FROM: JZ6L8K TO: PZPDLX

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Camino Real Chevrolet	114549

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/16/2016 12:44:28	JZ6L8K	JZ6L8K	TAC Inbound Call	Diagnostics	Done	03/16/2016 12:45:08	radio goes blank at times

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]	Camino Real Chevrolet	114549

Comments

___Case_Info___
BAC: 114549
State: CA - California
RO[redacted]
Mileage: 2235
Contact: [redacted]
Phone: [redacted]
VIN: 1GCGSAE36F[redacted]
SR#: [redacted]
Group: Infotainment

___Template_Questions___
Times In: 1
Days Down: 1
Aftermarket Acc./Modifications: No
Concern Duplicated: No
SI Documents Used: No
Vehicle at Dealer: Yes
Stock Vehicle: No
Vehicle Towed In: No

End of Report

Generated by wz90kq

SR No.	[redacted]	**Ref No.**		**BRC Type**	**N/A**	**Business Unit**	**CCC - CAC Tier 1**
Account		**Site/BAC**		**Cost Ast.**	**No Goodwill Offered**	**Area**	**Complaint Vehicle - Operable**
Last Name	[redacted]	**First Name**	[redacted]	**GW SubType**		**Sub-Area**	**Initial Failure/Repair**
Daytime #	[redacted]	**Evening #**	[redacted]	**Approval**	**Not Initiated**	**Safety**	
		Source					
Involved Dlr	**Camino Real Chevrolet**	**Contact Accnt.**		**UCC**	**Electrical Radio - Entertainment System/DVD Player/Video Screen**	**Updated**	**Sep 27, 2016 4:23 PM**
Serial/VIN #	**1GCGSAE36F1**[redacted]	**Source**	**Phone**				
Model	**Colorado**	**License #**	**CHEVROLET**	**Priority**	**Medium**	**Owner**	**BZXYSD**
Make	**Chevrolet**	**Warranty Start**	**Jan 31, 2015 12:00 AM**	**Status**	**Closed**	**Opened**	**Sep 26, 2016 6:57 PM**
Year	**2015**	**Mileage**	**17000**	**Sub Status**	**SR to Dealer**	**Closed**	**Sep 27, 2016 4:23 PM**
Customer Description				**Cust Concern**	**Radio issue. Noise**		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2016 16:23:43	BZXYSD	BZXYSD	SR Closed - SR to Dealer		Done	09/27/2016 16:23:44	Service Request has been Closed SR to Dealer.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/27/2016 14:27:20	BZXYSD	BZXYSD	CA CEC Escalation	Assigned CA CEC Case	Done	09/27/2016 14:29:31	CA Escalation
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					

Comments

Name:[redacted]
Phone:[redacted]
Email:
YMM:
VIN: 1GCGSAE36F1[redacted]
Mileage: 17000
Zip:
[redacted]

Reason for the call:
They have been dealing with this case for 6 months already. It seems that GM is not doing anything about it yet. What do they waiting, the dealership told him that there is no enough complaint for GM to make action. He want to have a Field representative for the issue/ The They keep fixing it and fixing it and fixing. He is on the [point that he no longer want the vehicle . Cindy was the first one on the case. Then susan . The case was closed a nd reopened. The check engine light is on. The radio turns off in itself. Everytime he put gas and it creates noise until he set the gear to drive.

Expectation:

We need to get the vehicle checked again. From ; SA escalation. A specialist who will continue to work directly with you and your dealership to address your concern will be handling your case, and will return your call within one business day."

Ryan/CAC Tier1//Manila

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/26/2016 19:45:44	BZXYSD	BZXYSD	Scheduled Outbound Call Dlr	Status Request	Done	09/27/2016 12:15:45	Follow up

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

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
09/26/2016 18:57:41	BZXYSD	BZXYSD	Inbound Call Customer	Complex Request	Done	09/26/2016 19:44:58	Vehice cmplaint

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

Comments

Name: [redacted]
Phone [redacted]
Email:
YMM:
VIN: 1GCGSAE36F1[redacted]
Mileage: 17000
Zip:
[redacted]

Reason for the call:
They have been dealing with this case for 6 months already. It seems that GM is not doing anything about it yet. What do they waiting, the dealership told him that there is no enough complaint for GM to make action. He want to have a Field representative for the issue/ The They keep fixing it and fixing it and fixing. He is on the [point that he no longer want the vehicle . Cindy was the first one on the case. Then susan . The case was closed a nd reopened. The check engine light is on. The radio turns off in itself. Everytime he put gas and it creates noise until he set the gear to drive.

Expectation:

We need to get the vehicle checked again. From ; SA escalation.

Ryan/CAC Tier1//Manila

End of Report

SR No.	[redacted]	Ref No.	[redacted]	BRC Type	Legal	Business Unit	BRC
Account	Law Office of Michael S. Humphries	Site/BAC	CA	Cost Ast.	No Goodwill Offered	Area	Legal
Last Name	[redacted]	First Name	[redacted]	GW SubType		Sub-Area	Lawsuit
Daytime #	([redacted]	Evening #	[redacted]1	Approval	Not Initiated	Safety	
		Source					
Involved Dlr	Camino Real Chevrolet	Contact Accnt.		UCC		Updated	Apr 21, 2017 4:00 PM
Serial/VIN #	1GCGSAE36F1[redacted]	Source	White Mail				
Model	Colorado	License #	CHEVROLET	Priority	Medium	Owner	WZ90KQ
Make	Chevrolet	Warranty Start	Jan 31, 2015 12:00 AM	Status	Open	Opened	Apr 21, 2017 10:05 AM
Year	2015	Mileage	41004	Sub Status	Dissatisfied	Closed	
Customer Description	This is a BRC Legal Case. Do not assume case. Forward any Attorney inquiries to Hilario at 5914329. If caller is a customer, refer them to their attorney. Humphries - CA			Cust Concern	CA - BRC LEGAL Lawsuit NER (CEC)		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/21/2017 12:18:12	WZB8CY	WZ90KQ	Notify CRM	Other	In Progress		Non-ER Lawsuit has been assigned.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
Per GM Answers DOC ID: GUIDE1, BRC Handling Non-ER Document Requests and Removing to Local Counsel, process all documents and related files need to be transmitted to Local Counsel. No acknowledgements required.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/21/2017 12:18:08	WZB8CY	WZ90KQ	Ownership Changed		Done	04/21/2017 12:18:08	Service Request Ownership has changed FROM: MZJDWZ TO: WZ90KQ
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/21/2017 12:17:53	WZB8CY	WZ90KQ	BRC LEGAL	VIN Scan Completed	Done	04/21/2017 16:00:09	VIN Scan Performed
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							
VIN Scan Completed.							
[redacted] TAC Legal 8 LEgal TAC							

Generated by wz90kq

[redacted] T1

Nataly/BRC/WF/Legal/5911269

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/21/2017 12:17:36	WZB8CY	WZ90KQ	BRC LEGAL	Assigned Lawsuit NER	Done	04/21/2017 16:00:07	Assigned Lawsuit NER
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/21/2017 10:06:16	MZJDWZ	MZJDWZ	Ownership Changed	Ownership Escalated to BRC	Done	04/21/2017 10:06:16	Ownership Escalated to BRC
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]		[redacted]					
Comments							

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	Legal
Account		Site/BAC		GW SubType		Business Unit	BRC
Address	[redacted]			Approval	Not Initiated	Area	CA CEC
City	South El Monte	Zip	[redacted] State CA	UCC	Steering - General	Sub-Area	Tier 2
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Camino Real Chevrolet	Safety	Yes
Daytime #	[redacted]	Evening #	[redacted]	Source	Phone	Updated	12/15/2015 18:32:33
Serial/VIN #	1GCGSAE36F1[redacted]	Mileage	15000	Priority	Medium License # CHEVROLET	Owner	XZH06L
Model	Colorado	Model Year	2015	Status	Closed	Opened	Oct 27, 2015 7:20 PM
Make	Chevrolet	Warranty Start	01/31/2015 00:00:00	Sub Status	Satisfied	Closed	Dec 15, 2015 6:32 PM
Cust Concern	steering issue						
Customer Description	This is a BRC CA CEC Case. Do not assume case. Forward any inquiries to Cindy at Ext: 5921255						

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Incident Loc		Incident Desc	

Service Request Activities – UCC PAR

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

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**			
Vehicle Speed				**Weather Condition**				**Prop Owner**		**Property Type**	
Last Service Date				**Loc Last Service**				**Property Location**		**Prop Est Repair Cost**	
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**			
Primary Veh Use				**Inspection Type**				**Inspected By**		**Inspection Date/Time**	

Veh Damage Description		**Explain Other**	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 15, 2015 6:32 PM	XZH06L	XZH06L	SR Closed - Satisfied		Done	12/15/2015 18:32:32	Service Request has been Closed Satisfied.
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 15, 2015 6:31 PM	XZH06L	XZH06L	SR Summary	SR Closure Review	Done	12/15/2015 18:32:30	Case closure.
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]	[redacted]						
Comments							
Closing case. [redacted] is not going to take his vehicle back into the dealership at this time but will contact if assistance needed. Cindy/BRC/CA CEC/ATX/5921255							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 11, 2015 1:06 PM	XZH06L	XZH06L	Scheduled Outbound Call Cust		Done	12/15/2015 18:31:31	[redacted]
Last Name	**First Name**	**Account**	**BAC Code**				

Service Request Activities – UCC PAR

Puga	Orlando		

Comments

Contact [redacted] to see if he has taken his truck back into Camino Real Chevrolet for his electrical concerns.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 11, 2015 1:05 PM	XZH06L	XZH06L	Outbound Email	Dealer	Done	12/11/2015 13:06:38	Camino Real Chevrolet BAC: 114549 323-264-3050 gary@caminorealchevrolet.com Gary Takamine

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

Comments

Customer [redacted]
Vehicle Information:2015 Chevrolet Colorado
VIN: 1GCGSAE36F1[redacted]
CA CEC: Cindy Wagner
Telephone: 1-866-790-5700 ext. 5921255
Fax: 866-266-1789

Dear Gary Takamine or Leslie Primero:

The above customer will be bringing his truck back to the dealership as soon as he finds the time for the electrical issues again. He advised that the power completely turns off the radio & the back up camera is working sometimes. I just wanted to give you a heads up for the customers concern since he was in there not long ago.

Let me know if you have any questions.

Thank you for your assistance with this concern and creating a long-term customer satisfaction and loyalty.

Sincerely,

General Motors
Customer Engagement Center

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 11, 2015 12:56 AM	XZH06L	XZH06L	Outbound Call Customer	Made Contact	Done	12/11/2015 13:03:06	[redacted]

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

Comments

CA CEC made contact with [redacted].
[redacted] advised that he took the vehicle in to the dealership & the first time they fixed his recalls, power steering & electrical concerns by reprogramming. Now the truck is having electrical issues again where the power completely turns off radio & back up camera works sometimes & sometimes not. He was just letting me know that he is taking it back to the dealership when he gets a chance.
CA CEC apologized & thanked him for contacting me. I will let Camino Real Chevrolet know that he is bringing the vehicle back in for repairs. I advised Mr. [redacted] to keep me updated on what is going on with the repairs.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 10, 2015 12:01 AM	XZH06L	XZH06L	Scheduled Outbound Call Cust		Done	12/11/2015 12:56:51	[redacted]

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

Comments

Make another attempt to contact [redacted] in reference to his case.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 10, 2015 12:00 AM	XZH06L	XZH06L	Outbound Call Customer		Done	12/10/2015 12:01:52	[redacted]

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

Comments

CA CEC left a voice mail for [redacted] to contact me back in reference to his call.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 9, 2015 7:17 PM	QZLVVR	XZH06L	Scheduled Outbound Call Cust		Done	12/10/2015 12:00:09	[redacted]

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

Comments

AP:
Contacting customer for an update on case.

James BRC ATX CEC 21275

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 8, 2015 7:54 PM	XZYCJ8	XZH06L	Notify CRM		Done	12/10/2015 11:59:15	pls see ibcc

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 8, 2015 7:52 PM	XZYCJ8	XZYCJ8	Inbound Call Customer	Complex Request	Done	12/08/2015 19:54:04	**assisting only**

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

Comments

-cust called in wanting to talk with Cindy as he never received any callbacks from her

-cust would want updates on the case

Alex/CAC/T1/MNL/Redesign

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Dec 8, 2015 7:52 PM	XZYCJ8	XZH06L	SR Opened		Done	12/08/2015 19:52:28	SR in Status of Closed has been Re-Opened by XZYCJ8

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 5, 2015 4:57 PM	XZH06L	XZH06L	SR Closed - Satisfied		Done	11/05/2015 16:57:04	Service Request has been Closed Satisfied.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 5, 2015 4:56 PM	XZH06L	XZH06L	SR Summary	SR Closure Review	Done	11/05/2015 16:56:42	Case closure.

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

Comments

Closing case. CA CEC contacted [redacted] to find out what the dealership is doing.

Orlando Puga advised that the dealership is changing out the power steering system & it should be ready in a couple of days so he can pick it up.
CA CEC advised [redacted] if he has any other questions after he picks up the vehicle please contact me back.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 5, 2015 4:54 PM	XZH06L	XZH06L	Outbound Call Customer	Made Contact	Done	11/05/2015 16:56:21	[redacted]

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

Comments
CA CEC contacted [redacted] to find out what the dealership is doing.
[redacted] advised that the dealership is changing out the power steering system & it should be ready in a couple of days so he can pick it up.
CA CEC advised [redacted] if he has any other questions after he picks up the vehicle please contact me back.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 3, 2015 1:06 PM	XZH06L	XZH06L	Scheduled Outbound Call Cust		Done	11/05/2015 16:54:27	[redacted]

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

Comments
Follow up with [redacted] to see what the dealership found with his truck.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Nov 3, 2015 1:03 PM	XZH06L	XZH06L	Outbound Call Customer		Done	11/03/2015 13:06:57	[redacted]

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

Comments

CA CEC contacted [redacted] to see if the dealership is looking at his truck.
[redacted] advised that he left the truck on Saturday & is going to contact the dealership today. He advised that he feels like the dealership does not know what to do.
CA CEC advised to wait & see what they advise him & then we will go from there but please give me a call & keep me updated.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 29, 2015 2:21 PM	XZH06L	XZH06L	Inbound Call Customer	Customer	Done	10/29/2015 14:25:36	[redacted]

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

Comments

[redacted] called back to the dealership & talked with Fernando. Fernando advised him that since he could not leave his truck there any longer than the 2 days the repair order is still open waiting for the customer to return the vehicle if he was still having the power steering issue.
CA CEC advised that sometimes the dealerships will do this on a reoccurring concern. I advised [redacted] to get the vehicle back over to the dealership as soon as he can so the power steering issue can be looked at for repairs.
[redacted] advised that he would take the vehicle back over to the dealership.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

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

Oct 29, 2015 2:09 PM	XZH06L	XZH06L	Scheduled Outbound Call Cust		Done	11/03/2015 13:03:23	

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

Comments

Contact [redacted] to see if he contacted Fernando at Camino Real Chevrolet to see what he is going to do for the power steering issue.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 29, 2015 2:07 PM	XZH06L	XZH06L	Inbound Call Customer	Customer	Done	10/29/2015 14:09:44	[redacted]

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

Comments

[redacted] called back in to see what I had found out from Camino Real Chevrolet.
CA CEC advised that Gary the Service Manager at Camino Real Chevrolet advised that the vehicle had only been over at the dealership for an oil change & the Service Bulletin for the Power Steering & the Recall had not been performed at the dealership so the power steering had not been checked.
[redacted] advised that Fernando at Camino Real Chevrolet had been the one that advised that the recall & service bulletin had been performed. He advised that he is going to contact him to see what he needs to do & if he needs me he will contact me back.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 28, 2015 11:17 AM	XZH06L	XZH06L	Scheduled Outbound Call Cust		Done	10/29/2015 14:07:03	[redacted]

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

Comments

Try to contact [redacted] again to make an appointment to have the 2 recalls he has (and 1 is for the power steering) which he advised that he is having a concern with.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 28, 2015 11:15 AM	XZH06L	XZH06L	Outbound Call Customer	Left Message	Done	10/28/2015 11:17:19	[redacted]

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

Comments

CA CEC left a voice mail for [redacted] advising him that I talked with the Service Mgr/Gary at Camino Real Chevrolet & he advised that the only time he has been in the dealership is for an oil change & the 2 recalls that he has on his vehicle have not been performed so we need to get an appointment scheduled to have the recalls performed & while they are doing that & diagnosing the concern he will be without a vehicle unless the dealership has one available. Please give me a call.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 28, 2015 11:10 AM	XZH06L	XZH06L	Inbound Email	Dealer	Done	10/28/2015 11:11:28	Gary Takamine Service Director Camino Real Chevrolet 323-264-3050 ext 186 Fax 323-261-2356 gary@caminorealchevrolet.com

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

Comments

He's only been here for an oil change but there 2 open field actions on his vehicle. 1 of them is a service update for loss of power steering

Gary Takamine
Service Director
Camino Real Chevrolet
323-264-3050 ext 186
Fax 323-261-2356
gary@caminorealchevrolet.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 27, 2015 7:44 PM	XZH06L	XZH06L	Scheduled Outbound Call Cust		Done	10/28/2015 11:13:05	[redacted]

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

Comments

Contact [redacted] with an update on what I find out from Camino Real Chevrolet.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 27, 2015 7:43 PM	XZH06L	XZH06L	Scheduled Outbound Email		Done	10/28/2015 11:10:38	Camino Real Chevrolet BAC: 114549 323-264-3050 Zulema Lopez Gary Takamine gary@caminorealchevrolet.com

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

Comments

Waiting on a response from Camino Real Chevrolet.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 27, 2015 7:38 PM	XZH06L	XZH06L	Outbound Email	Dealer	Done	10/27/2015 19:43:27	Camino Real Chevrolet BAC: 114549 323-264-3050 Zulema Lopez Gary Takamine gary@caminorealchevrolet.com

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

Comments

RE: [redacted]

Service Request: [redacted]5
Vehicle:2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSAE36F1[redacted]
CA CEC: Cindy Wagner
Telephone: 1-866-790-5700 Ext. 5921255
Fax: 1-866-266-1789

Dear Gary Takamine or Zulema Lopez:

The above customer contacted me & advised that he has had the vehicle at the dealership twice for his power steering going out on his vehicle. The first repair the dealership only kept it for 2 days & he was provided a Tahoe & the 2nd repair the dealership only kept it for 1 day. He cannot do without a vehicle & needs a truck for a loaner/rental since he uses his truck for his work. Mr. [redacted] advised that he goes up & down hills all day & needs the power steering repaired. Since I show no repairs can you please advise me if there has been repairs made & what the problem seems to be. Also can we get the customer into a truck for the loaner/rental vehicle since he is under warranty with a new truck.

Let me know if I can assist.

Thank you for your assistance with this concern and creating a long-term customer satisfaction and loyalty.

Sincerely,

General Motors
Customer Engagement Center

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 27, 2015 7:32 PM	XZH06L	XZH06L	Inbound Call Customer	Customer	Done	10/27/2015 19:38:18	[redacted]

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

Comments
Warm transfer from Tier 2. [redacted] advised that he is having an issue with his power steering. Mr. [redacted] advised that it happened today & he almost went off a cliff. A couple of times it has happened & he thought nothing of it, 2 times he has taken it in & the first time the dealership kept it for 2 days & the 2nd time only 1 day since he needs a truck for his work. The time they kept it for 2 days they provided him with a Tahoe for his loaner vehicle but he needs a truck for his job & wants to get it fixed. He is also having a problem with shocks are bad & electrical to where his lights are going off.
CA CEC apologized & advised that I will contact Camino Real Chevrolet to see what they have to say & get back with him as soon as I can talk with them.

Cindy/BRC/CA CEC/ATX/5921255

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 27, 2015 7:24 PM	XZH06L	XZH06L	Ownership Changed		Done	10/27/2015 19:24:56	Service Request Ownership has changed FROM: QZHRPH TO: XZH06L

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 27, 2015 7:24 PM	XZH06L	XZH06L	Ownership Changed	Ownership Escalated to BRC	Done	10/27/2015 19:24:47	Ownership Escalated to BRC

[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	Orlando		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Oct 27, 2015 7:20 PM	QZHRPH	QZHRPH	Inbound Call Customer	Complex Request	Done	10/27/2015 19:26:05	steering issue

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

Comments

CUST STS:
- 2015 Colorado / 15000 mi
- steering wheel get stuck
- cannot turn
- happened last Fri
- already happened 5x

- taken the veh to Service 2x
- they supposed fixed it
- taken it in last week
  > 114549 CAMINO REAL CHEVROLET
- cust does not feel safe in it

CUST SKS:
- want new veh

CRS ADV:
- transferred to CACEC

Jet/Mla/CAC T1 Redesign
==========

Confidential Comments

UCC Information

UCC Code	Description	Symptom
M01	Steering - General	Inoperative

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered			BRC Type	Legal
Account		Site/BAC		GW SubType				Business Unit	BRC
Address	[redacted]			Approval	Not Initiated			Area	CA CEC
City	South El Monte	Zip	[redacted] State CA	UCC	Electrical - General			Sub-Area	Tier 2
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Camino Real Chevrolet			Safety	
Daytime #	[redacted]	Evening #	[redacted]	Source	Phone			Updated	03/18/2016 17:34:07
Serial/VIN #	1GCGSAE36F1[redacted]	Mileage	16000	Priority	Medium	License #	CHEVROLET	Owner	PZW023
Model	Colorado	Model Year	2015	Status	Closed			Opened	Mar 15, 2016 5:53 PM
Make	Chevrolet	Warranty Start	01/31/2015 00:00:00	Sub Status	Dissatisfied			Closed	Mar 18, 2016 5:33 PM
Cust Concern	Radio goes black/turns off								
Customer Description	This is a CA CEC Case. Do not assume case. Forward any inquiries to Susan at extension 5921238								

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Incident Loc		Incident Desc	

Generated by wz90kq

Service Request Activities – UCC PAR

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

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**		**Spec Equip**			
Vehicle Speed				**Weather Condition**				**Prop Owner**		**Property Type**	
Last Service Date				**Loc Last Service**				**Property Location**		**Prop Est Repair Cost**	
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**			
Primary Veh Use				**Inspection Type**				**Inspected By**		**Inspection Date/Time**	

Service Request Activities – UCC PAR

Veh Damage Description		**Explain Other**	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 18, 2016 5:33 PM	PZW023	PZW023	SR Closed - Dissatisfied		Done	03/18/2016 17:33:43	Service Request has been Closed Dissatisfied.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 18, 2016 5:32 PM	PZW023	PZW023	SR Summary	SR Closure Review	Done	03/18/2016 17:33:40	Closing File Dissatisfied

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

Comments

Reason for Contact? repurchase requested

Resolution? 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.

Susan/CA CEC/ATX/5921238

Confidential Comments

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

Service Request Activities – UCC PAR

			Type				
Mar 18, 2016 5:28 PM	PZW023	PZW023	Inbound Call Customer	Service Request Update	Done	03/18/2016 17:31:54	Customer Contact

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

Comments

CRS STS: 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

I'm very sorry. I know that wasn't the answer you wanted. Regarding your current issue, if anything is still going on I'd recommend contacting your dlr for an appt.

CUSTOMER STS: Ok. I'll just keep taking it in and missing work. Bye.

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 12:49 AM	PZW023	PZW023	GM Approval	Rejected	Done	03/17/2016 12:52:43	Rejected

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

Comments

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 12:49 AM	PZW023	PZW023	Inbound Email	Field Rep/Wholesale	Done	03/17/2016 12:49:49	BRSM Rod Gasperik

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

Comments

Susan/CA CEC/ATX/5921238

Confidential Comments

– 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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 12:30 AM	PZW023	PZW023	Outbound Email	DVM/CAM/Field	Done	03/17/2016 12:46:53	BRSM Rod Gasperik

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

Comments

Susan/CA CEC/ATX/5921238

Confidential Comments

Dear Rod,

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

- Involved Dealership: Camino Real Chevrolet
- Dealership Contact: Gary Takamine
- VIN: 1GCGSAE36F1[redacted]
- Vehicle: 2015 Chevrolet Colorado
- Mileage: 16,000

Summary of vehicle concern: Radio & dash lights go black at times. Back up camera inop.

Facts supporting recommendation: C/S "The radio & everything turns off. I've been taking it in since it was new. This & the door handle & the back up camera & everything. I just can't keep missing work"
3 visits for warranty concerns since purchase with 1 repeat issue. Radio & dash lights go black/shut off at times, in 2x. No other repeat issues noted.

Vehicle Transaction History:
10/31/2015 73461 ZREG----Regular Vehicle Transacti

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

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 10:41 AM	PZW023	PZW023	Inbound Email	Dealer	Done	03/17/2016 10:41:58	Camino Real Chevrolet

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

Comments

Hello Susan,

I have attached all of the service documents per your request. Please let me know if there is anything else you need for me to assist you.

Thank you,

Leslie Primero
323-264-3050 Ext.: 302

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 10:32 AM	PZW023	PZW023	CA CEC	VIN Scan Completed	Done	03/17/2016 10:41:35	VIN Scan Performed

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

Comments

History SR's? 3
[redacted]/TAC US/Steering. Opened 10/13/15. Concern? C/S steering gets hard & svc pwr steering msg is displayed / Dealer Comments/Diagnosis? (ti/dd: 1/2) DTC U0420 SYM42 is setting in the PSCM. Has cleared the DTC'S and none have reset - TAC Recommendations? Inspect the wiring harness per PIT5414A. If no concern is seen then perform the PSCM configuration. If no concern is seen then re-center the SAS per document 3984621 and re-evaluate.
[redacted]/BRC/CA CEC. Opened 10/27/15 - CLosed 12/15/15. Electrical issues/radio & back up camera inop at times.
[redacted]/TAC US/Infotainment. Opened 3/16/16. Concern? Radio goes blank at times (ti/dd: 1/1) / Dealer Comments? The audio will quit when this occurs. When this occurs the radio display will also quit. The radio part number is13596614. The radio will turn back on after about 10 to 15 minutes. The radio will turn back on to the start up screen. There is U0164 in the radio that is history - TAC Recommendations? Replace radio.
Goodwill? None
Branded Title/Blocked Wnty? No/No
Recalls? 15439, 15150, 15671
Special Cvg? No
CPO Wnty? No
Svc Contract? No
Selling Dealer? Premier Chevrolet of Buena Park

Service Request Activities – UCC PAR

Service Providers? Camino Real Chevrolet

Susan/CA CEC/ATX/592123

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 17, 2016 10:31 AM	PZW023	PZW023	Ownership Changed		Done	03/17/2016 10:31:19	Service Request Ownership has changed FROM: SZ06FS TO: PZW023

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 15, 2016 6:18 PM	PZW023	PZW023	CA CEC	Case Assessment Complete	Done	03/17/2016 11:57:32	Case Assessment Attached

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

Comments

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 15, 2016 6:06 PM	PZW023	PZW023	Outbound Email	Dealer	Done	03/15/2016 18:17:25	Camino Real Chevrolet

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

Comments

RE: Customer Last Name: [redacted]
Vehicle: 2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSAE36F1[redacted]

Service Request Activities – UCC PAR

Service Request: [redacted]

Dear Leslie,

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

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

• All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3108. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5700, extension 5921238.
Your cooperation is greatly appreciated.

Sincerely,
Susan Hight
(p) 866-790-5700 x5921238
(f) 866-857-3108
Chevrolet CA Customer Engagement Center

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 15, 2016 6:06 PM	PZW023	PZW023	CA CEC	VIN Scan Completed	Done	03/15/2016 18:18:35	VIN Scan Performed

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

Comments

History SR's? 2
[redacted]/TAC US. Opened 10/13/15. Concern? steering gets hard and the service power steering message is displayed / Dealer Comments? DTC U0420 SYM42 is setting in the PSCM -TAC Recommendations? Inspect the wiring harness per PIT5414A. If no concern is seen then perform the PSCM configuration. If no concern is seen then re-center the SAS per document 3984621 and re-evaluate [redacted]RC/CA CEC. Opened 10/27/15 - Closed 12/15/15. Power completely turns off the radio & the back up camera is working sometimes.
Goodwill? None
Branded Title/Blocked Wnty? No/No
Recalls? 15439, 15150, 15671
Special Cvg? None

CPO Wnty? None
Svc Contract? None
Selling Dealer? Premier Chevrolet of Buena Park
Service Providers? Camino Real Chevrolet

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 15, 2016 6:06 PM	PZW023	PZW023	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	03/18/2016 17:32:03	Discuss resolution

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

Comments

[redacted]

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 15, 2016 6:02 PM	PZW023	PZW023	Ownership Changed	Ownership Escalated to BRC	Done	03/15/2016 18:02:38	Ownership Escalated to BRC

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

Comments

Confidential Comments

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

Mar 15, 2016 6:00 PM	SZ06FS	SZ06FS	Inbound Call Customer		Done	03/15/2016 18:00:29

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

[redacted]

Comments

Cust Concerns: Vehicles electrical systems turn off occasionally. The backup camera does not work intermittently and the back passenger door handle gets stuck.

Cust sks:

Adv sts: Informed customer that due to the laws in California we do have a specialized team to assist our customers there. Transferred customer to CA CEC
Matt.ATX.CAC.T2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 15, 2016 5:58 PM	PZW023	PZW023	Inbound Call Customer	Transfer/Referral	Done	03/15/2016 18:05:53	Customer Called

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

Comments

CUSTOMER STS: The radio & everything turns off. I've been taking it in since it was new. This & the door handle & the back up camera & everything.

CRS STS: How can I help you?

CUSTOMER STS: I don't want it anymore. I just can't keep missing work.

Purchased in May of 2015.
From? A dlr in Orange County
Service? Camino Real Chevrolet - not selling dlr
Accidents? No
Insurance Claims? No
Aftermarket? No

CRS STS: I'm certainly sorry you've not been sat with your experience. What I'd like to do is review the repair history and research for a possible repurchase. This research takes 1-2 wks on avg. I'll reach out to your dlr to get the records and ck in with you on Friday btw 3-5.

You're welcome to give me a call at any time, my # is 866-790-5700 x5921238.

Susan/CA CEC/ATX/5921238

Confidential Comments

UCC Information

UCC Code	Description	Symptom
N01	Electrical - General	Inoperative
C10	Body - Door Handles / Locks / Hinges	No Symptom Indicated

End of Report

Service Request Activities – UCC PAR

Service Request Detail

SR No.	8-2904156057	Ref No.	858774	Cost Ast.	No Goodwill Offered	BRC Type	Legal
Account	Law Office of Michael S. Humphries	Site/BAC	CA	GW SubType		Business Unit	BRC
Address	[redacted]			Approval	Not Initiated	Area	Legal
City	South El Monte	Zip	[redacted] State CA	UCC		Sub-Area	Lawsuit
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Camino Real Chevrolet	Safety	
Daytime #	[redacted]	Evening #	[redacted]	Source	White Mail	Updated	04/21/2017 16:00:05
Serial/VIN #	1GCGSAE36F1[redacted]	Mileage	41004	Priority	Medium License # CHEVROLET	Owner	WZ90KQ
Model	Colorado	Model Year	2015	Status	Open	Opened	Apr 21, 2017 10:05 AM
Make	Chevrolet	Warranty Start	01/31/2015 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	CA - BRC LEGAL Lawsuit NER (CEC)						
Customer Description	This is a BRC Legal Case. Do not assume case. Forward any Attorney inquiries to Hilario at 5914329. If caller is a customer, refer them to their attorney. Humphries - CA						

Pre-Par

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

Driver Last Name	Driver First Name	Height	DOB	Disabilities

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

Service Request Activities – UCC PAR

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

PAR Detail

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

Service Request Activities – UCC PAR

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

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 21, 2017 12:18 AM	WZB8CY	WZ90KQ	Notify CRM	Other	In Progress		Non-ER Lawsuit has been assigned.

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

Comments

Per GM Answers DOC ID: GUIDE1, BRC Handling Non-ER Document Requests and Removing to Local Counsel, process all documents and related files need to be transmitted to Local Counsel. No acknowledgements required.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 21, 2017 12:18 AM	WZB8CY	WZ90KQ	Ownership Changed		Done	04/21/2017 12:18:08	Service Request Ownership has changed FROM: MZJDWZ TO: WZ90KQ

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

Comments

Confidential Comments

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

			Type				
Apr 21, 2017 12:17 AM	WZB8CY	WZ90KQ	BRC LEGAL	VIN Scan Completed	Done	04/21/2017 16:00:09	VIN Scan Performed

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

Comments

VIN Scan Completed.

[redacted] TAC
5 Legal
8 LEgal
1 TAC
1 T1

Nataly/BRC/WF/Legal/5911269

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 21, 2017 12:17 AM	WZB8CY	WZ90KQ	BRC LEGAL	Assigned Lawsuit NER	Done	04/21/2017 16:00:07	Assigned Lawsuit NER

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 21, 2017 10:06 AM	MZJDWZ	MZJDWZ	Ownership Changed	Ownership Escalated to BRC	Done	04/21/2017 10:06:16	Ownership Escalated to BRC

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

Comments

Confidential Comments

Service Request Activities – UCC PAR

UCC Information

UCC Code	Description	Symptom

End of Report

Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Michael S. Humphries

2 Business name/disregarded entity name, if different from above
Law Office of Michael S. Humphries

3 Check appropriate box for federal tax classification; check only **one** of the following seven boxes:
☑ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶
Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.
☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any)
Exemption from FATCA reporting code (if any)
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)
1400 Ocean Avenue

Requester's name and address (optional)

6 City, state, and ZIP code
Seal Beach, CA 90740

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number
[redacted]

Employer identification number
[ ][ ] – [ ][ ][ ][ ][ ][ ][ ]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here | **Signature of U.S. person ▶** [redacted] **Date ▶** 7-21-16

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at *www.irs.gov/fw9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact date: 04/27/17
Start date: 04/28/17

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: GRANITE BAY State: CA Zip code: [redacted]
Day phone: [redacted] Evening phone [redacted] Cell phone:
Fax: E-mail address:

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Colorado Year: 2015 Current mileage: 35040
Name(s) that appears on the vehicle title: [redacted]
Selling dealer/city/state: JOHN L. SULLIVAN CHEVROLET, ROSEVILLE, CA
Primary Servicing dealer/city/state: John L. Sullivan Chevrolet,
Acquired as ☐ new ☐ used ☐ demo ☒ leased
Is the vehicle in your possession? ☐ yes ☒ no
Date of sale or termination of lease:
Purchase/lease date: 11/01/14 Mileage at purchase/lease:
First repair attempt date: 03/02/15 First repair attempt mileage: 4130
How often is the vehicle used for business purposes (percentage): 0 %
Number of vehicles registered in California by vehicle owner/lessee:
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 random loss of power steering and vehicle control is a major issue, and is well-documented by other Colorado owners of same yearmodel. I tow a 6000 lb travel trailer. The vehicle cannot meet my needs and is unsafe to drive. It has been in the shop at least 30 days. I want a refund.

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

VEHICLE INDENTIFICATION NUMBER 1GCGICE32F1[redacted]

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

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**
Electrical Harness Recalls Inspections Replace		4		no
Brake Caliper Leaks problems		2		no
Loss of Steering Loss of Vehicle Control		3		yes
Radio would randomly power off reset black-out		1		no
Driver seat leather stitching separated		1		no
Transmission won't detect park, can't turn off car		2		no
Transmission sometimes hot while towing, was inspe		1		no
Heater blew cold air only, replaced HVAC module		1		no
Emissions Evap Leak, Check Engine Light		3		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

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

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

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

John L. SULLIVAN
CHEVROLET
A Member of the Sullivan Automotive Group

350 Automall Drive • P.O. BOX 1028 • **ROSEVILLE, CALIFORNIA 95661**
Phone 916-782-1243 916-969-0262
www.chevyworld.com

"WE'RE COMMITTED TO KEEPING YOU COMPLETELY SATISFIED."

BAR #AA-001851

CAD# 983607466

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

OUR MISSION STATEMENT: TO PROVIDE OUR CUSTOMERS WITH A SHOPPING, BUYING, SERVICE, AND OWNERSHIP EXPERIENCE THAT CONSISTENTLY SATISFIES EACH INDIVIDUAL'S NEEDS AND EXCEEDS THEIR EXPECTATIONS IN A COMFORTABLE, SUPPORTIVE ENVIRONMENT.

ORIGINAL ESTIMATE (PARTS AND LABOR)	$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: T33 PAUL J. HERNANDEZ | Tag G286 | Licens[redacted] | 1GCGTCE32 F1[redacted] | Page 3 (Last) | Invoice [redacted]

Invoice to: [redacted] Driver/Owner: [redacted]

Invoiced: 05/27/16 16:23:54 XS

15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 01 Tech# 866 Start Time: 05/25/16 17:26 Stop Time: 05/27/16 15:36

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
51	866	Begin	05/25/16 17:26	GH	05/25/16 18:23	:57	1.0	
		AW	05/26/16 07:15	End	05/26/16 07:55	:40	.7	
		Begin	05/27/16 13:04	End	05/27/16 15:31	2:27	2.5	
					Total	4:04	4.2	
52	866	Begin	05/27/16 15:33	End	05/27/16 15:34	:01	.0	
53	866	Begin	05/26/16 07:55	HP	05/26/16 12:12	4:17	4.3	
		RW	05/27/16 13:03	End	05/27/16 13:04	:01	.0	
					Total	4:18	4.3	

DISCLAIMER OF WARRANTIES

THE SELLER, SULLIVAN CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

UCS©2004

X _____

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

CUSTOMER

The Reynolds and Reynolds Company CC7714947 Q (07/13)

John L. SULLIVAN

CHEVROLET

"WE'RE COMMITTED TO KEEPING YOU COMPLETELY SATISFIED."

A Member of the Sullivan Automotive Group

350 Automall Drive • P.O. BOX 1028 • **ROSEVILLE, CALIFORNIA 95661**
Phone 916-782-1243 916-969-0262
www.chevyworld.com

BAR #AA-001851

CAD# 983607466

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

OUR MISSION STATEMENT: TO PROVIDE OUR CUSTOMERS WITH A SHOPPING, BUYING, SERVICE, AND OWNERSHIP EXPERIENCE THAT CONSISTENTLY SATISFIES EACH INDIVIDUAL'S NEEDS AND EXCEEDS THEIR EXPECTATIONS IN A COMFORTABLE, SUPPORTIVE ENVIRONMENT.

ORIGINAL ESTIMATE (PARTS AND LABOR)	$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.		
AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: T33 PAUL J. HERNANDEZ	Tag G286	License [redacted]	1GCGTCE32 F1 [redacted]	Page 1	Invoic [redacted]

Invoice to	Driver/Owner Information
[redacted] GRANITE BAY, CA Cell [redacted]	[redacted] GRANITE BAY, CA Cell: [redacted]

For Office Use			Vehicle Information		
Odometer in: 19370 Out: 19370	Dist: 1GC WAR C W	Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
MFG: 654001			Stock#: 0215555R		
Begin: 05/25/16 Done: 05/27/16	Invoiced: 05/27/16 16:23 XS		Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Concern

Concern 51	CUSTOMER STATES AT TIMES CANNOT TURN KEY TO OFF POSITION TO GET KEY OUT OF IGNITION LOCK CYLINDER, IF CUSTOMER MOVES SHIFTER FROM LOW TO PARK, THEN KEY WILL MOVE TO OFF POSITION AND CAN REMOVE FROM LOCK CYLINDER. JAMES VERIFIED CONCERN IN SERVICE DRIVE, CHECK AND REPORT	Operation 51	Tech Units 866 0.0
Cause	FAULTY SHIFTER CONTROLLER		
Correction	VERIFIED THAT WHEN LIFTING THE SHIFTER SWITCH DOSE NOT CLOSE , SPECIAL ORDER SHIFTER , REPLACE SHIFTER CONTROLLER		
Parts	Part Number / PO# / Note / Description: SPO 023397472 CONTROL; FP- 023397472	Qty 1	Sell 8960670 1.5
Concern 52	GOODWILL RENTAL 1 DAY	Operation 52	Tech Units 866 0.0
Cause	RENTAL		
Correction	RENTAL		
Parts	Part Number / PO# / Note / Description: 005695 JLS RENTAL	Qty 1	Sell
Concern +53	ADDED AFTER REPAIR ORDER WRITTEN, HARD STARTING AT TIMES.	Operation 53	Tech Units 866 0.0
Cause	BAD CELL IN BATTERY		
Correction	WON'T CRANK , TEST BATTERY AND FAILED		
Comment	AUTH ADD ON LINE, CUSTOMER ADDED AFTER RO WRITTEN.		
Parts	Part Number / PO# / Note / Description: 000 088865244 48-PS BATTERY; Manager Approval 1: 05/26/16 07:46 CASEPENN	Qty 1	Sell 130 MAY 27 2016

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X [redacted]

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John L. SULLIVAN

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BAR #AA-001851

CAD# 983607466

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ORIGINAL ESTIMATE (PARTS AND LABOR)	$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.	
AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: T33 PAUL J. HERNANDEZ	Tag G286	License [redacted]	1GCGTCE32 F[redacted]	Page 2 Invoice [redacted]
Invoice to: [redacted]		Driver/Owner: [redacted]		
Invoiced: 05/27/16 16:23:54 XS		15 CHEVROLET COLORADO 4WD CREW CAB RED		
	FP- 088865244			
Summary of Charges for Invoice [redacted]		Payment Distribution for Invoice [redacted]		

Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.00

If you have any questions - please see PAUL J. HERNANDEZ

********** IMPORTANT **********

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS. IF FOR "ANY" REASON YOU CANNOT GIVE US THE BEST POSSIBLE SCORES, PLEASE CONTACT YOUR SERVICE CONSULTANT ASAP. IF YOU ARE COMPLETELY SATISFIED, PLEASE HELP US BY COMPLETING YOUR SURVEY AND RETURNING IT. THANK YOU.

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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: T33 PAUL J. HERNANDEZ | Tag G286 | License [redacted] | 1GCGTCE32 F1 [redacted] | Page 3 (1 [redacted]

Invoice to: JOHNSON, SCOTT (MR)

Driver/Owner: JOHNSON, SCOTT (MR)

Invoiced: 05/27/16 16:23:54 XS

15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 01 Tech# 866 Start Time: 05/25/16 17:26 Stop Time: 05/27/16 15:36

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
51	866	Begin	05/25/16 17:26	GH	05/25/16 18:23	:57	1.0	
		AW	05/26/16 07:15	End	05/26/16 07:55	:40	.7	
		Begin	05/27/16 13:04	End	05/27/16 15:31	2:27	2.5	
					Total	4:04	4.2	
52	866	Begin	05/27/16 15:33	End	05/27/16 15:34	:01	.0	
53	866	Begin	05/26/16 07:55	HP	05/26/16 12:12	4:17	4.3	
		RW	05/27/16 13:03	End	05/27/16 13:04	:01	.0	
					Total	4:18	4.3	

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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: J28 RANDOLPH, LENARD JAMES	Tag B207	License [redacted]	1GCGTCE32 F1[redacted]	Page 1	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted] GRANITE BAY, CA [redacted]	[redacted] GRANITE BAY, CA Cell: [redacted]

For Office Use			Vehicle Information		
Odometer in: 19328 Out: 19328	Dist: 1GC WAR W I Prelim		15 CHEVROLET COLORADO 4WD CREW CAB RED		
MFG: 654001			Stock#: 0215555R	Inv Acct: 67D	
Begin: 05/13/16 Done: 05/23/16	Invoiced: 05/24/16 08:35 M6		Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Concern

		Operation	Tech	Units	Amount
Concern 40	15805 TRANSMISSION OIL COOLER LINE DISCONNECT				
Cause	15805 TRANSMISSION OIL COOLER LINE DISCONNECT	9102010	F08	0.2	
Correction	INSPECT TRANSMISSION FLUID COOLER INLET AND OUTLET PIPE INSTALLATION FOUND GOOD Part Auth: RANDOLLE 05/24/16 07:07				

		Operation	Tech	Amount
Concern 51	CHEVROLET 2014 AND NEWER 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION *** CUSTOMER REQUEST FULL SYNTHETIC***			
Cause	CHEVROLET 2014 AND NEWER 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION *** CUSTOMER REQUEST FULL SYNTH	0600723	F08	
Correction	PERFORMED SERVICE 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION AND WITH FULL SYNTHETIC PERFORMED CHEVROLET 2014 AND NEWER MAINTENANCE SERVICE ; OIL AND FILTER SERVICE, TIRE ROTATION, AND MULTI POINT VEHICLE INSPECTION WITH DEXOS 1 OIL.			

Parts

Part Number	PO#	Note	Description	Qty		Sell
000 019303249			FILTER KIT	1	S	
000 019293000		GOG	5W30 DEXOS OIL	5	B	
000 012616850			SEAL	1	B	

TRANS TYPE : ZREG

COMP CODE : 0021

FP- 019303249

Line Auth: 05/24/16 07:07

MAY 24 2016

Sm CM

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X [redacted]

ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

CUSTOMER

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The Reynolds and Reynolds Company CC7714947 Q (07/13)

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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: J28 RANDOLPH, LENARD JAMES | Tag B207 | License [redacted] | 1GCGTCE32 F1[redacted] | ge 2 | Invoice [redacted]

Invoice to: [redacted] | Driver/Owner: [redacted]

Invoiced: 05/24/16 08:33:48 MS | 15 CHEVROLET COLORADO 4WD CREW CAB RED

Concern 52	CUSTOMER STATES SHIFTER NOT DETECTING WHEN IN PARK AND KEY WILL NOT RELEASE THIS CONCERN WAS CONSTANT DURING TRIP IN OREGON NOW ONLY HAPPENING INTERMITTENTLY CHECK AND ADVISE			Operation	Tech Units	Amount
Cause	FOUND THE CONNECTOR FOR THE KNOB BUTTON DAMAGED AND BROKEN					
Correction	REPLACED TRANSMISSION CONTROL LEVER KNOB AND CHECKED FOR OPERATIONS FOUND GOOD			NC	F08 0.0	
Parts	Part Number	PO#	Note	Description	Qty	Sell
	SPO 022929435			KNOB	1	
	FP- 022929435					
Concern 53	CUSTOMER STATES TEAR IN DRIVER BOTTOM SEAT CHECK AND ADVISE JAMES INSPECTED			Operation	Tech Units	Amount
Cause	FOUND DRIVER SEAT TORN ON RIGHT SIDE ON SEAM.					
Correction	REPLACED DRIVER SEAT COVER PER JOHN GLANCE. FOUND GOOD			NC	F08 0.0	
Parts	Part Number	PO#	Note	Description	Qty	Sell
	SPO 023455867			COVER	1	
	FP- 023455867					
Concern +54	RENTAL			Operation	Tech Units	Amount
Cause	RENTAL			NC	F08 0.0	
Correction	RENTAL					
Parts	Part Number	PO#	Note	Description	Qty	Sell
		005587		JLS RENTAL	1	

Summary of Charges for Invoice [redacted] | Payment Distribution for Invoice [redacted]

Attention: The following Invoices also exist
INT - INTERNAL
Estimate 0.00

If you have any questions - please see RANDOLPH, LENARD JAMES
********** IMPORTANT **********
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CUSTOMER

The Reynolds and Reynolds Company CC714947 Q (07/13)
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TOTAL	$	DATE / TIME / CUST INITIALS	

[redacted]

Adv: J28 RANDOLPH, LENARD JAMES | Tag B207 | License [redacted] | 1GCGTCE32 F[redacted] | e 3 (Last) | Invoice [redacted]

Invoice to: [redacted] Driver/Owner [redacted]

Invoiced: 05/24/16 08:35:48 M6

15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 01 Tech# F08 Start Time: 05/13/16 09:18 Stop Time: 05/13/16 11:30
Skill 03 Tech# F08 Start Time: 05/13/16 10:26 Stop Time: 05/23/16 17:59

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
40	F08	Begin	05/13/16 09:32	End	05/13/16 09:37	:05	.1	
51	F08	Begin	05/13/16 09:38	End	05/13/16 10:20	:42	.7	
52	F08	Begin	05/13/16 10:26	End	05/13/16 11:20	:54	.9	
		Begin	05/13/16 11:24	End	05/13/16 11:24	:00	.0	
		Begin	05/13/16 11:25	End	05/13/16 11:25	:00	.0	
		Begin	05/23/16 16:19	End	05/23/16 17:58	1:39	1.7	
					Total	2:33	2.6	
53	F08	Begin	05/13/16 11:25	End	05/13/16 11:28	:03	.1	
		Begin	05/23/16 17:58	End	05/23/16 17:58	:00	.0	
					Total	:03	.1	
54	F08	Begin	05/13/16 09:37	End	05/13/16 09:37	:00	.0	

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CUSTOMER

The Reynolds and Reynolds Company CC7149947 Q (07/13)

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TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: J28 RANDOLPH, LENARD JAMES	Tag B207	License [redacted]	1GCGTCE32 F[redacted]	Page 1	Invoi[redacted]

Invoice to	Driver/Owner Information
[redacted] GRANITE BAY, CA Cell: [redacted]	[redacted] GRANITE BAY, CA [redacted]

For Office Use			Vehicle Information		
Odometer in: 19328 Out: 19328		Dist: 1GC WAR W I Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
	MFG: 654001		Stock#: 0215555R	Inv Acct: 67D	
Begin: 05/13/16	Done: 05/23/16	Invoiced: 05/24/16 08:35 M6	Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Concern

		Operation	Tech	Units	Amount
Concern 40	15805 TRANSMISSION OIL COOLER LINE DISCONNECT	9102010	F08	0.2	
Cause	15805 TRANSMISSION OIL COOLER LINE DISCONNECT				
Correction	INSPECT TRANSMISSION FLUID COOLER INLET AND OUTLET PIPE INSTALLATION FOUND GOOD Part Auth: RANDOLLE 05/24/16 07:07				

		Operation	Tech	Amount
Concern 51	CHEVROLET 2014 AND NEWER 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION *** CUSTOMER REQUEST FULL SYNTHETIC***	0600723	F08	
Cause	CHEVROLET 2014 AND NEWER 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION *** CUSTOMER REQUEST FULL SYNTH			
Correction	PERFORMED SERVICE 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION AND WITH FULL SYNTHETIC PERFORMED CHEVROLET 2014 AND NEWER MAINTENANCE SERVICE ; OIL AND FILTER SERVICE, TIRE ROTATION, AND MULTI POINT VEHICLE INSPECTION WITH DEXOS 1 OIL.			

Parts

Part Number	PO#	Note	Description	Qty	Sell
000 019303249			FILTER KIT	1	S
000 019293000		GOG	5W30 DEXOS OIL	5	B
000 012616850			SEAL	1	B

TRANS TYPE : ZREG

COMP CODE : 0021

FP- 019303249

Line Auth: 05/24/16 07:07

MAY 24 2016

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted] [redacted] [redacted] [redacted]

Adv: J28 RANDOLPH, LENARD JAMES	Tag B207	License [redacted]	1GCGTCE32 F1 [redacted]	Page 2	Invoice [redacted]

Invoice to: [redacted] Driver/Owner [redacted]

Invoiced: 05/24/16 08:35:48 M6

15 CHEVROLET COLORADO 4WD CREW CAB RED

Concern 52	CUSTOMER STATES SHIFTER NOT DETECTING WHEN IN PARK AND KEY WILL NOT RELEASE THIS CONCERN WAS CONSTANT DURING TRIP IN OREGON NOW ONLY HAPPENING INTERMITTENTLY CHECK AND ADVISE				Operation NC	Tech Units F08 0.0 Amount
Cause	FOUND THE CONNECTOR FOR THE KNOB BUTTON DAMAGED AND BROKEN					
Correction	REPLACED TRANSMISSION CONTROL LEVER KNOB AND CHECKED FOR OPERATIONS FOUND GOOD					
Parts	Part Number	PO#	Note	Description	Qty 1	Sell
	SPO 022929435			KNOB		
	FP- 022929435					
Concern 53	CUSTOMER STATES TEAR IN DRIVER BOTTOM SEAT CHECK AND ADVISE JAMES INSPECTED				Operation NC	Tech Units F08 0.0 Amount
Cause	FOUND DRIVER SEAT TORN ON RIGHT SIDE ON SEAM.					
Correction	REPLACED DRIVER SEAT COVER PER JOHN GLANCE. FOUND GOOD					
Parts	Part Number	PO#	Note	Description	Qty 1	Sell
	SPO 023455867			COVER		
	FP- 023455867					
Concern +54	RENTAL				Operation NC	Tech Units F08 0.0 Amount
Cause	RENTAL					
Correction	RENTAL					
Parts	Part Number	PO#	Note	Description	Qty 1	Sell
		005587		JLS RENTAL		

Summary of Charges for Invoice W36454	Payment Distribution for Invoice W36454

Attention: The following Invoices also exist
INT - INTERNAL
Estimate 0.00

If you have any questions - please see RANDOLPH, LENARD JAMES
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ORIGINAL ESTIMATE (PARTS AND LABOR)	$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: J28 RANDOLPH, LENARD JAMES | Tag B207 | License [redacted] | 1GCGTCE32 F1[redacted] | Page 3 (Last) | Invoi[redacted]

Invoice to: [redacted]

Driver/Owner: [redacted]

Invoiced: 05/24/16 08:35:48 M6

15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 01 Tech# F08 Start Time: 05/13/16 09:18 Stop Time: 05/13/16 11:30
Skill 03 Tech# F08 Start Time: 05/13/16 10:26 Stop Time: 05/23/16 17:59

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
40	F08	Begin	05/13/16 09:32	End	05/13/16 09:37	:05	.1	
51	F08	Begin	05/13/16 09:38	End	05/13/16 10:20	:42	.7	
52	F08	Begin	05/13/16 10:26	End	05/13/16 11:20	:54	.9	
		Begin	05/13/16 11:24	End	05/13/16 11:24	:00	.0	
		Begin	05/13/16 11:25	End	05/13/16 11:25	:00	.0	
		Begin	05/23/16 16:19	End	05/23/16 17:58	1:39	1.7	
					Total	2:33	2.6	
53	F08	Begin	05/13/16 11:25	End	05/13/16 11:28	:03	.1	
		Begin	05/23/16 17:58	End	05/23/16 17:58	:00	.0	
					Total	:03	.1	
54	F08	Begin	05/13/16 09:37	End	05/13/16 09:37	:00	.0	

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

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BAR #AA-001851

CAD# 983607466

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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: AAG ASHLEY PULLIN	Tag L212	License [redacted]	1GCGTCE32 F[redacted]	Page 1	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted] GRANITE BAY, CA Cell [redacted]	[redacted] GRANITE BAY, CA Cell: ([redacted]

For Office Use			Vehicle Information		
Odometer in: 15002 Out: 15002	Dist: 1GC WAR W	Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
MFG: 654001			Stock#: 0215555R		
Begin: 01/20/16 Done: 01/20/16	Invoiced: 01/20/16 12:25 M6		Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Waiting

Concern 24 Cause Correction	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____ TIRE PRESSURES TIRE PRESSURES READINGS LF_35__ RF_35__ RR_35__ LR_35__ Line Auth: 01/20/16 12:23	Operation PRESSURE	Tech Units A12 0.0	Amount
Concern 40 Cause Correction	PERFORM RECALL 15116 HOOD STRIKER CORROSION/FRACTURE--PARTS WERE ORDERED LAST VISIT PERFORM RECALL 15116 HOOD STRIKER CORROSION PERFORM RECALL HOOD STRIKER INSTALLATION Part Auth: PULLINAS 01/20/16 12:11	Operation 9101683	Tech Units A12 0.5	Amount
Concern 41 Cause Correction	PERFORM RECALL 15671 EXCESSIVE WIRING HARNESS LENGTH **EXPIRES WITH BASE WARRANTY** PERFORM RECALL 15671 EXCESSIVE WIRING HARNESS LENGTH INSPECT CYLINDER HEAD TO HARNESS CLEARANCE CHECKS OK	Operation 9101976	Tech Units A12 0.2	Amount
Concern 51 Cause Correction Parts	USE SPO 15353013 USE SPO 15353013 USE SPO 15353013 Part Number PO# Note Description SPO 023390993 STRIKER KIT FP- 023390993 JAN 20 2016	Operation NC Qty 1	Tech Units A12 0.0 Sell	Amount

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X [redacted]

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: AAG ASHLEY PULLIN | Tag L212 | Licens[redacted] | 1GCGTCE32 F1[redacted] | Page 2 (Last) | Invoice [redacted]

Invoice to: [redacted] **Driver/Owner:** [redacted]

Invoiced: 01/20/16 12:25:54 M6

15 CHEVROLET COLORADO 4WD CREW CAB RED

		Operation	Tech	Units	Amount
Concern 52	CUSTOMER STATES RADIO ISSUES, AUDIO WILL CUT SHUT OFF WHILE VEHICLE RUNNING UNTIL SHUT AND RESTART/ WHEN LISTING TO MUSIC ON HARD DRIVE, CALL COMES IN, AFTER HANGING PHONE UP IT WILL START PLAYING MUSIC FROM PHONE/ THUMP DRIVE SONGS WILL SHOW MULTIPLE DUPLICATE ON RADIO, HAVE TO PULL THUMB DRIVE, CK				
Cause	FOUND UPDATE FOR RADIO				
Correction	REPROGRAM RADIO 80FB6	NC	A12	0.0	

Summary of Charges for Invoice [redacted] **Payment Distribution for Invoice** [redacted]

Customer Waiting

Estimate 0.01

If you have any questions - please see ASHLEY PULLIN

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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: J57 MICHAEL G BRENNER	Tag L479	License [redacted]	1GCGTCE32 F[redacted]	Page 1	Invoice [redacted]

Invoice to

[redacted]
GRANITE BAY, CA
Cell [redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cell [redacted]

For Office Use

Odometer in: 14312 Out: 14312	Dist: 1GC WAR C W Prelim		
	MFG: 654001		
Begin: 12/19/15	Done: 12/19/15	Invoiced: 12/19/15 14:47 XS	

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED		
Stock#: 0215555R		
Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Concern

		Operation	Tech	Units	Amount
Concern 40	CUSTOMER REQUESTS TO PERFORM 15439 LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WITH BASE WARRANTY				
Cause	CUSTOMER REQUESTS TO PERFORM 15439 LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WITH BASE WARRANTY	40	F33	0.0	
Correction	REPROGRAMMED POWER STEERING CONTROL MODULE WCC-316BB				
Concern 41	CUSTOMER REQUESTS TO PERFORM 15116 HOOD STRIKER CORROSION/FRACTURE	Operation	Tech	Units	Amount
Cause	ORDERED PARTS	41	F33	0.0	
Correction	ORDERED PARTS				
Concern 53	CUSTOMER REQUESTS FULL SYNTHETIC- MAINTENANCE I GOOD SERVICE REQUESTED TO INCLUDE MULTIPOINT INSPECTION	Operation	Tech	Units	Amount
Cause	PREFORMED OIL AND FILTER CHANGE TIRE ROTATION MULTI POINT INSPECTION ADD 6QTS MOBIL ONE	MIC	J25	0.9 *	
Correction	MAINTENANCE I GOOD SERVICE AS FOLLOWS REPLACED OIL AND OIL FILTER,(UP TO 6 QUARTS)VISUALLY CHECK FOR ANY LEAKS OR DAMAGE, ROTATE AND INSPECT TIRES, CHECK INFLATION PRESSURE AND WEAR INSPECT BRAKE SYSTEM, INCLUDING BRAKE LINES, HOSES, CALIPERS, WHEEL CYLINDERS, ROTORS & DRUMS, INSPECT AIR FILTER CHECK COOLANT & WASHER FLUID LEVELS INSTALL WINDSHIELD WASHER SOLVENT PREFORM GM MULTIPOINT INSPECTION				

P8526
DEC 19 2015

Parts	Part Number	PO#	Note	Description	Qty	Sell
	000 019303249			FILTER KIT	1	S

[redacted]

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CUSTOMER

The Reynolds and Reynolds Company CC714947 Q (07/13)
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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: J57 MICHAEL G BRENNER	Tag L479	License [redacted]	1GCGTCE32 F[redacted]	Page 2 (Last) Invoice [redacted]

Invoice to: [redacted]

Driver/Owner: [redacted]

Invoiced: 12[redacted] AS

15 CHEVROLET COLORADO 4WD CREW CAB RED

Parts	Part Number	PO#	Note	Description	Qty	Sell
	000 019293000		GOG	5W30 DEXOS OIL	6 B	
	FP- 019303249					
Type: WM	Line Flags: HAZ					

Summary of Charges for Invoice [redacted]

Payment Distribution for Invoice [redacted]

Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.00

If you have any questions - please see MICHAEL G BRENNER

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TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: J57 MICHAEL G BRENNER | Tag **L479** | License [redacted] | 1GCGTCE32 **F1** [redacted] age 1 | Invoice [redacted]

Invoice to

[redacted]
GRANITE BAY, CA
Cell: [redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA [redacted]

For Office Use

Odometer In: 14312 Out: 14312 | Dist: 1GC WAR C W Prelim | MFG: 654001 | Begin: 12/19/15 | Done: 12/19/15 | Invoiced: 12/19/15 14:47 XS

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED | Stock#: 0215555R | Inservice: 10/30/14 | Production: 09/03/14 | Sold: 11/01/14

Customer Concern

Concern 40	CUSTOMER REQUESTS TO PERFORM 15439 LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WITH BASE WARRANTY	Operation	Tech	Units / Amount
Cause	CUSTOMER REQUESTS TO PERFORM 15439 LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WITH BASE WARRANTY	40	F33	0.0
Correction	REPROGRAMMED POWER STEERING CONTROL MODULE WCC-316BB			
Concern 41	CUSTOMER REQUESTS TO PERFORM 15116 HOOD STRIKER CORROSION/FRACTURE	Operation	Tech	Units / Amount
Cause	ORDERED PARTS	41	F33	0.0
Correction	ORDERED PARTS			
Concern 53	CUSTOMER REQUESTS FULL SYNTHETIC- MAINTENANCE I GOOD SERVICE REQUESTED TO INCLUDE MULTIPOINT INSPECTION	Operation	Tech	Units / Amount
Cause	PREFORMED OIL AND FILTER CHANGE TIRE ROTATION MULTI POINT INSPECTION ADD 6QTS MOBIL ONE	MIC	J25	0.9 *
Correction	MAINTENANCE I GOOD SERVICE AS FOLLOWS REPLACED OIL AND OIL FILTER,(UP TO 6 QUARTS)VISUALLY CHECK FOR ANY LEAKS OR DAMAGE, ROTATE AND INSPECT TIRES, CHECK INFLATION PRESSURE AND WEAR INSPECT BRAKE SYSTEM, INCLUDING BRAKE LINES, HOSES, CALIPERS, WHEEL CYLINDERS, ROTORS & DRUMS, INSPECT AIR FILTER CHECK COOLANT & WASHER FLUID LEVELS INSTALL WINDSHIELD WASHER SOLVENT PREFORM GM MULTIPOINT INSPECTION			
Parts	Part Number / PO# / Note / Description: 000 019303249 FILTER KIT	Qty: 1	Sell: S	

DEC 19 2015

[redacted]

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AUTHORIZED ADD'L REPAIRS $	X _____		
TOTAL $	DATE	TIME	CUST INITIALS

[redacted]

Adv: J57 MICHAEL G BRENNER	Tag L479	License [redacted]	1GCGTCE32 F1 [redacted]	Page 2 (Last)	Invoice [redacted]

Invoice to [redacted]

Driver/Owner [redacted]

Invoiced: 12/19/15 14:47:26 XS

15 CHEVROLET COLORADO 4WD CREW CAB RED

Parts	Part Number	PO#	Note	Description	Qty	Sell
	000 019293000		GOG	5W30 DEXOS OIL	6 B	
	FP- 019303249					
Type: WM	Line Flags: HAZ					

Summary of Charges for Invoice [redacted]

Payment Distribution for Invoice [redacted]

Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.00

If you have any questions - please see MICHAEL G BRENNER

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TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: G51 ASHLEY A. SHOGREN	Tag G534	License [redacted]	1GCGTCE32 F[redacted]	Page 1	Invoic[redacted]

Invoice to

[redacted]
GRANITE BAY, CA
C[redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cell [redacted]

For Office Use

Odometer in: 9917 Out: 9919	Dist: 1GC WAR W	Prelim	
	MFG: 654001		
Begin: 07/24/15	Done: 07/25/15	Invoiced: 07/25/15 10:18 XS	

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED		
Stock#: 0215555R		
Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Concern

Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	Operation	Tech	Units / Amount
Cause	SET TIRE PRESSURE	PRESSURE	J22	0.0
Correction	TIRE PRESSURES READINGS LF_35 RF_35 RR_35 LR_35			

Concern 40	PREFORM RECALL 14856 CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE EXPIRES WITH BA, SOP HERE	Operation	Tech	Units / Amount
Cause	RECALL.	40	J22	0.0
Correction	INSTALLED CLIPS ON BODY AND CHASSIS HARNESSES.			

Parts

Part Number	PO#	Note	Description	Qty	Sell
SPO 023391851			CLIP	1	
SPO 023391850			CLIP	1	

Part Auth: SHOGREAS 07/25/15 08:26

Concern 41	PREFORM RECALL 14888 FRONT-BRAKE CALIPER LEAK, SOP HERE	Operation	Tech	Units / Amount
Cause	RECALL.	41	J22	0.0
Correction	REPLACED FRONT BRAKE CALIPERS, PERFORMED BRAKE BLEED. BRAKE PINS WERE DAMAGED ON REMOVAL AND REPLACED WITH NEW ONES.			

Parts

Part Number	PO#	Note	Description	Qty	Sell
SPO 023341891			CALIPER	1	
SPO 023341892			CALIPER	1	
SPO 021012386			WASHER	4	
000 019299818			FLUID	1	
000 023205469		WTCH	*PIN KIT	2	
FP- 023341891					

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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: G51 ASHLEY A. SHOGREN	Tag G534	License [redacted]	1GCGTCE32 F1 [redacted]	Page 2 (Last)	Invoice [redacted]

Invoice to: [redacted] Driver/Owner: [redacted]

Invoiced: 07/25/15 10:18:25 XS

15 CHEVROLET COLORADO 4WD CREW CAB RED

Concern	51	ONE DAY RENTAL				Operation	Tech Units Amount
Cause		RENTAL				RN	J22 0.0
Correction		RENTAL CAR					
Parts		Part Number	PO#	Note	Description	Qty	Sell
			003295		JLS	1	

Summary of Charges for Invoice [redacted]

Payment Distribution for Invoice [redacted]

Estimate 0.00

If you have any questions - please see ASHLEY A. SHOGREN

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

CUSTOMER

The Reynolds and Reynolds Company CC7114947 Q (07/13)

John L. SULLIVAN

CHEVROLET

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www.chevyworld.com

BAR #AA-001851

CAD# 983607466

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ORIGINAL ESTIMATE (PARTS AND LABOR) $	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.	
AUTHORIZED ADD'L REPAIRS $	X _____		
TOTAL $	DATE	TIME	CUST INITIALS

[redacted]

Adv: G51 ASHLEY A. SHOGREN	Tag G534	License [redacted]	1GCGTCE32 F1[redacted]	Page 1	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted] GRANITE BAY, CA Cell: [redacted]	[redacted] GRANITE BAY, CA Cell [redacted]

For Office Use			Vehicle Information		
Odometer in: 9917 Out: 9919	Dist: 1GC WAR W Prelim		15 CHEVROLET COLORADO 4WD CREW CAB RED		
MFG: 654001			Stock#: 0215555R		
Begin: 07/24/15 Done: 07/25/15	Invoiced: 07/25/15 10:18 XS		Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Concern

		Operation	Tech	Units	Amount
Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	PRESSURE	J22	0.0	
Cause					
Correction	SET TIRE PRESSURE TIRE PRESSURES READINGS LF_35 RF_35 RR_35 LR_35				

		Operation	Tech	Units	Amount
Concern _40	PREFORM RECALL 14856 CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE EXPIRES WITH BA, SOP HERE	40	J22	0.0	
Cause	RECALL.				
Correction	INSTALLED CLIPS ON BODY AND CHASSIS HARNESSES.				
Parts	Part Number PO# Note Description SPO 023391851 CLIP SPO 023391850 CLIP Part Auth: SHOGREAS 07/25/15 08:26	Qty 1 1		Sell 1548.50	

		Operation	Tech	Units	Amount
Concern 41	PREFORM RECALL 14888 FRONT-BRAKE CALIPER LEAK, SOP HERE	41	J22	0.0	
Cause	RECALL.				
Correction	REPLACED FRONT BRAKE CALIPERS, PERFORMED BRAKE BLEED. BRAKE PINS WERE DAMAGED ON REMOVAL AND REPLACED WITH NEW ONES.				
Parts	Part Number PO# Note Description SPO 023341891 CALIPER SPO 023341892 CALIPER SPO 021012386 WASHER 000 019299818 FLUID 000 023205489 WTCH *PIN KIT FP- 023341891	Qty 1 1 4 1 2		Sell 1540 1[illegible] JUL 25 2015	

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X [redacted]

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: G51 ASHLEY A. SHOGREN | Tag G534 | License [redacted] | 1GCGTCE32 F1[redacted] | Page 2 (Last) | Invoi[redacted]

Invoice to: [redacted] | Driver/Owner [redacted]

Invoiced: 07/25/15 10:18:25 XS | 15 CHEVROLET COLORADO 4WD CREW CAB RED

Concern	51	ONE DAY RENTAL			Operation	Tech Units / Amount
Cause		RENTAL			RN	J22 0.0
Correction		RENTAL CAR				
Parts	Part Number	PO#	Note	Description	Qty	Sell
		003295		JLS	1	

04/

Summary of Charges for Invoice [redacted] | Payment Distribution for Invoice [redacted]

Estimate 0.00

If you have any questions - please see ASHLEY A. SHOGREN

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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: G51 ASHLEY A. SHOGREN	Tag G453	License [redacted]	1GCGTCE32 F[redacted]	Page 1	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted] GRANITE BAY, CA Cell [redacted]	[redacted] GRANITE BAY, CA Cell [redacted]

For Office Use			Vehicle Information		
Odometer in: 9772 Out: 9772		Dist: 1GC WAR C W Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
	MFG: 654001		Stock#: 0215555R	Inv Acct: 67D	
Begin: 07/18/15	Done: 07/18/15	Invoiced: 07/18/15 14:40 WO	Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Concern

Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	Operation	Tech	Units	Amount
Cause	SET TIRE PRESSURE	PRESSURE	J02	0.0	
Correction	TIRE PRESSURES READINGS LF_35 RF_35 RR_35 LR35_				
Concern 40	PREFORM RECALL 14856 CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE EXPIRES WITH BA	Operation	Tech	Units	Amount
Cause	PARTS WHERE ORDERED	40	J02	0.0	
Correction	PARTS WHERE ORDERED				
Concern 41	PREFORM RECALL 14888 FRONT-BRAKE CALIPER LEAK	Operation	Tech	Units	Amount
Cause	VERIFIED SMALL LEAK AT CALIPER	41	J02	0.0	
Correction	PARTS WHERE ORDERED				
Concern 54	CHEVROLET 2014 AND NEWER 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION	Operation	Tech		Amount
Cause	CHEVROLET 2014 AND NEWER 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION	0600723	J02		
Correction	NEW OIL NEW OIL FILTER TIRE ROTATION AND CALIBRATION AIR CHECK TO SPEC AND STICKER IN WINDOW AND OIL RESET LIGHT. PERFORMED CHEVROLET 2014 AND NEWER MAINTENANCE SERVICE ; OIL AND FILTER SERVICE, TIRE ROTATION, AND MULTI POINT VEHICLE INSPECTION WITH DEXOS 1 OIL.				

Parts

Part Number	PO#	Note	Description	Qty		Sell
000 019303249			FILTER KIT	1	B	
000 012345885		GOG	5W30 MOBIL1	6	B	

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JUL 18 2015

X [redacted]

CUSTOMER

The Reynolds and Reynolds Company CC7149 47 Q (07/13)
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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: G51 ASHLEY A. SHOGREN	Tag G453	License [redacted]	1GCGTCE32 F1[redacted]	Page 2 (Last)	Invoice [redacted]

Invoice to: [redacted] Driver/Owner: [redacted]

Invoiced: 07/18/15 14:40:26 WO

15 CHEVROLET COLORADO 4WD CREW CAB RED

Parts	Part Number	PO#	Note	Description	Qty	Sell
	000 012616850			SEAL	1	B
				TRANS TYPE : ZREG		
				COMP CODE : 0021		
	FP- 019303249					
	Line Auth:	07/18/15 13:30				

Summary of Charges for Invoice [redacted]

Payment Distribution for Invoice [redacted]

Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.00

If you have any questions - please see ASHLEY A. SHOGREN
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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: G51 ASHLEY A. SHOGREN	Tag G453	License [redacted]	1GCGTCE32 F1 [redacted]	Page 1	Invoice [redacted]

Invoice to

[redacted]
GRANITE BAY, CA
Cell [redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cell: [redacted]

For Office Use

Odometer in: 9772 Out: 9772	Dist: 1GC WAR C W	Prelim	
MFG: 654001			
Begin: 07/18/15	Done: 07/18/15	Invoiced: 07/18/15 14:40 WO	

Vehicle Information

.15 CHEVROLET COLORADO 4WD CREW CAB RED			
Stock#: 0215555R	Inv Acct: 67D		
Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14	

Customer Concern

Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	Operation	Tech Units	Amount
Cause	SET TIRE PRESSURE	PRESSURE	J02 0.0	
Correction	TIRE PRESSURES READINGS LF_35 RF_35 RR_35 LR35_			
Concern 40	PREFORM RECALL 14856 CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE EXPIRES WITH BA	Operation	Tech Units	Amount
Cause	PARTS WHERE ORDERED	40	J02 0.0	
Correction	PARTS WHERE ORDERED			
Concern 41	PREFORM RECALL 14888 FRONT-BRAKE CALIPER LEAK	Operation	Tech Units	Amount
Cause	VERIFIED SMALL LEAK AT CALIPER	41	J02 0.0	
Correction	PARTS WHERE ORDERED			
Concern 54	CHEVROLET 2014 AND NEWER 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION	Operation	Tech	Amount
Cause	CHEVROLET 2014 AND NEWER 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION	0600723	J02	
Correction	NEW OIL NEW OIL FILTER TIRE ROTATION AND CALIBRATION AIR CHECK TO SPEC AND STICKER IN WINDOW AND OIL RESET LIGHT. PERFORMED CHEVROLET 2014 AND NEWER MAINTENANCE SERVICE ; OIL AND FILTER SERVICE, TIRE ROTATION, AND MULTI POINT VEHICLE INSPECTION WITH DEXOS 1 OIL.			
Parts	Part Number / PO# / Note / Description	Qty		Sell
	000 019303249 FILTER KIT	1 B		
	000 012345885 GOG 5W30 MOBIL1	6 B		

[redacted]

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted] [redacted] [redacted]

Adv: G51 ASHLEY A. SHOGREN | Tag G453 | License [redacted] | 1GCGTCE32 F1 [redacted] | age 2 (Last) | Invoice [redacted]

Invoice to [redacted] | Driver/Owner [redacted]

Invoiced: 07/18/15 14:40:26 WO | 15 CHEVROLET COLORADO 4WD CREW CAB RED

Parts	Part Number	PO#	Note	Description	Qty	Sell
	000 012616850			SEAL	1 B	
				TRANS TYPE : ZREG		
				COMP CODE : 0021		
	FP- 019303249					
	Line Auth:	07/18/15 13:30				

Summary of Charges for Invoice [redacted] | Payment Distribution for Invoice [redacted]

Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.00

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TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: AAD STEVEN WHITE	Tag R431	License [redacted]	1GCGTCE32 F1[redacted]	Page 1 (Last)	Invo[redacted]

Invoice to	Driver/Owner Information
[redacted]	[redacted]
GRANITE BAY, CA Cell: [redacted]	GRANITE BAY, CA Cell: [redacted]

For Office Use			Vehicle Information		
Odometer in: 8229 Out: 8229	Dist: 1GC WAR W I Prelim		15 CHEVROLET COLORADO 4WD CREW CAB RED		
MFG: 654001			Stock#: 0215555R	Inv Acct: 67D	
Begin: 06/13/15 Done: 06/13/15	Invoiced: 06/13/15 09:56 WJ		Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Waiting

Concern 40 Cause Correction	14818 BODY WIRE HARNESS CHAFE EXPIRES WITH BASE WARRANTY 14818 BODY WIRE HARNESS CHAFE EXPIRES WITH BASE WARRANTY BODY WIRE HARNESS INSPECTION NO FURTHER ACTION REQUIRED	Operation 9101457	Tech Units H10 0.2	Amount
Concern 41 Cause Correction	15150 FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY 15150 FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY INSPECTED LEFT AND RIGHT FRONT SEAT INSTALLATION (NO FURTHER ACTION REQUIRED) Part Auth: WHITESTE 06/13/15 09:52	Operation 9101513	Tech Units H10 0.2	Amount

Summary of Charges for Invoice [redacted]	Payment Distribution for Invoice [redacted]
	Customer Waiting

Attention: The following Invoices also exist
INT - INTERNAL
Estimate 0.00

If you have any questions - please see STEVEN WHITE
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JUN 13 2015

X [redacted]

CUSTOMER

The Reynolds and Reynolds Company CC7149 47 Q (07/13)
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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: AAD STEVEN WHITE	Tag **R431**	License [redacted]	1GCGTCE32 **F1** [redacted]	Page 1 (Last)	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted]	[redacted]

For Office Use			Vehicle Information		
Odometer in: 8229 Out: 8229	Dist: 1GC WAR W I	Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
MFG: 654001			Stock#: 0215555R	Inv Acct: 67D	
Begin: 06/13/15 Done: 06/13/15	Invoiced: 06/13/15 09:56 WJ		Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Waiting

		Operation	Tech	Units	Amount
Concern 40	14818 BODY WIRE HARNESS CHAFE EXPIRES WITH BASE WARRANTY				
Cause	14818 BODY WIRE HARNESS CHAFE EXPIRES WITH BASE WARRANTY	9101457	H10	0.2	
Correction	BODY WIRE HARNESS INSPECTION NO FURTHER ACTION REQUIRED				
Concern 41	15150 FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY				
Cause	15150 FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY	9101513	H10	0.2	
Correction	INSPECTED LEFT AND RIGHT FRONT SEAT INSTALLATION (NO FURTHER ACTION REQUIRED)				
	Part Auth: WHITESTE 06/13/15 09:52				

Summary of Charges for Invoice W03635	Payment Distribution for Invoice W03635
	Customer Waiting

Attention: The following Invoices also exist
INT - INTERNAL
Estimate 0.00

If you have any questions - please see STEVEN WHITE
********** IMPORTANT **********
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS. IF FOR "ANY" REASON YOU CANNOT GIVE US THE BEST POSSIBLE SCORES, PLEASE CONTACT YOUR SERVICE CONSULTANT ASAP. IF YOU ARE COMPLETELY SATISFIED, PLEASE HELP US BY COMPLETING YOUR SURVEY AND RETURNING IT. THANK YOU.

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JUN 13 2015

[redacted]

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WARRANTY

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www.chevyworld.com

BAR #AA-001851

CAD# 983607466

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ORIGINAL ESTIMATE (PARTS AND LABOR)	$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE / TIME / CUST INITIALS	

[redacted]

Adv: J28 RANDOLPH, LENARD JAMES	Tag B207	License [redacted]	1GCGTCE32 F1 [redacted]	Page 1 (Last)	Invoic [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 19328 Out: 19328	Dist: 1GC INT W I	Prelim	
	MFG: 654001		
Begin: 05/13/16	Done: 05/23/16	Invoiced: 05/25/16 08:49 M6	

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED			
Stock#: 0215555R	Inv Acct: 67D		
Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14	

Customer Concern

Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____
Cause	TIRE PRESSURES READINGS LF_35__ RF_35__ RR_35__ LR_35__
Correction	TIRE PRESSURES READINGS LF_35__ RF_35__ RR_35__ LR_35__
Type: I	

Operation	Tech	Units	Amount
PRESSURE	F08	0.0	0.00
		Subtotal	
TOTAL CHARGE FOR CONCERN			0.00

Summary of Charges for Invoic [redacted]

TOTAL CHARGE	0.00

Payment Distribution for Invoice [redacted]

INTERNAL	**0.00**
TOTAL CHARGE	0.00

Attention: The following Invoices also exist
WAR - WARRANTY

If you have any questions - please see RANDOLPH, LENARD JAMES

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X _____

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

CUSTOMER

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CAD# 983607466

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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: J28 RANDOLPH, LENARD JAMES	Tag B207	Licen[redacted]	1GCGTCE32 F[redacted]	Page 1 (Last)	Invoice [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

Vehicle Information

Odometer in: 19328 Out: 19328	Dist: 1GC INT W [redacted]	Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
MFG: 654001			Stock#: 0215555R	Inv Acct: 67D	
Begin: 05/13/16 Done: 05/23/16	Invoiced: 05/24/16 08:35 M6		Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Concern

Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	Operation	Tech Units	Amount
Cause	TIRE PRESSURES READINGS LF_35__ RF_35__ RR_35__ LR_35__	PRESSURE	F08 0.5 S	0.00
Correction	TIRE PRESSURES READINGS LF_35__ RF_35__ RR_35__ LR_35__		Subtotal	
Type: I		TOTAL CHARGE FOR CONCERN		0.00

Summary of Charges for Invoice I36454		Payment Distribution for Invoice I36454	
TOTAL CHARGE	0.00	INTERNAL	0.00
		TOTAL CHARGE	0.00

Attention: The following Invoices also exist
WAR - WARRANTY

If you have any questions - please see RANDOLPH, LENARD JAMES

MAY 24 2016 [redacted]

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[redacted]

CUSTOMER

The Reynolds and Reynolds Company CC714947 Q (07/13)
UCS62004

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BAR #AA-001851

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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted] [redacted] [redacted]

Adv: AAD STEVEN WHITE	Tag **R431**	Licens [redacted]	1GCGTCE32 F[redacted]	Page 1 (Last)	Invoice [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 8229 Out: 8229	Dist: 1GC INT W I Prelim		
	MFG: 654001		
Begin: 06/13/15	Done: 06/13/15	Invoiced: 06/13/15 09:56 WJ	

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED			
Stock#: 0215555R	Inv Acct: 67D		
Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14	

Customer Waiting

		Operation	Tech	Units	Amount
Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	PRESSURE	H10	0.3 S	0.00
Cause	SET TIRE PRESSURE			Subtotal	
Correction	TIRE PRESSURES READINGS LF_35__ RF_35__ RR__35_ LR_35__	TOTAL CHARGE FOR CONCERN			0.00
Type: I					

Summary of Charges for Inv[redacted]

TOTAL CHARGE	.00

Payment Distribution for Invoice I03635

INTERNAL	0.00
TOTAL CHARGE	0.00

Customer Waiting

Attention: The following Invoices al[redacted]
WAR - WARRANTY
Estimate 0.00

If you have any questions - please see STEVEN WHITE

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JUN 13 2015

X [redacted]

LABOR LISTED ABOVE

CUSTOMER

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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: H25 LEROY JACK LAMBERT	Tag Y118	License NEW	1GCGTCE32 F1[redacted]	Page 1 (Last)	Invoic[redacted]

Invoice to	Driver/Owner Information
[redacted]	[redacted]

For Office Use			Vehicle Information		
Odometer in: 6370 Out: 6370	Dist: 1GC CUS C W	Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
	MFG: 654001		Stock#: 0215555R		
Begin: 04/22/15 Done: 04/22/15	Invoiced: 04/22/15 11:14 T8		Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Waiting

		Operation	Tech		Amount
Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	PRESSURE	624		0.00
Cause	P				
Correction	TIRE PRESSURES READINGS LF35_ RF35_ RR_35 LR_35		Subtotal		
Type: CM		TOTAL CHARGE FOR CONCERN			0.00
Concern 51	ECONOMY COMPUTER ALSO SEEMS TO BE LOCKED UP	Operation	Tech		Amount
Cause	?	51	624	S	0.00
Correction	OPERATE ECONOMY COMPUTER FOUND NORMAL OPERATION AT THIS TIME , NEED MORE INFO, OPERATE WITH GUEST, FOUND OPERATES AS DESIGNED AT THIS TIME		Subtotal		
Type: C		TOTAL CHARGE FOR CONCERN			0.00

Summary of Charges for Invoice C 98471		Payment Distribution for Invoice C 98471	
TOTAL CHARGE	0.00	CASH DUE	0.00
		TOTAL CHARGE	0.00
		Customer Waiting	

Attention: The following Invoices also exist
WAR - WARRANTY
Estimate 0.00

If you have any questions - please see LEROY JACK LAMBERT

APR 22 2015

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CUSTOMER

The Reynolds and Reynolds Company CC714947 Q (07/13)

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ORIGINAL ESTIMATE (PARTS AND LABOR) $		ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED ADD'L REPAIRS $		X _____	
TOTAL $		DATE 4-19-17 TIME 8:22	CUST INITIALS

[redacted] [redacted] [redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W005 | License [redacted] | 1GCGTCE32 F1 [redacted] | Page 1 | Invoic [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 34876 Out: 34887	Dist: 1GC CUS C W Prelim		
	MFG: 654001		
Begin: 04/19/17	Done: 04/19/17	Invoiced: 04/19/17 17:32 M6	

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED			
Stock#: 0215555R			
Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14	

Customer Concern

Concern 07	4 WHEEL ALIGNMENT---DRIFTS SLIGHTLY TO THE LEFT.
Cause	4 WHEEL ALIGNMENT---DRIFTS SLIGHTLY TO THE LEFT
Correction	INSPECT AND ALIGN SUSPENSION (SHIMS MAY BE ADDITIONAL)
	INSPECT AND ALIGN ALL FOUR WHEELS, SET ALL ADJUSTMENTS TO FACTORY SPECIFIC
	ATIONS. COMPLETED FINAL ROADTEST.
Type: CM	

Operation	Tech		Amount
07	L01	S	79.95
[redacted]			
			79.95
			79.95

Summary of Charges for Invoice C72079

LAB-MECHANICAL	79.95
TOTAL CHARGE	79.95

Payment Distribution for Invoice C72079

TOTAL CHARGE	79.95
CASH DUE	79.95

Attention: The following Invoices also exist
WAR - WARRANTY

ESTIMATES ARE VALID FOR 60 DAYS. POSTPONING SOME REPAIRS FOR TOO LONG MAY CAUSE ADDITIONAL DAMAGES AND/OR ADDITIONAL COSTLY REPAIRS. PARTS AND LABOR LABOR PRICES ARE SUBJECT TO CHANGE.

Estimate 79.95

PAID APR 19 2017 PAID BY: [redacted]

Estimate and Approvals for Invoice type CUSTOMERPAY

Original Estimate	Revised Estimate	Additional Costs	Contact	Contact Type	Authorization	Approval Amount	UserID	Date
$79.95							DHANISWI	04/19/17 08:22

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[redacted] RTS AND

CUSTOMER

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The Reynolds and Reynolds Company CC7114947 Q (07/13)

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BAR #AA-001851

CAD# 983607466

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ORIGINAL ESTIMATE (PARTS AND LABOR)	$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W005	Licens[redacted]	1GCGTCE32 F[redacted]	Page 2 (Last)	Invoic[redacted]

Invoice to: [redacted] Driver/Owno[redacted]

Invoiced: 04/19/17 17:32:09 M6

15 CHEVROLET COLORADO 4WD CREW CAB RED

If you have any questions - please see WILLIAM J. DHANIS

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The Reynolds and Reynolds Company CC714947 Q (07/13)

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ORIGINAL ESTIMATE (PARTS AND LABOR) $		ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED ADD'L REPAIRS $	Rental	X _____	
TOTAL $		DATE	TIME / CUST INITIALS

[redacted] [redacted] [redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W932	License [redacted]	1GCGTCE32 F[redacted]	Page 1 (Last)	Invoic[redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 33505 Out: 33506	Dist: 1GC CUS C W Prelim		
MFG: 654001		Stock#: 0215555R	
Begin: 03/23/17 Done: 03/23/17	Invoiced: 03/23/17 13:06 M6	Inservice: 10/30/14 Production: 09/03/14	Sold: 11/01/14

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED

Customer Concern

Concern 53 COMPLIMENTARY RENT-A-CAR FREE (COUPON)
Cause RENTAL CAR
Correction RENTAL CAR

Parts

Part Number	PO#	Note	Description
	008059		JLS RENTAL

Type: C

Operation	Tech	Amount
53	L53	0.00

Qty	Sell	
1	42.00	42.00

Subtotal

SUBLET REPAIRS	42.00
TOTAL CHARGE FOR CONCERN	42.00

Summary of Charges for Invoice C69086

SUBLET REPAIRS	42.00
TOTAL CHARGE	42.00

Payment Distribution for Invoice C69086

TOTAL CHARGE	42.00
CASH DUE	42.00

Attention: The following Invoices also exist
WAR - WARRANTY

If you have any questions - please see WILLIAM J. DHANIS

PAID MAR 23 2017 PAID
BY: [redacted]

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AUTHORIZED ADD'L REPAIRS	$	X		
TOTAL	$ Verbal	DATE 3/15/17	TIME 9:49	CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W841	Licen [redacted]	1GCGTCE32 F1 [redacted]	Page 1	Inv [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

Vehicle Information

Odometer in: 33392 Out: 33399		Dist: 1GC CUS C W Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
	MFG: 654001		Stock#: 0215555R		
Begin: 03/15/17	Done: 03/15/17	Invoiced: 03/15/17 17:31 V4	Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Concern

Concern 52
Cause
Correction
Type: CM

CUSTOMER STATES THE REAR BRAKES MAY BE NEEDED, THEY ARE ABOUT TO BE TOWING ON A LONG TRIP WITH IT. CHECK AND ADVISE. REAR BRAKE ARE AT 6MM AND IN GOOD CONDITION.
NO BRAKES NEEDED AT THIS TIME

Operation	Tech	Amount
52	L53	0.00
	Subtotal	
TOTAL CHARGE FOR CONCERN		0.00

Concern +54
Correction
Parts
Type: C

RENTAL
RENTAL

Part Number	PO#	Note	Description
	007984		JLS RENTAL

Operation	Tech	Amount
54	L53	0.00
Qty	Sell	
1	55.77	55.77
	Subtotal	
SUBLET REPAIRS		55.77
TOTAL CHARGE FOR CONCERN		55.77

Summary of Charges for Invoice C68088

SUBLET REPAIRS	55.77
TOTAL CHARGE	55.77

Payment Distribution for Invoice C68088

TOTAL CHARGE	55.77
CASH DUE	55.77

Attention: The following Invoices also exist
WAR - WARRANTY

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Estimate 0.01

PAID
PAID MAR 15 2017 PAID
BY: V181 55.77
DW 651

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[redacted]

X [redacted]

RTS AND

CUSTOMER

The Reynolds and Reynolds Company CC7149947 Q (07/13)

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

Adv: 340 WILLIAM J. DHANIS | Tag W841 | License [redacted] | 1GCGTCE32 F[redacted] | Page 2 (Last) | Invo[redacted]

Invoice to: [redacted] | Driver/Owner [redacted]

Invoiced: 03/15/17 17:31:22 V4 | 15 CHEVROLET COLORADO 4WD CREW CAB RED

Estimate and Approvals for Invoice type CUSTOMERPAY

Original Estimate	Revised Estimate	Additional Costs	Contact	Contact Type	Authorization	Approval Amount	UserID	Date
$0.01							DHANISWI	03/15/17 07:49

If you have any questions - please see WILLIAM J. DHANIS

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X _____

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

CUSTOMER

The Reynolds and Reynolds Company CC7149947 Q (07/13)

John L. SULLIVAN

CHEVROLET

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A Member of the Sullivan Automotive Group

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Phone 916-782-1243 916-969-0262
www.chevyworld.com

BAR #AA-001851

CAD# 983607466

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ORIGINAL ESTIMATE (PARTS AND LABOR) $		ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED ADD'L REPAIRS $		X _____	
TOTAL $		DATE 1-14-17	TIME 14:02 CUST INITIALS

[redacted]

Adv: L42 PAMELA ANN LIBERTY | Tag **B635** | License [redacted] | 1GCGTCE32 **F1** [redacted] | Page 2 (Last) | Invoic[redacted]

Invoice [redacted] **Driver/Owne** [redacted]

Invoiced: 01/14/17 14:50:02 LC

15 CHEVROLET COLORADO 4WD CREW CAB RED

Summary of Charges for Invoice [redacted]

PARTS	[illegible]
GAS-OIL-GREASE	24.48
LAB-MECHANICAL	18.97
SUB-TOTAL	52.89
SALES TAX	2.46
TOTAL CHARGE	55.35

Payment Distribution for Invoice [redacted]

TOTAL CHARGE	55.35
CASH DUE	**55.35**

Customer Waiting

ESTIMATES ARE VALID FOR 60 DAYS. POSTPONING SOME REPAIRS FOR TOO LONG MAY CAUSE ADDITIONAL DAMAGES AND/OR ADDITIONAL COSTLY REPAIRS. PARTS AND LABOR LABOR PRICES ARE SUBJECT TO CHANGE.

Estimate 49.95

Estimate and Approvals for Invoice type CUSTOMERPAY

Original Estimate	Revised Estimate	Additional Costs	Contact	Contact Type	Authorization	Approval Amount	UserID	Date
$49.95							LIBERTPA	01/14/17 14:02

If you have any questions - please see PAMELA ANN LIBERTY

PAID JAN 14 2017 PAID PAID

BY: VISA LCR04

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X [redacted]

CUSTOMER

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ORIGINAL ESTIMATE (PARTS AND LABOR)	$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.	
AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: L42 PAMELA ANN LIBERTY	Tag B635	License [redacted]	1GCGTCE32 F[redacted]	Page 1 / Invoic[redacted]

Invoice to	Driver/Owner Information
[redacted]	[redacted]

For Office Use			Vehicle Information		
Odometer in: 30849 Out: 30849	Dist: 1GC CUS C	Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
	MFG: 654001		Stock#: 0215555R		
Begin: 01/14/17 Done: 01/14/17	Invoiced: 01/14/17 14:50 LC		Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Waiting

Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	Operation	Tech	Amount
Cause	CHECK TIRE PRESSURES	PRESSURE	H26	0.00
Correction	TIRE PRESSURES READINGS LF_35 RF_35 RR_35 LR_35		Subtotal	
Type: C		TOTAL CHARGE FOR CONCERN		0.00

Concern 51	CPO OWNERCARE LUBE OIL & FILTER CHANGE, FOUR TIRE ROTATION & MPVI	Operation	Tech		Amount
Cause	CPO OWNERCARE LUBE OIL & FILTER CHANGE, FOUR TIRE ROTATION & MPVI	0600213	H26	B	18.97
Correction	LUBE, OIL & FILTER CHANGE 4 TIRE ROTATION,& MULTIPOINT INSPECTION				
Comment	DEXOS1 ___% OIL LIFE REMAINING				

Parts	Part Number	PO#	Note	Description	Qty	Sell	
	000 019303249			FILTER KIT	1	6.50	6.50
	000 019293000		GOG	5W30 DEXOS OIL	6	4.08	24.48
	000 012616850			SEAL	1	2.94	2.94
				FAIL CODE : 9098			

Subtotal	
PARTS	9.44
GAS-OIL-GREASE	24.48
LAB-MECHANICAL	18.97
TOTAL CHARGE FOR CONCERN	52.89

Type: CM

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ORIGINAL ESTIMATE (PARTS AND LABOR) $		ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED ADD'L REPAIRS $		X _____	
TOTAL $		DATE 9/17/16	TIME 10:09 CUSTOMER INITIALS

[redacted]

Adv: H24 MARK EDWIN ROGERS	Tag Q480	License [redacted]	1GCGTCE32 F1 [redacted]	Page 2 (Last)	Invo [redacted]

Invoice to: [redacted] **Driver/Owner:** [redacted]

Invoiced: 09/17/16 11:34:09 3G

15 CHEVROLET COLORADO 4WD CREW CAB RED

Type: OFS	Line Flags: HAZ	LAB-MECHANICAL	3.95
		TOTAL CHARGE FOR CONCERN	54.95
Concern 53	CUSTOMER REQUESTS MULTIPOINT INSPECTION	Operation Tech	Amount
Cause	CUSTOMER REQUESTS MULTIPOINT INSPECTION	MP L09	0.00
Correction	COMPLETED MULTIPOINT INSPECTION	Subtotal	
Type: OFS		TOTAL CHARGE FOR CONCERN	0.00

Summary of Charges for Invoice [redacted]

PARTS	6.50
GAS-OIL-GREASE	43.50
HAZARDOUS WASTE CHARGE	1.00
LAB-MECHANICAL	3.95
SUB-TOTAL	54.95
SALES TAX	3.75
TOTAL CHARGE	58.70

Payment Distribution for Invoice [redacted]

TOTAL CHARGE	58.70
CASH DUE	**58.70**

WAITER - NO WASH
ESTIMATES ARE VALID FOR 60 DAYS. POSTPONING SOME REPAIRS FOR TOO LONG MAY CAUSE ADDITIONAL DAMAGES AND/OR ADDITIONAL COSTLY REPAIRS. PARTS AND LABOR LABOR PRICES ARE SUBJECT TO CHANGE.
Estimate 54.95

Estimate and Approvals for Invoice type CUSTOMERPAY

Original Estimate	Revised Estimate	Additional Costs	Contact	Contact Type	Authorization	Approval Amount	UserID	Date
$54.95							ROGERSMA	09/17/16 10:09

If you have any questions - please see MARK EDWIN ROGERS

PAID PAID SEP 17 2016 PAID
BY: VISA
KC 2 L14

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X [redacted] RTS AND

CUSTOMER

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE / TIME / CUST INITIALS	

[redacted]

Adv: H24 MARK EDWIN ROGERS	Tag Q480	License [redacted]	1GCGTCE32 F1 [redacted]	Page 1	Invoic [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Vehicle Information

Odometer in: 24787 Out: 24787		Dist: 1GC CUS C	Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED	
	MFG: 654001			Stock#: 0215555R	
Begin: 09/17/16	Done: 09/17/16	Invoiced: 09/17/16 11:34 3G		Inservice: 10/30/14	Production: 09/03/14 Sold: 11/01/14

Customer Concern

Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	Operation	Tech / Amount
Cause	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS	PRESSURE	L09 0.00
Correction	TIRE PRESSURES READINGS LF_35 RF_35 RR_35LR_35		
Type: OFS		Subtotal	
		TOTAL CHARGE FOR CONCERN	0.00

Concern 25	CUSTOMER REQUESTS *** MOBIL 1 *** MAINTENANCE I SERVICE	Operation	Tech / S / Amount
Cause	CUSTOMER REQUESTS *** MOBIL 1 *** MAINTENANCE I SERVICE	MIC	L09 S 3.95
Correction	COMPLETED MAINTENANCE I SERVICE AS FOLLOWS CHANGE ENGINE OIL AND FILTER. RESET OIL LIFE SYSTEM. VISUALLY CHECK FOR ANY LEAKS OR DAMAGE. ROTATE AND INSPECT TIRES. CHECK INFLATION PRESSURE AND WEAR. INSPECT BRAKE SYSTEM, INCLUDING BRAKE LINES, HOSES, PADS, CALIPERS, WHEEL CYLINDERS, ROTORS, AND DRUMS. CHECK AND TOP OFF ALL FLUID LEVELS. INSPECT WIPER BLADES. LUBRICATE FRONT SUSPENSION, BALL JOINTS, STEERING LINKAGE, AND PARKING BRAKE CABLE. TRUCKS WITH ALLISON TRANSMISSION ONLY: INSPECT EXTERNAL CONTROL-MAIN FILTER; COURTESY CAR WASH.		
Tech Notes	CUSTOMER REQUESTS *** MOBIL 1 *** MAINTENANCE I SERVICE		

Parts

Part Number	PO#	Note	Description	Qty	Sell	
000 019303249			FILTER KIT	1	6.50	6.50
000 012345885		GOG	5W30 MOBIL1	6	7.25	43.50

Subtotal	
PARTS	6.50
GAS-OIL-GREASE	43.50
HAZARDOUS WASTE CHARGE	1.00

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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$ -	DATE	TIME	CUST INITIALS

[redacted]

Adv: T33 PAUL J. HERNANDEZ	Tag G286	License [redacted]	1GCGTCE32 F[redacted]	e 1 (Last)	Invoic[redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 19370 Out: 19370	Dist: 1GC CUS C W Prelim		
	MFG: 654001		
Begin: 05/25/16	Done: 05/27/16	Invoiced: 05/27/16 16:23 XS	

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED			
		Stock#: 0215555R	
Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14	

Customer Concern

		Operation	Tech	Amount
Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	PRESSURE	866	0.00
Cause	TIRES			
Correction	TIRE PRESSURES READINGS LF_35__ RF_35__ RR_35__ LR_35__			
Type: C		Subtotal		
		TOTAL CHARGE FOR CONCERN		0.00

Summary of Charges for Invoice C37713

TOTAL CHARGE	0.00

Payment Distribution for Invoice C37713

CASH DUE	0.00
TOTAL CHARGE	0.00

Attention: The following Invoices also exist
WAR - WARRANTY
Estimate 0.00

Estimate and Approvals for Invoice type CUSTOMERPAY

Original Estimate	Revised Estimate	Additional Costs	Contact	Contact Type	[redacted] val Amount	UserID	Date
$0.00						HASSLEJA	05/25/16 11:38

If you have any questions - please see PAUL J. HERNANDEZ

MAY 27 2016

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[redacted]

LABOR LISTED ABOVE

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The Reynolds and Reynolds Company CC714947 Q (07/13)

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ORIGINAL ESTIMATE (PARTS AND LABOR)	$ 30.00	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.		
AUTHORIZED ADD'L REPAIRS	$ 0	X _____			
TOTAL	$ 30.00	DATE 12/19/15	TIME 12:09	CUST INITIALS	

[redacted]

Adv: J57 MICHAEL G BRENNER | Tag L479 | Licens[redacted] | 1GCGTCE32 F1[redacted] | Page 2 (Last) | Invoice[redacted]

Invoice to [redacted] | Driver/Owner[redacted]

Invoiced: 12/19/15 14:47:26 XS

15 CHEVROLET COLORADO 4WD CREW CAB RED

Summary of Charges for Invoice [redacted]

SUBLET REPAIRS	43.00
GAS-OIL-GREASE	19.02
SUB-TOTAL	62.02
SALES TAX	1.43
TOTAL CHARGE	63.45

Payment Distribution for Invoice [redacted]

TOTAL CHARGE	63.45
CASH DUE	**63.45**

Attention: The following Invoices also exist
WAR - WARRANTY
Estimate 0.00

Estimate and Approvals for Invoice type CUSTOMERPAY

Original Estimate	Revised Estimate	Additional Costs	Contact	Contact Type	Authorization	Approval Amount	UserID	Date
$0.00							BRENNEMI	12/19/15 12:03

If you have any questions - please see MICHAEL G BRENNER

PAID
PAID DEC 19 2015
BY: [redacted]

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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted] [redacted] [redacted]

Adv: J57 MICHAEL G BRENNER	Tag L479	License [redacted]	1GCGTCE32 F1 [redacted]	Page 1	Invoic [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 14312 Out: 14312	Dist: 1GC CUS C W Prelim		
	MFG: 654001		
Begin: 12/19/15	Done: 12/19/15	Invoiced: 12/19/15 14:47 XS	

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED			
	Stock#: 0215555R		
Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14	

Customer Concern

Concern 24 Cause Correction Type: CM	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____ CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS TIRE PRESSURES READINGS LF35_ RF_35RR_35 LR35_	Operation Tech Amount PRESSURE J25 0.00 Subtotal TOTAL CHARGE FOR CONCERN 0.00
Concern 51 Cause Correction Parts Type: C	CUSTOMER WILL BE RENTING A CAR CUSTOMER WILL BE RENTING A CAR CUSTOMER WILL BE RENTING A CAR Part Number PO# Note Description 004438 JLS RENTAL	Operation Tech Amount 51 J25 0.00 Qty Sell 1 43.00 43.00 Subtotal SUBLET REPAIRS 43.00 TOTAL CHARGE FOR CONCERN 43.00
Concern +52 Cause Correction Parts Type: CM	CUSTOMER WILL PAY DIFFERENCE TO GET SYNTHETIC MOTOR OIL CUSTOMER WILL PAY DIFFERENCE TO GET SYNTHETIC MOTOR OIL CUSTOMER WILL PAY DIFFERENCE TO GET SYNTHETIC MOTOR OIL Part Number PO# Note Description 000 012345685 GOG 5W30 MOBIL1 000 019293000 GOG 5W30 DEXOS OIL	Operation Tech Amount 52 J25 0.00 Qty Sell 6 7.25 43.50 -6 4.08 24.48- Subtotal GAS-OIL-GREASE 19.02 TOTAL CHARGE FOR CONCERN 19.02

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: G51 ASHLEY A. SHOGREN	Tag G453	License [redacted]	1GCGTCE32 F1[redacted]	Page 1	In [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 9772 Out: 9772	Dist: 1GC CUS C W Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
MFG: 654001		Stock#: 0215555R	Inv Acct: 67D	
Begin: 07/18/15 Done: 07/18/15	Invoiced: 07/18/15 14:40 W0	Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Concern

Concern 51	CUSTOMER WANTS TO UPGRADE TO SYNTHETIC OIL, WILL PAY DIFFERENCE
Cause	CUSTOMER WANTS TO UPGRADE TO SYNTHETIC OIL, WILL PAY DIFFERENCE
Correction	USED MOBIL 1 OIL

Parts

Part Number	PO#	Note	Description
000 019293000		GOG	5W30 DEXOS OIL

Type: OFS

Operation	Tech	Amount
51	J02	0.00

Qty		Sell	
6	S	3.74	22.44

Subtotal

GAS-OIL-GREASE	22.44
TOTAL CHARGE FOR CONCERN	22.44

Summary of Charges for Invoice C06952

GAS-OIL-GREASE	22.44
SUB-TOTAL	22.44
SALES TAX	1.68
TOTAL CHARGE	24.12

Payment Distribution for Invoice C06952

TOTAL CHARGE	24.12
CASH DUE	**24.12**

Attention: The following Invoices also exist
WAR - WARRANTY

ESTIMATES ARE VALID [redacted] RS FOR TOO LONG MAY CAUSE ADDITIONAL DAM[redacted] RS. PARTS AND LABOR LABOR PRICES ARE SUB[redacted] 4

Estimate Approval Signatu[redacted]

PAID JUL 18 2015 PAID BY: Atm

Estimate and Approva[redacted]

[redacted]

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[redacted] THE PARTS AND [redacted]OVE

CUSTOMER

The Reynolds and Reynolds Company CC714947 Q (07/13)

John L. SULLIVAN
CHEVROLET
A Member of the Sullivan Automotive Group

350 Automall Drive • P.O. BOX 1028 • **ROSEVILLE, CALIFORNIA 95661**
Phone 916-782-1243 916-969-0262
www.chevyworld.com

"WE'RE COMMITTED TO KEEPING YOU COMPLETELY SATISFIED."

BAR #AA-001851

CAD# 983607466

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

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ORIGINAL ESTIMATE (PARTS AND LABOR)	$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.	
AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: G51 ASHLEY A. SHOGREN	Tag G453	License [redacted]	1GCGTCE32 F[redacted]	ge 2 (Last) Inv[redacted]
Invoice to [redacted]			Driver/Owner [redacted]	
Invoiced: 07/18/15 14:40:26 WO			15 CHEVROLET COLORADO 4WD CREW CAB RED	

Original Estimate	Revised Estimate	Additional Costs	Contact	Contact Type	Authorization	Approval Amount	UserID	Date
$0.00	$22.14	$22.14	SCOTT	In Person	UPGRADE OIL		SHOGREAS	07/18/15 14:04
$0.00							SHOGREAS	07/18/15 11:33

If you have any questions - please see ASHLEY A. SHOGREN

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TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: H25 LEROY JACK LAMBERT	Tag Y118	License NEW	1GCGTCE32 F[redacted]	Page 1	Invoice [redacted]

Invoice to	Driver/Owner Information
[redacted]	[redacted]

For Office Use			Vehicle Information		
Odometer in: 6370 Out: 6370	Dist: 1GC WAR C W	Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
MFG: 654001			Stock#: 0215555R		
Begin: 04/22/15 Done: 04/22/15	Invoiced: 04/22/15 11:14 T8		Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Waiting

		Operation	Tech	Units	Amount
Concern 52	CUSTOMER STATES CHECK ENGINE LIGHT ON CHECK AND ADVISE	52	624	0.0	
Cause	SES				
Correction	CONFIRM SES ON SCAN ECM CODE P0442 SMALL EVAP LEAK,				

Summary of Charges for Invoice W98471	Payment Distribution for Invoice W98471
	Customer Waiting

Additional Recommendations

THIS IS A LIST OF ALL RECOMMENDED SERVICE FOR THIS VEHICLE
WE ARE COMMITTED TO KEEPING YOU COMPETELY SATISFIED!

*** WORK RECOMMENDED BUT NOT PERFORMED ***

Item 01 Operation	NW Tech: 624 Follow Up: 05/22/15
Concern	CUSTOMER STATES CHECK ENGINE LIGHT ON CHECK AND ADVISE
Cause	$361.91 CUSTOMER DECLINED REPAIRS AT THIS TIME.
Correction	CUSTOMER DOES NOT WANT WORK DONE

SIGNATURE _____

Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.00

If you have any questions - please see LEROY JACK LAMBERT

[redacted]

APR 22 2015

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CUSTOMER

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TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: H25 LEROY JACK LAMBERT	Tag Y118	License NEW	1GCGTCE32 F1[redacted]	Page 2 (Last)	Inv[redacted]

Invoice to: [redacted]

Driver/Owner [redacted]

Invoiced: 04/22/15 11:14:57 T8

15 CHEVROLET COLORADO 4WD CREW CAB RED .

********** IMPORTANT **********

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS. IF FOR "ANY" REASON YOU CANNOT GIVE US THE BEST POSSIBLE SCORES, PLEASE CONTACT YOUR SERVICE CONSULTANT ASAP. IF YOU ARE COMPLETELY SATISFIED, PLEASE HELP US BY COMPLETING YOUR SURVEY AND RETURNING IT. THANK YOU.

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: H25 LEROY JACK LAMBERT	Tag **Y118**	License **NEW**	1GCGTCE32 **F1** [redacted]	Page 1	In [redacted]

Invoice to	Driver/Owner Information
[redacted]	[redacted]

For Office Use			Vehicle Information		
Odometer in: 6370 Out: 6370		Dist: 1GC WAR C W Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
	MFG: 654001		Stock#: 0215555R		
Begin: 04/22/15	Done: 04/22/15	Invoiced: 04/22/15 11:14 T8	Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Waiting

		Operation	Tech Units	Amount
Concern 52	CUSTOMER STATES CHECK ENGINE LIGHT ON CHECK AND ADVISE	52	624	0.0
Cause	SES			
Correction	CONFIRM SES ON SCAN ECM CODE P0442 SMALL EVAP LEAK,			

Summary of Charges for Invoice W98471	Payment Distribution for Invoice W98471
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*** WORK RECOMMENDED BUT NOT PERFORMED ***

Item 01	Operation	NW Tech: 624 Follow Up: 05/22/15
	Concern	CUSTOMER STATES CHECK ENGINE LIGHT ON CHECK AND ADVISE
	Cause	$361.91 CUSTOMER DECLINED REPAIRS AT THIS TIME.
	Correction	CUSTOMER DOES NOT WANT WORK DONE

SIGNATURE _____

Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.00

If you have any questions - please see LEROY JACK LAMBERT

[redacted]

APR 2 2 2015

[redacted]

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: H25 LEROY JACK LAMBERT	Tag Y118	License NEW	1GCGTCE32 F1[redacted]	Page 2 (Last)	Invo[redacted]

Invoice to [redacted] Driver/Owner [redacted]

Invoiced: 04/22/15 11:14:57 T8

15 CHEVROLET COLORADO 4WD CREW CAB RED

********** IMPORTANT **********

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AUTHORIZED ADD'L REPAIRS $	X _____		
TOTAL $	DATE	TIME	CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W034 | License [redacted] | 1GCGTCE32 F1[redacted] | age 1 | Inv[redacted]

Invoice to [redacted]

Driver/Owner Information [redacted]

P.O. Order No. [redacted]

Odometer in: 35057 Out: 35074	Dist: 1GC WAR W Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED			
MFG: 654001		Stock#: 0215555R			
Begin: 04/24/17 Done: 04/28/17	Invoiced: 04/28/17 16:28 9B	Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14	

Customer Concern [redacted]

Concern 24 Cause Correction	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____ CHECK TIRE PRESSURES TIRE PRESSURES READINGS LF_35 RF_35 RR35_ LR_35 Line Auth: 04/28/17 13:41	Operation PRESSURE	Tech Units L01 0.0	Amount
Concern 51 Cause Correction Parts	CUSTOMER STATES THE SERVICE POWER STEERING MESSAGE DRIVE WITH CARE IS COMING BACK ON. CHECK AND ADVISE. TRACTION CONTROL MESSAGES THERE AS WELL CUSTOMER STATES THE SERVICE POWER STEERING MESSAGE DRIVE WITH CARE IS COMING BACK ON. CHECK AND ADVISE. TRACTION CONTROL MESSAGES THERE AS WELL REPLACED STEERING GEAR ASSEMBLY PROGRAMMED AND SET UP WCC 316BBAND SET TOE. HAVE NO ROAD TEST VEHICLE DUE TO TIME Part Number PO# Note Description UPS FREIGHT SPO 023353848 GEAR FP- 023353848	Operation 51	Tech Units L01 0.0 Qty Sell 1 1 APR 28 2017 [redacted]	Amount
Concern 52 Cause Correction Parts	RENTAL CAR RENTAL CAR RENTAL CAR Part Number PO# Note Description 008294 JLS RENTAL	Operation 52	Tech Units L01 0.0 Qty Sell 1	Amount

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CUSTOMER

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W034	License [redacted]	1GCGTCE32 F1[redacted]	Page 2	Invoi[redacted]

Invoice to [redacted]

Driver/Owner: [redacted]

Invoiced: 04/28/17 16:28:55 9B

15 CHEVROLET COLORADO 4WD CREW CAB RED

		Operation	Tech	Units	Amount
Concern +53	ADD ON REPAIR - STEERING WHEEL OFF CENTER AFTER REPLACEMENT OF STEERING GEAR.				
Cause	ADD ON REPAIR - STEERING WHEEL OFF CENTER AFTER REPLACEMENT OF STEERING GEAR.	53	J25	0.0	
Correction	TEST DROVE VEHICLE WITH SHOP FOREMAN STEERING WHEEL IS STRAIT AT THIS TIME WITH IN GM SPECS				
Comment	AUTH. ADD ON REPAIR - VERIFIED CONCERN				
	Manager Approval 1: 04/28/17 08:06 LOWEJASO				

Summary of Charges for Invoice [redacted]

Payment Distribution for Invoice [redacted]

Estimate 0.01

If you have any questions - please see WILLIAM J. DHANIS

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W034 | Licens[redacted] | 1GCGTCE32 F1[redacted] | Page 3 (Last) | Inv[redacted]

Invoice to: [redacted]

Driver/Owner: [redacted]

Invoiced: 04/28/17 16:28:55 9B

15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 03 Tech# J25 Start Time: 04/28/17 08:12 Stop Time: 04/28/17 10:00

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
24	L01	Begin	04/27/17 18:08	End	04/27/17 18:08	:00	.0	
51	L01	Begin	04/25/17 07:45	Hold	04/25/17 08:09	:24	.4	
		Begin	04/25/17 08:09	HT	04/25/17 08:22	:13	.2	
		RW	04/27/17 16:06	End	04/27/17 18:08	2:02	2.0	
					Total	2:39	2.6	
52	L01	Begin	04/27/17 18:08	End	04/27/17 18:08	:00	.0	
53	J25	Begin	04/28/17 08:12	Hold	04/28/17 09:14	1:02	1.0	
		Begin	04/28/17 09:51	End	04/28/17 10:00	:09	.2	
					Total	1:11	1.2	

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TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W005	License [redacted]	1GCGTCE32 F1 [redacted]	age 1 Inv [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

Vehicle Information

Odometer in: 34876 Out: 34887	Dist: 1GC WAR C W Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED	
MFG: 654001		Stock#: 0215555R	
Begin: 04/19/17 Done: 04/19/17	Invoiced: 04/19/17 17:32 M6	Inservice: 10/30/14	Production: 09/03/14 Sold: 11/01/14

Customer Concern

Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	Operation	Tech	Units	Amount
Cause	CHECK TIRE PRESSURES	PRESSURE	L01	0.0	
Correction	TIRE PRESSURES READINGS LF35___ RF_35__ RR_35__ LR__35_				
Concern 51	CUSTOMER STATES THEY WERE DRIVING MONDAY IN THE RAIN ABOUT 70MPH AND MESSAGES CAME UP STATING TRACTION CONTROL FAILURE, STABILITRACK FAILURE AND STEERING FAILURE, CUSTOMER LOST POWER STEERING ASSIST AT THAT TIME, THEY PULLED OVER AND RESTARTED VEHICLE AND IT WAS OK. CHECK AND ADVISE.	Operation	Tech	Units	Amount
Cause	INTERMITTENT SHORT ON CIRCUIT 2501.	NC	L01	0.0	
Correction	NECESSARY TO ROUTE ENGINE WIRING HARNESS AWAY FROM OIL FILTER HOUSING. TEST DROVE VEHICLE TO VERIFY REPAIRS. REQUEST OLH FOR ADDITION DIAG TIME FOR INTERMITTENT CONCERN AND FOR REROUTING WIRING HARNESS.	[redacted]			
Comment	OLH TO CONTINUE DAIGNOSIS OF ELECTRICAL CONCERNS				
	Manager Approval 1: 04/19/17 10:18 GLANCEJO	APR 19 2017			
Concern 52	RENTAL CAR	Operation	Tech	Units	Amount
Cause	RENTAL CAR	NC	L01	0.0	
Correction	RENTAL CAR				
Parts	Part Number / PO# 008259 / Note / Description JLS RENTAL	Qty 1		Sell	
Concern +53	ADD ON REPAIR - CUSTOMER REQUESTS ANDROID UPDATE.	Operation	Tech	Units	Amount
Cause	ADD ON REPAIR - CUSTOMER REQUESTS ANDROID UPDATE.	NC	L01	0.0	

[redacted]

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The Reynolds and Reynolds Company CC714947 Q (07/13)

CUSTOMER

John L. SULLIVAN CHEVROLET

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www.chevyworld.com

BAR #AA-001851

CAD# 983607466

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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W005	License [redacted]	1GCGTCE32 F1 [redacted]	Page 2	Invoi [redacted]

Invoice to [redacted] **Driver/Owner:** [redacted]

Invoiced: 04/19/17 17:32:09 M6

15 CHEVROLET COLORADO 4WD CREW CAB RED

Correction Comment	ANDROID UPDATE NOT AVAILABLE FOR THIS YEAR VEHICLE AUTH. ANDROID UPDATE - CUSTOMER CALLED REQUESTING UPDATE. Manager Approval 1: 04/19/17 16:46 LOWEJASO

Summary of Charges for Invoice [redacted] **Payment Distribution for Invoice** [redacted]

Attention: The following Invoices also exist
. CUS - CUSTOMERPAY
Estimate 0.01

If you have any questions - please see WILLIAM J. DHANIS

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The Reynolds and Reynolds Company CC7149947 Q (07/13)

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W005 | License [redacted] | 1GCGTCE32 F1 [redacted] | age 3 (Last) | Invoic [redacted]

Invoice to: [redacted] Driver/Owner: [redacted]

Invoiced: 04/19/17 17:32:09 M6

15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 03 Tech# L01 Start Time: 04/19/17 16:46 Stop Time: 04/19/17 17:02

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
24	L01	Begin	04/19/17 13:56	End	04/19/17 13:56	:00	.0	
51	L01	Begin	04/19/17 08:27	HT	04/19/17 09:11	:44	.7	
		RW	04/19/17 09:52	Hold	04/19/17 09:52	:00	.0	
		Begin	04/19/17 10:18	HT	04/19/17 11:17	:59	1.0	Other
		RW	04/19/17 11:29	Hold	04/19/17 12:46	1:17	1.3	Other
		Begin	04/19/17 13:58	End	04/19/17 14:05	:07	.1	Other
					Total	3:07	3.1	
52	L01	Begin	04/19/17 13:57	End	04/19/17 13:58	:01	.0	
53	L01	Begin	04/19/17 16:46	End	04/19/17 17:01	:15	.3	

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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W005	License [redacted]	1GCGTCE32 F1 [redacted]	Page 1 Invoi [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

Odometer in: 34876 Out: 34887	Dist: 1GC WAR C W Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED	
MFG: 654001		Stock#: 0215555R	
Begin: 04/19/17 Done: 04/19/17	Invoiced: 04/19/17 17:32 M6	Inservice: 10/30/14	Production: 09/03/14 Sold: 11/01/14

Customer Concern

		Operation	Tech	Units	Amount
Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____				
Cause	CHECK TIRE PRESSURES	PRESSURE	L01	0.0	
Correction	TIRE PRESSURES READINGS LF35___ RF_35__ RR_35__ LR__35_				
Concern 51	CUSTOMER STATES THEY WERE DRIVING MONDAY IN THE RAIN ABOUT 70MPH AND MESSAGES CAME UP STATING TRACTION CONTROL FAILURE, STABILITRACK FAILURE AND STEERING FAILURE, CUSTOMER LOST POWER STEERING ASSIST AT THAT TIME, THEY PULLED OVER AND RESTARTED VEHICLE AND IT WAS OK. CHECK AND ADVISE.	Operation	Tech	Units	Amount
Cause	INTERMITTENT SHORT ON CIRCUIT 2501	NC	L01	0.0	
Correction	NECESSARY TO ROUTE ENGINE WIRING HARNESS AWAY FROM OIL FILTER HOUSING. TEST DROVE VEHICLE TO VERIFY REPAIRS. REQUEST OLH FOR ADDITION DIAG TIME FOR INTERMITTENT CONCERN AND FOR REROUTING WIRING HARNESS.				
Comment	OLH TO CONTINUE DAIGNOSIS OF ELECTRICAL CONCERNS Manager Approval 1: 04/19/17 10:18 GLANCEJO				
Concern 52	RENTAL CAR	Operation	Tech	Units	Amount
Cause	RENTAL CAR	NC	L01	0.0	
Correction	RENTAL CAR				
Parts	Part Number PO# Note Description 008259 JLS RENTAL	Qty 1		Sell	
Concern +53	ADD ON REPAIR - CUSTOMER REQUESTS ANDROID UPDATE.	Operation	Tech	Units	Amount
Cause	ADD ON REPAIR - CUSTOMER REQUESTS ANDROID UPDATE.	NC	L01	0.0	

APR 19 2017

[redacted]

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[redacted]

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted] [redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W005 | License [redacted] | 1GCGTCE32 F1 [redacted] | Page 2 | Invo[redacted]

Invoice to [redacted] | Driver/Owner: [redacted]

Invoiced: 04/19/17 17:32:09 M6 | 15 CHEVROLET COLORADO 4WD CREW CAB RED

Correction Comment: ANDROID UPDATE NOT AVAILABLE FOR THIS YEAR VEHICLE
AUTH. ANDROID UPDATE - CUSTOMER CALLED REQUESTING UPDATE.
Manager Approval 1: 04/19/17 16:46 LOWEJASO

Summary of Charges for Invoice [redacted] | Payment Distribution for Invoice [redacted]

Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.01

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W005 | License [redacted] | 1GCGTCE32 F1[redacted] | age 3 (Last) | Invo[redacted]

Invoice to [redacted] | Driver/Owner [redacted]

Invoiced: 04/19/17 17:32:09 M6 | 15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 03 Tech# L01 Start Time: 04/19/17 16:46 Stop Time: 04/19/17 17:02

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
24	L01	Begin	04/19/17 13:56	End	04/19/17 13:56	:00	.0	
51	L01	Begin	04/19/17 08:27	HT	04/19/17 09:11	:44	.7	
		RW	04/19/17 09:52	Hold	04/19/17 09:52	:00	.0	
		Begin	04/19/17 10:18	HT	04/19/17 11:17	:59	1.0	Other
		RW	04/19/17 11:29	Hold	04/19/17 12:46	1:17	1.3	Other
		Begin	04/19/17 13:58	End	04/19/17 14:05	:07	.1	Other
					Total	3:07	3.1	
52	L01	Begin	04/19/17 13:57	End	04/19/17 13:58	:01	.0	
53	L01	Begin	04/19/17 16:46	End	04/19/17 17:01	:15	.3	

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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W932	License [redacted]	1GCGTCE32 F1[redacted]	Page 1	In [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 33505 Out: 33506	Dist: 1GC WAR C W	Prelim	
	MFG: 654001		
Begin: 03/23/17	Done: 03/23/17	Invoiced: 03/23/17 13:06 M6	

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED			
Stock#: 0215555R			
Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14	

Customer Concern

Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	Operation	Tech	Units	Amount
Cause	.	PRESSURE	L53	0.0	
Correction	TIRE PRESSURES READINGS LF35_ RF_35 RR_35 LR_35				
Concern 51	CUSTOMER STATES CHECK ENGINE LIGHT IS ON, NOTICED WHEN REMOVING THE GAS CAP THERE WAS A LARGE FUEL ODOR FROM THE VEHICLE. CUSTOMER HAS NOTICED ALSO THE FUEL ECONOMY HAS REDUCED A LOT, DOWN TO 12-14 MPG AND WAS AROUND 20MPG BEFORE. CHECK AND ADVISE.	Operation	Tech	Units	Amount
Cause	SCAN CHECKED P0496 FOR EVAP FLOW ISSUE.VAP PURGE SOLENOID LEAKING VAC. WHEN NOT COMMANDED.	NC	L53	0.0	
Correction	REPLACED PURGE SOLENOID AND CLEARED CODES,RETESTED GOOD.				
Parts	Part Number PO# Note Description 000 012610560 VALVE FP- 012610560	Qty 1		Sell	

Summary of Charges for Invoice W69086

Payment Distribution for Invoice W69086

Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.00

If you have any questions - please see WILLIAM J. DHANIS
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X [redacted]

CUSTOMER

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TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W932	Licen[redacted]	1GCGTCE32 F1[redacted]	Page 2	Invoice[redacted]

Invoice to: [redacted] Driver/Owner [redacted]

Invoiced: 03/23/17 13:06:35 M6

15 CHEVROLET COLORADO 4WD CREW CAB RED

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TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W932 | License [redacted] | 1GCGTCE32 F[redacted] | age 3 (Last) | Invoi[redacted]

Invoice to [redacted] | Driver/Owner [redacted]

Invoiced: 03/23/17 13:06:35 M6 | 15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 03 Tech# L53 Start Time:. 03/23/17 10:58 Stop Time: 03/23/17 11:29

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
24	L53	Begin	03/23/17 11:27	End	03/23/17 11:29	:02	.0	
51	L53	Begin	03/23/17 10:58	End	03/23/17 11:27	:29	.5	

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W932	Licens[redacted]	1GCGTCE32 F1[redacted]	Page 1	Invo[redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 33505 Out: 33506	Dist: 1GC WAR C W	Prelim	
	MFG: 654001		
Begin: 03/23/17	Done: 03/23/17	Invoiced: 03/23/17 13:06 M6	

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED			
Stock#: 0215555R			
Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14	

Customer Concern

Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	Operation	Tech	Units	Amount
Cause	.				
Correction	TIRE PRESSURES READINGS LF35_ RF_35 RR_35 LR_35	PRESSURE	L53	0.0	

Concern 51	CUSTOMER STATES CHECK ENGINE LIGHT IS ON, NOTICED WHEN REMOVING THE GAS CAP THERE WAS A LARGE FUEL ODOR FROM THE VEHICLE. CUSTOMER HAS NOTICED ALSO THE FUEL ECONOMY HAS REDUCED A LOT, DOWN TO 12-14 MPG AND WAS AROUND 20MPG BEFORE. CHECK AND ADVISE.	Operation	Tech	Units	Amount
Cause	SCAN CHECKED P0496 FOR EVAP FLOW ISSUE.VAP PURGE SOLENOID LEAKING VAC. WHEN NOT COMMANDED.	NC	L53	0.0	
Correction	REPLACED PURGE SOLENOID AND CLEARED CODES,RETESTED GOOD.				
Parts	Part Number PO# Note Description	Qty			Sell
	000 012610560 VALVE	1			
	FP- 012610560				

Summary of Charges for Invoice W69086

Payment Distribution for Invoice W69086

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Estimate 0.00

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BAR #AA-001851

CAD# 983607466

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ORIGINAL ESTIMATE (PARTS AND LABOR)	$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.	
AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W932	License [redacted]	1GCGTCE32 F1[redacted]	Page 2	Invo[redacted]

Invoice to: [redacted] Driver/Owner: [redacted]

Invoiced: 03/23/17 13:06:35 M6

15 CHEVROLET COLORADO 4WD CREW CAB RED

CANNOT GIVE US THE BEST POSSIBLE SCORES, PLEASE CONTACT YOUR SERVICE CONSULTANT ASAP. IF YOU ARE COMPLETELY SATISFIED, PLEASE HELP US BY COMPLETING YOUR SURVEY AND RETURNING IT. THANK YOU.

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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted] [redacted] [redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W932 | Lice [redacted] | 1GCGTCE32 F1 [redacted] | Page 3 (Last) | Inv [redacted]

Invoice to: [redacted] **Driver/Owner** [redacted]

Invoiced: 03/23/17 13:06:35 M6

15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 03 Tech# L53 Start Time: 03/23/17 10:58 Stop Time: 03/23/17 11:29

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
24	L53	Begin	03/23/17 11:27	End	03/23/17 11:29	:02	.0	
51	L53	Begin	03/23/17 10:58	End	03/23/17 11:27	:29	.5	

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W841 | License [redacted] | 1GCGTCE32 F1[redacted] | Page 1 | In[redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 33392 Out: 33399 | Dist: 1GC WAR C W Prelim

MFG: 654001

Begin: 03/15/17 | Done: 03/15/17 | Invoiced: 03/15/17 17:31 V4

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED

Stock#: 0215555R

Inservice: 10/30/14 | Production: 09/03/14 | Sold: 11/01/14

Customer Concern

		Operation	Tech	Units	Amount
Concern 24	CHECK TIRE PRESSURES. AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____ .				
Cause		PRESSURE	L53	0.0	
Correction	TIRE PRESSURES READINGS LF35_ RF35_ RR35_ LR_35				
Concern 51	CUSTOMER STATES THE CHECK ENGINE LIGHT WAS ON, CUSTOMER CLEARED THE CODE, WAS SETTING P0442. CHECK AND ADVISE.	Operation	Tech	Units	Amount
Cause	UNKNOWN, POSSIBLY JUST A LOOSE GAS CAP, PASSES TEST AT THIS TIME, .	NC	L53	0.0	
Correction	PERFORMED TEST TO TRY AND VERIFY SMALL EVAP LEAK. UNABLE TO VERIFY CONCERN AT THIS TIME.				
Concern 53	CUSTOMER STATES WHEN ACCELERATING FROM STOPS THE VEHICLE SEEMS TO START OFF IN A HIGHER GEAR AND HESITATES AND ONCE LAST WEEK THE VEHICLE DIED, HAD TO RESTART, IF THEY ACCELERATE HARD IT WILL DOWN SHIFT AND THEN GO OK, IF THEY HAVE IN TOW HAUL MODE IT IS OK. CHECK AND ADVISE.	Operation	Tech	Units	Amount
Cause	UNABLE TO REPRODUCE, CUSTOMER HAS DIAG TOOL PLUGGED INTO DLC AND COULD BE CAUSING SOME COMMUNICATION ISSUES, CODES HAVE BEEN CLEARED.	NC	L53	0.0	
Correction	REPROGRAMMED BOTH ECM AND TCM WITH LATEST UPDATED PROGRAMMING CODE S0387. ROAD TESTED TRANS OPERATING AS DESIGNED.				

MAR 15 2017

Summary of Charges for Invoice W68088

Payment Distribution for Invoice W68088

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The Reynolds and Reynolds Company CC714947 Q (07/13)
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AUTHORIZED ADD'L REPAIRS $		X _____	
TOTAL $		DATE	TIME / CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W841	License [redacted]	1GCGTCE32 F1[redacted]	Page 2	Invoi[redacted]
Invoice to [redacted]			Driver/Owner [redacted]		
Invoiced: 03/15/17 17:31:22 V4			15 CHEVROLET COLORADO 4WD CREW CAB RED		

Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.01

If you have any questions - please see WILLIAM J. DHANIS
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CUSTOMER

The Reynolds and Reynolds Company CC7149947 Q (07/13)

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W841 | License [redacted] | 1GCGTCE32 F1 [redacted] | Page 3 (Last) | Invoi [redacted]

Invoice to: [redacted] | Driver/Owner [redacted]

Invoiced: 03/15/17 17:31:22 V4

15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 03 Tech# L53 Start Time: 03/15/17 10:23 Stop Time: 03/15/17 11:53

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
24	L53	Begin	03/15/17 11:51	End	03/15/17 11:52	:01	.0	
51	L53	Begin	03/15/17 11:17	End	03/15/17 11:50	:33	.6	
53	L53	Begin	03/15/17 10:24	End	03/15/17 11:17	:53	.9	

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CUSTOMER

The Reynolds and Reynolds Company CC7149A7 Q (07/13)

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AUTHORIZED ADD'L REPAIRS $	X _____		
TOTAL $	DATE	TIME	CUST INITIALS

[redacted] [redacted] [redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W841	License [redacted]	1GCGT[redacted]232 F1 [redacted]	Page 1	Invoic[redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 33392 Out: 33399	Dist: 1GC WAR C W Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED	
MFG: 654001		Stock#: 0215555R	
Begin: 03/15/17 Done: 03/15/17	Invoiced: 03/15/17 17:31 V4	Inservice: 10/30/14	Production: 09/03/14 Sold: 11/01/14

Customer Concern

		Operation	Tech Units	Amount
Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	PRESSURE	L53 0.0	
Cause	.			
Correction	TIRE PRESSURES READINGS LF35_ RF35_ RR35_ LR_35			
Concern 51	CUSTOMER STATES THE CHECK ENGINE LIGHT WAS ON, CUSTOMER CLEARED THE CODE, WAS SETTING P0442. CHECK AND ADVISE.	Operation	Tech Units	Amount
Cause	UNKNOWN, POSSIBLY JUST A LOOSE GAS CAP, PASSES TEST AT THIS TIME,.	NC	L53 0.0	
Correction	PERFORMED TEST TO TRY AND VERIFY SMALL EVAP LEAK. UNABLE TO VERIFY CONCERN AT THIS TIME.			
Concern 53	CUSTOMER STATES WHEN ACCELERATING FROM STOPS THE VEHICLE SEEMS TO START OFF IN A HIGHER GEAR AND HESITATES AND ONCE LAST WEEK THE VEHICLE DIED, HAD TO RESTART, IF THEY ACCELERATE HARD IT WILL DOWN SHIFT AND THEN GO OK, IF THEY HAVE IN TOW HAUL MODE IT IS OK. CHECK AND ADVISE.	Operation	Tech Units	Amount
Cause	UNABLE TO REPRODUCE, CUSTOMER HAS DIAG TOOL PLUGGED INTO DLC AND COULD BE CAUSING SOME COMMUNICATION ISSUES, CODES HAVE BEEN CLEARED.	NC 2810/85	L53 0.0 1.50	
Correction	REPROGRAMMED BOTH ECM AND TCM WITH LATEST UPDATED PROGRAMMING CODE S0387. ROAD TESTED TRANS OPERATING AS DESIGNED.	MAR 15 2017 DV K51		

Summary of Charges for Invoice W68088	Payment Distribution for Invoice W68088

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TOTAL	$	DATE	TIME	CUST INITIALS

Adv: 340 WILLIAM J. DHANIS	Tag W841	License [redacted]	1GCGTCE32 F1 [redacted]	Page 2	In [redacted]

Invoice to: [redacted] Driver/ [redacted]

Invoiced: 03/15/17 17:31:22 V4

15 CHEVROLET COLORADO 4WD CREW CAB RED

Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.01

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TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W841	License [redacted]	1GCGTCE32 F1[redacted]	Page 3 (Last)	Inv [redacted]
Invoice to: [redacted]			Driver/Owner [redacted]		
Invoiced: 03/15/17 17:31:22 V4			15 CHEVROLET COLORADO 4WD CREW CAB RED		

Skill 03 Tech# L53 Start Time: 03/15/17 10:23 Stop Time: 03/15/17 11:53

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
24	L53	Begin	03/15/17 11:51	End	03/15/17 11:52	:01	.0	
51	L53	Begin	03/15/17 11:17	End	03/15/17 11:50	:33	.6	
53	L53	Begin	03/15/17 10:24	End	03/15/17 11:17	:53	.9	

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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: AAD STEVEN WHITE	Tag **R726**	License [redacted]	1GCGTCE32 F1[redacted]	age 2 Invoice [redacted]

Invoice to [redacted]	Driver/Owner: [redacted]
Invoiced: 11/05/16 16:34:48 TO	15 CHEVROLET COLORADO 4WD CREW CAB RED

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS. IF FOR "ANY" REASON YOU CANNOT GIVE US THE BEST POSSIBLE SCORES, PLEASE CONTACT YOUR SERVICE CONSULTANT ASAP. IF YOU ARE COMPLETELY SATISFIED, PLEASE HELP US BY COMPLETING YOUR SURVEY AND RETURNING IT. THANK YOU.

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TOTAL	$	DATE		TIME	CUST INITIALS

[redacted] [redacted] [redacted]

Adv: AAD STEVEN WHITE | Tag R726 | License [redacted] | 1GCGTCE32 F11 [redacted] ge 3 (Last) | Invo [redacted]

Invoice to: [redacted] | Driver/Own [redacted]

Invoiced: 11/05/16 16:34:48 TO | 15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 03 Tech# F19 Start Time: 11/05/16 15:10 Stop Time: 11/05/16 16:04

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
24	F19	Begin	11/05/16 16:03	End	11/05/16 16:03	:00	.0	
40	F19	Begin	11/05/16 15:10	End	11/05/16 16:02	:52	.9	
51	F19	Begin	11/05/16 16:02	End	11/05/16 16:02	:00	.0	

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ORIGINAL ESTIMATE (PARTS AND LABOR)	$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.		
AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: AAD STEVEN WHITE	Tag R726	License [redacted]	1GCGTCE32 F1 [redacted]	Page 1	Invoic [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Vehicle Information

Odometer in: 27067 Out: 27067	Dist: 1GC WAR W	Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED
	MFG: 65-COL		Stock#: 0215555R
Begin: 11/05/16	Done: 11/05/16	Invoiced: 11/05/16 16:34 TO	Inservice: 10/30/14 Production: 09/03/14 Sold: 11/01/14

Customer Concern

Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	Operation	Tech	Units Amount
Cause		PRESSURE	F19	0.0
Correction	TIRE PRESSURES READINGS LF35_ RF35_ RR35_ LR35_			
Concern 40	16019 HVAC MODULE TEMP DOOR	Operation	Tech	Units Amount
Cause	16019 HVAC MODULE TEMP DOOR	9102576	F19	0.5
Correction	INSTALL HEX HEAD WORM GEAR CLAMP TO TEMPERATURE VALVE			
Tech Notes	16019 HVAC MODULE TEMP DOOR			
Parts	Part Number PO# Note Description	Qty Sell		
	000 025518880 INSF NUT	1		
	FP- 025518880			
Concern 51	CUSTOMER STATES HEATER SEEMS TO TAKE A LONG TIME TO GET WARM--AT TIMES	Operation	Tech	Units Amount
Cause	CORRECTED BY RECALL	51	F19	0.0
Correction	CORRECTED BY RECALL			

TOKM

NOV 05 2016

Summary of Charges for Invoice W54865

Payment Distribution for Invoice W54865

Estimate 0.00

If you have any questions - please see STEVEN WHITE

********** IMPORTANT **********

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[redacted]

D

CUSTOMER

The Reynolds and Reynolds Company CC714947 Q (07/13)

John L. SULLIVAN CHEVROLET

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www.chevyworld.com

BAR #AA-001851 CAD# 983607466

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: AAD STEVEN WHITE	Tag R726	License [redacted]	GCGTCE32 F1 [redacted]	Page 2	Invoi [redacted]

Invoice to: [redacted] Driver/Owner [redacted]

Invoiced: 11/05/16 16:34:48 TO

15 CHEVROLET COLORADO 4WD CREW CAB RED

YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS. IF FOR "ANY" REASON YOU CANNOT GIVE US THE BEST POSSIBLE SCORES, PLEASE CONTACT YOUR SERVICE CONSULTANT ASAP. IF YOU ARE COMPLETELY SATISFIED, PLEASE HELP US BY COMPLETING YOUR SURVEY AND RETURNING IT. THANK YOU.

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted] [redacted] [redacted]

Adv: K38 JAMES T. CARTER | Tag Y772 | License [redacted] | 1GCGTCE32 F1 [redacted] | Page 1 | Invo [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Vehicle Information

Odometer in: 20720 Out: 20720	Dist: 1GC WAR W Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED	
MFG: 654001		Stock#: 0215555R	
Begin: 07/02/16 Done: 07/02/16	Invoiced: 07/02/16 10:36 TO	Inservice: 10/30/14 Production: 09/03/14	Sold: 11/01/14

Customer Waiting

Concern 24 Cause Correction	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____ SET TIRE PRESSURES TIRE PRESSURES READINGS LF35_ RF35_ RR35_ LR_35	Operation PRESSURE	Tech Units H41	Amount 0.0
Concern 51 Cause Correction	27620 INCORRECT TRAILER HITCH RECALL 27620 INSPECT AND VERIFY PROPER TRAILER HITCH INSTALLED Part Auth: CARTERJA 07/02/16 10:33	Operation 9102215	Tech Units H41	Amount 0.2
Concern 52 Cause Correction	15805 TRANS OIL COOLER LINE DISCONNECT RECALL 15805 INSPECT TRANSMISSION FLUID COOLER INLET AND OUTLET PIPE INSTALLATION Line Auth: 07/02/16 10:33 Part Auth: CARTERJA 07/02/16 10:33	Operation 9102010	Tech Units H41	Amount 0.2

Summary of Charges for Invoice W41712	Payment Distribution for Invoice W41712
	Customer Waiting

Estimate 0.00

If you have any questions - please see JAMES T. CARTER

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JUL 02 2016

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LABOR LISTED ABOVE

CUSTOMER

The Reynolds and Reynolds Company CC714947 Q (07/13)

John L. SULLIVAN

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CAD# 983607466

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TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: K38 JAMES T. CARTER	Tag Y772	License [redacted]	1GCGTCE32 F1 [redacted]	Page 2
Invoice to: [redacted]		Driver/Owner: [redacted]		
Invoiced: 07/02/16 10:36:30 TO		15 CHEVROLET COLORADO 4WD CREW CAB RED		

CANNOT GIVE US THE BEST POSSIBLE SCORES, PLEASE CONTACT YOUR SERVICE CONSULTANT ASAP. IF YOU ARE COMPLETELY SATISFIED, PLEASE HELP US BY COMPLETING YOUR SURVEY AND RETURNING IT. THANK YOU.

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CUSTOMER

The Reynolds and Reynolds Company CC7114947 Q (07/13)

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TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: K38 JAMES T. CARTER | Tag Y772 | License [redacted] | 1GCGTCE32 F1[redacted] | Page 3 (Last) | Inv[redacted]

Invoice to: [redacted] | Driver/Owner: [redacted]

Invoiced: 07/02/16 10:36:30 TO | 15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 03 Tech# H41 Start Time: 07/02/16 10:02 Stop Time: 07/02/16 10:26

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
24	H41	Begin	07/02/16 10:24	End	07/02/16 10:25	:01	.0	
51	H41	Begin	07/02/16 10:17	End	07/02/16 10:24	:07	.1	
52	H41	Begin	07/02/16 10:09	End	07/02/16 10:17	:08	.1	
		Begin	07/02/16 10:17	End	07/02/16 10:17	:00	.0	Other
					Total	:08	.1	

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CUSTOMER

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[redacted]

Adv: K38 JAMES T. CARTER	Tag Y772	License [redacted]	1GCGTCE32 F1[redacted]	Page 1	Invoi[redacted]

Invoice to	Driver/Owner Information
[redacted]	[redacted]

For Office Use			Vehicle Information		
Odometer in: 20720 Out: 20720	Dist: 1GC WAR W	Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
MFG: 654001			Stock#: 0215555R		
Begin: 07/02/16 Done: 07/02/16	Invoiced: 07/02/16 10:36 TO		Inservice: 10/30/14	Production: 09/03/14	Sold: 11/01/14

Customer Waiting

Concern 24 Cause Correction	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____ SET TIRE PRESSURES TIRE PRESSURES READINGS LF35_ RF35_ RR35_ LR_35	Operation PRESSURE	Tech Units H41 0.0	Amount
Concern 51 Cause Correction	27620 INCORRECT TRAILER HITCH RECALL 27620 INSPECT AND VERIFY PROPER TRAILER HITCH INSTALLED Part Auth: CARTERJA 07/02/16 10:33	Operation 9102215	Tech Units H41 0.2	Amount
Concern 52 Cause Correction	15805 TRANS OIL COOLER LINE DISCONNECT RECALL 15805 INSPECT TRANSMISSION FLUID COOLER INLET AND OUTLET PIPE INSTALLATION Line Auth: 07/02/16 10:33 Part Auth: CARTERJA 07/02/16 10:33	Operation 9102010	Tech Units H41 0.2	Amount

Summary of Charges for Invoice W41712	Payment Distribution for Invoice W41712
	Customer Waiting JUL 02 2016

Estimate 0.00

If you have any questions - please see JAMES T. CARTER

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X [redacted]

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TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: K38 JAMES T. CARTER	Tag Y772	Licens[redacted]	1GCGTCE32 F1[redacted]	Page 2	Invoi[redacted]

Invoice to: [redacted] Driver/Owner[redacted]

Invoiced: 07/02/16 10:36:30 TO

15 CHEVROLET COLORADO 4WD CREW CAB RED

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TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: K38 JAMES T. CARTER | Tag Y772 | License [redacted] | 1GCGTCE32 F1[redacted] | Page 3 (Last) | Inv[redacted]

Invoice to: [redacted] | Driver/Owne[redacted]

Invoiced: 07/02/16 10:36:30 TO | 15 CHEVROLET COLORADO 4WD CREW CAB RED

Skill 03 Tech# H41 Start Time: 07/02/16 10:02 Stop Time: 07/02/16 10:26

Line	Tech	Action	Date/Time	Action	Date/Time	Elapsed	Units	Type
24	H41	Begin	07/02/16 10:24	End	07/02/16 10:25	:01	.0	
51	H41	Begin	07/02/16 10:17	End	07/02/16 10:24	:07	.1	
52	H41	Begin	07/02/16 10:09	End	07/02/16 10:17	:08	.1	
		Begin	07/02/16 10:17	End	07/02/16 10:17	:00	.0	Other
					Total	:08	.1	

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TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: T33 PAUL J. HERNANDEZ | Tag G286 | License [redacted] | 1GCGTCE32 F1[redacted] | Page 1 | Invoi[redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 19370 Out: 19370 | Dist: 1GC WAR C W Prelim | MFG: 654001 | Begin: 05/25/16 | Done: 05/27/16 | Invoiced: 05/27/16 16:23 XS

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED

Stock#: 0215555R

Inservice: 10/30/14 | Production: 09/03/14 | Sold: 11/01/14

Customer Concern

Concern 51

CUSTOMER STATES AT TIMES CANNOT TURN KEY TO OFF POSITION TO GET KEY OUT OF IGNITION LOCK CYLINDER, IF CUSTOMER MOVES SHIFTER FROM LOW TO PARK, THEN KEY WILL MOVE TO OFF POSITION AND CAN REMOVE FROM LOCK CYLINDER. JAMES VERIFIED CONCERN IN SERVICE DRIVE, CHECK AND REPORT

Cause
FAULTY SHIFTER CONTROLLER

Correction
VERIFIED THAT WHEN LIFTING THE SHIFTER SWITCH DOSE NOT CLOSE , SPECIAL ORDER SHIFTER , REPLACE SHIFTER CONTROLLER

Parts

Part Number	PO#	Note	Description
SPO 023397472			CONTROL
FP- 023397472			

Operation	Tech	Units	Amount
51	866	0.0	

Qty 1 Sell

Concern 52

GOODWILL RENTAL 1 DAY

Cause
RENTAL

Correction
RENTAL

Parts

Part Number	PO#	Note	Description
	005695		JLS RENTAL

Operation	Tech	Units	Amount
52	866	0.0	

Qty 1 Sell

Concern +53

ADDED AFTER REPAIR ORDER WRITTEN, HARD STARTING AT TIMES.

Cause
BAD CELL IN BATTERY

Correction
WON'T CRANK , TEST BATTERY AND FAILED

Comment
AUTH ADD ON LINE, CUSTOMER ADDED AFTER RO WRITTEN.

Parts

Part Number	PO#	Note	Description
000 088865244			48-PS BATTERY

Manager Approval 1: 05/26/16 07:46 CASEPENN

Operation	Tech	Units	Amount
53	866	0.0	

Qty 1 Sell

MAY 27 2016

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LABOR LISTED ABOVE

CUSTOMER

The Reynolds and Reynolds Company CC7149471 Q (07/13)

John L. SULLIVAN CHEVROLET

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TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: T33 PAUL J. HERNANDEZ	Tag G286	License [redacted]	1GCGTCE32 F1 [redacted]	Page 2	Invoi [redacted]

Invoice to [redacted] Driver/Owner [redacted]

Invoiced: 05/27/16 16:23:54 XS

15 CHEVROLET COLORADO 4WD CREW CAB RED

FP- 088865244

Summary of Charges for Invoice [redacted]

Payment Distribution for Invoice [redacted]

Attention: The following Invoices also exist
CUS - CUSTOMERPAY
Estimate 0.00

If you have any questions - please see PAUL J. HERNANDEZ
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DISCLAIMER OF WARRANTIES

THE SELLER, SULLIVAN CHEVROLET, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

UCS©2004

X _____

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

CUSTOMER

The Reynolds and Reynolds Company CC7714947 Q (07/13)

STOCK # 215555R

LEASE AGREEMENT (WITH ARBITRATION PROVISION)

DEAL # [redacted]

GM Financial Leasing

Lease Date: NOVEMBER 1, 2014

Lessor Name and Business Address	Lessee Name and Address	Co-Lessee Name and Address
JOHN L. SULLIVAN CHEVROLET PO BOX 1628 ROSEVILLE CA 95678 916-782-1243	[redacted] GRANITE BAY CA [redacted] County: PLACER	County:

Lessee Billing Address (if different than above)	Vehicle Garaging Address (if different than above)
	County: Principal Driver: (if business use)

In this Lease, "you" and "your" mean the lessee and co-lessee. "We," "us" and "our" mean the lessor, and any assignee of this Lease. The terms, conditions, and disclosures in this Lease govern your Lease with us. Each of you who signs the Lease is individually liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease. You are leasing the Vehicle and have no ownership rights in the Vehicle unless you exercise your purchase option.

Monthly Payment Lease: If your payment schedule shows monthly scheduled payments in Item 3A, your lease is a monthly payment lease.

Single Payment Lease: If your payment schedule shows a single scheduled payment in Item 3B, your lease is a single payment lease.

1. The Vehicle

New/Used	Year	Make	Model	Body Style	Vehicle	Odometer	Primary Use
USED	2015	CHEVROLET	COLORADO	CREW CAB	1GCGTCE32F1 [redacted]	104	Personal, unless otherwise indicated below ☐ business ☐ agricultural

CONSUMER LEASING ACT DISCLOSURES

2. Amount Due at Lease Signing or Delivery

(Itemized in Item 6)

$ 6,300.00

3. Scheduled Payments

A. Your first monthly payment of $ 283.80 is due on 11/01/14, followed by 35 monthly payments of $ 283.80, due on the 1ST of each month.

B. Your single payment of $ N/A is due on N/A.

C. The Total of your Scheduled Payments is $ 10,216.80

4. Other Charges (not part of your scheduled payment)

A. Disposition fee (if you do not purchase the Vehicle) $ 0.00

B. _____ $ 0.00

C. _____ $ 0.00

D. Total $ 0.00

5. Total of Payments (The amount you will have paid by the end of the Lease)

$ 16,233.00 (2 + 3C + 4D – 6A3 – 6A4 – 6A5)

6. Itemization of Amount Due at Lease Signing or Delivery

A. Amount Due at Lease Signing or Delivery:		B. How the Amount Due at Lease Signing or Delivery will be paid:	
1. Capitalized cost reduction	$ 5,121.35	1. Net trade-in allowance	$ 4,800.00
2. Taxes on capitalized cost reduction	$ 384.10	2. Rebates and noncash credits	$ N/A
3. First monthly payment	$ 283.80	3. Amount to be paid in cash	$ 1,500.00
4. Single scheduled payment	$ N/A	4. Other _____	$ N/A
5. Refundable security deposit	$ N/A	5. Total	$ 6,300.00
6. Lease acquisition fee	$ N/A		
7. Vehicle license fees	$ 222.00		
8. Registration, transfer, and titling fees	$ 179.00		
9. Sales/use tax	$ 6.00		
10. Document processing charge (not a governmental fee)	$ 80.00		
11. Electronic vehicle registration or transfer charge (not a governmental fee)	$ 15.00		
12. California tire fee	$ 8.75		
13. N/A	$ N/A		
14. N/A	$ N/A		
15. Total	$ 6,300.00		

7. Your scheduled payment is determined as shown below:

A. Gross capitalized cost. The agreed upon value of the Vehicle ($ 34,000.00) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).		$ 34,595.00
B. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	–	$ 5,121.35
C. Adjusted capitalized cost. The amount used in calculating your base scheduled payment.	=	$ 29,473.65
D. Residual value. The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	–	$ 22,344.80
E. Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.	=	$ 7,128.85
F. Rent charge. The amount charged in addition to the depreciation and any amortized amounts.	+	$ 2,375.15
G. Total of base scheduled payments. The depreciation and any amortized amounts plus the rent charge.	=	$ 9,504.00
H. Lease payments. The number of payments in your Lease.	÷	36
I. Base scheduled payment.	=	$ 264.00
J. Sales/use tax (e).	+	$ 19.80
K. _____	+	$ N/A
L. _____	+	$ N/A
M. Total Scheduled Payment.	=	$ 283.80

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

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of $ 0.25 per mile.

9. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for $ 22,344.80 plus a purchase option fee of $ 0.00. The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

10. Other Important Terms. See your Lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. Itemization of Gross Capitalized Cost

A. Agreed upon value of the Vehicle as equipped at Lease signing	$ 34,000.00	G. Document processing charge (not a governmental fee)	$ N/A
B. Agreed upon value of each accessory and item of optional equipment we agree to add to the Vehicle after Lease signing (describe)		H. Electronic vehicle registration or transfer charge (not a governmental fee)	$ N/A
N/A	$ N/A	I. California tire fee	$ N/A
N/A	$ N/A	J. Prior Credit or Lease Balance	$ N/A
N/A	$ N/A	Optional Products and Services:	
N/A	$ N/A	K. _____	$ N/A
C. Vehicle license fees	$ N/A	L. _____	$ N/A
D. Registration, transfer, and titling fees	$ N/A	M. N/A	$ N/A
		N. N/A	$ N/A
		O. N/A	$ N/A

Year 2004		A. Agreed Upon Value of Trade-In	$ 4,800.00
Make NISSAN		B. Prior Credit or Lease Balance	– $ N/A
Model TITL ARMADA		C. Net Trade-In Allowance (if less than 0 then enter 0)	= $ 4,800.00

IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS LEASE, WE MAY RETAKE THE VEHICLE.

13. Official Fees and Taxes. The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise: $ 2,939.74 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

14. Late Payments. For any payment not received within 10 days of the date it is due, you will pay a late charge of: the lesser of $25 or 5% of the unpaid portion of the late payment.

You will not have to pay a late charge if the only amount that is late is a late charge you owed for an earlier late payment.

15. Returned Payments and Unpaid Fines and Fees. You will also pay a returned payment charge of $ 0.00 for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a $ 25.00 Administrative Fee per incident, if the law allows it.

16. Warranties. The leased Vehicle is subject to the following express warranties:

☒ Manufacturer's Standard Warranty

☐ _____

If neither of the boxes above is checked, and no warranty is indicated in the blank lines immediately above, there is no express warranty on the leased Vehicle.

Warranty papers that are separate from this Lease state any coverage limits.

The law gives you a warranty that the Vehicle conforms to the description in this Lease.

Except as provided above or prohibited by law, the following two sentences apply. THE VEHICLE IS BEING LEASED 'AS IS' AND 'WITH ALL FAULTS', AND THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE VEHICLE IS WITH YOU. SHOULD THE VEHICLE PROVE DEFECTIVE FOLLOWING DELIVERY PURSUANT TO THIS LEASE, YOU, NOT THE LESSOR, ASSUME THE ENTIRE COST OF ALL NECESSARY SERVICING OR REPAIR.

If we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we enter into a service contract covering the Vehicle, this disclaimer will not affect any implied warranties during the term of the warranty or service contract.

17. OPTIONAL PRODUCTS AND SERVICES

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. **By initialing below, you indicate that you want to buy the optional products and services indicated. If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing or Delivery (Item 6), it has been added to the Gross Capitalized Cost (Item 7A).**

Optional Product or Service	Coverage	Price	Name of Provider	Approval
N/A	N/A N/A N/A	N/A	N/A	Lessee Initials _____
N/A	N/A	N/A	N/A	Lessee Initials _____
				Lessee Initials _____
N/A N/A	N/A N/A	N/A N/A	N/A N/A	Lessee Initials _____

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain: Bodily Injury Coverage with $ 100,000 / $ 300,000 limits; Property Damage Coverage with $ 50,000 / $ 500,000 limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of $ 1,000. See Item 23(a) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease as follows:

Insurance Company Name _____ Insurance Agency Name CA CAPITAL INS.

Agency Address _____ Agency Phone Number (916) 782-1243

Agent's Name NA Policy Number 2PAC1 1590908

Deductibles: Collision $ 500 Comprehensive $ 500

19. SCHEDULED LEASE END AND LEASE TERM

A. This Lease is scheduled to end on a date determined as follows: (1) if the date of this Lease is the 29th, 30th, or 31st of the month, start with the 1st day of the month immediately following the date of this Lease and move forward by the number of months in the lease term (Item 19B); or (2) if the date of this Lease is not the 29th, 30th, or 31st of the month, start with the date of this Lease and move forward by the number of months in the lease term (Item 19B).

B. The scheduled lease term is 36 months.

20. HOW THIS LEASE CAN BE CHANGED

This Lease cont[redacted]us relating to this Lease. Any change to the Lease mu[redacted]sign it. No oral changes are binding.

Lessee Signs _____

Co-Lessee Signs X _____

NOTICE: THE OTHER SIDE OF THIS LEASE CONTAINS IMPORTANT TERMS AND CONDITIONS, INCLUDING AN ARBITRATION PROVISION.

Agreement [redacted]ree that, pursuant to the Arbitration Provision on the reverse side of this Lease, you or we may elect to resolve any dispute [redacted]y a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Lessee Sign[redacted] Co-Lessee Signs X _____

SO[redacted]ECT TO LENDER'S CREDIT APPROVAL

Lessor's Right to Cancel. If Lessee(s) sig[redacted] to Cancel section on the back giving the Lessor the right to cancel if Lessor is unable to assign the lease to a financial institution will apply:

_____ X _____ Co-Lessee Signature

[redacted]OOLING OFF PERIOD

California law does not provide for a "cooli[redacted]hicle leases. Therefore, you cannot later cancel this lease simply because you change your mind, decided the vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this lease only with the agreement of the lessor or for legal cause, such as fraud.

Notice is hereby given that the rights, but not the obligations, of N/A **to purchase and/or sell the asset described in this Lease have been assigned to** N/A **pursuant to an agreement between** N/A **and** N/A.

(1) Do not sign this lease before you read it or if it contains any blank spaces to be filled in; (2) You are entitled to a completely filled in copy of this lease; (3) Warning – Unless a charge is included in this lease for public liability or property damage insurance, payment for that coverage is not provided by this lease.

YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, THAT THE VEHICLE IS EQUIPPED AS YOU WANT, AND THAT IT IS IN GOOD CONDITION. YOU ACCEPT THE VEHICLE FOR ALL PURPOSES OF THE LEASE. YOU UNDERSTAND THAT YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU READ BOTH SIDES OF THIS LEASE, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE (ITEM 24), BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED THIS LEASE.

LESSEE SIGNATURES

Lessee Sig[redacted] **Date** 11/01/14	**Co-Lessee Signature** **Date** 11/01/14
Type/Print L[redacted]	Type/Print Co-Lessee Name
Commerci[redacted] Date _____ By _____	
Type/Print Name _____	Type/Print Title _____

LESSOR'S ACCEPTANCE

The Lessor's authorized signature indicates the Lessor has accepted the terms, condition[redacted]

Lessor Name: JOHN L. SULLIVAN CHEVROLET	By: [redacted]
Lienholder Name: WELLSFRGO AS CTL AGT	Type/Prin[redacted]
Assignee Name: ACAR Leasing Ltd.	Type/Prin[redacted]

LAW FORM NO. GMF-UCL-CA (REV. 7/14)
© 2014 The Reynolds and Reynolds Company 10 ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-0055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

DEALER COPY

2015 COLORADO 4WD Z71 CREW LONG BOX — GENERAL MOTORS LLC
G7P RED ROCK METALLIC /V6G
HH1 JET BLACK — RENAISSANCE CENTER
ORDER NO. RWDKSF/TRP STOCK NO. — DETROIT MI 48243-1114
VIN 1GC GTCE 32 F1[redacted] — VEHICLE INVOICE[redacted]
**********2293******13*06081S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
12V43 COLORADO 4WD Z71 CREW LONG	34415.00	32694.26	INVOICE 10/09/14
LFX ENGINE, 3.6L SIDI DOHC V6 VVT	N/C	N/C	SHIPPED 09/04/14
MYB TRANSMISSION, 6-SPD AUTOMATIC	N/C	N/C	EXP I/T 09/22/14
UQA AUDIO SYSTEM- PREMIUM BOSE	500.00	440.00	INT COM 10/14/14
YF5 50-STATE EMISSIONS	N/C	N/C	PRC EFF 09/03/14
Z82 TRAILERING EQUIPMENT PACKAGE:	250.00	220.00	KEYS XXXXX XXXXX
			WFP-F QTR OPT-1
			BANK: ALLY - 085
			CHG-TO 06-081
			SHIP WT: 4432
			HP: 32.9
			GVWR: 6000
			GAWR.FT: 3200
			GAWR.RR: 3500
			EMPLOY: 33095.09
			SUPPLR: 34429.26
			NTR: 1/2
			DAN: WRLUB
			EMPINC: 2009.44
			SUPINC: 675.27

TOTAL MODEL & OPTIONS	35165.00	33354.26	ACT 237 33174.31
DESTINATION CHARGE	875.00	875.00	H/B 261 1054.95
DEALER IMR CONTRIBUTION		351.65	ADV 261 351.65
LMA GROUP CONTRIBUTION		351.65	EXP 65A 351.65
TOTAL	36040.00	34932.56	PAY 310 34932.56

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 33361.38

****

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

****

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

JOHN L. SULLIVAN CHEVROLET

REMIT TO ALLY NO. [redacted]
VIN 1GCGTCE32F1[redacted]
$ 34932.56 INV [redacted]
DUE 10/14/14 DEALER 06-081

[redacted] 11/1/2014

NAD # 539420 STK 215555R

STATE OF CALIFORNIA DMV DEPARTMENT OF MOTOR VEHICLES
A Public Service Agency

REPORT OF SALE—USED VEHICLE

[redacted]

FOR DEPARTMENT USE ONLY _____
CASHIER DATE LINE STAMP

DATE SOLD (MO./DAY/YR.)	DATE OPERATED (MO./DAY/YR.)				NRM/IND
11/21/14	11/21/14				
MAKE	**YEAR MODEL**	**BODY TYPE**	**MOTIVE POWER**	**NUMBER OF AXLES**	**UNLADEN WEIGHT**
CHEVROLET	2015	PC	GAS	2	4432
VEHICLE IDENTIFICATION NUMBER 1GCGTCE32F1[redacted]			**MOTORCYCLE ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER**		
LAST REGISTERED IN STATE OF		**YEAR REGISTERED**	**LICENSE NUMBER**	**COUNTY OF RESIDENCE**	
			NEW	PLACER	
IF REVIVED JUNK OR SALVAGE—DISMANTLER NOTICE OF ACQUISITION NUMBER				**GVWR (PICKUPS ONLY)** 6000	

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

(1) LESSOR: ACAR LEASING LTD. — DRIVER LICENSE/ID CARD NO. [redacted]

☐ AND ☐ OR (2) LESSEE: [redacted] — LAST / MIDDLE / SUFFIX — DRIVER LICENSE/ID CARD NO.

BUSINESS OR RESIDENCE ADDRESS [redacted] — APT. /STE. NO. — CITY: GRANITE BAY — STATE: CA [redacted]

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

DEALER'S NAME JOHN L. SULLIVAN CHEVROLET — S[redacted]

ADDRESS PO BOX 1028 — ROSEVILLE

DEALER'S NUMBER 8610 — **SALESPERSON'S NUMBER** (*IF OWNER, WRITE "OWNER"*) S032447

SIGNATU[redacted]

(1) X (2) X

MIL[redacted]

REMINDERS TO PERSONS PREPARING THIS REPORT

1. Use these reports in numerical sequence.
2. Purchaser **must** sign Report of Sale.
3. Make sure Used Vehicle Dealer Notice/Temporary Identification is affixed to the vehicle before delivery.
4. When necessary to void a Report of Sale, refer to instructions enclosed in the Report of Sale package.
5. Vehicle must have two license plates affixed (except motorcycles and trailers). If one or both license plates are missing, refer to the *Vehicle Industry Registration Procedures Manual*, available at ***www.dmv.ca.gov,*** for instructions on obtaining replacement license plates.

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

GM GMC OnStar

CUSTOMER NAME: [redacted] DEAL # [redacted]

VIN: 1 /G /C /G /T /C /E /3 /2 /F /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) ___ 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
_____	$_____	_____
_____	$_____	_____
_____	$_____	_____
_____	$_____	_____
_____	$_____	_____
Total Incentive Amount Received	$_____	

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 11/11/4. I ack[redacted]Item(s) ___ and release GM from any future claim or obligation for incentive(s) on thi[redacted]

Purchaser/Lessee Signature: [redacted] **Date:** 11/11/4

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

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

OnStar Terms and Conditions Acknowledgement

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

Cancellation of OnStar Services

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

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be[redacted] OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amou[redacted]it or debit card information will be provided at least 30 days prior to any charges. Current pricing an[redacted]n be found at www.onstar.com.

Purchaser/Lessee Signat[redacted] **Date:** 11/11/4

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 has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General M[redacted]

Authorized Dealer Signatu[redacted] **Date:** 11/11/4

Dealership Name: JOHN L. SULLIVAN CHEVROLET **Dealer Code:** 06081

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. *GM-3795-OS Rev 10-15-2010*

FORM NO. GM-3795-OS Rev. 10/15/10
The Reynolds and Reynolds Company TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055

Saturday, November 01, 2014

Lending/Retail Breakdown

Kelley Blue Book
10/31-11/6

2004 Nissan Pathfinder Armada LE Sport Utility 4D..... $7,630 / $10,331

VIN: 5N1AA08B84N[redacted]

V8, 5.6 Liter..... Included
Automatic..... Included
4WD..... Included

*** Equipment ***

ABS (4-Wheel)..... Included
Air Conditioning..... Included
Air Conditioning, Rear..... Included
Power Windows..... Included
Power Door Locks..... Included
Cruise Control..... Included
Power Steering..... Included
AM/FM Stereo..... Included
CD (Multi Disc)..... Included
Premium Sound..... 50 / 66
Dual Air Bags..... Included
Side Air Bags..... Included
Power Seat..... Included
Leather..... 108 / 143
Privacy Glass..... 50 / 66
Running Boards..... 200 / 266
Towing Pkg..... 183 / 243
Alloy Wheels..... 133 / 177

Condition..... Fair
Total Value without mileage..... $8,354 / $11,292
Mileage adjustment (133850) miles..... ($503)

*** KBB Lending/Retail Value..... $7,851 / $10,789

John L Sullivan Chevrolet - Jimmy Ott

Kelley Blue Book publication for California: 10/31-11/6
Values are subjective opinions. Kelley Blue Book and vAuto, Inc. assume no responsibility for errors or omissions.
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AUTO

REGISTRATION VALID FROM 03/20/2014 TO 03/20/2015

TYPE 69

LICENSE NUMBER MNVET

VEHICLE IDENTIFICATION NUMBER
5N1AA08B84N[redacted]

BODY TYPE MODEL
UT

DATE ISSUED
02/16/2014

CYLS.	DATE FIRST SOLD	CLASS	MAKE	Yr. Model
	00/00/2004	KX	NISS	2004

TYPE VEH.	MP	AX	WC	UNLADEN/G/CGW	TOTAL FEES PAID
120	G				$156

3100

REGISTERED OWNER

[redacted]

GRANITE BAY CA [redacted]

LIENHOLDER 0

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

[redacted]

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

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

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

MOTORCYCLES:
Right Half of This Well

[redacted] CAL
1A0000

ALL OTHERS:
In Top Right Corner

CALIFORNIA
1 SAM 123

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

PEEL THIS

Javad Jaffery Karim (C)

From: Javad Jaffery Karim (C)
Sent: Friday, May 12, 2017 11:50 AM
To: Leonard Deprez
Cc: Steve Franklin
Subject: Case Resolution for BBB Case VIN: 1GCGTCE32F1[redacted], John L. Sullivan Chevrolet, BAC: 112104, Customer: [redacted] SR# [redacted]

Service Request: [redacted]

[redacted] Name: [redacted]

Involved Dealership: John L. Sullivan Chevrolet, BAC 112104, Roseville, CA

Dealership Contact: Penny Case

VIN: 1GCGTCE32F1[redacted]

Vehicle: 2015 Chevrolet Colorado

Mileage: 35040

Dear Leornard,

This email is being sent to notify you of the resolution of the above referenced BBB matter. The case has closed as the signed CCF was returned late and a new case has been opened in its place, as such I will be closing this case in order to assist the customer in the new BBB case numbered [redacted]. Please look forward to an initial email in regards to that case openning.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling 866-790-5700, extension #5915024. Thank you for your assistance in resolving this case.

Thank you,

Javad

From: Leonard Deprez
Sent: Thursday, May 11, 2017 6:04 PM
To: Javad Jaffery Karim (C)
Subject: RE: Case Recommendation of BBB Case VIN: 1GCGTCE32F1[redacted] John L. Sullivan Chevrolet, BAC: 112104, Customer: [redacted], SR# [redacted]

Javad:

Please negotiate a lease repurchase to resolve.

Leonard Deprez
District Manager Aftersales
Sacramento, California
916-203-2262 cell



From: Javad Jaffery Karim (C)
Sent: Thursday, May 11, 2017 6:44 AM
To: Leonard Deprez <leonard.deprez@chevrolet.com>; Robert M. Kropp <robert.m.kropp@gm.com>
Cc: Steve Franklin <steve.franklin@gm.com>
Subject: Case Recommendation of BBB Case VIN: 1GCGTCE32F1[redacted], John L. Sullivan Chevrolet, BAC: 112104, Customer:[redacted]

Service Request:[redacted]

Customer Last Name:[redacted]

Involved Dealership: John L. Sullivan Chevrolet, BAC 112104, Roseville, CA

Dealership Contact: Penny Case

VIN: 1GCGTCE32F1[redacted]

Vehicle: 2015 Chevrolet Colorado

Mileage: 35040

Dear Leonard and Robert,

Robert, my recommendation for this case is a straight repurchase, however, Steve is out right now so I would like to ask for your approval. The customer is leasing this vehicle so a straight repurchase makes more sense.

I previously contacted you to notify you that Mr.[redacted] filed a complaint with the Better Business Bureau for their 2015 Chevrolet Colorado. 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 that we offer the customer a trade or, preferably, a straight repurchase. This customer has had two recent incidents with his steering failing on him while driving. This customer is currently leasing this vehicle which, as you may be aware, makes for a very complicated trade process, as such I would suggest a straight repurchase.

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,

Javad

From: Javad Jaffery Karim (C)
Sent: Monday, May 01, 2017 10:59 AM
To: 'leonard.deprez@gm.com'
Cc: Steve Franklin

Subject: Initial Notification of BBB Case VIN: 1GCGTCE32F1[redacted], John L. Sullivan Chevrolet, BAC: 112104, Customer: [redacted]

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: John L. Sullivan Chevrolet, BAC 112104, Roseville, CA

Dealership Contact: Penny Case

VIN: 1GCGTCE32F1[redacted]

Vehicle: 2015 Chevrolet Colorado

Mileage: 35040

Dear Leonard,

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 they are having issues with their steering column locking up and their transmission not working correctly and is seeking a refund for their vehicle. 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,

Javad

Javad Jaffery Karim (C)

From: Javad Jaffery Karim (C)
Sent: Wednesday, May 10, 2017 12:21 PM
To: 'leonard.deprez@gm.com'
Subject: FW: [redacted] SR: [redacted] VIN: 1GCGTCE32F1[redacted] 2016 Chevrolet Colorado CRS: Javad

Leonard,

I need to ask for assistance in retrieving sales and service documents for this customer. I have called the dealership a number of times and emailed Penny on Monday, but I have not heard back aside from a single voicemail last week. Could you check in with them to make certain I get the customer's RO's and Sales documents?

Thank you,

Javad| Business Resource Center
Mediation Liaison
Desk: 866-790-5700 ext 5915024
Fax: (586) 920-0863
Javadjaffery.karim@gm.com

From: Javad Jaffery Karim (C)
Sent: Monday, May 08, 2017 1:00 PM
To: 'pennyc@chevyworld.com'
Cc: 'jasonl@chevyworld.com'
Subject: [redacted] SR: [redacted] VIN: 1GCGTCE32F1[redacted] 2016 Chevrolet Colorado CRS: Javad

Penny Case
John L. Sullivan Chevrolet
Roseville, CA

Re: [redacted]
Service Request: [redacted]
Vehicle Identification Number: 1GCGTCE32F1[redacted]
2016 Chevrolet Colorado
Customer Relationship Specialist: Javad

Dear Ms. Case:

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration
- The Actual Cash Value statement of any trade

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to (586) 920-0863. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 866-790-5700 or 800-231-1841, prompt 1, extension 5915024.
Your cooperation is greatly appreciated.

Sincerely,

Javad

Javad Jaffery Karim (C)

From: Jason Lowe <jasonl@chevyworld.com>
Sent: Wednesday, May 10, 2017 1:49 PM
To: Javad Jaffery Karim (C)
Subject: [EXTERNAL] RE: [redacted] VIN: 1GCGTCE32F1[redacted] 2016 Chevrolet Colorado CRS: Javad
Attachments: [redacted]sales Docs.pdf; [redacted]Service 1.pdf; [redacted] Service Docs 2.pdf

Jason Lowe
Asst. Service Manager
John L. Sullivan Chevrolet
916-788-8747- O
916-782-3797- F
jasonl@chevyworld.com
www.chevyworld.com

From: Javad Jaffery Karim (C) [mailto:javadjaffery.karim@gm.com]
Sent: Monday, May 08, 2017 10:00 AM
To: pennyc (chevyworld.com) <pennyc@chevyworld.com>
Cc: jasonl@chevyworld.com
Subject: [redacted] SR: [redacted] VIN: 1GCGTCE32F1[redacted] 2016 Chevrolet Colorado CRS: Javad

Penny Case
John L. Sullivan Chevrolet
Roseville, CA

Re: [redacted]
Service Request: [redacted]
Vehicle Identification Number: 1GCGTCE32F1[redacted]
2016 Chevrolet Colorado
Customer Relationship Specialist: Javad

Dear Ms. Case:

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

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

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- Copy of the Title and Registration

- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to (586) 920-0863. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 866-790-5700 or 800-231-1841, prompt 1, extension 5915024.
Your cooperation is greatly appreciated.

Sincerely,

Javad

VIN :

Mileage:

Phone number:

Email: [redacted]

Address:

Dealership:

Reason: Customer states they sent two emails but have not heard anything.

Expectation: Adviser told the customer an adviser has made a case for the customer and is transferring the case to a senior adviser. Adviser working the case will be emailing the customer.

Katherine/SAG/Tier1/CACChat

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

Caller English

System [7:44:14 PM]:

Welcome to chat.

Katie [7:44:26 PM]:

Thank you for contacting Chevrolet Customer Assistance, [redacted]! Your Safety is very important to us at Chevrolet, so please remember to not use hand held devices whenever you're driving. My name is Katie, how may I assist you today?

[redacted] [7:45:22 PM]:

I was chatting with Katie but received a phone call. I don't have my vin. The dealer has all that info. Cutter Chevy. Chris Yamaguchi is the svc writer.

[redacted] [7:46:09 PM]:

I would like to get responses to my emails.

Katie [7:46:39 PM]:

May I please have your email to see if I can locate them in our system?

[redacted] [7:46:55 PM]:

[redacted]

Katie [7:49:47 PM]:

Thank you for the information. It may take me three to five minutes to locate your emails in our system, if that is ok?

[redacted] [7:49:58 PM]:

yes

[redacted] [7:50:43 PM]:

1 sent April 28 and 1 sent May 1st.

Katie [7:53:38 PM]:

Thank you for holding. I located both emails in our system. The Adviser that worked your previous case does not work for Chevrolet anymore. You do have a new case that an adviser made for you. Your new case number is [redacted]. The Adviser is transferring your concern to a Senior Adviser that will work with you and your Dealership to resolve the concerns you are having.

[redacted] [7:55:03 PM]:

So do I still hold for that senior advisor?

[redacted] [7:57:54 PM]:

Katie, are you still there?

Katie [7:59:01 PM]:

Yes I am still here. The Adviser working your case now is going to be emailing you. You can call them at 866-790-5600 Extension is 5913750.

[redacted] [8:00:06 PM]:

I'll be waiting for the email.

[redacted] [8:00:13 PM]:

Are we done?

Katie [8:00:29 PM]:

Is there anything else I can assist you with today?

[redacted] [8:00:44 PM]:

No that's it. Thank you Katie.

Katie [8:01:00 PM]:

You`re welcome [redacted]! Have a great day!

Katie [8:01:54 PM]:

Thank you for contacting Chevrolet. We appreciate your business and please feel free to contact us if assistance is needed in the future. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. Have a great day!

Call Disconnected.

Customer

[redacted]
Anytime

Vehicle

Chevrolet Colorado 2016
1GCGTCE30G1[redacted]
Mileage Now: 71000 mi
Warranty Start: 10/08/2015

Status of vehicle/concern

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

Key Points

Customer called stating that he has had nothing but problems with his vehicle since purchasing it. States that after the wiring harness was repaired that water got in somehow and fried the computer which leaves him with no power steering or any electrical components controlled by the computer. Service tech at the dealership told him that the part he needs is not made and they can't get the part anywhere. Told customer that it could be as soon as two months before he could get the part, but also as long as a year, and would also cost him in the ballpark of $2,000 to fix.

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 2 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: Denise Dougherty --> 1-866-790-5700 Ext # 5923356

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

CHECK No. [redacted]

DATE 08/22/17 | 11,500 DOLLARS | 00 CENTS | AMOUNT 11,500.00

NOT VALID AFTER 180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]
GAS AND CONSUMER LAW EXPERTS
12304 Santa Monica Blvd Ste 10
0
Los Angeles CA 90025-2586

JPMorgan Chase Bank, N.A.
Syracuse, New York

General Motors LLC
Disbursement Account
[redacted]

SIGNATURE

AUDIT

[redacted]

VENDOR DUNS NO BB [redacted]

VENDOR NAME [redacted]

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

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 08/22/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[redacted]			00.0000	11,500.00	.00	11,500.00

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

W3

TOTAL	11,500.00	.00	11,500.00

Shainfeld
&Anvar PC
12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025
www.shainfeld-anvar.com

LOS ANGELES
CA 900
01 MAY '17
FM 1L L



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02 1P $000.46⁵
0000528209 MAY 01 2017
MAILED FROM ZIP CODE 90025

RECEIVED MAY 04 2017

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

48232-517070

