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

DMV
A Public Service Agency

APPLICATION FOR REGISTRATION OF NEW VEHICLE

FOR DEPARTMENT USE ONLY STOCK # 151146 CASHIER DATE LINE STAMP [redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY)	DATE FIRST OPERATED (MM/DD/YYYY)	NRM/IND
01/10/2015	01/10/2015	

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2015	CR	GAS		4106

VEHICLE IDENTIFICATION NUMBER: 1GCGSBE33F1 [redacted]
M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER:
QHV/MOTORCYCLE DEALERS ONLY: ☐ On-Highway ☐ Off-Highway

FOR CAMP TRAILERS AND TRAILER COACHES: LENGTH IN INCHES | WIDTH IN INCHES | GVWR (PICKUPS ONLY)

COUNTY OF RESIDENCE: LOS ANGELES

SOLD TO: PR [redacted] DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW

EQUIPMENT NUMBER

DRIVER LICENSE/ID CARD NO.

☐ AND
☐ OR

FIRST MIDDLE SUFFIX

DRIVER LICENSE/ID CARD NO.

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
3223 SATURN AVE		HUNTINGTON PARK	CA	90255
MAILING ADDRESS—IF DIFFERENT FROM ABOVE (OR LOCATION IF TRAILER COACH)	APT./STE. NO.	CITY	STATE	ZIP CODE

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

ELECTRONIC LIENHOLDER ID. #: ELT# P91

BUSINESS OR RESIDENCE ADDRESS	APT./STE. NO.	CITY	STATE	ZIP CODE
P O Box 3427		Oshkosh	W	54903
LESSEE ADDRESS—REQUIRED WHEN DIFFERENT FROM REGISTERED OWNER ABOVE	APT./STE. NO.	CITY	STATE	ZIP CODE

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

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

DATE 01/10/2015 BUYER'S (1) X [redacted] (2) X [redacted]

CERTIFICATE OF COST—The dealer si[redacted] penalty of perjury under [redacted] that the cost of the vehicle entered in the Certificate of C[redacted] cost of any equipment that is physically attached to the vehicle, plus any trade-in allowances (exclude state or local taxes, insurance and finance charges).

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a: ☒ Complete vehicle ☐ Chassis only ☐ Cab and chassis	01/10/2015	29036.25
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

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

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

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

I/we certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DEALER'S NUMBER: 13228

DATE 01/10/2015 [redacted]

HAND PRINTED SELLER'S FULL NAME/COMPANY AGENT: CAMINO REAL CHEVROLET

ADDRESS: 5 ATLANTIC BLVD MONTEREY PARK CA 91754

DATE 01/10/2015 [redacted] ANY AGENT [redacted] HUNTINGTON PARK CA [redacted]

REG 397 (REV 11/2011)

– DMV copy –

DMV
A Public Service Agency

STK# 151146

NEW VEHICLE DEALER NOTICE

After completion, detach this stub copy and mail direct to Department of Motor Vehicles, P.O. Box 944292, Sacramento, CA 94244-2920, no later than the period of time specified in Section 5901 VC.

[redacted]

MAKE	BODY TYPE	VEHICLE IDENTIFICATION NUMBER
CHEVROLET	CR	1GCGSBE33F1 [redacted]

DATE FIRST SOLD AS A NEW VEHICLE (MM/DD/YYYY) 01/10/2015 | DEALER'S NUMBER | SALESPERSON'S NUMBER

SOLD TO: PRINT TRUE FULL NAME(S) [redacted]

[redacted] HUNTINGTON PARK CA 9[redacted]

NOTE: UPON TRANSFER OR SALE, DEALER MUST ENTER ODOMETER READING HERE: 1 3 2

IMPORTANT! ENTER BOTH DEALER'S AND SALESPERSON'S NUMBERS. This is a notice of purchase of vehicle. Do not use as an application for registration or title.

REG 397 (REV. 11/2011)

A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

INSTRUCTIONS ON REVERSE SIDE — ALL SIGNATURES MUST BE IN INK — PHOTOCOPIES NOT ACCEPTED

This form is not the ownership certificate. It must accompany the titling document or Application for Duplicate Title. For Car Buyer's Bill of Rights, visit www.dmv.ca.gov.

ACQUISITION NUMBER (*DISMANTLER ONLY*)

VEHICLE/VESSEL ID

SECTION 1 — VEHICLE/VESSEL DESCRIPTION

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
1GCGSBE33F1 [redacted]	2015 COLORADO	CHEVROLE		

BILL OF SALE

SECTION 2 — BILL OF SALE

I/We CAMINO REAL CHEVROLET (SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to [redacted] (PRINT BUYER'S NAME(S)) on 01 (MO) 10 (DAY) 2015 (YEAR) for the amount of $ VALUE REC'D (SELLING PRICE)

If this was a gift, indicate relationship: _____ (*e.g., parents, spouse, friend, etc.*) $ _____ (GIFT VALUE)

ODOMETER

SECTION 3 — ODOMETER DISCLOSURE STATEMENT (*Void if Mileage is Altered or Erased*)

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

The odometer now reads [ ][ ][ ], [1][3][2] [10 ths] (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage **EXCEEDS** the odometer mechanical limits

Explain odometer discrepancy: _____

SECTION 4 — BUYER AND SELLER (*MUST hand print his or her name, date and sign this section.*)

BUYER'S SECTION

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

BUYER

P[redacted]	[redacted]	DATE 01/10/15	DL/ID OR DEALER/DISM #
P[redacted]		DATE 01/10/15	DL/ID OR DEALER/DISM #
PRINT BUYER'S NAME	X	DATE	DL/ID OR DEALER/DISM #
[redacted]	CITY HUNTINGTON PARK STATE CA ZIP CODE [redacted]		DAYTIME TELEPHONE NO. [redacted]

SELLER'S SECTION

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

SELLER

PRINT SELLER'S NAME CAMINO REAL CHEVROLET	[redacted]	DATE 01/10/15	DL/ID OR DEALER/DISM # 1 3 2 2 8
PRINT SELLER'S NAME	X	DATE	DL/ID OR DEALER/DISM #
PRINT SELLER'S NAME	SIGNATURE X	DATE	DL/ID OR DEALER/DISM #
SELLER'S MAILING ADDRESS 2401 S ATLANTIC BLVD	CITY MONTEREY PARK STATE CA	ZIP CODE 91754	DAYTIME TELEPHONE NO. (323)264-3050

POWER OF ATTORNEY

SEC[redacted]

I/We [redacted] appoint CAMINO REAL CHEVROLET (PRINT NAME(S))

as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

SIG[redacted] X	OF ATTORNEY	DATE 01/10/2015
SIG[redacted] X	OF ATTORNEY	DATE 01/10/2015

REG 262 (REV. 10/2011)

SOLD UNIT

STOCK# 151146 **MILES** 132,

VIN# 1GCGSBE33F1 [redacted]

YEAR 15 **MAKE** Chevy **MODEL** Colorado

LICENCE# _____ **PLATES** __ **EXP** ___

TRADE IN

STOCK# 22700T **MILES** _____

VIN# 3N1AB7AP8D [redacted]

YEAR 13 **MAKE** Nissan **MODEL** Sentra.

LICENCE# _____ **PLATES** ___ **EXP** ____

Prospect Details [redacted]

Name	
Company	
Preferred Contact	
Day Phone	[redacted]
Evening Phone	
Cell Phone	
Email	No Email Address
Email Opt-out	Click here to unsubscribe
Address	[redacted]
	LA CA [redacted]
Date Created	01/10/15
Spouse	Unknown
Prospect ID	114311884

Vehicle	2015 Chevy COLORADO CREWCAB
New/Used	New
Stock #	151091
Purchase Window	26820
Trade-in(s)	

Dealership Camino Real Chevrolet
Sales Rep Rainer Ruano
BDC Rep

Status Sold/Delivered
Type Walk-in
Source Walk-In
Showroom Status ☐ Check to mark in dealership
Sales Steps

☑ ☑ ☑ ☑ ☑ ☑

Comments

History Records 1 to 7 of 7 Note History is available for 24 months

Type	Date	Subject	Sales Rep.
▸ Note	1/11/15 2:04 PM	Status Change	R. Ruano
▸ OutgoingCall	1/10/15 5:39 PM	CUST ON HIS WAY.	R. Dickerson
▸ Note	1/10/15 1:26 PM	Status Change	R. Dickerson
▸ Message was left	1/10/15 1:26 PM	called as per ray. Im	R. Dickerson
▸ Note	1/10/15 10:43 AM	I call custumer left massage.	R. Ruano
▸ Note	1/08/15 7:48 PM	custumer will be here on Saturday ,they will bring the trade.	R. Ruano
▸ New Note	1/08/15 7:47 PM	Prospect Created	R. Ruano

CUSTOMER ACKNOWLEDGEMENT FORM

CHEVROLET | COMPLETE CARE

As the owner of a new 2014 or newer Model Year Chevrolet vehicle, we are pleased to offer you Chevrolet 2-Year Scheduled Maintenance, as a part of the suite of Chevrolet Complete Care owner benefits on your new purchase/lease. Chevrolet Complete Care owner benefits also include:

- A 5-year/100,000-mile Powertrain Limited Warranty (whichever comes first)
- A 3-year/36,000-mile Bumper-to-Bumper Limited Warranty (whichever comes first)
- 5 years/100,000 miles of 24-hour Roadside assistance (whichever comes first)
- 5 years/100,000 miles of Courtesy transportation (whichever comes first)
- Warranties
- Onstar® for six months on most Chevrolet vehicles
- Onstar RemoteLink Key Fob services on most Chevrolet vehicles

Note: Onstar and Onstar RemoteLink Key Fob services are excluded on Silverado 1500 1WT, Silverado 2500/3500HD WT, Express Cargo Van and Express Commercial Cutaway. Visit onstar.com for coverage map, details and system limitations. OnStar acts as a link to existing emergency service providers. Not all vehicles may transmit all crash data. Remotelink Key Fob services are available on select Apple®, Android™ and BlackBerry® devices. Service may vary by device, vehicle and conditions. Requires active OnStar subscription. Availability of Remote Unlock and Remote Start features require vehicles to be equipped with automatic locks and factory-installed and enabled Remote Start.

SERVICES INCLUDE

Chevrolet 2-Year Scheduled Maintenance includes only the following:

- 2-year/24,000-mile Scheduled Maintenance (whichever comes first; up to a total of four service events):
  - ACDelco dexos1™ Oil and ACDelco Oil Filter Change
  - 4-wheel Tire Rotation (excludes dual rear wheel vehicles, all Corvette models and select Camaro models - ZL1 and Z/28 models and 1LE package cars - due to their unidirectional tires; see Owner's Manual for details)
  - 27-Point Vehicle Inspection (MPVI)

Note: Oil type provided will be in accordance with manufacturer recommendations in the vehicle's Owner's Manual. Cruze Diesel and Duramax™ models include an ACDelco Diesel Exhaust Fluid refill at each of the four provided visits. See dealer and Owner's Manual for details.

These maintenance services can only be performed at participating Chevrolet dealerships (if you are traveling and need a service performed, please contact Chevrolet Customer Assistance at 1-800-222-1020 to find the closest participating Chevrolet dealer to your location).

Chevrolet 2-Year Scheduled Maintenance covers only scheduled oil and oil filter changes and tire rotations, in accordance to your new vehicle's recommended maintenance schedule and Oil Life Monitoring system, for up to two years or 24,000 miles, whichever comes first. You can receive a maximum of four total service events. Does not include air filters. Only ACDelco oil, ACDelco Diesel Exhaust Fluid and ACDelco Oil Filters are eligible. See a participating dealer for other restrictions and complete details.

Chevrolet 2-Year Scheduled Maintenance is not to be combined with any other GM service offers, and vehicles are only eligible for service in the U.S. and only at participating Chevrolet dealers.

I understand the coverage and limitations of Chevrolet 2-Year Scheduled Maintenance outlined above.

[redacted]

1/10/15
(Date)

Dealer: Provide a copy to the customer and keep the original in the deal jacket for your records.

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Camino Real Chevrolet

Exchange with: **Selman** Chevrolet
1800 E Chapman
Orange, Ca 92867
Your/Our trade

01/13/2015
14

EXCHANGE

Description			Account	
Year: 2015	Make: CHEVROLET	Model: Silverado	310	$ 56375.76
				$
			-HB	1767.00
Color: Tungsten	INT Color black	Body Style LTZ		
VIN 1GC1KWE83F[redacted]				
			Accessories	$
		$	Accessories	$
STOCK # 151166		$		
		$	Total	**$ 54608.76**

FOR

Description			Account	Amount
Year: 2015	Make: CHEVROLET	Model: Colorado	310	29036.48
			-H/B	880.35
Color: Red	INT Color: black	Body Style LT		
VIN# 1GCGSBE33F[redacted]				
			Total	**$ 28156.13**

Prepared By: Veronica	Difference	$ 26452.63

You owe me/I owe you

2401 S Atlantic Blvd.
Monterey Park, Ca 91754

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

ealer Number _____ Contract Number [redacted] R.O.S. Number _____ Stock Number 151146

Buyer Name and Address
(Including County and Zip Code)
[redacted]
HUNTINGTON PARK CA
LOS ANGELES

Co-Buyer Name and Address
(Including County and Zip Code)
[redacted]
HUNTINGTON PARK CA
LOS ANGELES

Seller-Creditor (Name and Address)
CAMINO REAL CHEVROLET
2401 S ATLANTIC BLVD
MONTEREY PARK CA 91754
LOS ANGELES

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CHEVROLET TRU COLORADO	132	1GCGSBE33F[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
2.85 %	$ 3156.01 (e)	$ 35412.9[illegible]	$ 38568.9[illegible] (e)	$ [illegible] is $ [illegible] (e)

(e) means an estimate

PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
[illegible]	[illegible]	[illegible]

STATEMENT OF INSURANC

NOTICE. No person is required as a condition o the purchase of a motor vehicle to purchase or re insurance through a particular insurance compa broker. You are not required to buy any other obtain credit. Your decision to buy or not buy o will not be a factor in the credit approval proc

Vehicle Insurance

Term

$ N/A Ded. Comp., Fire & Theft N/A Mos
$ N/A Ded. Collision N/A M
Bodily Injury $ N/A Limits N/A
Property Damage $ N/A Limits N/A
Medical N/A N/A

Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased (Personal, family or household unless otherwise indicated below.)
NEW	2015	CHEVROLET TRU COLORADO	132	1GCGSBE33F1 [redacted]	☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of
2.85 %	$ 3156.01 (e)	$ 35412.9[illegible]	$ 38568.9[illegible](e)	$ 0.00 is $ 38568.[illegible](e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
71	535.68	Monthly beginning 02/09/2015
N/A	N/A	N/A
One final payment	535.68	DUE ON 01/09/2021

e Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
payment. If you pay off all your debt early, you may be charged a minimum finance charge.
urity Interest. You are giving a security interest in the vehicle being purchased.
litional Information: See this contract for more information including information about nonpayment, default, any required
yment in full before the scheduled date, minimum finance charges, and security interest.

STATEMENT OF INSURANC

NOTICE. No person is required as a condition of the purchase of a motor vehicle to purchase or rec insurance through a particular insurance compa broker. You are not required to buy any other obtain credit. Your decision to buy or not buy oth will not be a factor in the credit approval proce

Vehicle Insurance

Term

$ N/A Ded. Comp., Fire & Theft N/A Mos.
$ N/A Ded. Collision N/A Mos.
Bodily Injury $ N/A Limits N/A Mo
Property Damage $ N/A Limits N/A M
Medical N/A N/A
N/A

Total Vehicle Insurance Premiums

UNLESS A CHARGE IS INCLUDED IN THIS PUBLIC LIABILITY OR PROPERTY DAMAGE IN FOR SUCH COVERAGE IS NOT PROVIDED BY

You may buy the physical damage insurance (see back) from anyone you choose who is are not re[redacted]

Buyer X
Co-Buy
Seller

If any insurance is checked above named insurance companies will describe

Application for Optional

☐ Credit Life: ☐ Buyer ☐
☐ Credit Disability (Buyer Only)

Term Ex

(not a governmental fee) (to whom paid) COR — $ 2647.46 (J)

L. (Optional) Service Contract (to whom paid) N/A — $ 20.00 (K)

M. (Optional) Service Contract (to whom paid) N/A — $ N/A (L)

N. (Optional) Service Contract (to whom paid) N/A — $ N/A (M)

O. (Optional) Service Contract (to whom paid) N/A — $ N/A (N)

P. (Optional) Service Contract (to whom paid) N/A — $ N/A (O)

Q. Prior Credit or Lease Balance paid by Seller to NISSAN MOTOR ACPTANCE — $ N/A (P)

(see downpayment and trade-in calculation) (e) $ 2958.45 (Q)

R. (Optional) Gap Contract (to whom paid) N/A — $ N/A (R)

S. (Optional) Used Vehicle Contract Cancellation Option Agreement — $ N/A (S)

T. Other (to whom paid) N/A

For N/A

Total Cash Price (A through T) $ N/A (T)

$ 35042.20 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATED — $ 181.00 (A)

B. Registration/Transfer/Titling Fees ESTIMATED — $ 181.00 (B)

C. California Tire Fees — $ 0.75 (C)

D. Other N/A — $ N/A (D)

Total Official Fees (A through D) $ 370.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) $ N/A (3)

4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ N/A (4)

5. Subtotal (1 through 4) $ 35412.95 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2013 Make NISSAN — $ 11700.00 (A)

Model SENTRA Trim

VIN 3N1AB7AP8DL[redacted]

B. Less Prior Credit or Lease Balance (e) $ 17158.45 (B)

C. Net Trade-In (A less B) (indicate if a negative number) $ -5458.45 (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 500.00 (E)

F. Other N/A $ N/A (F)

G. Cash $ 2000.00 (G)

Total Downpayment (C through G) $ 0.00 (6)

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

7. Amount Financed (5 less 6) $ 35412.95 (7)

SELLER ASSISTED LOAN

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

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

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

N/A

You are appl
above. Your
that: (1) You
reached you
disability ins
or profit 30
Date. (3) O
disability ins
NOT COVER
SEEN A DO
LAST 6 MO
Covered" in
You want to

Date

Date

OPTIONAL G
tion contract)
provided unle
charge. If you
in item 1R of t
contract for de
a part of this co

Term N/A

I want to bu

Buyer Sign

OPTIONAL
purchase the
company(ies
shown in iten

1L Company
Term N/
1M Company
Term N/A
1N Company
Term N/A
1O Company
Term N/A
1P Company
Term N/A

Buyer X

HOW THIS CO
contract conta
and us relatin
contract must
must sign it. N

Buyer Signs X

Co-Buyer Signs X

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Se

[redacted] X [redacted]

Co-

N/A	N/A	N/A
One final payment	535.68	DUE ON 01/09/2021

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

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

1. Total Cash Price		
A. Cash Price of Motor Vehicle and Accessories	$ 27945.0	(A)
1. Cash Price Vehicle	$ 27945.00	
2. Cash Price Accessories	$ N/A	
3. Other (Nontaxable)		
Describe N/A	$ N/A	
Describe N/A	$ N/A	
B. Document Processing Charge (not a governmental fee)	$ 80.00	(B)
C. Emissions Testing Charge (not a governmental fee)	$ N/A	(C)
D. (Optional) Theft Deterrent Device (to whom paid) APPI ETCH	$ 1391.29	(D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A	$ N/A	(E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A	$ N/A	(F)
G. (Optional) Surface Protection Product (to whom paid) N/A	$ N/A	(G)
H. (Optional) Surface Protection Product (to whom paid) N/A	$ N/A	(H)
I. EV Charging Station (to whom paid) N/A	$ N/A	(I)
J. Sales Tax (on taxable items in A through I)	$ 2647.46	(J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) CVR	$ 20.00	(K)
L. (Optional) Service Contract (to whom paid) N/A	$ N/A	(L)
M. (Optional) Service Contract (to whom paid) N/A	$ N/A	(M)
N. (Optional) Service Contract (to whom paid) N/A	$ N/A	(N)
O. (Optional) Service Contract (to whom paid) N/A	$ N/A	(O)
P. (Optional) Service Contract (to whom paid) N/A	$ N/A	(P)
Q. Prior Credit or Lease Balance paid by Seller to NISSAN MOTOR ACPTANCE (e) (see downpayment and trade-in calculation)	$ 2958.45	(Q)
R. (Optional) Gap Contract (to whom paid) N/A	$ N/A	(R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement	$ N/A	(S)
T. Other (to whom paid) N/A For N/A	$ N/A	(T)
Total Cash Price (A through T)	$ 35042.20	(1)
2. Amounts Paid to Public Officials		
A. Vehicle License Fees ESTIMATED	$ 181.00	(A)
B. Registration/Transfer/Titling Fees ESTIMATED	$ 181.00	(B)
C. California Tire Fees	$ 8.75	(C)
D. Other N/A	$ N/A	(D)
Total Official Fees (A through D)	$ 370.75	(2)
3. Amount Paid to Insurance Companies (Total premiums from Statement of Insurance column a + b)	$ N/A	(3)
☐ **State Emissions Certification Fee** or ☐ **State Emissions Exemption Fee**	$ N/A	(4)
Subtotal (1 through 4)	$ 35412.95	(5)

Co-Buyer [redacted]
Seller X

If any insurance is ... named insurance compa...

Application fo...

☐ Credit Life: ☐
☐ Credit Disability
Ter...

Credit Life ...
Credit Disability ...
Total Credit Insuran...
Insurance Compan...
N/A
Home Office Addr...
N/A

Credit life insuranc... required to obtain c... life and credit disa... credit approval pro... sign and agree to ... based on your orig... not pay all you owe... Credit disability ins... payment or in the ... insurance and cre... due date for the l... insurance is shown...
You are applyin... above. Your sig... that: (1) You are ... reached your ... disability insura... or profit 30 ho... Date. (3) Onl... disability insur... NOT COVER ... SEEN A DO... LAST 6 MON... Covered" in yo...
You want to ...

X ... Date
X ... Date

OPTIONAL G...
tion contract) ... provided unles... charge. If you c... in item 1R of th... contract for de... a part of this co...
Term ...

I want to b...

Buyer Sig...

OPTIONA...
purchase... company... shown in...

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

Dealer Number _____ Contract Number [redacted] R.O.S. Number _____ Stock Number 151146

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted] HUNTINGTON PARK CA [redacted] LOS ANGELES	[redacted] HUNTINGTON PARK CA [redacted] LOS ANGELES	CAMINO REAL CHEVROLET 2401 S ATLANTIC BLVD MONTEREY PARK CA 91754 LOS ANGELES

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CHEVROLET TRU COLORADO	132	1GCGSBE33F1[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 0.00 is
2.65 %	$ 3154.04 (e)	$ 35412.95	$ 38568.99 (e)	$ 38568.99 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
71	535.68	Monthly beginning 02/09/2015
N/A	N/A	N/A
One final payment	535.68	DUE ON 01/09/2021

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

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

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 27945.00 (A)
     - 1. Cash Price Vehicle $ 27945.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) APPI ETCH $ 1391.27 (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 2647.46 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) CVR $ 20.00 (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may [redacted] certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

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

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	$ N/A
Credit Disability	N/A Mos.	N/A	$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

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

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

G. (Optional) Surface Protection Product (to whom paid) _____ $ _____ (G)

H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)

I. EV Charging Station (to whom paid) N/A $ N/A (I)

J. Sales Tax (on taxable items in A through I) $ 2647.46 (J)

K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) DMV $ 20.00 (K)

L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)

M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)

N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)

O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)

P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)

Q. Prior Credit or Lease Balance paid by Seller to NISSAN MOTOR ACCPTANCE (e) $ 2958.45 (Q)

(see downpayment and trade-in calculation)

R. (Optional) Gap Contract (to whom paid) N/A $ N/A (R)

S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)

T. Other (to whom paid) N/A For N/A $ N/A (T)

Total Cash Price (A through T) $ 35042.30 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees ESTIMATED $ 181.00 (A)

B. Registration/Transfer/Titling Fees ESTIMATED $ 181.00 (B)

C. California Tire Fees $ 8.75 (C)

D. Other N/A $ N/A (D)

Total Official Fees (A through D) $ 370.75 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) $ N/A (3)

4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ N/A (4)

5. Subtotal (1 through 4) $ 35412.95 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2013 Make NISSAN Model SENTRA Odom _____ VIN 3N1AB7AP8DL656834 $ 11700.00 (A)

B. Less Prior Credit or Lease Balance (e) $ 17158.45 (B)

C. Net Trade-In (A less B) (indicate if a negative number) $ -5458.45 (C)

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 500.00 (E)

F. Other N/A $ N/A (F)

G. Cash $ 2000.00 (G)

Total Downpayment (C through G) $ 0.00 (6)

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

7. Amount Financed (5 less 6) $ 35412.95 (7)

SELLER ASSISTED LOAN

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

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

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

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

N/A

insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown above.

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

Date X Buyer Signature Age

Date X Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1R of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

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

1L Company N/A

Term N/A Mos. or N/A Miles

1M Company N/A

Term N/A Mos. or N/A Miles

1N Company N/A

Term N/A Mos. or N/A Miles

1O Company N/A

Term N/A Mos. or N/A Miles

1P Company N/A

Term N/A Mos. or N/A Miles

Buyer X _____

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it.

Buyer Sign [redacted]

Co-Buyer S [redacted]

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

X [redacted] Buyer

X [redacted] Co-Buyer

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

Buyer Signs X [redacted]

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

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

WARNING:

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

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ N/A $ N/A

from this Loan is shown in item 6D.

new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

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

N/A

contract must be in writing and both you and we must sign it [redacted] changes are binding.

Buyer Signs X [redacted]

Co-Buyer Signs X [redacted]

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

X [redacted] X [redacted]

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

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

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

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

WARNING:

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

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

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

S/S X [redacted] X [redacted]

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

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

Buyer Signature X [redacted] **Co-Buyer Signature X** [redacted]

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

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

[redacted] ***negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.***

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

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

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X [redacted]

[redacted] who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

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

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

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address [redacted]

Seller Signs CAMINO REAL CHEVROLET Date 01/10/13 By X [redacted] Title _____

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PRE-CONTRACT DISCLOSURE
(Retail Installment Sale Contract)

[redacted] | City | State | Zip | Contract Date
[redacted] HUNTINGTON PARK CA [redacted] 01/10/2015

Year	Make	Model	VIN
2015	CHEVROLET TRUCK	COLORADO	1GCGSBE33F1[redacted]

Optional Goods and Services

☐ Optional Service Contract(s):	
N/A (1)	$ N/A
N/A (2)	$ N/A
N/A (3)	$ N/A
N/A (4)	$ N/A
N/A (5)	$ N/A
☐ Optional Debt Cancellation Agreement (GAP): N/A	$ N/A
☐ Optional Theft Deterrent Device(s):	
ETCH (1)	$ 1[illegible]1.29
N/A (2)	$ N/A
N/A (3)	$ N/A
☐ Optional Surface Protection Product(s):	
N/A (1)	$ N/A
N/A (2)	$ N/A
☐ Optional Vehicle Contract Cancellation Option Agreement	$ N/A
☐ Optional Insurance Product: N/A	$ N/A
Total	$ 1[illegible]1.29

Installment Payment EXCLUDING Listed Items: $ 512.74

Installment Payment INCLUDING Listed Items: $ 535.66

THE ABOVE INSTALLMENT PAYMENTS INCLUDE THE ITEMS DESCRIBED ABOVE, THE PRICE OF THE VEHICLE, GOVERNMENT FEES AND TAXES, FINANCE CHARGES, AND THE FOLLOWING ADDITIONAL CHARGES:

Other Goods, Services and Miscellaneous Charges

Cash Price of Additional Accessories	$ N/A	Document Processing Charge	$ 80.00
Other (Nontaxable)		Emissions Testing Charge	$ N/A
N/A	$ N/A	Prior Credit or Lease Balance	$ 2758.45
N/A	$ N/A	Other (to whom paid) N/A	$ N/A
EV Charging Station	$	For: N/A	
Electronic Vehicle Registration or Transfer Charge	$ 20.00		

By signing below, you acknowledge:

- All of the charges described above will be included in the retail installment sale contract accompanying the purchase of the above described vehicle.
- The goods and services are not required as a condition to obtaining financing terms.
- This document was presented to you prior to signing the retail installment sale contract and you consent to including all the above charges in the retail installment sale contract.

01/10/2015 [redacted] [redacted]

Date

LAW FORM NO. LAWCA-PCD (7/13)
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RCMPR028 VEHICLE EVENT SELECTION 02/13/16
PROCESSING SOURCE: CHEVROLET 08:36:47
PAGE: 1

VIN: 1GCGSBE33 F1[redacted] SELLG SCE: 13 MDL YR: 15 ORD NO: [redacted]
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT
INCENTIVE MEMO	13 20310	00043494755		02/03/15	FFC	48.35
INCTV PAYMENT	13 20310	00043494755		02/03/15	FFC	48.35
INCENTIVE MEMO	13 20310	00043463315		01/27/15	C4C	185.11
INCTV PAYMENT	13 20310	00043463315		01/27/15	C4C	185.11
INCTV APPLICATN	13 20310	00043494755		01/17/15	FFC	48.35
DELIVERY D.O.E.	13 20310			01/16/15		0.00
DLR TRADE D.O.E	13 20310			01/13/15		0.00
DEALER TRADE (P	13 20310			01/13/15		0.00
INCTV APPLICATN	13 20310	00043463315		01/10/15	C4C	185.11
DELIVERY TO CUS	13 20310			01/10/15		0.00
DLR TRADE D.O.E	13 20466			01/09/15		0.00
DEALER TRADE (P	13 20466			01/09/15		0.00
EXPIRATION TRAN	13 20310	1OD31359168		11/04/14		0.00
SETTLEMENT DATE	13 20310	1OD31359168		11/03/14		29,036.48 CR
ORIGINAL INVOIC	13 20310	1OD31359168		10/22/14		29,036.48
SHIPMENT DATE	13 20310			10/21/14		0.00
PRODUCTION (BUI	13 20310			10/21/14		0.00
PREFERENCE TO P	13 20310			09/23/14		0.00
GM ORDER ACCEPT	13 20310			08/15/14		0.00
GM ORDER ACCEPT				08/15/14		0.00

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 02/13/16
PROCESSING SOURCE: CHEVROLET 08:36:25
PAGE: 1

VIN: 1GCGSBE33 F[redacted] SELLG SCE: 13 MDL YR: 15 ORD NO: [redacted]

ODATE: 08/15/14 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 20310
DDATE: 01/10/15 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 01/16/15 ORDER BY:
CANC:
CANC DOE:
TRADE: 01/13/15 DLVY TO: [redacted]
TRD DOE: 01/13/15
SRVC IN: HUNTINGTON PARK CA [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
C4C	01	13 20310	[redacted]	01/27/15	185.11	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: HOU INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: 01/07/15 MISC: LATE IN-TRANSIT
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	13 20310	[redacted]	02/03/15	48.35	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: [redacted] AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

2015 COLORADO 2WD LT CREW SHORT BOX GENERAL MOTORS LLC
G7C RED HOT /V6G
H0U JET BLACK RENAISSANCE CENTER
ORDER NO. RZGX5M/TRF STOCK NO. DETROIT MI 48243-1114
VIN 1GC GSBE 33 F1[redacted] VEHICLE INVOICE[redacted]
**********3262******13*20310S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
12N43 COLORADO 2WD LT CREW SHORT	27110.00	25754.50	INVOICE 10/22/14
LFX ENGINE, 3.6L SIDI DOHC V6 VVT	1235.00	1086.80	SHIPPED 10/21/14
* TIRE, 16" SPARE, ALL SEASON			EXP I/T 11/04/14
MYB TRANSMISSION, 6-SPD AUTOMATIC	N/C	N/C	INT COM 11/04/14
PZX WHEELS, 18" DARK ARGENT	1000.00	880.00	PRC EFF 10/21/14
METALLIC CAST ALUMINUM			KEYS Z5623 Z5623
TIRES, ALL-SEASON BLACKWALL			WFP-S MTH OPT-2
YF5 50-STATE EMISSIONS	N/C	N/C	BANK: GM FINANCIA
			CHG-TO 20-310
			SHIP WT: 4106
			HP: 32.9
			GVWR: 5800
			GAWR.FT: 3200
			GAWR.RR: 3500
			EMPLOY: 27687.45
			SUPPLR: 28796.30
			NTR: 1/2
			DAN: LT
			EMPINC: 1632.86
			SUPINC: 524.01

TOTAL MODEL & OPTIONS	29345.00	27721.30	ACT 237 27715.95
DESTINATION CHARGE	875.00	875.00	H/B 261 880.35
DEALER IMR CONTRIBUTION		146.73	ADV 261 146.73
LMA GROUP CONTRIBUTION		293.45	EXP 65A 293.45
TOTAL	30220.00	29036.48	PAY 310 29036.48

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 27749.48

****

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.

****

CAMINO REAL CHEVROLET

July 25, 2017

Jessica Anvar, Esq.
Consumer Law Experts, PC
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSBE33F1[redacted]
Customer Relationship Specialist: Alyssa

Dear Ms. Anvar:

We regret that your client(s) is dissatisfied with her 2015 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 11,500.00.

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

Your client(s) would retain the vehicle.

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

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

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

Sincerely,

General Motors

cc: FILE

Attach.

29704 [redacted]

07/28/2017
Date

[redacted]
Client's Signature

07/28/2017
Date

RELEASE OF ALL CLAIMS

Recitals

This Release of All Claims (hereinafter the "Release") is made as of August 2, 2017, and is effective between [redacted] as releasor(s) ("Releasor") and General Motors as releassee(s) ("Releasee"). This Release is made and entered into with reference to the following:

1.1 On or about January 10, 2015, Releasor purchased/leased a 2015 Chevrolet Colorado, VIN 1GCGSBE33F1[redacted] (hereinafter "the subject vehicle"). Releasor now contends that he/she/it has various disputes, claims and/or actions against Releasee arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or operation of the subject vehicle, including claims for breach of contract, breach of warranty and/or violation of state and federal warranty and consumer laws.

1.2 Without admitting any liability or wrongdoing whatsoever, Releasee has offered to settle all disputes, claims and/or actions arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or operation of the subject vehicle, including, but not limited to, any and all claims, past, present or future, for breach of contract, breach of warranty and/or violation of state and federal warranty and consumer laws.

Payment and Release

2.1 In consideration for Releasor's agreements herein, Releasee shall deliver to Releasor and/or Releasor's attorney a check in the amount of $11,500.00, made payable to Releasor and Releasor's attorney.

2.2 In consideration for Releasee's agreements herein, Releasor shall do the following:

2.2.1 Releasor shall fully and forever remise, release and discharge Releasee, as well as Releasee's predecessors, successors, parent corporations, subsidiaries, affiliates, dealers, directors, officers, partners, heirs, executors, administrators, attorneys, agents, employees and assigns, and each of them, from any and all claims, demands, rights and causes of action of whatsoever kind and nature, whether known or unknown, accrued and not yet accrued, that Releasor may now have, or may ever obtain, arising out of or in any way related to Releasor's purchase, sale, lease, repair, maintenance or operation of the subject vehicle, and/or the actions, conduct, omissions, or events forming the basis for Releasor's claims.

2.2.2 Releasor is aware of and specifically waives any rights under California Civil Code Section 1542 which provides as follows:

Section 1542. General Release--Claims Extinguished.

> "A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor."

2.2.3. Releasor covenants and agrees on Releasor's own behalf and on behalf of Releasor's successors, assigns, representatives, heirs, administrators and executors that they will not, at any time hereafter, commence, maintain or prosecute any action or serve any claim against Releasee, or Releasee's agents, dealers, representatives, affiliates, directors, officers, partners, attorneys, administrators, executors, successors, servants, employees, parent corporations or subsidiaries for damages or losses of any kind or amount arising out of or in any way related to Releasor's purchase, sale, lease, repair, manufacture, maintenance, or operation of the subject vehicle, including, but not limited to, any claims for recovery of any portion of the purchase price or lease payments made for the subject vehicle.

2.2.4. Notwithstanding Sections 2.2.1 through 2.2.3, Releasor does not intend this Release to apply to personal injuries claimed to have been sustained as a result of alleged defects in the subject vehicle.

Additional Terms of Release

3.1. Releasor acknowledges that this Release reflects a settlement of doubtful and disputed claims, and that neither the payment of the sums specified above, nor the negotiation of this Release, shall be considered an admission of liability whatsoever by Releasee. Releasor acknowledges that Releasee has denied, and presently denies, the claims and allegations of Releasor and that no past or present wrongdoing on the part of Releasee shall be implied from any payments, negotiations, or entry into this Release.

3.2 Releasor represents that, in entering into this Release, Releasor has relied upon the legal advice of his/her/its attorneys, and that Releasor shall not hereafter deny the validity, enforceability or scope of this Release on the ground that Releasor did not have advice of counsel.

3.3 Releasor agrees that he/she/it will not seek to alter, modify or otherwise refute the terms of this Release on the basis that its terms are vague, ambiguous or subject to alternative interpretations, and that Releasor assumes the risk that facts, circumstances or information exist which, if known, would have materially affected Releasor's decision to enter into this Release.

3.4 Releasor agrees that this Release contains the entire agreement related to Releasor's settlement with Releasee.

3.5 This Release shall be binding upon and inure to the benefit of the executors, administrators, heirs, assigns and successors of Releasor and Releasee.

IN WITNESS THEREOF, each of the undersigned has executed this Release of All Claims.

Dated: 8/6/17

_____

[redacted]

Print Name

Dated: 8/6/17

_____

[redacted]

Print

Current Vehicle Mileage: _____

APPROVED AS TO FORM AND CONTENT:

Dated: 8/6/2017

By [redacted]

Jessica Anvar, ESQ.
Attorney for Releasor

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.
Consumer Law Experts, PC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only **one** of the following seven boxes:
☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☑ S Corporation ☐ Partnership ☐ Trust/estate
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶
Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.
☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any)
Exemption from FATCA reporting code (if any)
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)
12304 Santa Monica Blvd., Suite 100

Requester's name and address (optional)

6 City, state, and ZIP code
Los Angeles, CA 90025

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number
[ ][ ][ ] – [ ][ ] – [ ][ ][ ][ ]

or

Employer identification number
[redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here | **Signature of U.S. person ▶** [redacted] **Date ▶** May 30 , 2017

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.

Alyssa Campos (C)

From: Alyssa Campos (C)
Sent: Monday, May 08, 2017 7:33 AM
To: 'paul.byrne@gm.com'
Subject: BRC-Legal Initial Notification of NISM for SR# [redacted]

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Camino Real Chevrolet, BAC: 114549, Monterey Park, CA
Dealership Contact: Leslie Primero
VIN: 1GCGSBE33F[redacted]
Vehicle: 2015 Chevrolet Colorado
Mileage: 27,674

Dear Paul,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has not been involved. **Due to time constraints, a response to this e-mail is required within 48 hours.**

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

A) I have information on this case that may assist in your review (please provide in your reply).

B) I am not aware of this vehicle or customer's concerns.

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

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

Thank you,

Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

Alyssa Campos (C)

From: Alyssa Campos (C)
Sent: Thursday, August 10, 2017 9:09 AM
To: 'paul.byrne@gm.com'
Subject: BRC-Legal Notification of Resolution [redacted]

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Camino Real Chevrolet, BAC: 114549, Monterey Park, CA

Dealership Contact: Leslie Primero

VIN: 1GCGSBE33F1[redacted]

Vehicle: 2015 Chevrolet Colorado

Mileage: 29,704

Dear Paul,

This email is being sent to notify you of the resolution of the above referenced legal matter. After negotiation with the plaintiff's counsel, the final offer of a Cash Settlement in the amount of $ 11,500.00 was accepted.

There is no need to reply to this email as it being sent to you for notification purposes only. If you have further questions, I may be reached by calling (866) 790-5600, extension # 5914367

Sincerely,

Alyssa
Business Resource Center
Alorica on behalf of General Motors, LLC
Phone: 1-866-790-5700, Ext. 5914637
Fax: 1-586 920-0833

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

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

CHEVROLET

May 8, 2017

Leslie Primero
Camino Real Chevrolet
2401 S Atlantic Blvd
Monterey Park, CA 91754

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSBE33F1[redacted]
Customer Relationship Specialist: Alyssa

Dear Ms. Primero,

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. 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.

Sincerely,

Chevrolet

Alyssa Campos (C)

From: Leslie Primero <lprimero@caminorealchevrolet.com>
Sent: Monday, May 08, 2017 5:42 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] Re: Notification of a NISM for SR# [redacted]
Attachments: 3553_001.pdf; RO#[redacted].pdf; RO#[redacted].pdf; BDCSCANS0301.pdf

Hi Alyssa,

I have attached the Sales and Service documents. Have a great day!

Thank you,

Leslie Primero

On Mon, May 8, 2017 at 5:39 AM, Alyssa Campos (C) <alyssa.campos@gm.com> wrote:

Customer Name: [redacted]

SR#[redacted]

VIN# 1GCGSBE33F1[redacted]

Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Primero,

Good morning, please see attachment

Thank you

Alyssa– BRC Advisor

General Motors LLC

Business Resource Center

Phone: (866) 790-5600 EXT 5914637

Fax: (586) 920-0833

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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Zip Code & Style | Colors & Options | Condition & Mileage | **True Market Value®**



1 of 273 View larger

Current Pricing

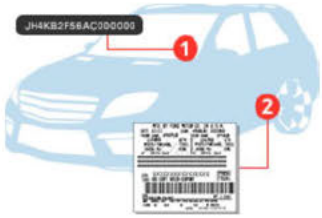
	Rough	Average	Clean	Outstanding
TRADE-IN	$15,321	$17,220	**$19,874**	$20,868
PRIVATE PARTY	$16,799	$18,910	**$21,759**	$22,795

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2015 Chevrolet Colorado

LT 4dr Truck 6.2 ft. Bed

TMV® Pricing Details

	Trade-In	Private Party	Dealer Retail
National Base Price	**$19,970**	**$21,868**	**$23,421**
Optional Equipment	**$0**	**$0**	**$0**
Color Adjustment - Red Hot	**$-62**	**$-68**	**$-73**
Regional Adjustment - for Zip Code 93011	**$-67**	**$-74**	**$-79**
Mileage Adjustment - 27,674 miles	**$33**	**$33**	**$33**
Condition Adjustment - Clean	**$0**	**$0**	**$0**
Total	$19,874	$21,759	$23,302

Buying a Certified Used Vehicle	**Dealer Retail**
Certified Used Price	**$24,017**

Buy this car on Edmunds
Shop deals, get appraisals, find resources

Start Shopping

Ad Ad

[redacted]

Used 2015 Chevrolet Colorado LT



19,261 mi

Stock: C4217
VIN: 1GCGSBE34F1138229
Santa Paula Chevrolet (9 mi)
(888) 854-1896

~~$29,130~~

Get Special Offer

Used 2015 Chevrolet Colorado LT



19,376 mi

Stock: F1188068
VIN: 1GCGTBE37F1188068
AutoNation Chevrolet Valencia (31 mi)
(877) 740-2438

$31,991

Get Special Offer

Used 2015 Chevrolet Colorado LT



26,861 mi

Stock: F1150993
VIN: 1GCHSBEA9F1150993
AutoNation Chevrolet Valencia (31 mi)
(877) 740-2438

$24,329

Get Special Offer

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Check VIN

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Lincoln
Maserati
Mazda
Mercedes-Benz
Mercury
MINI
Mitsubishi
Nissan
Oldsmobile
Pontiac
Porsche
Ram
Saab
Saturn
Scion
smart
Subaru
Suzuki
Toyota
Volkswagen
Volvo

Popular New Cars

New Chevrolet Cruze
New Chevrolet Equinox
New Chevrolet Malibu
New Chevrolet Silverado 1500
New Chevrolet Silverado 2500HD
New Ford Edge
New Ford Escape
New Ford Explorer
New Ford F-150
New Ford F-250 Super Duty
New Ford Focus
New Ford Fusion
New GMC Sierra 1500
New Honda Accord
New Honda CR-V
New Honda Civic
New Hyundai Elantra
New Hyundai Sonata
New Jeep Cherokee
New Jeep Grand Cherokee
New Jeep Patriot
New Jeep Renegade
New Nissan Altima
New Nissan Rogue
New Nissan Sentra
New Ram 1500
New Ram 2500
New Toyota Camry
New Toyota Corolla
New Toyota RAV4

Popular Sedans

Used BMW 3 Series
Used BMW 5 Series
Used Chevrolet Cruze
Used Chevrolet Impala
Used Chevrolet Malibu
Used Chrysler 200
Used Chrysler 300
Used Dodge Charger
Used Ford Fusion
Used Ford Taurus
Used Honda Accord
Used Honda Civic
Used Hyundai Elantra
Used Hyundai Sonata
Used Kia Optima
Used Mercedes-Benz C-Class
Used Mercedes-Benz E-Class
Used Nissan Altima
Used Nissan Sentra
Used Toyota Camry
Used Toyota Corolla
Used Volkswagen Jetta

Popular SUVs

Used Chevrolet Equinox
Used Chevrolet Tahoe
Used Ford Explorer
Used Jeep Grand Cherokee
Used Jeep Wrangler

Popular Pickup Trucks

Used Chevrolet Silverado 1500
Used Ram 1500
Used Ford F-150
Used Ford F-250 Super Duty
Used GMC Sierra 1500
Used Toyota Tacoma
Used Toyota Tundra

Popular Minivans

Used Chrysler Town & Country
Used Dodge Grand Caravan

Popular Hatchbacks

Used Ford Focus

Popular Crossovers

Used Chevrolet Traverse
Used Ford Edge
Used Ford Escape
Used GMC Acadia
Used GMC Terrain
Used Honda CR-V
Used Hyundai Santa Fe
Used Kia Sorento
Used Nissan Rogue
Used Toyota RAV4

Popular Convertibles

Used Chevrolet Camaro

Popular Coupes

Used Ford Mustang

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Ad Ad

June 7, 2017

Jessica Anvar, Esq.
Consumer Law Experts, PC
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSBE33F1[redacted]
Customer Relationship Specialist: Alyssa

Dear Ms. Anvar:

We regret that your client(s) is dissatisfied with her 2015 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 6,000.00.

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

Your client(s) would retain the vehicle.

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

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

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

Sincerely,

General Motors

cc: FILE

Attach.

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

July 14, 2017

Jessica Anvar, Esq.
Consumer Law Experts, PC
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSBE33F1[redacted]
Customer Relationship Specialist: Alyssa

Dear Ms. Anvar:

We have received your counter-offer, dated July 8, 2017. After further review, we do not believe that additional adjustment of our settlement offer, dated July 5, 2017 is appropriate in this matter. At this time, General Motors is again extending its previous offer. This offer will remain available for ten (10) calendar days. If your client has not accepted our offer within that timeframe, this offer will be withdrawn; we will assume that this matter is unable to be resolved and will close our file.

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.

Sincerely,

General Motors

cc: FILE

June 14, 2017

Jessica Anvar, Esq.
Consumer Law Experts, PC
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSBE33F1[redacted]
Customer Relationship Specialist: Alyssa

Dear Ms. Anvar:

We regret that your client(s) is dissatisfied with her 2015 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 7,000.00.

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

Your client(s) would retain the vehicle.

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

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

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

Sincerely,

General Motors

cc: FILE

Attach.

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

June 19, 2017

Jessica Anvar, Esq.
Consumer Law Experts, PC
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSBE33F1[redacted]
Customer Relationship Specialist: Alyssa

Dear Ms. Anvar:

We regret that your client(s) is dissatisfied with her 2015 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 8,000.00.

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

Your client(s) would retain the vehicle.

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

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

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

Sincerely,

General Motors

cc: FILE

Attach.

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

June 29, 2017

Jessica Anvar, Esq.
Consumer Law Experts, PC
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSBE33F1[redacted]
Customer Relationship Specialist: Alyssa

Dear Ms. Anvar:

We regret that your client(s) is dissatisfied with her 2015 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 9,000.00.

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

Your client(s) would retain the vehicle.

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

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Sincerely,

General Motors

cc: FILE

Attach.

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

July 5, 2017

Jessica Anvar, Esq.
Consumer Law Experts, PC
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSBE33F1[redacted]
Customer Relationship Specialist: Alyssa

Dear Ms. Anvar:

We regret that your client(s) is dissatisfied with her 2015 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 11,000.00.

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

Your client(s) would retain the vehicle.

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

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

Sincerely,

General Motors

cc: FILE

Attach.

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

July 25, 2017

Jessica Anvar, Esq.
Consumer Law Experts, PC
12304 Santa Monica Blvd Ste 100
Los Angeles, CA 90025

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGSBE33F1[redacted]
Customer Relationship Specialist: Alyssa

Dear Ms. Anvar:

We regret that your client(s) is dissatisfied with her 2015 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client(s) expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client(s).

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

A cash settlement of $ 11,500.00.

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

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

Sincerely,

General Motors

cc: FILE

Attach.

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

Jeralyn Vara (C)

From: Alyssa Campos (C)
Sent: Monday, June 12, 2017 12:55 PM
To: Jessica Anvar, Esq.
Subject: RE[redacted]
Attachments: Initial Offer 060717.pdf

From: Alyssa Campos (C)
Sent: Wednesday, June 07, 2017 1:12 PM
To: 'Jessica Anvar, Esq.'
Subject: SR#[redacted]

Customer Name: [redacted]
SR# [redacted]8
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment for offer

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

Alyssa Campos (C)

From:	Amber Aguilar <amber@nolemon.com>
Sent:	Monday, May 08, 2017 6:39 PM
To:	Alyssa Campos (C)
Cc:	Jessica Anvar, Esq.
Subject:	[EXTERNAL] [redacted] v. General Motors
Attachments:	[redacted]_PK_ROs_05.08.17.pdf

Dear Alyssa,

This confirms receipt of your letter dated May 08, 2017. Per your request, attached please find the purchase contract and repair orders regarding the above referenced case. The attorney assigned to handle this matter is Jessica Anvar. As such, please direct all future correspondence pertaining to this claim to Ms. Anvar at: Jessica@nolemon.com.

Feel free to contact our office directly with any questions or concerns you may have and we appreciate your assistance with this matter.

With Kindest Regards,

Amber Aguilar,
Consumer Law Experts, PC
12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025
Tel: 877.885.5366
Direct: 310.442.1410
Fax: 877.566.8828

amber@nolemon.com
www.nolemon.com
www.consumerlawexperts.com

IMPORTANT NOTICE: (A) The information contained in this e-mail is intended for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, and exempt from disclosure under applicable laws. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivery to the intended recipient, you should delete this e-mail and destroy any printouts or copies. Further, you are hereby notified that any use, printing, reproduction, disclosure or dissemination of this communication may be subject to legal restriction or sanction. (B) E-mail is not a method authorized by law to (i) give legal notice, (ii) give notice of legal proceedings, or (iii) serve pleadings. (C) The e-mail address of the sender of this message is not authorized to (a) receive any notice (including notice of ex parte proceedings) or (b) accept service of pleadings or any other legal document.

If you are a potential client, the information you disclose to us by email will be kept in strict confidence and will be protected to the full extent of the law. Please be advised Consumer Law Experts, Inc. and its lawyers do not represent you until you have signed a retainer agreement with the firm. Until that time, you are responsible for any statutes of limitations or other deadlines for your potential case.

Alyssa Campos (C)

From: Jessica Anvar, Esq. <Jessica@nolemon.com>
Sent: Wednesday, June 14, 2017 12:22 AM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR#[redacted]

Her present demand is $14,500 inclusive. Thanks.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Monday, June 12, 2017 10:55 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

From: Alyssa Campos (C)
Sent: Wednesday, June 07, 2017 1:12 PM
To: 'Jessica Anvar, Esq.'
Subject: SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment for offer

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

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.

Alyssa Campos (C)

From: Jessica Anvar, Esq. <Jessica@nolemon.com>
Sent: Friday, June 16, 2017 4:38 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

I have authorization at $14,000 inclusive. Thanks.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Wednesday, June 14, 2017 1:31 PM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good afternoon, please see attachment for offer

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Wednesday, June 14, 2017 12:22 AM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: [redacted]

Her present demand is $14,500 inclusive. Thanks.

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Sent: Monday, June 12, 2017 10:55 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

From: Alyssa Campos (C)
Sent: Wednesday, June 07, 2017 1:12 PM
To: 'Jessica Anvar, Esq.'
Subject: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment for offer

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General Motors LLC
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Alyssa Campos (C)

From: Jessica Anvar, Esq. <Jessica@nolemon.com>
Sent: Wednesday, June 21, 2017 4:53 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

I have authorization at $13,000 inclusive. I am running out of room.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Monday, June 19, 2017 10:37 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Friday, June 16, 2017 4:38 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

I have authorization at $14,000 inclusive. Thanks.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Wednesday, June 14, 2017 1:31 PM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good afternoon, please see attachment for offer

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Wednesday, June 14, 2017 12:22 AM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Her present demand is $14,500 inclusive. Thanks.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Monday, June 12, 2017 10:55 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

From: Alyssa Campos (C)
Sent: Wednesday, June 07, 2017 1:12 PM
To: 'Jessica Anvar, Esq.'
Subject: SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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Alyssa Campos (C)

From: Jessica Anvar, Esq. <Jessica@nolemon.com>
Sent: Monday, July 03, 2017 12:11 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Alyssa,

My client's best and final counter offer is $12,500 inclusive. This is all I have authorization for. Let me know if we can get it done or if my client needs to file. Thanks.

Jessica

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Thursday, June 29, 2017 8:45 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
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To: Jessica Anvar, Esq.
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Customer Name: [redacted]
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VIN# 1GCGSBE33F1[redacted]

Year/Make/Model: 2015 Chevrolet Colorado

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Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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Sent: Monday, June 12, 2017 10:55 AM
To: Jessica Anvar, Esq.
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Sent: Wednesday, June 07, 2017 1:12 PM
To: 'Jessica Anvar, Esq.'
Subject: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment for offer

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

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Alyssa Campos (C)

From: Jessica Anvar, Esq. <Jessica@nolemon.com>
Sent: Saturday, July 08, 2017 4:03 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Alyssa,

I cannot get it done for this amount. My client is standing firm behind $12,500 inclusive or she wants to file. Let me know if we can get it done. Thanks.

Jessica

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Wednesday, July 05, 2017 7:23 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, the best I can do is $11,000.00 inclusive. Please advise.

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

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Alyssa Campos (C)

From:	Daniel Lopez <daniel@nolemon.com>
Sent:	Friday, July 28, 2017 6:28 PM
To:	Alyssa Campos (C)
Cc:	Jessica Anvar, Esq.
Subject:	[EXTERNAL] [redacted] v. General Motors, LLC
Attachments:	Offer 072517(Signed).pdf

[redacted] v. General Motors, LLC
Vehicle: 2015 Chevrolet Colorado
VIN No.: 1GCGSBE33F1[redacted]

Hello Alyssa,

Per your request, attached please find the signed offer regarding the above referenced client. The attorney assigned to handle this matter is Jessica Anvar. As such, please direct all future correspondence pertaining to this matter to Ms. Anvar at: jessica@nolemon.com.

Very truly yours,

Daniel Lopez,
Consumer Law Experts, PC
12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025
Tel: 877.885.5366
Direct: 310.442.1410
Fax: 877.566.8828

daniel@nolemon.com
www.nolemon.com
www.consumerlawexperts.com

IMPORTANT NOTICE: (A) The information contained in this e-mail is intended for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, and exempt from disclosure under applicable laws. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivery to the intended recipient, you should delete this e-mail and destroy any printouts or copies. Further, you are hereby notified that any use, printing, reproduction, disclosure or dissemination of this communication may be subject to legal restriction or sanction. (B) E-mail is not a method authorized by law to (i) give legal notice, (ii) give notice of legal proceedings, or (iii) serve pleadings. (C) The e-mail address of the sender of this message is not authorized to (a) receive any notice (including notice of ex parte proceedings) or (b) accept service of pleadings or any other legal document.

If you are a potential client, the information you disclose to us by email will be kept in strict confidence and will be protected to the full extent of the law. Please be advised Consumer Law Experts, PC. and its lawyers do not represent you until you have signed a retainer agreement with the firm. Until that time, you are responsible for any statutes of limitations or other deadlines for your potential case.

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From: Jessica Anvar, Esq. <Jessica@nolemon.com>
Sent: Tuesday, August 01, 2017 1:03 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]
Attachments: Offer 072517(Signed).pdf; [redacted]_Reg_05.10.17.pdf

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Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, I am just following up on the offer and current registration

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Alyssa Campos (C)
Sent: Tuesday, July 25, 2017 8:05 AM
To: 'Jessica Anvar, Esq.'
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
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Dear Ms. Anvar,

Good morning, Please see attachment and please send me a current registration

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and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

Alyssa Campos (C)

From:	Jessica Anvar, Esq. <Jessica@nolemon.com>
Sent:	Tuesday, August 08, 2017 4:49 PM
To:	Alyssa Campos (C)
Subject:	[EXTERNAL] [redacted]
Attachments:	Release_signed.pdf

Please find the signed release attached. Thank you.

Very truly yours,

Jessica Anvar, Esq.

RATED BY Super Lawyers

Consumer Law Experts, PC
12304 Santa Monica Blvd., Suite 100
Los Angeles, CA 90025
Tel: 877.885.5366
Direct: 310.442.1410
Fax: 877.566.8828

jessica@nolemon.com
www.nolemon.com
www.consumerlawexperts.com

IMPORTANT NOTICE: (A) The information contained in this e-mail is intended for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential, and exempt from disclosure under applicable laws. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivery to the intended recipient, you should delete this e-mail and destroy any printouts or copies. Further, you are hereby notified that any use, printing, reproduction, disclosure or dissemination of this communication may be subject to legal restriction or sanction. (B) E-mail is not a method authorized by law to (i) give legal notice, (ii) give notice of legal proceedings, or (iii) serve pleadings. (C) The e-mail address of the sender of this message is not authorized to (a) receive any notice (including notice of ex parte proceedings) or (b) accept service of pleadings or any other legal document.

If you are a potential client, the information you disclose to us by email will be kept in strict confidence and will be protected to the full extent of the law. Please be advised Consumer Legal Experts, PC. and its lawyers do not represent you until you have signed a retainer agreement with the firm. Until that time, you are responsible for any statutes of limitations or other deadlines for your potential case.

REGISTRATION VALID FROM
COML 01/31/2017 TO 01/31/2018
151146

TYPE 31 [redacted]

VEHICLE IDENTIFICATION NUMBER
1GCGSBE33F1 [redacted]

BODY TYPE MODEL
PK

DATE ISSUED
01/18/2017

DATE FIRST SOLD	CLASS	MAKE *YR	Yr. Model
00/00/2015	HK	CHEV	2015

TYPE VEH.	MP	AX	WC	UNLADEN/G/CGW	TOTAL FEES PAID
32P	G	2	D	04106	$326

1900

REGISTERED OWNER
[redacted]
HUNTINGTON PK CA [redacted]

LIENHOLDER
US BK NA
PO BX 3427
OSHKOSH
WI
0

W0080
L0145
54903 [redacted]
G [redacted]

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

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

INSTRUCTIONS FOR
APPLYING STICKER TO LICENSE PLATE

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

MOTORCYCLES:
Right Half of This Well

CAL
1A0000

ALL OTHERS:
In Top Right Corner

CALIFORNIA
1SAM123

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

[redacted]

RELEASE OF ALL CLAIMS

Recitals

This Release of All Claims (hereinafter the "Release") is made as of August 2, 2017, and is effective between [redacted] as releasor(s) ("Releasor") and General Motors as releassee(s) ("Releasee"). This Release is made and entered into with reference to the following:

1.1 On or about January 10, 2015, Releasor purchased/leased a 2015 Chevrolet Colorado, VIN 1GCGSBE33F1[redacted] (hereinafter "the subject vehicle"). Releasor now contends that he/she/it has various disputes, claims and/or actions against Releasee arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or operation of the subject vehicle, including claims for breach of contract, breach of warranty and/or violation of state and federal warranty and consumer laws.

1.2 Without admitting any liability or wrongdoing whatsoever, Releasee has offered to settle all disputes, claims and/or actions arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or operation of the subject vehicle, including, but not limited to, any and all claims, past, present or future, for breach of contract, breach of warranty and/or violation of state and federal warranty and consumer laws.

Payment and Release

2.1 In consideration for Releasor's agreements herein, Releasee shall deliver to Releasor and/or Releasor's attorney a check in the amount of $11,500.00, made payable to Releasor and Releasor's attorney.

2.2 In consideration for Releasee's agreements herein, Releasor shall do the following:

2.2.1 Releasor shall fully and forever remise, release and discharge Releasee, as well as Releasee's predecessors, successors, parent corporations, subsidiaries, affiliates, dealers, directors, officers, partners, heirs, executors, administrators, attorneys, agents, employees and assigns, and each of them, from any and all claims, demands, rights and causes of action of whatsoever kind and nature, whether known or unknown, accrued and not yet accrued, that Releasor may now have, or may ever obtain, arising out of or in any way related to Releasor's purchase, sale, lease, repair, maintenance or operation of the subject vehicle, and/or the actions, conduct, omissions, or events forming the basis for Releasor's claims.

2.2.2 Releasor is aware of and specifically waives any rights under California Civil Code Section 1542 which provides as follows:

Section 1542. General Release--Claims Extinguished.

> "A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor."

2.2.3. Releasor covenants and agrees on Releasor's own behalf and on behalf of Releasor's successors, assigns, representatives, heirs, administrators and executors that they will not, at any time hereafter, commence, maintain or prosecute any action or serve any claim against Releasee, or Releasee's agents, dealers, representatives, affiliates, directors, officers, partners, attorneys, administrators, executors, successors, servants, employees, parent corporations or subsidiaries for damages or losses of any kind or amount arising out of or in any way related to Releasor's purchase, sale, lease, repair, manufacture, maintenance, or operation of the subject vehicle, including, but not limited to, any claims for recovery of any portion of the purchase price or lease payments made for the subject vehicle.

2.2.4. Notwithstanding Sections 2.2.1 through 2.2.3, Releasor does not intend this Release to apply to personal injuries claimed to have been sustained as a result of alleged defects in the subject vehicle.

Additional Terms of Release

3.1. Releasor acknowledges that this Release reflects a settlement of doubtful and disputed claims, and that neither the payment of the sums specified above, nor the negotiation of this Release, shall be considered an admission of liability whatsoever by Releasee. Releasor acknowledges that Releasee has denied, and presently denies, the claims and allegations of Releasor and that no past or present wrongdoing on the part of Releasee shall be implied from any payments, negotiations, or entry into this Release.

3.2 Releasor represents that, in entering into this Release, Releasor has relied upon the legal advice of his/her/its attorneys, and that Releasor shall not hereafter deny the validity, enforceability or scope of this Release on the ground that Releasor did not have advice of counsel.

3.3 Releasor agrees that he/she/it will not seek to alter, modify or otherwise refute the terms of this Release on the basis that its terms are vague, ambiguous or subject to alternative interpretations, and that Releasor assumes the risk that facts, circumstances or information exist which, if known, would have materially affected Releasor's decision to enter into this Release.

3.4 Releasor agrees that this Release contains the entire agreement related to Releasor's settlement with Releasee.

3.5 This Release shall be binding upon and inure to the benefit of the executors, administrators, heirs, assigns and successors of Releasor and Releasee.

IN WITNESS THEREOF, each of the undersigned has executed this Release of All Claims.

Dated: _____ _____

_____
Print Name

Dated: _____ _____

_____
Print Name

Current Vehicle Mileage: _____

_____

APPROVED AS TO FORM AND CONTENT:

Dated: _____ By _____
Jessica Anvar, ESQ.
Attorney for Releasor

Alyssa Campos (C)

From: Alyssa Campos (C)
Sent: Monday, May 08, 2017 7:39 AM
To: 'Leslie Primero'
Subject: Notification of a NISM for SR#[redacted]
Attachments: Dlr Ack.pdf

Customer Name: [redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Primero,

Good morning, please see attachment

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

Alyssa Campos (C)

From: Alyssa Campos (C)
Sent: Monday, May 08, 2017 7:28 AM
To: 'Jessica Anvar, Esq.'
Subject: Notification of a NISM for SR# [redacted]
Attachments: PC Ack Letter.pdf

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

Alyssa Campos (C)

From: Alyssa Campos (C)
Sent: Friday, July 14, 2017 7:29 AM
To: 'Jessica Anvar, Esq.'
Subject: RE: SR# [redacted]
Attachments: NFA Letter 071417.pdf

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, Please see attachment

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Saturday, July 08, 2017 4:03 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Alyssa,

I cannot get it done for this amount. My client is standing firm behind $12,500 inclusive or she wants to file. Let me know if we can get it done. Thanks.

Jessica

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Wednesday, July 05, 2017 7:23 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer [redacted]
SR# [redacted]
VIN# 1GCGSBE33F[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, the best I can do is $11,000.00 inclusive. Please advise.

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Monday, July 03, 2017 12:11 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Alyssa,

My client's best and final counter offer is $12,500 inclusive. This is all I have authorization for. Let me know if we can get it done or if my client needs to file. Thanks.

Jessica

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Thursday, June 29, 2017 8:45 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Wednesday, June 21, 2017 4:53 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR#[redacted]

I have authorization at $13,000 inclusive. I am running out of room.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Monday, June 19, 2017 10:37 AM
To: Jessica Anvar, Esq.
Subject: RE: SR#[redacted]

Customer [redacted]

SR# [redacted]
VIN# 1GCGSBE33F[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Friday, June 16, 2017 4:38 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

I have authorization at $14,000 inclusive. Thanks.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Wednesday, June 14, 2017 1:31 PM
To: Jessica Anvar, Esq.
Subject: RE: SR#[redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good afternoon, please see attachment for offer

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Wednesday, June 14, 2017 12:22 AM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Her present demand is $14,500 inclusive. Thanks.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Monday, June 12, 2017 10:55 AM

To: Jessica Anvar, Esq.
Subject: RE: SR#[redacted]

From: Alyssa Campos (C)
Sent: Wednesday, June 07, 2017 1:12 PM
To: 'Jessica Anvar, Esq.'
Subject: SR# [redacted]

Customer Name: [redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment for offer

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

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Alyssa Campos (C)

From: Alyssa Campos (C)
Sent: Friday, July 28, 2017 7:29 AM
To: 'Jessica Anvar, Esq.'
Subject: RE: SR#[redacted]

Customer Name:[redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, I am just following up on the offer and current registration

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Alyssa Campos (C)
Sent: Tuesday, July 25, 2017 8:05 AM
To: 'Jessica Anvar, Esq.'
Subject: RE: SR#[redacted]

Customer[redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, Please see attachment and please send me a current registration

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Tuesday, July 18, 2017 12:13 AM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR#[redacted]

In an effort to reach an amicable resolution, my client will agree to resolve at $11,500 inclusive.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Friday, July 14, 2017 5:29 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1 [redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, Please see attachment

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Saturday, July 08, 2017 4:03 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Alyssa,

I cannot get it done for this amount. My client is standing firm behind $12,500 inclusive or she wants to file. Let me know if we can get it done. Thanks.

Jessica

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Wednesday, July 05, 2017 7:23 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F [redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, the best I can do is $11,000.00 inclusive. Please advise.

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637

Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Monday, July 03, 2017 12:11 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Alyssa,

My client's best and final counter offer is $12,500 inclusive. This is all I have authorization for. Let me know if we can get it done or if my client needs to file. Thanks.

Jessica

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Thursday, June 29, 2017 8:45 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Wednesday, June 21, 2017 4:53 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

I have authorization at $13,000 inclusive. I am running out of room.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
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To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

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Thank you
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General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Friday, June 16, 2017 4:38 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR#[redacted]

I have authorization at $14,000 inclusive. Thanks.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Wednesday, June 14, 2017 1:31 PM
To: Jessica Anvar, Esq.
Subject: RE: SR#[redacted]

Customer [redacted]s
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good afternoon, please see attachment for offer

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Wednesday, June 14, 2017 12:22 AM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Her present demand is $14,500 inclusive. Thanks.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Monday, June 12, 2017 10:55 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

From: Alyssa Campos (C)
Sent: Wednesday, June 07, 2017 1:12 PM
To: 'Jessica Anvar, Esq.'
Subject: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment for offer

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

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Alyssa Campos (C)

From: Alyssa Campos (C)
Sent: Wednesday, August 02, 2017 10:21 AM
To: 'Jessica Anvar, Esq.'
Subject: RE: SR# [redacted]
Attachments: Release.pdf

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, Please see attachment for release

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Tuesday, August 01, 2017 1:03 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Please find the documents attached.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Friday, July 28, 2017 5:29 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, I am just following up on the offer and current registration

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637

Fax: (586) 920-0833

From: Alyssa Campos (C)
Sent: Tuesday, July 25, 2017 8:05 AM
To: 'Jessica Anvar, Esq.'
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, Please see attachment and please send me a current registration

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Tuesday, July 18, 2017 12:13 AM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR#[redacted]

In an effort to reach an amicable resolution, my client will agree to resolve at $11,500 inclusive.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Friday, July 14, 2017 5:29 AM
To: Jessica Anvar, Esq.
Subject: RE: SR#[redacted]

Customer Name: [redacted]
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VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Saturday, July 08, 2017 4:03 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Alyssa,

I cannot get it done for this amount. My client is standing firm behind $12,500 inclusive or she wants to file. Let me know if we can get it done. Thanks.

Jessica

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Wednesday, July 05, 2017 7:23 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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Good morning, the best I can do is $11,000.00 inclusive. Please advise.

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Monday, July 03, 2017 12:11 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Alyssa,

My client's best and final counter offer is $12,500 inclusive. This is all I have authorization for. Let me know if we can get it done or if my client needs to file. Thanks.

Jessica

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Thursday, June 29, 2017 8:45 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]

VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

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To: Alyssa Campos (C)
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I have authorization at $13,000 inclusive. I am running out of room.

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Sent: Monday, June 19, 2017 10:37 AM
To: Jessica Anvar, Esq.
Subject: RE: SR#[redacted]

Customer Name:[redacted]
SR#[redacted]
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Year/Make/Model: 2015 Chevrolet Colorado

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Subject: RE: SR# [redacted]

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Her present demand is $14,500 inclusive. Thanks.

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Sent: Monday, June 12, 2017 10:55 AM
To: Jessica Anvar, Esq.
Subject: RE: SR#[redacted]

From: Alyssa Campos (C)
Sent: Wednesday, June 07, 2017 1:12 PM
To: 'Jessica Anvar, Esq.'
Subject: SR#[redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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Alyssa Campos (C)

From: Alyssa Campos (C)
Sent: Monday, August 07, 2017 8:29 AM
To: 'Jessica Anvar, Esq.'
Subject: RE: SR# [redacted]

Customer [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, I am following up on the release

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Alyssa Campos (C)
Sent: Wednesday, August 02, 2017 10:21 AM
To: 'Jessica Anvar, Esq.'
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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To: Jessica Anvar, Esq.
Subject: RE: SR#[redacted]

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SR#[redacted]
VIN# 1GCGSBE33F[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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To: Jessica Anvar, Esq.
Subject: RE: SR#[redacted]

From: Alyssa Campos (C)
Sent: Wednesday, June 07, 2017 1:12 PM
To: 'Jessica Anvar, Esq.'
Subject: SR# [redacted]

Customer Name: [redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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Alyssa Campos (C)

From: Alyssa Campos (C)
Sent: Wednesday, June 07, 2017 1:12 PM
To: 'Jessica Anvar, Esq.'
Subject: SR#[redacted]
Attachments: Initial Offer 060717.pdf

Customer Name:[redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment for offer

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

Alyssa Campos (C)

From: Alyssa Campos (C)
Sent: Wednesday, June 14, 2017 3:31 PM
To: 'Jessica Anvar, Esq.'
Subject: RE: SR# [redacted]
Attachments: Offer 061417.pdf

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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Good afternoon, please see attachment for offer

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General Motors LLC
Business Resource Center
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Fax: (586) 920-0833

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Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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From: Alyssa Campos (C)
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To: 'Jessica Anvar, Esq.'
Subject: RE: SR# [redacted]
Attachments: Offer 062917.pdf

Customer Name: [redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Wednesday, June 21, 2017 4:53 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR#[redacted]

I have authorization at $13,000 inclusive. I am running out of room.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Monday, June 19, 2017 10:37 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Friday, June 16, 2017 4:38 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

I have authorization at $14,000 inclusive. Thanks.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Wednesday, June 14, 2017 1:31 PM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name: [redacted]
[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Wednesday, June 14, 2017 12:22 AM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Her present demand is $14,500 inclusive. Thanks.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Monday, June 12, 2017 10:55 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

From: Alyssa Campos (C)
Sent: Wednesday, June 07, 2017 1:12 PM
To: 'Jessica Anvar, Esq.'
Subject: SR# [redacted]

Customer Name: [redacted]
SR#[redacted]
VIN# 1GCGSBE33F[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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Alyssa Campos (C)

From: Alyssa Campos (C)
Sent: Wednesday, July 05, 2017 9:23 AM
To: 'Jessica Anvar, Esq.'
Subject: RE: SR#[redacted]
Attachments: Offer 070517.pdf

Customer Name:[redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, the best I can do is $11,000.00 inclusive. Please advise.

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Monday, July 03, 2017 12:11 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR#[redacted]

Alyssa,

My client's best and final counter offer is $12,500 inclusive. This is all I have authorization for. Let me know if we can get it done or if my client needs to file. Thanks.

Jessica

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Thursday, June 29, 2017 8:45 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

Customer Name:[redacted]
SR#[redacted]
VIN# 1GCGSBE33F[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, please see attachment

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Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

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Customer Name: [redacted]
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VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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Phone: (866) 790-5600 EXT 5914637
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Sent: Wednesday, June 14, 2017 1:31 PM
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VIN# 1GCGSBE33F1[redacted]
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Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

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To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Her present demand is $14,500 inclusive. Thanks.

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Sent: Monday, June 12, 2017 10:55 AM
To: Jessica Anvar, Esq.
Subject: RE: SR# [redacted]

From: Alyssa Campos (C)
Sent: Wednesday, June 07, 2017 1:12 PM
To: 'Jessica Anvar, Esq.'
Subject: SR# [redacted]

Customer Name: [redacted]
SR# [redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

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Alyssa Campos (C)

From: Alyssa Campos (C)
Sent: Tuesday, July 25, 2017 8:05 AM
To: 'Jessica Anvar, Esq.'
Subject: RE: SR#[redacted]
Attachments: Offer 072517.pdf

Customer Name: [redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, Please see attachment and please send me a current registration

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Tuesday, July 18, 2017 12:13 AM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

In an effort to reach an amicable resolution, my client will agree to resolve at $11,500 inclusive.

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Friday, July 14, 2017 5:29 AM
To: Jessica Anvar, Esq.
Subject: RE: SR#[redacted]

Customer Name: [redacted]
SR#[redacted]
VIN# 1GCGSBE33F1[redacted]
Year/Make/Model: 2015 Chevrolet Colorado

Dear Ms. Anvar,

Good morning, Please see attachment

Thank you
Alyssa– BRC Advisor
General Motors LLC
Business Resource Center
Phone: (866) 790-5600 EXT 5914637
Fax: (586) 920-0833

From: Jessica Anvar, Esq. [mailto:Jessica@nolemon.com]
Sent: Saturday, July 08, 2017 4:03 PM
To: Alyssa Campos (C)
Subject: [EXTERNAL] RE: SR# [redacted]

Alyssa,

I cannot get it done for this amount. My client is standing firm behind $12,500 inclusive or she wants to file. Let me know if we can get it done. Thanks.

Jessica

From: Alyssa Campos (C) [mailto:alyssa.campos@gm.com]
Sent: Wednesday, July 05, 2017 7:23 AM
To: Jessica Anvar, Esq.
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Customer Name: [redacted]

SR# [redacted]
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SIEBEL

Current Service Request Activity

Service Request Details

SR No.	[redacted]	**Ref No.**		**Cost Ast.**	No Goodwill Offered	**BRC Type**	N/A
Account		**Site/BAC**		**GW SubType**		**Bus. Unit**	CCC - CAC Tier 2
Address	[redacted]			**Approval**	Not Initiated	**Area**	Complaint Vehicle - Operable
City	Austin	**Zip**	[redacted]	**State** TX	**UCC**	Steering - General	**Sub-Area**	Initial Failure/Repair
Last Name	[redacted]	**First Name**	[redacted]		**Involved Dlr**	Nyle Maxwell GMC	**Safety**	Yes
Daytime #	[redacted]	**Evening #**			**Source**	Phone	**Updated**	May 10, 2017 11:11 AM
Serial/VIN #	1GTG5BE34F11[redacted]	**Mileage**	40000		**Priority**	Medium	**Owner**	XZ7XJ6
Model	Canyon	**Model Year**	2015		**Status**	Open	**Opened**	May 10, 2017 10:56 AM
Make	GMC	**Warranty Start**			**Sub Status**		**Closed**	
Cust Concern	Powersteering is out							
Customer Description								

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #

Reimbursement Check Details - Multiple Customer Payees on a Single Check will NOT be displayed

Payable Line 1	Payable Line2	Check #	Print Date	Check Amoount	Status	Issue 1099	Tax Id

Warranty Policy	Account Type	Parts / Labor	Warranty Model	Account Code

Payee (Customer) Last Name	Payee (Customer) First Name	Payee (Customer) Account Name	Payee (Customer) BAC

Payee (Account) Name	Payee (Account) BAC

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/10/2017 10:56:37	XZ7XJ6	XZ7XJ6	SR Data Share		Open	05/10/2017 11:08:19	

Last Name	First Name	Account	BAC Code
Magsino	Ryan		

Comments

Generated by xz7xj6

UCC Information

UCC Code	Description	Symptom
M01	Steering - General	Excessive Effort

End of Report

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 addres
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 b[redacted]on page 2.

VEHICLE INDENTIFICATION NUMBER 1GCGICE32F1[redacted]

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

CACCF

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	License MNVET	1GCGTCE32 F1 [redacted]	Page 3 (Last)	Invoic [redacted]

Invoice t[redacted] Driver/Own[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	

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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

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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 | Licens[redacted] 1GCGTCE32 F1[redacted] | Page 1 | Invoic[redacted]

Invoice to

[redacted]
GRANITE BAY, CA
[redacted]

Driver/Owner Information

[redacted]
GRANITE BAY CA
[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

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

[redacted]

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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: T33 PAUL J. HERNANDEZ | 1GCGTCE32 F1 | Page 2 | Invoi

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

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 _____	
	$	DATE	TIME / CUST INITIALS

Adv: T33 PAUL J. HERNANDEZ | Tag G286 | License [redacted] | 1GCGTCE32 F[redacted] | Page 3 (Last) | Invoi[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	

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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 F1[redacted]	Page 1	Invoi[redacted]

Invoice to

[redacted]
GRANITE BAY, CA
[redacted]

Customer/Owner Information

[redacted]
GRANITE BAY, CA
[redacted]

For Office Use

Odometer in: 19328 Out: 19328		Dist: 1GC WAR W I Prelim			
	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

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED

Customer Concern

Concern 40	15805 TRANSMISSION OIL COOLER LINE DISCONNECT		Operation	Tech	Units Amount
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				
Concern 51	CHEVROLET 2014 AND NEWER 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION *** CUSTOMER REQUEST FULL SYNTHETIC***		Operation	Tech	Amount
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

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X [redacted]

CUSTOMER

The Reynolds and Reynolds Company CC7114947 Q (07/13)
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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted] Tag B207 License [redacted] 1GCGTCE32 F1 [redacted] Page 2 In [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	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 Invoic[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
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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: J28 RANDOLPH, LENARD JAMES | Tag B207 | License [redacted] | 1GCGTCE32 F1[redacted] | ge 3 (Last) | Inv[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

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: J28 RANDOLPH, LENARD JAMES | Tag B207 | License [redacted] | 1GCGTCE32 F1[redacted] | Page 1 | Inv[redacted]

Invoice to

[redacted]
GRANITE BAY, CA
[redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
[redacted]

For Billing 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

Concern 40	15805 TRANSMISSION OIL COOLER LINE DISCONNECT	Operation	Tech Units Amount
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		
Concern 51	CHEVROLET 2014 AND NEWER 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION *** CUSTOMER REQUEST FULL SYNTHETIC***	Operation	Tech Amount
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		

35

MAY 24 2016

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X [redacted]

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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: J28 RANDOLPH, LENARD JAMES | Tag B207 | Licen[redacted]GCGTCE32 F1 | Page 2

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 [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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X _____

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

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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	TIME / CUST INITIALS

[redacted]

Adv: J28 RANDOLPH, LENARD JAMES | Tag B207 | License [redacted] | 1GCGTCE32 F1[redacted] | Page 3 (Last) | [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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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: AAG ASHLEY PULLIN	Tag L212	License [redacted]	1GCGTCE32 F[redacted]	Page 1	Inv [redacted]

Invoice to

[redacted]
GRANITE BAY, CA
Cell [redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cell: [redacted]

For Office Use

Odometer in: 15002 Out: 15002	Dist: 1GC WAR W Prelim		
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

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED

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	Operation NC Qty 1	Tech Units A12 0.0 Sell	Amount

JAN 20 2016

CH1

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[redacted]

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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 2 (Last) Invo[redacted]

Invoice to: [redacted] Driver/Owne[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	Licens[redacted]	1GCGTCE32 F1[redacted]	age 1	Inv[redacted]

Invoice to

[redacted]
GRANITE BAY, CA
Cell: [redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cell: [redacted]

For Office Use

Vehicle Information

Odometer in: 14312 Out: 14312	Dist: 1GC WAR C W Prelim		15 CHEVROLET COLORADO 4WD CREW CAB RED		
	MFG: 654001		Stock#: 0215555R		
Begin: 12/19/15	Done: 12/19/15	Invoiced: 12/19/15 14:47 XS	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			

P8526
DEC 19 2015

Parts	Part Number	PO#	Note	Description	Qty	Sell
	000 019303249			FILTER KIT	1	S

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X [redacted]

The Reynolds and Reynolds Company CC714947 Q (07/13)
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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: J57 MICHAEL G BRENNER	Tag L479	License [redacted]	1GCGTCE32 F[redacted]	Page 2 (Last) Invoi[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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CUSTOMER

The Reynolds and Reynolds Company CC714947 Q (07/13)

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TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: J57 MICHAEL G BRENNER	Tag L479	Licens[redacted]	1GCGTCE32 F1[redacted]	Page 1	Invoi[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	15 CHEVROLET COLORADO 4WD CREW CAB RED	
	MFG: 654001			Stock#: 0215555R	
Begin: 12/19/15	Done: 12/19/15	Invoiced: 12/19/15 14:47 XS		Inservice: 10/30/14	Production: 09/03/14 Sold: 11/01/14

Vehicle Information

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				

DEC 19 2015

Parts	Part Number	PO#	Note	Description	Qty	Sell
	000 019303249			FILTER KIT	1	S

[redacted]

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: J57 MICHAEL G BRENNER | Tag **L479** | Licens[redacted] | 1GCGTCE32 F[redacted] | Page 2 (Last)

Invoice to: [redacted] **Driver/Owner:** J[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 Invoic[redacted] **Payment Distribution for Invoice**[redacted]

Attention: The following Invoices also
CUS - CUSTOMERPAY
Estimate 0.00

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TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: G51 ASHLEY A. SHOGREN	Tag G534	License [redacted]	1GCGTCE32 F[redacted]	Page 1	Inv[redacted]

Invoice to

[redacted]
GRANITE BAY, CA
[redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cel [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

Concern 24 Cause Correction	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____ SET TIRE PRESSURE TIRE PRESSURES READINGS LF_35 RF_35 RR_35 LR_35	Operation PRESSURE	Tech Units J22 0.0	Amount
Concern 40 Cause Correction Parts	PREFORM RECALL 14856 CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE EXPIRES WITH BA, SOP HERE RECALL. INSTALLED CLIPS ON BODY AND CHASSIS HARNESSES. Part Number PO# Note Description SPO 023391851 CLIP SPO 023391850 CLIP Part Auth: SHOGREAS 07/25/15 08:26	Operation 40 Qty 1 1	Tech Units J22 0.0 Sell	Amount
Concern 41 Cause Correction Parts	PREFORM RECALL 14888 FRONT-BRAKE CALIPER LEAK, SOP HERE RECALL. REPLACED FRONT BRAKE CALIPERS, PERFORMED BRAKE BLEED. BRAKE PINS WERE DAMAGED ON REMOVAL AND REPLACED WITH NEW ONES. Part Number PO# Note Description SPO 023341891 CALIPER SPO 023341892 CALIPER SPO 021012386 WASHER 000 019299818 FLUID 000 023205469 WTCH *PIN KIT FP- 023341891	Operation 41 Qty 1 1 4 1 2	Tech Units J22 0.0 Sell	Amount

JUL 25 2015

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[redacted]

CUSTOMER

The Reynolds and Reynolds Company CC714947 Q (07/13)

John L. SULLIVAN

CHEVROLET

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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	TIME	CUST INITIALS

[redacted]

Adv: G51 ASHLEY A. SHOGREN | Tag G534 | Licen [redacted] | 1GCGTCE32 F[redacted] | ge 2 (Last) | Invoi [redacted]

Invoice to: [redacted] Driver/Owne[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

********** IMPORTANT **********

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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

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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	

Adv: G51 ASHLEY A. SHOGREN | Tag G534 | License [redacted] | GCGTCE32 F[redacted] | ge 1 | Invoi[redacted]

Invoice to

[redacted]
GRANITE BAY, CA
Cell [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 Cause Correction	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____ SET TIRE PRESSURE TIRE PRESSURES READINGS LF_35 RF_35 RR_35 LR_35	Operation Tech Units Amount PRESSURE J22 0.0
Concern 40 Cause Correction Parts	PREFORM RECALL 14856 CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE EXPIRES WITH BA, SOP HERE RECALL. INSTALLED CLIPS ON BODY AND CHASSIS HARNESSES. Part Number PO# Note Description SPO 023391851 CLIP SPO 023391850 CLIP Part Auth: SHOGREAS 07/25/15 08:26	Operation Tech Units Amount 40 J22 0.0 Qty Sell 1 1 1548.50
Concern 41 Cause Correction Parts	PREFORM RECALL 14888 FRONT-BRAKE CALIPER LEAK, SOP HERE RECALL. REPLACED FRONT BRAKE CALIPERS, PERFORMED BRAKE BLEED. BRAKE PINS WERE DAMAGED ON REMOVAL AND REPLACED WITH NEW ONES. Part Number PO# Note Description SPO 023341891 CALIPER SPO 023341892 CALIPER SPO 021012386 WASHER 000 019299818 FLUID 000 023205489 WTCH *PIN KIT FP- 023341891	Operation Tech Units Amount 41 J22 0.0 Qty Sell 1 1 1540 1 4 1 2 JUL 25 2015

[redacted]

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AUTHORIZED ADD'L REPAIRS	$	X _____			
TOTAL	$	DATE	TIME	CUST INITIALS	

[redacted]

Adv: G51 ASHLEY A. SHOGREN | Tag G534 | Licens[redacted] | 1GCGTCE32 F[redacted] | Page 2 (Last)

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 Invoi[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] [redacted]

Adv: G51 ASHLEY A. SHOGREN	Tag G453	Lic [redacted]	1GCGTCE32 F1 [redacted]	Page 1	In [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

		Operation	Tech	Units	Amount
Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____				
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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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

Adv: G51 ASHLEY A. SHOGREN | Tag G453 | License [redacted] | 1GCGTCE32 F1[redacted] | Page 2 (Last) | Invo[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 Invoic[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 to

[redacted]
GRANITE BAY, CA
Cell: [redacted]

Driver/Owner Information

[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 Cause Correction	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____ SET TIRE PRESSURE TIRE PRESSURES READINGS LF_35 RF_35 RR_35 LR35_	Operation PRESSURE	Tech Units J02 0.0	Amount
Concern 40 Cause Correction	PREFORM RECALL 14856 CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE EXPIRES WITH BA PARTS WHERE ORDERED PARTS WHERE ORDERED	Operation 40	Tech Units J02 0.0	Amount
Concern 41 Cause Correction	PREFORM RECALL 14888 FRONT-BRAKE CALIPER LEAK VERIFIED SMALL LEAK AT CALIPER PARTS WHERE ORDERED	Operation 41	Tech Units J02 0.0	Amount
Concern 54 Cause Correction Parts	CHEVROLET 2014 AND NEWER 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION CHEVROLET 2014 AND NEWER 2 YEAR MAINTENANCE PROGRAM - OIL AND FILTER CHANGE, TIRE ROTATION, AND MULTI POINT INSPECTION 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. Part Number PO# Note Description 000 019303249 FILTER KIT 000 012345885 GOG 5W30 MOBIL1	Operation 0600723	Tech J02	Amount Qty Sell 1 B 6 B

[redacted]

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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 G453 | Licen[redacted] | 1GCGTCE32 F1[redacted] | Page 2 (Last) | Invoic[redacted]

Invoice to: JOHNSON,[redacted] | Driver/Owner[redacted]

Invoiced: 07/18/15 14:40:26 W0 | 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:[redacted]				

Summary of Charges for Invoic[redacted] | Payment Distribution for Invoice[redacted]

Attention: The following Invoices also [redacted]
CUS - CUSTOMERPAY
Estimate 0.00

If you have any questions - please see ASHLEY A. SHOGREN
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TOTAL	$	DATE / TIME / CUST INITIALS	

[redacted]

Adv: AAD STEVEN WHITE	Tag R431	License [redacted]	1GCGTCE32 F1[redacted]	Page 1 (Last)	Invoic[redacted]

Invoice to

[redacted]
GRANITE BAY, CA
Cell: [redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cell: [redacted]

For Office Use

Odometer in: 8229 Out: 8229	Dist: 1GC WAR 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

Concern 40	14818 BODY WIRE HARNESS CHAFE EXPIRES WITH BASE WARRANTY	Operation	Tech	Units / Amount
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	Operation	Tech	Units / Amount
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

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JUN 13 2015

[redacted]

CUSTOMER

The Reynolds and Reynolds Company CC7149947 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	TIME	CUST INITIALS	

[redacted]

Adv: AAD STEVEN WHITE	Tag R431	Licens[redacted]	1GCGTCE32 F1[redacted]	Page 1 (Last)	In[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: 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

X [redacted]

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WARRANTY

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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: J28 RANDOLPH, LENARD JAMES | Tag B207 | Licen[redacted] | 1GCGTCE32 F1[redacted] | Page 1 (Last) | I[redacted]

Invoice to

[redacted]
GRANITE BAY, CA
Cell [redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cell [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 Invoice I36454

TOTAL CHARGE 0.00

Payment Distribution for Invoice I36454

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

The Reynolds and Reynolds Company CC7149947 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	TIME	CUST INITIALS

[redacted]

Adv: J28 RANDOLPH, LENARD JAMES | Tag B207 | License [redacted] | 1GCGTCE32 F1[redacted] | Page 1 (Last) | In[redacted]

Invoice to

[redacted]
GRANITE BAY, CA
Cell [redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cell: [redacted]

For Office Use

Odometer in: 19328 Out: 19328 | Dist: 1GC INT W [redacted] Prelim

MFG: 654001

Begin: 05/13/16 | Done: 05/23/16 | Invoiced: 05/24/16 08:35 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
Cause
Correction
Type: I

CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____
TIRE PRESSURES READINGS LF_35__ RF_35__ RR_35__ LR_35__
TIRE PRESSURES READINGS LF_35__ RF_35__ RR_35__ LR_35__

Operation	Tech	Units		Amount
PRESSURE	F08	0.5	S	0.00
		Subtotal		
TOTAL CHARGE FOR CONCERN				0.00

Summary of Charges for Invoice I36454

TOTAL CHARGE 0.00

Payment Distribution for Invoice I36454

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

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[redacted]

CUSTOMER

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE / TIME / CUST INITIALS	

[redacted]

Adv: AAD STEVEN WHITE | Tag R431 | Licen[redacted] | 1GCGTCE32 F1[redacted] | Page 1 (Last) | I[redacted]

Invoice to

[redacted]
GRANITE BAY, CA
Cell [redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cell [redacted]

For Office Use

Vehicle Informatio[redacted]

Odometer in: 8229	Out: 8229	Dist: 1GC INT 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 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	H10 0.3 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 I[redacted]

TOTAL CHARGE [redacted]0

Payment Distribution for Invoice I03635

INTERNAL 0.00
TOTAL CHARGE 0.00

Customer Waiting

Attention: The following Invoices
WAR - WARRANTY
Estimate 0.00

If you have any questions - please see STEVEN WHITE

[redacted]

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JUN 13 2015
mh34

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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)	In [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: 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

Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	Operation	Tech	Amount
Cause	P	PRESSURE	624	0.00
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

[redacted]

CUSTOMER

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ORIGINAL ESTIMATE (PARTS AND LABOR)	$ 79.95	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	$	DATE 4-19-17 TIME 8:22	CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W005 | Licen[redacted] | 1GCGTCE32 F1[redacted] | Page 1

Invoice to

[redacted]
GRANITE BAY, CA
Cell [redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cell: [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
Cause
Correction

4 WHEEL ALIGNMENT---DRIFTS SLIGHTLY TO THE LEFT.
4 WHEEL ALIGNMENT---DRIFTS SLIGHTLY TO THE LEFT
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]

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

PAID APR 19 2017 BY: [redacted]

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

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]

ND

STOMER

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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 _____		
$	DATE	TIME	CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W005 | Licen[redacted]GCGTCE32 F1[redacted] | Page 2 (Last) | In[redacted]

Invoice to: [redacted] | Driver/Own[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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X _____

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

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 $	Rental	X _____	
TOTAL $		DATE	TIME / CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W932	Licens[redacted]	1GCGTCE32 F1[redacted]	Page 1 (Last)	Invo[redacted]

Invoice to

[redacted]
GRANITE BAY, CA
Cell: [redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cell [redacted]

For Office Use

Odometer in: 33505 Out: 33506	Dist: 1GC CUS 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 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 Invo[redacted]

SUBLET REPAIRS	42.00
TOTAL CHARGE	42.00

Payment Distribution for Invoice [redacted]

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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[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	$ Verbal	DATE 3/15/17 TIME 9:49	CUST INITIALS [redacted]

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W841 | Licen[redacted] | 1GCGTCE32 F1[redacted] | Page 1

Invoice to

[redacted]
GRANITE BAY CA
C[redacted]

Driver/Owner Information

[redacted]
GRANITE BAY CA
[redacted]

For Office Use

Odometer in: 33392 Out: 33399 | Dist: 1GC CUS 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

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

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 0.01

PAID
PAID MAR 15 2017 PAID
BY: V181 55.77
DW K51

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The Reynolds and Reynolds Company CC7149947 Q (07/13)

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A Member of the Sullivan Automotive Group

CHEVROLET

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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

Adv: 340 WILLIAM J. DHANIS | Tag W841 | Licen[redacted] | 1GCGTCE32 F1[redacted] | Page 2 (Last) | Inv[redacted]

Invoice to: [redacted] | Driver/Owner J[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 _____

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ORIGINAL ESTIMATE (PARTS AND LABOR)	$ 49.95	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	$ AA	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) Invoi[redacted]

Invoice to: JOHNSON, SCOTT (MR)	Driver/Owner: JOHNSON, SCOTT (MR)
Invoiced: 01/14/17 14:50:02 LC	15 CHEVROLET COLORADO 4WD CREW CAB RED [redacted]

Summary of Charges for Invoice [redacted]

PARTS	
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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[redacted]

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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	Licens[redacted]	1GCGTCE32 F11[redacted]	Page 1	In[redacted]

Invoice to:

[redacted]
GRANITE BAY, CA
[redacted]

Driver/Owner Information

[redacted]
GRANITE BAY, CA
Cel[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
Type: CM		TOTAL CHARGE FOR CONCERN			52.89

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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	Licens [redacted]	1GCGTCE32 F1 [redacted]	Page 2 (Last)	Inv [redacted]

Invoice to: [redacted] **Driver/Owner** [redacted]

Invoiced: 09/17/16 11:34:09 SG

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
Cause	CUSTOMER REQUESTS MULTIPOINT INSPECTION
Correction	COMPLETED MULTIPOINT INSPECTION
Type: OFS	

Operation	Tech	Amount
MP	L09	0.00
	Subtotal	
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 (F)
BY: VISA
KC 2 L14

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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: H24 MARK EDWIN ROGERS	Tag Q480	Lice[redacted]	1GCGTCE32 F1[redacted]	Page 1	Inv[redacted]	

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 24787 Out: 24787	Dist: 1GC CUS C Prelim		
	MFG: 654001		
Begin: 09/17/16	Done: 09/17/16	Invoiced: 09/17/16 11:34 3G	

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____
Cause	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS
Correction	TIRE PRESSURES READINGS LF_35 RF_35 RR_35LR_35
Type: OFS	

Operation	Tech	Amount
PRESSURE	L09	0.00
	Subtotal	
TOTAL CHARGE FOR CONCERN		0.00

Concern 25	CUSTOMER REQUESTS *** MOBIL 1 *** MAINTENANCE I SERVICE
Cause	CUSTOMER REQUESTS *** MOBIL 1 *** MAINTENANCE I SERVICE
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

Operation	Tech		Amount
MIC	L09	S	3.95

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]	GCGTCE32 F[redacted]	Page 1 (Last)

Invoice to

[redacted]

Driver/Owner Information

[redacted]

Vehicle Information

Odometer in: 19370 Out: 19370	Dist: 1GC CUS 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

		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		Payment Distribution for Invoice C37713	
TOTAL CHARGE	0.00	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	Authorization	Approval Amount	UserID	Date
$0.00							HASSLEJA	05/25/16 11:38

If you have any questions - please see PAUL J. HERNANDEZ

MAY 27 2016

[redacted]

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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	License [redacted]	1GCGTCE32 F[redacted]	Page 2 (Last)	[redacted]

Invoice to [redacted] Driver/Owne [redacted]

Invoiced: 12/19/15 14:47:26 XS

15 CHEVROLET COLORADO 4WD CREW CAB RED

Summary of Charges for Invoice C21818		Payment Distribution for Invoice C21818	
SUBLET REPAIRS	43.00	TOTAL CHARGE	63.45
GAS-OIL-GREASE	19.02		
SUB-TOTAL	62.02	CASH DUE	63.45
SALES TAX	1.43		
TOTAL CHARGE	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
DEC 19 2015
PAID BY: [redacted]

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[redacted]

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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] [redacted] [redacted] [redacted]

Adv: J57 MICHAEL G BRENNER	Tag [redacted]	License [redacted]	CGTCE32 F[redacted]	Page 1	Inv [redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 14312 Out: 14312		Dist: 1GC CUS C W Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED		
	MFG: 654001		Stock#: 0215555R		
Begin: 12/19/15	Done: 12/19/15	Invoiced: 12/19/15 14:47 XS	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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I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE

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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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	Licen[redacted]	1GCGTCE32 F1[redacted] e 1

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

Vehicle Information

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 FO[redacted] FOR TOO LONG MAY CAUSE ADDITIONAL DAMAG[redacted]. PARTS AND LABOR LABOR PRICES ARE SUBJE[redacted]

Estimate Approval Signature

PAID JUL 18 2015 BY: Atm

Estimate and Approval[redacted]

[redacted]

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[redacted]

PARTS AND

CUSTOMER

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: G51 ASHLEY A. SHOGREN | Tag G453 | License [redacted] | 1GCGTCE32F[redacted] | Page 2 (Last)

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 to:

[redacted]

Driver/Owner Information

[redacted]

For Office Use

Odometer in: 6370 Out: 6370	Dist: 1GC WAR C W Prelim		
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

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED

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

CTH78
APR 22 2015

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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 2 (Last)
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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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted] [redacted] [redacted]

Adv: H25 LEROY JACK LAMBERT	Tag Y118	License [redacted]	1GCGTCE32 F1 [redacted]	Page 1	Inv [redacted]

Invoice to	Driver/Owner Information
[redacted]	[redacted]

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

CA7778
APR 22 2015

[redacted]

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: H25 LEROY JACK LAMBERT	Tag Y118	License [redacted]	1GCGTCE32 F1 [redacted]	Page 2 (Last)	In [redacted]

Invoice [redacted] Ver/Own [redacted]

Invoiced: 04/22/15 11:14:57 T8

15 CHEVROLET COLORADO 4WD CREW CAB RED

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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 F[redacted]	Page 1

Invoice to

[redacted]

Driver/Owner Information

[redacted]

For Office Use

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	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 LF_35 RF_35 RR35_ LR_35			
	Line Auth: 04/28/17 13:41			
Concern 51	CUSTOMER STATES THE SERVICE POWER STEERING MESSAGE DRIVE WITH CARE IS COMING BACK ON. CHECK AND ADVISE. TRACTION CONTROL MESSAGES THERE AS WELL	Operation	Tech	Units / Amount
Cause	CUSTOMER STATES THE SERVICE POWER STEERING MESSAGE DRIVE WITH CARE IS COMING BACK ON. CHECK AND ADVISE. TRACTION CONTROL MESSAGES THERE AS WELL	51	L01	0.0
Correction	REPLACED STEERING GEAR ASSEMBLY PROGRAMMED AND SET UP WCC 316BBAND SET TOE. HAVE NO ROAD TEST VEHICLE DUE TO TIME			
Parts	Part Number / PO# / Note / Description	Qty		Sell
	UPS FREIGHT	1		
	SPO 023353848 GEAR	1		
	FP- 023353848			
Concern 52	RENTAL CAR	Operation	Tech	Units / Amount
Cause	RENTAL CAR	52	L01	0.0
Correction	RENTAL CAR			
Parts	Part Number / PO# / Note / Description	Qty		Sell
	008294 JLS RENTAL	1		

APR 28 2017

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[redacted]

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AUTHORIZED ADD'L REPAIRS	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W034 | Lic[redacted] | 1GCGTCE32 F1[redacted] | age 2

Invoice t[redacted] | Driver/C[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 W72685

Payment Distribution for Invoice W72[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 | License [redacted] | 1GCGTCE32 F1[redacted] | Page 3 (Last) | Inv

Invoice to: [redacted]

Driver/Owner: [redacted]

Invoiced: 0[redacted]

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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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 F1[redacted]	e 1	I[redacted]

Invoice to [redacted]

Driver/Owner Information [redacted]

For Office Use

Odometer in: 34876 Out: 34887	Dist: 1GC WAR 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 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.			
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: 008259 — PO#: — 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

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X [redacted]

CUSTOMER

The Reynolds and Reynolds Company CC714947 Q (07/13)

John L. SULLIVAN CHEVROLET

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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: 340 WILLIAM J. DHANIS	Tag W005	Lice[redacted]	Page 2
Invoice to: [redacted]		Driver/Own[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 W72079	Payment Distribution for Invoice W72079

Attention: The following Invoices also exist
. CUS - CUSTOMERPAY
Estimate 0.01

If you have any questions - please see WILLIAM J. DHANIS

********** 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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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]

Adv: 340 WILLIAM J. DHANIS | Tag W005 | Licens[redacted] | 1GCGTCE32 F[redacted] | age 3 (Last) | Inv[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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CUSTOMER

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AUTHORIZED ADD'L REPAIRS $	X _____		
TOTAL $	DATE	TIME	CUST INITIALS

Adv: 340 WILLIAM J. DHANIS | Tag W005 | License [redacted] | 1GCGTCE32 F1[redacted] e 1

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

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.			
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# 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.			

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[redacted]

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W005 | License MNVET | 1GCGTCE32 F1 [redacted] ge 2 | I[redacted]

Invoice to: [redacted] Driver [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 [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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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W005 | License [redacted] | GCGTCE32 F1[redacted] | Page 3 (Last) | In[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	Licen[redacted]	1GCGTCE32 F1[redacted]	Page 1	In[redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

Odometer in: 33505 Out: 33506	Dist: 1GC WAR C W Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED	
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

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: 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]

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W932 | Licens[redacted] GCGTCE32 F1[redacted] | Page 2

Invoice to [redacted] | Driver/Owner[redacted]

Invoiced: 03/23/17 13:06:35 M6 | 15 CHEVROLET [redacted]

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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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 | Lic[redacted] | 1GCGTCE32 F[redacted] | age 3 (Last) | In[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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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] | [redacted]GTCE32 F1[redacted]1 | Invoic[redacted]

Invoice to

[redacted]

Driver/Owner Information

[redacted]

Odometer in: 33505 Out: 33506	Dist: 1GC WAR C W Prelim	15 CHEVROLET COLORADO 4WD CREW CAB RED	
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

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	Qty			Sell
	000 012610560 VALVE	1			
	FP- 012610560				

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
********** IMPORTANT **********
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MAR 23 2017

[redacted]

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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 MNVET	1GCGTCE32 F1	Page 2
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]

Adv: 340 WILLIAM J. DHANIS | Tag W932 | Licens[redacted] | 1GCGTCE32 F1 | Page 3 (Last)

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

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____ .				
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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[redacted]

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AUTHORIZED ADD'L REPAIRS $	X _____		
TOTAL $	DATE	TIME	CUST INITIALS

Adv: 340 WILLIAM J. DHANIS | Tag W841 | Licen [redacted] | 1GCGTCE32 F1 [redacted] ge 2 | In [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
********** IMPORTANT **********
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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 [redacted] e 3 (Last)

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: 340 WILLIAM J. DHANIS | Tag W841 | License [redacted] | 1GCGTCE32 F[redacted] | Page 1

Invoice to

[redacted]

Driver/Owner Information

[redacted]

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	L53	0.0	
Correction	REPROGRAMMED BOTH ECM AND TCM WITH LATEST UPDATED PROGRAMMING CODE S0387. ROAD TESTED TRANS OPERATING AS DESIGNED.				

2810/85 150

MAR 15 2017

DV K51

Summary of Charges for Invoice W68088

Payment Distribution for Invoice W68088

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AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS	Tag W841	Licens[redacted]	1GCGTCE32 F1[redacted]	2
Invoice t[redacted]			Driver/Own[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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AUTHORIZED ADD'L REPAIRS	$	X _____	
	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: 340 WILLIAM J. DHANIS | Tag W841 | Lic[redacted] | 1GCGTCE32 F1[redacted] | Page 3 (Last) | Inv[redacted]

Invoice to [redacted] | Driver/Own[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]	GCGTCE32 F1 [redacted]	Page 2	Invo [redacted]

Invoice to [redacted]	Driver/Owner: [redacted]
Invoiced: 11/05/16 16:34:48 10	15 CHEVROLET COLORADO 4WD CREW CAB RED

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CUSTOMER

The Reynolds and Reynolds Company CC714947 Q (07/13)

John L. SULLIVAN
CHEVROLET
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ORIGINAL ESTIMATE (PARTS AND LABOR)	$	ADD'L REPAIRS OK'D BY	I acknowledge notice and oral approval of an increase in the original estimated price.
AUTHORIZED ADD'L REPAIRS	$	X _____	
TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: AAD STEVEN WHITE | Tag [redacted] | Licen[redacted] | 1GCGTCE32 F1[redacted] | Page 3 (Last) | Inv[redacted]

Invoice to: [redacted] | Driver/Owner: [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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CUSTOMER

The Reynolds and Reynolds Company CC714947 Q (07/13)

John L. SULLIVAN

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BAR #AA-001851

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TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: AAD STEVEN WHITE	Tag R726	Lic [redacted]	1GCGTCE32 F1 [redacted]	age 1 / Inv [redacted]

Invoice to [redacted]

[redacted]/Owner Information [redacted]

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

		Operation	Tech	Units	Amount
Concern 24	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____				
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: 000 025518880 INSF NUT; FP- 025518880	Qty 1		Sell	
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 **********

[redacted]

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AUTHORIZED ADD'L REPAIR	$	X _____		
TOTAL	$	DATE	TIME	CUST INITIALS

[redacted]

Adv: AAD STEVEN WHITE	Tag R726	Lic[redacted]	1GCGTCE32 F1[redacted]	Page 2

Invoice to: [redacted] Driver/Own[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]

Adv: K38 JAMES T. CARTER	Tag Y772	Licer [redacted]	1GCGTCE32 E [redacted]	age 1 Invoi [redacted]

Invoice to [redacted]

Driver/Owner Information [redacted]

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	CHECK TIRE PRESSURES AND ADJUST AS NECESSARY TO MANUFACTURES SPECIFICATIONS AND RECORD LF____ RF____ RR____ LR____	Operation	Tech Units	Amount
Cause	SET TIRE PRESSURES	PRESSURE	H41 0.0	
Correction	TIRE PRESSURES READINGS LF35_ RF35_ RR35_ LR_35			
Concern 51	27620 INCORRECT TRAILER HITCH	Operation	Tech Units	Amount
Cause	RECALL 27620	9102215	H41 0.2	
Correction	INSPECT AND VERIFY PROPER TRAILER HITCH INSTALLED Part Auth: CARTERJA 07/02/16 10:33			
Concern 52	15805 TRANS OIL COOLER LINE DISCONNECT	Operation	Tech Units	Amount
Cause	RECALL 15805	9102010	H41 0.2	
Correction	INSPECT TRANSMISSION FLUID COOLER INLET AND OUTLET PIPE INSTALLATION Line Auth: 07/02/16 10:33 Part Auth: CARTERJA 07/02/16 10:33			

Summary of Charges for Invoice W41712

Estimate 0.00

Payment Distribution for Invoice W41712

Customer Waiting

If you have any questions - please see JAMES T. CARTER

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AUTHORIZED ADD'L REPAIRS	$	X _____		
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 Y77[redacted] | [redacted] | 1GCGTCE32 F1[redacted] | age 3 (Last) | Invoi[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: K38 JAMES T. CARTER	Tag Y772	License [redacted]	1GCGTCE32 F1 [redacted]	Page 1	Invo [redacted]

Invoice to

[redacted]

Driver/Owner Info:

[redacted]

For Office Use

Odometer in: 20720 Out: 20720	Dist: 1GC WAR W Prelim		
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

Vehicle Information

15 CHEVROLET COLORADO 4WD CREW CAB RED

Customer Waiting

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 PRESSURES	PRESSURE	H41	0.0	
Correction	TIRE PRESSURES READINGS LF35_ RF35_ RR35_ LR_35				
Concern 51	27620 INCORRECT TRAILER HITCH	Operation	Tech	Units	Amount
Cause	RECALL 27620	9102215	H41	0.2	
Correction	INSPECT AND VERIFY PROPER TRAILER HITCH INSTALLED Part Auth: CARTERJA 07/02/16 10:33				
Concern 52	15805 TRANS OIL COOLER LINE DISCONNECT	Operation	Tech	Units	Amount
Cause	RECALL 15805	9102010	H41	0.2	
Correction	INSPECT TRANSMISSION FLUID COOLER INLET AND OUTLET PIPE INSTALLATION Line Auth: 07/02/16 10:33 Part Auth: CARTERJA 07/02/16 10:33				

Summary of Charges for Invoice W41712

Estimate 0.00

Payment Distribution for Invoice W41712

Customer Waiting JUL 02 2016

If you have any questions - please see JAMES T. CARTER

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TOTAL	$	DATE	TIME / CUST INITIALS

[redacted]

Adv: K38 JAMES T. CARTER	Tag Y772	License [redacted]	1GCGTCE32 F1	Page 2	Invoic

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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[redacted]

Adv: K38 JAMES T. CARTER | Tag Y772 | Licens[redacted] 1GCGTCE32 F1 | Page 3 (Last) | Invoi[redacted]

Invoice to: JOHNSON, [redacted] Driver/Owner [redacted]

Invoiced: 07/02/16 10:36:30 TO 15 CHEVROLET [redacted]

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 Info [redacted]

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	Tech Units	Amount
Cause	FAULTY SHIFTER CONTROLLER	51	866 0.0	
Correction	VERIFIED THAT WHEN LIFTING THE SHIFTER SWITCH DOSE NOT CLOSE , SPECIAL ORDER SHIFTER , REPLACE SHIFTER CONTROLLER	Qty	Sell	
Parts	Part Number PO# Note Description SPO 023397472 CONTROL FP- 023397472	1		
Concern 52	GOODWILL RENTAL 1 DAY	Operation	Tech Units	Amount
Cause	RENTAL	52	866 0.0	
Correction	RENTAL	Qty	Sell	
Parts	Part Number PO# Note Description 005695 JLS RENTAL	1		
Concern +53	ADDED AFTER REPAIR ORDER WRITTEN, HARD STARTING AT TIMES.	Operation	Tech Units	Amount
Cause	BAD CELL IN BATTERY	53	866 0.0	
Correction	WON'T CRANK , TEST BATTERY AND FAILED	Qty	Sell	
Comment	AUTH ADD ON LINE, CUSTOMER ADDED AFTER RO WRITTEN.	1		
Parts	Part Number PO# Note Description 000 088865244 48-PS BATTERY Manager Approval 1: 05/26/16 07:46 CASEPENN			

MAY 27 2016

[redacted]

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CUSTOMER

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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 | License [redacted] | 1GCGTCE32 F1[redacted] | Page 2 | Invoi[redacted]

Invoice to: [redacted] | Driver/Owne[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.

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 DEAL [redacted]

(WITH ARBITRATION PROVISION)

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 [redacted]	Odometer	Primary Use
USED	2015	CHEVROLET	COLORADO	CREW CAB	1GCGTCE32F1	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
Make NISSAN
Model TITL ARMADA

A. Agreed Upon Value of Trade-In $ 4,800.00
B. Prior Credit or Lease Balance − $ N/A
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 [redacted]
Deductibles: Collision $ 500 Comprehensive $ 50[redacted]

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.

This Lease[redacted] ANGED
to the Leas[redacted] ting to this Lease. Any change
No oral changes are binding.
Lessee S[redacted]
Co-Less[redacted]

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

Agreement t[redacted]t, pursuant to the Arbitration Provision on the reverse side of this Lease, you or we may elect to resolve any dispute b[redacted]urt action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Lessee Signs[redacted] Co-Lessee Signs X _____

SOL[redacted] TO LENDER'S CREDIT APPROVAL

Lessor's Right to Cancel. If Lessee(s) sig[redacted]ection 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

California law does not provide for a "cooli[redacted]OFF PERIOD
herefore, you cannot later cancel this lease simply because you change your mind, decided the vehicle costs too much, or wi[redacted] 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 ARBITRA[redacted] SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED THIS LEASE.

LESSEE SIGNATURES

Lessee Si[redacted] Date 11/01/14 | **Co-Lessee Signature** Date 11/01/14
Type/Print [redacted] | Type/Print Co-Lessee Name
Commerc[redacted] Date _____ By _____
Type/Print Name _____ Type/Print Title _____

LESSOR'S ACCEPTANCE

The Lessor's authorized signature indicates the Lessor has accepted the terms, co[redacted]is Lease.

Lessor Name: JOHN L. SULLIVAN CHEVROLET
Lienholder Name: WELLSFRGO AS CTL AGT
Assignee Name: ACAR Leasing Ltd.

By: [redacted]
Typ[redacted]
Type/Print Title: Sales Manager

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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

2015 COLORADO 4WD Z71 CREW LONG BOX — GENERAL MOTORS LLC
G7P RED ROCK METALLIC /V6G
HH1 JET BLACK — RENAISSANCE CENTER
ORDER NO. RWDKSF/TRD 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. 085
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** NEW	**COUNTY OF RESIDENCE** 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. B7070260

☐ AND ☐ OR (2) LESSEE: [redacted] — 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 [redacted]

ADDRESS PO BOX 1028 ROSEVILLE

DEALER'S NUMBER 8610 — SALESPERSON'S NUMBER (IF OWNER, WRITE "OWNER") S032447

SIGNATURES (1) [redacted] (2) X

MI [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

CUSTOMER NAME: SCOTT JOHNSON [redacted] #[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 De[redacted]r personal/business use and not resale and I took delivery on 11/11/4. I ack[redacted] and release GM from any future claim or obligation for incentive(s) on this[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 b[redacted]y OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amo[redacted]edit or debit card information will be provided at least 30 days prior to any charges. Current pricing a[redacted]can be found at www.onstar.com.

Purchaser/Lessee Signat[redacted] **Date:** 10/11/4

The undersigned person, a[redacted]ormation on this application is true and correct and the Incentive Payments, OnStar Vehicle Software; OnStar Terms and Conditions; Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser/lessee who ha[redacted] through this dealership and that properly completed accurate delivery data has been forwarded to General M[redacted]

Authorized Dealer Signatu[redacted] **Date:** 10/11/4

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: 5N1AA08B84N718195

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 [redacted]

VEHICLE IDENTIFICATION NUMBER
5N1AA08B84N [redacted]

BODY TYPE MODEL
UT

DATE ISSUED
02/16/2014

DATE FIRST SOLD
00/00/2004

CLASS
KX

MAKE
NISS

Yr. Model
2004

TYPE VEH.	MP	AX	WC	UNLADEN/G/CGW	TOTAL FEES PAID
120	G			3100	$156

REGISTERED OWNER

[redacted]
GRANITE BAY CA [redacted]

LIENHOLDER
0

R0070
L0038

[redacted]

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

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

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*88009

MODEL & FACTORY OPTIONS	MSRP	INV AMT
12V43 COLORADO 4WD Z71 CREW LONG	34415.00	31145.58
LFX ENGINE, 3.6L SIDI DOHC V6 VVT	N/C	N/C
MYB TRANSMISSION, 6-SPD AUTOMATIC	N/C	N/C
UQA AUDIO SYSTEM- PREMIUM BOSE	500.00	425.00
Z82 TRAILERING EQUIPMENT PACKAGE:	250.00	212.50

RETAIL - STOCK
INVOICE 09/23/14
SHIPPED 09/04/14
EXP I/T 09/24/14
INT COM 09/24/14
PRC EFF 09/03/14
KEYS Z1540 Z1540
QTR
CHG-TO 88-009
SHIP-TO 06-081
JOHN L. SULLIVAN
ROSEVILLE CA

SHIP WT: 4432
HP: 32.9
GVWR: 6000
GAWR.FT: 3200
GAWR.RR: 3500
NTR: 1/2
DAN: WRLUB
QRD1 31775.63
QRD2 30743.18
QRD3 29538.65
QRD4 29538.65

TOTAL MODEL & OPTIONS	35165.00	31783.08	ACT 237 32658.08
DESTINATION CHARGE	875.00	875.00	
TOTAL	36040.00	32658.08	PAY 310 32658.08

****
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.
****

VSSM CENTRAL OFFICE WAREHOUSE
DO NOT SHIP 100 REN CTR MC:482-A13-A
DETROIT MI 48265-0001

Overallowance/Negative Equity/Incentives Form (Non-Florida)

Customer: [redacted]	**SR #:** [redacted]	**BBB#:** [redacted]

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	34595.00
MSRP (from BARS Invoice screen)	- 36040.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -1445.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

Section 2

Trade Allowance (from Bill of Sale)	0.00
Actual Cash Value (ACV) (from ACV Statement)	- 0.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

Section 3

Trade Allowance (from Bill of Sale)	0.00
Payoff on Trade (from Bill of Sale)	- 0.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher that the Trade Allowance. This is Negative Equity.	= 0.00

Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	34595.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 0.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 34595.00

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.

Javad Jaffery Karim (C)

From: Javad Jaffery Karim (C)
Sent: Monday, May 15, 2017 1:46 PM
To: Steve Franklin
Subject: RE: Case Recommendation for BBB Case VIN: 1GCGTCE32F11[redacted] John L. Sullivan Chevrolet, BAC: 112104, Customer[redacted] SR#[redacted]

Good morning Steve,

I wanted to check in with you about this case. I am ready to present a trade to the customer before the end of today, as this vehicle is leased I believe offering a straight repurchase would be better for this instance.

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: Friday, May 12, 2017 12:48 PM
To: Steve Franklin
Cc: leonard.deprez@gm.com
Subject: Case Recommendation for 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 Steve,

I would like to offer this customer a straight repurchase of their vehicle at this time. Leonard has already agreed, during the previous case, that a repurchase is prudent but I need your authority before I can offer a straight. This customer is in a leased vehicle, which I believe it would be easier to simply buy them out of rather than trade them.

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, as this customer has had two recent incidents with his steering failing on him while driving. Additionally the customer is currently leasing this vehicle which, 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: Friday, May 12, 2017 11:54 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,

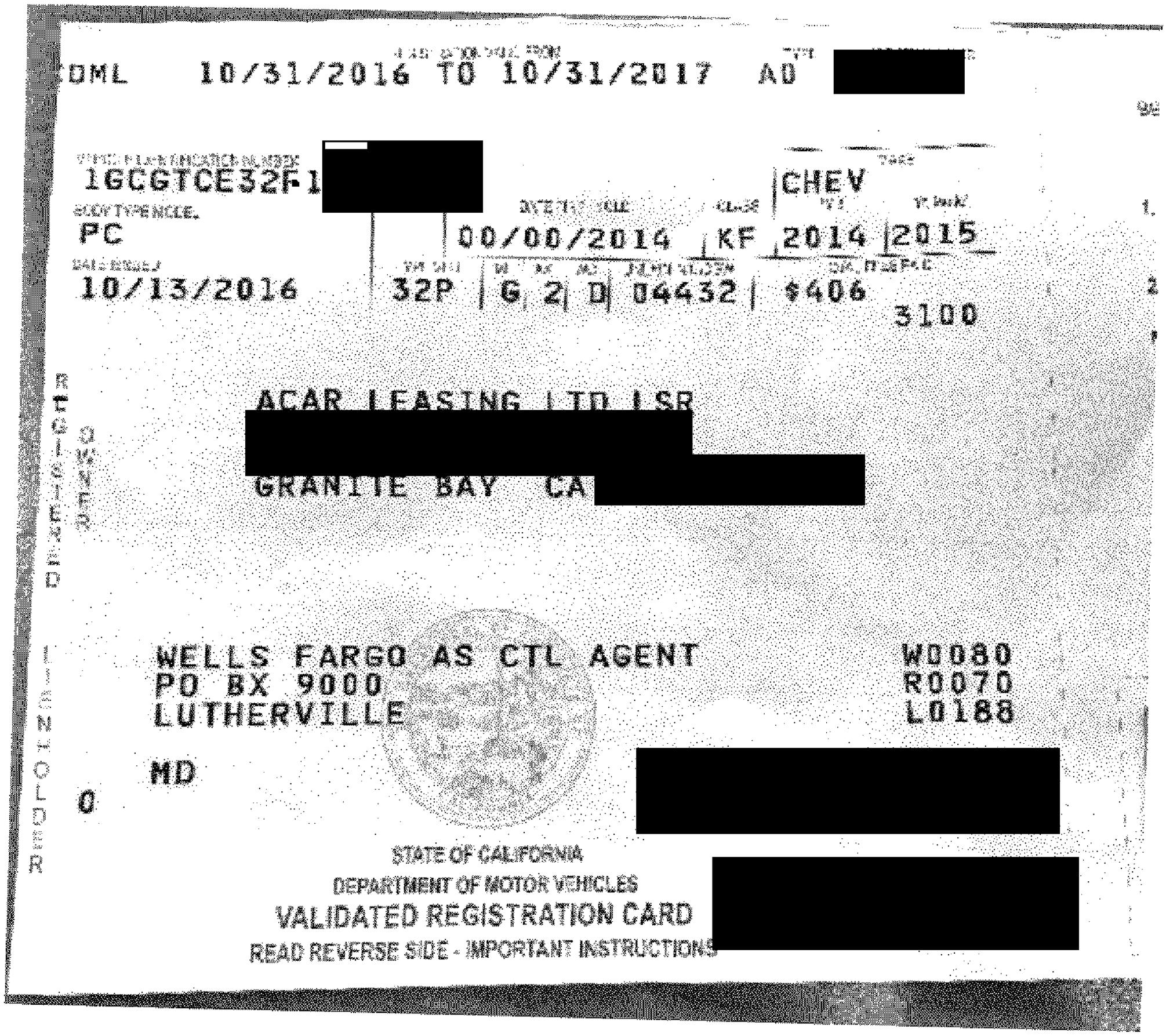
Note, this case is a reopening of the case previously numbered [redacted]

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


COML 10/31/2016 TO 10/31/2017 AD [redacted]
1GCGTCE32F1 [redacted]
CHEV
PC
00/00/2014 KF 2014 2015
10/13/2016
32P G 2 D 04432 $406
3100
ACAR LEASING LTD LSR
[redacted]
GRANITE BAY CA [redacted]
OWNER
REGISTERED
LIENHOLDER
WELLS FARGO AS CTL AGENT
PO BX 9000
LUTHERVILLE
MD
0
W0080
R0070
L0188
[redacted]
STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS
[redacted]

Javad Jaffery Karim (C)

From:	Javad Jaffery Karim (C)
Sent:	Friday, May 12, 2017 12:48 PM
To:	Steve Franklin
Cc:	'leonard.deprez@gm.com'
Subject:	Case Recommendation for BBB Case VIN: 1GCGTCE32F1[redacted]9, John L. Sullivan Chevrolet, BAC: 112104, Customer[redacted]
Attachments:	1[redacted] Case Assessment.xls

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 Steve,

I would like to offer this customer a straight repurchase of their vehicle at this time. Leonard has already agreed, during the previous case, that a repurchase is prudent but I need your authority before I can offer a straight. This customer is in a leased vehicle, which I believe it would be easier to simply buy them out of rather than trade them.

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, as this customer has had two recent incidents with his steering failing on him while driving. Additionally the customer is currently leasing this vehicle which, 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: Friday, May 12, 2017 11:54 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: 8[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,

Note, this case is a reopening of the case previously numbered [redacted]

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

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Javad Karim 866-790-5700 X591502 javadjaffery.karim@gm.com
Created Date: 05/22/2017

Vehicle Info

***VIN:**	1GCGTCE32F1[redacted]	**MSRP:**	36040.0	***TAC #:**	N/A
Year:	2015	**Make:**	Chevrolet	**Model:**	Colorado

Vehicle Comments & TAC Explanation:
No TAC Case

***Date Reviewed with Customer:**	05/09/2017	***Repurchase Mileage:**	35000
Original Purchase Date:	11/01/2014	*** Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
*** Names(s) on Title:**	[redacted]	*** Title State:**	CA		
*** Primary Owner:**	[redacted]				
*** Address**	[redacted]				
*** City**	Granite Bay	*** State**	CA	*** ZIP Code:**	[redacted]
*** Day Phone:**	[redacted]	*** Home Phone:**		*** Cell Phone:**	
*** E-mail:**	[redacted]	*** Fax Phone:**		*** Exec Init Repurchase:**	N
*** Reason Repurchase**	Steering Column Locked up				

UCC Codes (M0112) Steering - General - Power - Lack of

Vehicle Lien Holder

Type of Secured Interest:	Lease Buyout	*** Company:**	GM Financial	**Account #:**	
Contact or Attention:					
Address					
City		**State**	CA	**ZIP Code:**	
Day Phone:	1 (800) 284-2271	**Fax:**		**E-mail:**	

Original Selling Dealer

*** Dealer #:**	112104	**Dealer Name:**	JOHN L. SULLIVAN CHEVROLET		
Region:	10	**District:**	1113		
*** Phone:**	(916) 782-1243	**Fax:**	(916) 782-2487		
*** Contact Name:**	Penny Crisp	*** Contact Title:**	Service Manager	**E-Mail:**	

Repurchasing Dealer: -

Repair

*** Contact Name:**	Penny Crisp	*** Contact Title:**	Service Manager

Vehicle Location: -



Case Number: [redacted]

Originator Name: Javad Karim 866-790-5700 X591502 javadjaffery.karim@gm.com
Created Date: 05/22/2017

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	CA	*** Type:**	Straight Repurchase
Source:	ADR Mediated		
Replacement VIN:			-
Compliance Date:	2017-07-01	**Compliance Type:**	BBB Mediated
MSRP:	0.0	**Order #:**	

Repurchase:

Follow Settlement letter for Lease repurchase guidelines and usage

*** Processing Instructions:**

Disposition:

Inspect and auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

BBB AUTO LINE

May 16, 2017

[redacted]
GRANITE BAY CA [redacted]

Re [redacted] vs Chevrolet Motor Division 1GCGTCE32F1 [redacted]

Dear Mr. [redacted]

I am writing to confirm the terms of the settlement between you and the manufacturer that resolves the BBB AUTO LINE claim you filed.

The terms of the settlement are as follows:

General Motors (hereafter 'GM') and Mr. [redacted] (hereafter 'consumer') have reached an agreement in good faith involving consumers' 2015 Chevrolet Colorado.

To the Lessor:
1. The pay-off amount due pursuant to the lease agreement;
2. Minus the amount of any security deposit held by the lessor;
3. Minus the amount of any refund due to the lessor for the unexpired term of a service contract or insurance included in the lease agreement.

To the Lessee:
1. Collateral charges. Official fees paid by the lessee including sales tax, license fees, and registration fees;
2. Incidental damages. Reasonable expenses incident to the vehicle problem for which the manufacturer is repurchasing the vehicle, not including charges for which the consumer is justly responsible. Incidental damages include but are not limited to the following:
• Reasonable repair, towing and rental car costs actually incurred by the consumer, and
• Prepayment penalties, early termination charges and earned finance charges, if actually paid, incurred, or to be incurred by the consumer;
3. Base monthly payments (total monthly payment minus collateral charges) made by the lessee to the lessor up to the time of repurchase;
4. The amount of any trade-in or deposit made by the lessee (capitalized cost reduction); and
5. The amount of any security deposit held by the lessor.

Usage deduction will be applied to the transaction based on 14,312 miles. The award will not include any manufacturer rebate or

manufacturer-sponsored credit card earnings the customer received or used as a down payment or capitalized cost reduction. The consumer is responsible for removing any aftermarket items without causing further damage along with any damage to the vehicle not attributable to normal wear and tear. The manufacturer shall provide the consumer a copy of the final repurchase figures for review and signature.
The consumer will be contacted by a General Motors representative regarding the implementation of this agreement. The terms of this settlement will be carried out no later than 45 days from the date of this letter.

If your understanding of this settlement differs from what is written above, please call me immediately at 800.955.5100. If I do not hear from you within eight days from the date of this letter, it will be assumed the above terms of the settlement are correct.

I will follow up with you after the date for performance of the settlement to confirm that all required actions have been satisfactorily completed. Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 120 days from the date of this letter, I will reopen your case based on the age and mileage of your vehicle at the time you filed your current claim. If you wish to reopen your case more than 120 days from the date of this letter, I will determine whether your claim is within BBB AUTO LINE's jurisdiction based on the age and mileage of your vehicle at that time.

I am happy we have been able to help you in reaching an agreeable resolution of you claim. Please contact me at 800.955.5100 if you have any questions.

Sincerely,

Santiago Gonzalez (Ext. 530)

Javad Jaffery Karim (C)

From: Steve Franklin
Sent: Monday, May 15, 2017 8:38 PM
To: Javad Jaffery Karim (C)
Subject: RE: Case Recommendation for BBB Case VIN: 1GCGTCE32F[redacted] John L. Sullivan Chevrolet, BAC: 112104, Customer: [redacted]

And you should Skype/text me if you have a quick question like this. That way I won't be answered you at 5:37 PST.

Steve Franklin
Business Resource Support Manager
Customer Care & Aftersales – Western Region
steve.franklin@gm.com
C [redacted]

From: Steve Franklin
Sent: Monday, May 15, 2017 5:36 PM
To: Javad Jaffery Karim (C) <javadjaffery.karim@gm.com>
Subject: RE: Case Recommendation for BBB Case VIN: 1GCGTCE32F[redacted] John L. Sullivan Chevrolet, BAC: 112104, Customer: [redacted]

I agree.

Steve Franklin
Business Resource Support Manager
Customer Care & Aftersales – Western Region
steve.franklin@gm.com
C [redacted]

From: Javad Jaffery Karim (C)
Sent: Monday, May 15, 2017 10:46 AM
To: Steve Franklin <steve.franklin@gm.com>
Subject: RE: Case Recommendation for BBB Case VIN: 1GCGTCE32F1[redacted], John L. Sullivan Chevrolet, BAC: 112104, Customer: [redacted]

Good morning Steve,

I wanted to check in with you about this case. I am ready to present a trade to the customer before the end of today, as this vehicle is leased I believe offering a straight repurchase would be better for this instance.

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: Friday, May 12, 2017 12:48 PM
To: Steve Franklin
Cc: leonard.deprez@gm.com
Subject: Case Recommendation for 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 Steve,

I would like to offer this customer a straight repurchase of their vehicle at this time. Leonard has already agreed, during the previous case, that a repurchase is prudent but I need your authority before I can offer a straight. This customer is in a leased vehicle, which I believe it would be easier to simply buy them out of rather than trade them.

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, as this customer has had two recent incidents with his steering failing on him while driving. Additionally the customer is currently leasing this vehicle which, 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: Friday, May 12, 2017 11:54 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 [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,

Note, this case is a reopening of the case previously numbered [redacted]

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

Wednesday, May 31, 2017

[redacted]
[redacted]
Granite Bay, CA[redacted]

BBB Arbitration Decision – Straight Lease

Subject: Repurchase of 2015 Chevrolet Colorado
VIN: 1GCGTCE32F1[redacted]
Ref [redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2015 Chevrolet Colorado, VIN **1GCGTCE32F1**[redacted] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau's decision, Chevrolet will repurchase your vehicle for **$33,780.84.** Your responsibilities are outlined below. This was calculated by using the following figures.

Down Payment (includes down payment)	$5,950.00
Payments (31 pymnts @283.80)	$8,797.80
Less Usage	$4,055.07
Total Amount to Customer	**$10,692.73**
Payoff of Original Vehicle-Good until 06-01-17	$23,088.11
Total Repurchase Amount (includes $1,001.53 in sales tax)	$33,780.84

TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address [redacted] g date, at which time you will be required to complete the [redacted] xt1122 if you have any questions or concerns.

May 31, 2017

[redacted] d Date

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

Please return this signed document to fax number ***866-802-6668*** *by* Monday June 5, 2017

[redacted]



The requirements of the straight repurchase are as follows:

⇒ **Vehicle Damage -** vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
⇒ **A "Power of Attorney" form -** supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes)*.
⇒ **An "Odometer Disclosure Statement" form -** supplied by General Motors must be signed at the time of the repurchase
⇒ **Factory installed equipment –** needs to be intact and functional.
⇒ **Title –** if no lien on this vehicle, a free and clear title must be provided at time of repurchase.
⇒ **Cash backs rebates or incentives–** no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603



May 31, 2017 **Dealer Confirmation Letter-Straight**

JOHN L. SULLIVAN CHEVROLET
350 AUTOMALL DR
ROSEVILLE, CA 95661

Subject: 2015 Chevrolet Colorado
Customer: [redacted]
VIN: 1GCGTCE32F1[redacted]
Ref [redacted]

Dear Jason Lowe:

General Motors will issue a check in the amount of $10,692.73 made payable to [redacted] Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $23,088.11 to **GM** Financial. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

***If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # 866-802-6668 by Monday June 5, 2017. If you have any questions you may reach me at 866-802-6625 ext1122.

JOHN L. SULLIVAN CHEVROLET 112104 Management Agent's Signature and Title.

JOHN L. SULLIVAN CHEVROLET 112104 Management Agent's Printed Name and Title.

[redacted]

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Javad Karim 866-790-5700 X591502 javadjaffery.karim@gm.com
Created Date: 05/22/2017

Vehicle Info

***VIN:**	1GCGTCE32F1[redacted]	**MSRP:**	36040.0	***TAC #:**	N/A
Year:	2015	**Make:**	Chevrolet	**Model:**	Colorado

Vehicle Comments & TAC Explanation:
No TAC Case

***Date Reviewed with Customer:**	05/09/2017	***Repurchase Mileage:**	35000
Original Purchase Date:	11/01/2014	***Original Purchase Condition:**	New

Vehicle Owner(s)

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

***Reason Repurchase** Steering Column Locked up

UCC Codes (M0112) Steering - General - Power - Lack of

Vehicle Lien Holder

Type of Secured Interest:	Lease Buyout	***Company:**	GM Financial	**Account #:**	
Contact or Attention:					
Address					
City		**State**	CA	**ZIP Code:**	
Day Phone:	1 (800) 284-2271	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	112104	**Dealer Name:**	JOHN L. SULLIVAN CHEVROLET		
Region:	10	**District:**	1113		
***Phone:**	(916) 782-1243	**Fax:**	(916) 782-2487		
***Contact Name:**	Penny Crisp	***Contact Title:**	Service Manager	**E-Mail:**	

Repurchasing Dealer: -

Repair

***Contact Name:**	Penny Crisp	***Contact Title:**	Service Manager

Vehicle Location: -

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Javad Karim 866-790-5700 X591502 javadjaffery.karim@gm.com
Created Date: 05/22/2017

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	CA	*** Type:**	Straight Repurchase
Source:	ADR Mediated		
Replacement VIN:			-
Compliance Date:	2017-07-01	**Compliance Type:**	BBB Mediated
MSRP:	0.0	**Order #:**	

Repurchase:

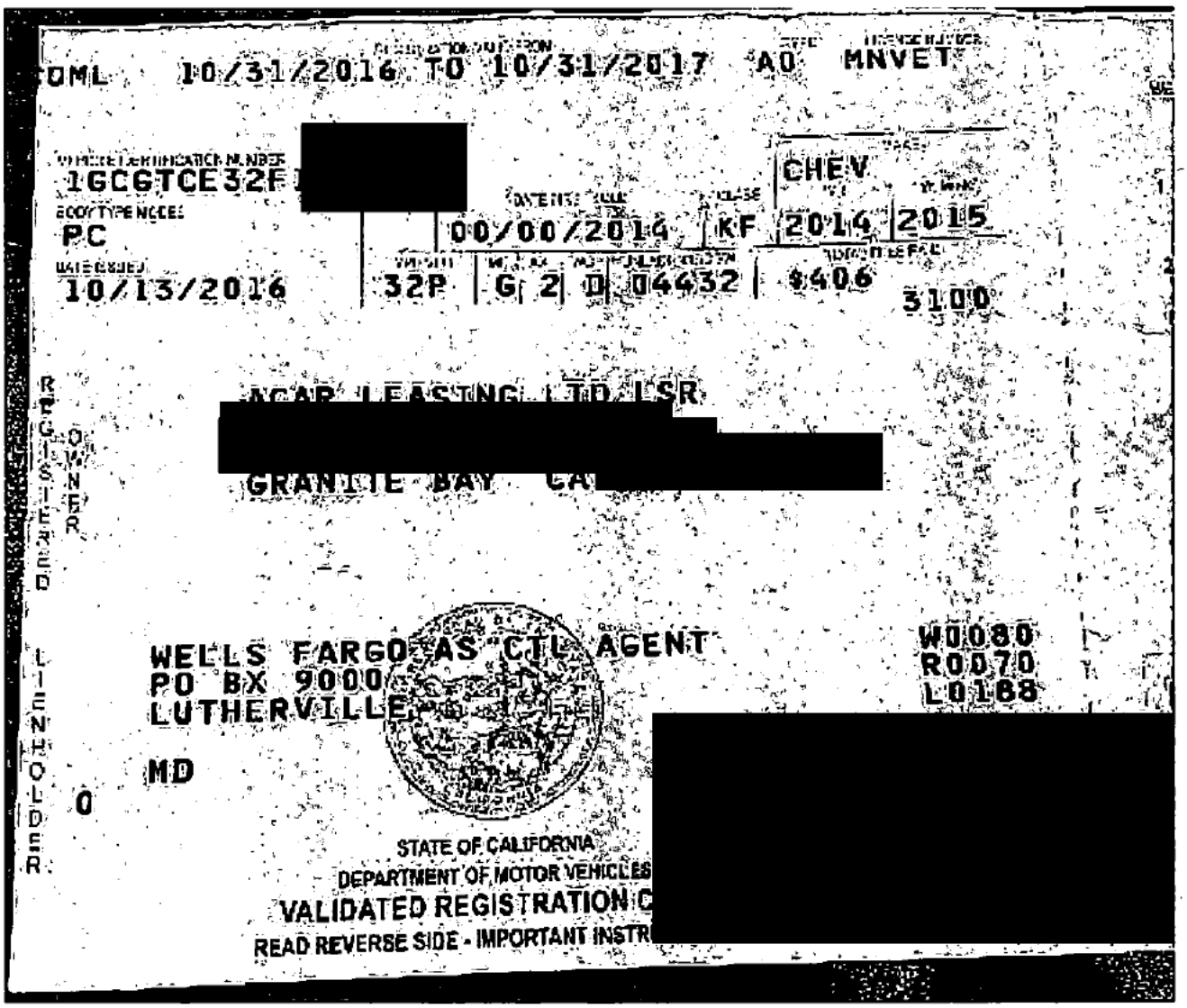
*** Processing Instructions:** Follow Settlement letter for Lease repurchase guidelines and usage

Disposition:

*** Processing Instructions:** Inspect and auction

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value


COML 10/31/2016 TO 10/31/2017 AO MNVET
1GCGTCE32F
[redacted]
CHEV
PC
00/00/2014 KF 2014 2015
10/13/2016
32P G 2 D 04432 $406
3100
REGISTERED OWNER
[redacted]
GRANITE BAY CA
LIENHOLDER
WELLS FARGO AS CTL AGENT
PO BX 9000
LUTHERVILLE
MD
0
W0080
R0070
L0168
[redacted]
STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION C
READ REVERSE SIDE - IMPORTANT INSTR

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Heidi

☐ Draft [illegible] category (not in dollar fields) to indicate incomplete information

Vehicle VIN: 1GCGTCE32F[redacted]

Date: May 31, 2017

	USAGE FORMULAS			STRAIGHT RE[illegible]BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE			
1	**To calculate usage:**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$5,950.00	$4450 net
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$8,797.80	31 pymts @
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00	
4			4	State Fees	$0.00	4	Tax (leases only)	$0.00	
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00	
6	Base Price/Total Repurch Price	$34,000.00	6	Sales Tax	$1,001.53	6	Other-Explain	$0.00	
7	Mileage	14,312	7	Finance Charges	$0.00	7	Other-Explain	$0.00	
8	Denominator	120,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00	
9	**Usage**	**$4,055.07**	9	Other-Explain	$0.00	9	Other-Explain	$0.00	
10			10	**Total Purchase Price**	**$1,001.53**	10	**Total Additions**	**$14,747.80**	
11	**B. USAGE - NEGOTIATED**	$0.00	11			11			
12			12	*** Usage/Depreciation**	**$4,055.07**	12	*** Usage/Depreciation**	**$4,055.07**	
13			13	Damage	$0.00	13	Damage	$0.00	
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00	
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00	
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00	
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$0.00	
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00	
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00	
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00	
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00	
22	**"Actual Price Paid" (Base)**	**$1,001.53**	22	**Total Deductions**	**$4,055.07**	22	**Total Deductions**	**$4,055.07**	
23	Mileage	0	23			23			
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**-$3,053.54**	24	**Total Refund to Customer**	**$10,692.73**	
25	**OR**		25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$23,088.11	
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**-$3,053.54**	26	(GMAC=DL quote) good thru 06-01-17		
27	**"Actual Price Paid" (Pmt/Lease)**	**$37,835.91**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00	
28	Mileage	0	28	**Total Repurchase**	**-$3,053.54**	28	**Total Repurchase**	**$33,780.84**	
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00	
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	
31			31	**Projected Loss**	**-$3,053.54**	31	**Projected Loss**	**$33,780.84**	

	PURCHASE PRICE (before t/t/t)	$ 34,000.00		TRADE ALLOWANCE	$ 4,450.00		PURCHASE PRICE	$ 34,000.00
	MSRP (FROM BARS INVOICE)	$ 36,040.00		PAYOFF OF TRADE	$ -		INCENTIVE* (from BARS)	$ -
	DIFFERENCE	$ (2,040.00)		DIFFERENCE	$ 4,450.00		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 34,000.00
				TRADE ALLOWANCE	$ 4,450.00			
				ACV OF TRADE	$ 4,450.00		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ -		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	
	NO Rebates Received							

trade; $1500 cash
@$283.80

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

Caller English

System [5:07:58 PM]:

Welcome to chat.

Scott [5:08:19 PM]:

Thank you for contacting GMC Customer Assistance, [redacted]. My name is Scott. Your safety is very important to us at GMC, so please remember to not use any hand held device whenever you're driving. How can I assist you today?

[redacted] [5:09:15 PM]:

I am having some issues with a GMC truck that I lease. There's and issue that has gone on and off with the stabilitrack and power steering service lights coming on.

Scott [5:10:28 PM]:

I am sorry to hear you are experiencing this concern with the stabilitrack and the power steering service light, [redacted]

Scott [5:10:52 PM]:

To better assist you, can you provide the VIN, [redacted]?

[redacted] [5:12:59 PM]:

Just a minutes I have to find it

[redacted] [5:14:20 PM]:

1gtg6ce31f1[redacted]

Scott [5:14:48 PM]:

I appreciate you providing that information, [redacted].

Scott [5:15:33 PM]:

Are you currently working with a GM Certified Dealership for the concerns you are experiencing, [redacted]

[redacted] [5:16:37 PM]:

Well I have contacted them about it and they told me it is out of warranty and I would have to pay the 90/hr for them to diagnose/look at it. It only has like 42000 miles and is only 2 years old.

[redacted] [5:19:05 PM]:

When those lights come on the power steering actually stops working. I'm guess since it's like electric maybe a sensor but I won't know that unless I paid. I shouldn't have to even fix anything like that after 2 years in a brand new truck?

Scott [5:21:04 PM]:

What I can advise is to take the vehicle to a GM Certified Dealership to have them diagnose the concern, [redacted] Once the dealership diagnose the concern chat back in referemce this case number 8-[redacted] and we will into further resources to be able to assist you, Brianna.

Scott [5:21:11 PM]:

*reference

[redacted] [5:22:00 PM]:

What do you mean resources?

Scott [5:22:40 PM]:

What I mean is we can look into other options to be able to assist,[redacted]

Scott [5:27:20 PM]:

I am still available to help you with any questions; I just want to make sure you are still there.

Caller [redacted] left the call.

Call Disconnected.

Jeremy Medel (C)

From:	Jeremy Medel (C)
Sent:	Friday, June 09, 2017 10:32 AM
To:	'kwinter@simivalleychevrolet.com'
Cc:	'ccaumartin@simivalleychevy.com'
Subject:	SR[redacted] - doc request

Dear Mr./s.

Are you aware of any accidents or aftermarket parts?

Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

• All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
• Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

If you have further questions, please contact CEC specialist Jeremy at (866) 790-5600 ext. 5911185, or by fax at (586) 920-0874. Business hours are Monday through Friday between 9:00 am and 5:30 pm, Pacific Time. Please refer to the service request number above.

[redacted]
2015 Chevrolet Colorado
VIN: 1GCGSBE37F1[redacted]
Cell: [redacted]

Sincerely, General Motors
CA Customer Engagement Center
Jeremy Medel
Ph. 1-866-790-5600 EXT. 5911185
Fax: (586)920-0874

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

Caller English

System [3:54:53 PM]:

Welcome to chat.

Lakeshia [3:55:04 PM]:

Thank you for contacting GM Customer Assistance. My name is Lakeshia. How may I assist you today? Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

[redacted] [3:55:45 PM]:

i have a 2015 canyon. recently my steering locked up while traveling at a high rate of speed on the highway.

Lakeshia [3:56:31 PM]:

I am certainly sorry to hear about your concern with your power steering!

[redacted] [3:56:37 PM]:

I took it to my dealership and they stated that this is not covered under my warranty but as you stated " your safety is very important to us" and I feel that this is a very serious issue

Lakeshia [3:56:41 PM]:

I am certainly glad that everyone is ok!

Lakeshia [3:56:54 PM]:

Okay. Let's look further into this.

Lakeshia [3:56:56 PM]:

Can I have the last 8 characters of your VIN number and current mileage please?

[redacted] [3:57:25 PM]:

F1[redacted]

[redacted] [3:57:42 PM]:

i do not know the exact mileage but its roughly 42,000

Lakeshia [3:57:52 PM]:

Did you purchase your vehicle new or used?

[redacted] [3:58:14 PM]:

new

Lakeshia [3:58:39 PM]:

Did the dealer diagnose your vehicle and give you an estimate?

[redacted] [3:58:56 PM]:

yes $2000 was the estimate

[redacted] [3:59:30 PM]:

they currently have the vehicle as its not safe to drive

Lakeshia [4:00:16 PM]:

Okay.

Lakeshia [4:00:32 PM]:

What is the name of your dealer?

[redacted] [4:00:48 PM]:

Boulevard Buick GMC

Lakeshia [4:01:11 PM]:

Can you please confirm if the name, phone number, and email address you provided is correct?

[redacted] [4:01:32 PM]:

2800 Cherry Ave Signal hill ca is the address of the dealership

[redacted] [4:01:42 PM]:

it is correct

Lakeshia [4:01:55 PM]:

Thank you for verifying that information.

Lakeshia [4:02:02 PM]:

Based on the information that you have shared with me, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to resolve your concerns. Please know that all the information you have provided me will be available to them as well. Your specialist will be in touch with you within 24 business hours.

Lakeshia [4:02:29 PM]:

What needs to be fixed with the power steering?

[redacted]03:16 PM]:

There was an electronic malfunction with the power steering and rack and pinion that is all the information the dealership provided to me

Lakeshia [4:03:58 PM]:

Okay.

Lakeshia [4:04:11 PM]:

Here is your reference number for your chat today.

Lakeshia [4:04:14 PM]:

[redacted]

[redacted] [4:04:38 PM]:

Thank you

Lakeshia [4:04:42 PM]:

You are most welcome! Is there anything else that I can assist you with today?

[redacted]:04:55 PM]:

is there anything else i need to do ? or do i just wait to be contacted?

Lakeshia [4:05:04 PM]:

Wait to be contacted.

Lakeshia [4:06:45 PM]:

Thank you for contacting GMC Customer Service. Enjoy the rest of your week! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Thanks for visiting us

Caller [redacted] left the call.

Call Disconnected.

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

Caller English

System [3:02:38 PM]:

Welcome to chat.

Vincent [3:02:45 PM]:

Your safety is very important to us at GM, so please remember to not use any hand held device whenever you are driving. Thank you for contacting GM Customer Service, [redacted] My name is Vince. How may I assist you today?

[redacted] 3:04:02 PM]:

I contacted GM yesterday In regards to a safety issue on my 2015 GMC canyon that the dealership wants to charge me for which I feel should be covered as it is a serious risk to the safety of anyone driving the vehicle as well as a well known problem with this particular vehicle

[redacted] [3:04:19 PM]:

I was told i would be contacted in regards to this and was wondering when that would be

[redacted] [3:04:40 PM]:

reference number is [redacted]

Vincent [3:05:35 PM]:

Thank you. Looking over the case, it was escalated to a Senior Adviser. Once the Senior Adviser makes contact with the dealership for more information they should reach out to you. Typically that is within 24 to 48 business hours.

[redacted] [3:06:58 PM]:

ok thank you. will they contact me by phone or email

[redacted] [3:07:20 PM]:

and is there a specific phone number i should be on the look out for if i do get contacted by them via telephone?

Vincent [3:07:27 PM]:

They may contact you by email as I do not see a number on file. If you confirm your number I will add it so that they can contact you.

[redacted] [3:07:40 PM]:

[redacted]

[redacted] [3:07:50 PM]:

that is my cell

Vincent [3:08:21 PM]:

I do not know what their number would look like as they are in a different area than we are. Our phone number would be something like 866-790-3600. However, theirs may be different.

Vincent [3:09:18 PM]:

I have added your phone number to your case. Is there anything else I may be able to assist you with at this time, [redacted]?

[redacted] [3:11:36 PM]:

no that is all thank you for the assistance and the update

Vincent [3:12:08 PM]:

You are very welcome, [redacted]. You will also want to check your email in case they do contact you that way. Please do not hesitate to come back and chat with us. We

are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Have a great day!

Call Disconnected.

Christina Roque (C)

From:	Christina Roque (C)
Sent:	Thursday, June 08, 2017 10:55 AM
To:	'frank@boulevard4u.com'
Subject:	CA CEC: [redacted], 1GTG5CE33F1[redacted]7, T2P43-2015 CANYON, [redacted]

Hey Frank!

I was emailing in regards to a customer's 2015 GMC Canyon, that is still currently at the dealer. Customer wanted to see if there is any possible cost assist for his repairs. *Just a heads up that when you run it through the calculator, no cost assistance is going to pop up for him.* The calculator is no showing that he is the original owner (the customer is the original owner) so no cost assist is showing up. If you could call me back or email me I would appreciate it!

Sincerely,
Christina Roque
General Motors
CA Customer Engagement Center
Phone #: 1-866-790-5700
Ext: 5915106
Christina/ATX/CA CEC/5915106

If you respond to this message, please use the 'Reply with History' option to ensure that I have all the details needed for any required follow-up.

Customer

[redacted]
Anytime

Vehicle

Chevrolet Colorado 2015
1GCGTBE34F1[redacted]
Mileage Now: 28000 mi
Warranty Start: 06/30/2015

Status of vehicle/concern

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

Key Points

I have had this vehicle for about 6 months and during that time I have lost the power steering about 4-5 times.I took it to TEGELER CHEVROLET
4062 N.E. I-10 Frontage Rd Sealy TX 77474 US
Sales (866) 572-1819
Service (866) 561-7626 and they have had it for about 2 days and they told me that they cannot find anything. I was also told that this vehicle had been traded in for the same reason to Mack Heik where I purchased it from. I need someone to repair this vehicle because it is not safe to drive.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Juan Herrera Jr --> 1-866-790-5700 Ext # 5914575

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

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

Caller English

System [5:37:37 PM]:

Welcome to GM

Connecting... An agent will be with you shortly. [Lakeshia]

System [5:43:26 PM]:

Welcome to chat.

Lakeshia [5:43:34 PM]:

Thank you for contacting GM Customer Assistance. My name is Lakeshia. How may I assist you today? Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

Lakeshia [5:44:55 PM]:

Thank you for chatting in. I am here to assist you. Are you still there?

[redacted] [5:45:09 PM]:

I have a 2016 GMC canyon. the power steering has gone out. It has been 2 weeks since this happened. the service dept is telling me that GM doesn't know when a power steering motor will be available to fix my truck. I need help getting my truck fixed. It is frustrating to have a 6 month old truck and a part is not available!

Lakeshia [5:46:07 PM]:

I am certainly sorry to hear about this part delay.

Lakeshia [5:46:13 PM]:

When was the last time you visited the dealer for this concern?

[redacted] [5:47:01 PM]:

Last Friday I was told that GM said to check back on 7/7/2017 for a status on the part. I was told that did not mean the part would available but only a status. this is unacceptable.

Lakeshia [5:47:36 PM]:

Okay.

[redacted] [5:48:14 PM]:

What can be done to correct the issue of a part not being available for a 2016 GM vehicle?

Lakeshia [5:48:31 PM]:

Okay. Let's look further into this.

Lakeshia [5:48:39 PM]:

Can I have the last 8 characters of your VIN number and current mileage please?

[redacted] [5:49:04 PM]:

G1[redacted] approximately 8600 miles

Lakeshia [5:49:45 PM]:

What is the name of your dealer that you are working with?

[redacted] [5:50:14 PM]:

Wilson County Motors in Lebanon Tennessee

Lakeshia [5:50:31 PM]:

Can you please confirm if the name, phone number, and email address you provided is correct?

[redacted] [5:50:55 PM]:

[redacted]

[redacted] [5:51:06 PM]:

[redacted]

[redacted] [5:51:17 PM]:

[redacted]

Lakeshia [5:52:15 PM]:

Okay. Thank you for that information.

Lakeshia [5:52:34 PM]:

I see that your concern has already been escalated.

[redacted] [5:53:06 PM]:

Yes but i have yet to speak with anyone that can provide answers or solutions

Lakeshia [5:53:18 PM]:

I will leave a note with your Advisor Kenneth that you have called and chatted in and ask him to reach back out to you.

[redacted] 5:54:16 PM]:

I have contacted Ken by voicemail and email since Friday and have yet to speak with him which only adds to the frustration.

Lakeshia [5:54:34 PM]:

I understand your frustration.

[redacted] [5:55:15 PM]:

I really to need to speak with someone who can actually provide some solutions. who else is available today?

Lakeshia [5:55:53 PM]:

From what I understand Ken left a voicemail on Monday.

Lakeshia [5:56:08 PM]:

The center was closed yesterday for the Holiday.

Lakeshia [5:56:22 PM]:

I will advise him that you would like to speak to him as soon as possible.

[redacted] [5:56:24 PM]:

yes and I returned his call Monday and email Tuesday and a voice mail today and an email today. No reply from him.

Lakeshia [5:56:45 PM]:

Okay. I will advise him that you would like to speak to him as soon as possible.

[redacted] [5:57:04 PM]:

Yes and when can I expect to be contacted?

Lakeshia [5:57:23 PM]:

I apologize, I can't speak for him.

Lakeshia [5:57:30 PM]:

I will advise him that you would like to speak to him as soon as possible.

[redacted] 5:57:51 PM]:

Again a poor customer experience. Is your supervisor available?

Lakeshia [5:59:35 PM]:

One moment please.

Lakeshia [6:03:01 PM]:

Thank you for your patience[redacted] My supervisor is available to speak with you, but he did want me to provide you proper expectation that since this case has been escalated above our department, he will be unable to make any final determination on the case at this time. Would you still like me to transfer you to him?

[redacted] [6:03:49 PM]:

yes

Lakeshia [6:04:20 PM]:

Okay. One moment please.

Lakeshia [6:06:11 PM]:

I am going to transfer you to my supervisor, Dan.

Lakeshia [6:06:14 PM]:

One moment.

Conference call connected. [Supervisor Dan]

Agent Lakeshia left the call

Supervisor Dan [6:07:18 PM]:

H[redacted], I am a supervisor with our Chat Department, how can I further assist you today?

[redacted] [6:07:49 PM]:

I need to know when the power steering motor for my 2016 GMC canyon will be available

Supervisor Dan [6:09:30 PM]:

I apologize[redacted] am unable to speculate on when the power steering motor will be available for your repairs.

[redacted] [6:11:02 PM]:

Why is that? I have been hearing that same answer for a while. I don't understand how GM does not have parts readily available for repairs.

Supervisor Dan [6:12:29 PM]:

As we are customer assistance, we do not have detailed supplier or part distribution information in order to speculate or guess on an ETA for when the part will arrive at the dealership. The dealership may have more details as they work directly with our internal resources to gather that type of information.

[redacted] 6:13:07 PM]:

Not really which is why I am reaching to customer assistance. This is beyond frustrating.

Supervisor Dan [6:15:12 PM]:

I do apologize for the frustration and understand that awaiting a part for repairs is not an ideal situation, but we also would not want to provide you any false hopes by guessing an ETA with no specific knowledge of the supplier or part distribution process.

[redacted] [6:16:47 PM]:

You do realize how ridiculous that must sound. You all manufacture vehicles and you don't have parts to fix them and don't when you will have parts to fix them.

[redacted] [6:17:34 PM]:

It doesn't sound like customer assistance can assist with me this issue. Sorry to have wasted your time this evening.

Supervisor Dan [6:18:00 PM]:

We at customer assistance do not have that information. I cannot speculate on whether or not our internal parts department is able to provide further insight into the part.

[redacted] left the call.

Call Disconnected.

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

Caller English

System [5:43:26 PM]:

Welcome to chat.

Lakeshia [5:43:34 PM]:

Thank you for contacting GM Customer Assistance. My name is Lakeshia. How may I assist you today? Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

Lakeshia [5:44:55 PM]:

Thank you for chatting in. I am here to assist you. Are you still there?

[redacted] [5:45:09 PM]:

I have a 2016 GMC canyon. the power steering has gone out. It has been 2 weeks since this happened. the service dept is telling me that GM doesn't know when a power steering motor will be available to fix my truck. I need help getting my truck fixed. It is frustrating to have a 6 month old truck and a part is not available!

Lakeshia [5:46:07 PM]:

I am certainly sorry to hear about this part delay.

Lakeshia [5:46:13 PM]:

When was the last time you visited the dealer for this concern?

[redacted] [5:47:01 PM]:

Last Friday I was told that GM said to check back on 7/7/2017 for a status on the part. I was told that did not mean the part would available but only a status. this is unacceptable.

Lakeshia [5:47:36 PM]:

Okay.

[redacted]5:48:14 PM]:

What can be done to correct the issue of a part not being available for a 2016 GM vehicle?

Lakeshia [5:48:31 PM]:

Okay. Let's look further into this.

Lakeshia [5:48:39 PM]:

Can I have the last 8 characters of your VIN number and current mileage please?

[redacted]:49:04 PM]:

G1[redacted] approximately 8600 miles

Lakeshia [5:49:45 PM]:

What is the name of your dealer that you are working with?

[redacted] [5:50:14 PM]:

Wilson County Motors in Lebanon Tennessee

Lakeshia [5:50:31 PM]:

Can you please confirm if the name, phone number, and email address you provided is correct?

[redacted] [5:50:55 PM]:

[redacted]

[redacted]5:51:06 PM]:

[redacted]

[redacted] [5:51:17 PM]:

[redacted]

Lakeshia [5:52:15 PM]:

Okay. Thank you for that information.

Lakeshia [5:52:34 PM]:

I see that your concern has already been escalated.

[redacted] [5:53:06 PM]:

Yes but i have yet to speak with anyone that can provide answers or solutions

Lakeshia [5:53:18 PM]:

I will leave a note with your Advisor Kenneth that you have called and chatted in and ask him to reach back out to you.

[redacted] [5:54:16 PM]:

I have contacted Ken by voicemail and email since Friday and have yet to speak with him which only adds to the frustration.

Lakeshia [5:54:34 PM]:

I understand your frustration.

[redacted] [5:55:15 PM]:

I really to need to speak with someone who can actually provide some solutions. who else is available today?

Lakeshia [5:55:53 PM]:

From what I understand Ken left a voicemail on Monday.

Lakeshia [5:56:08 PM]:

The center was closed yesterday for the Holiday.

Lakeshia [5:56:22 PM]:

I will advise him that you would like to speak to him as soon as possible.

[redacted] [5:56:24 PM]:

yes and I returned his call Monday and email Tuesday and a voice mail today and an email today. No reply from him.

Lakeshia [5:56:45 PM]:

Okay. I will advise him that you would like to speak to him as soon as possible.

[redacted] [5:57:04 PM]:

Yes and when can I expect to be contacted?

Lakeshia [5:57:23 PM]:

I apologize, I can't speak for him.

Lakeshia [5:57:30 PM]:

I will advise him that you would like to speak to him as soon as possible.

[redacted] [5:57:51 PM]:

Again a poor customer experience. Is your supervisor available?

Lakeshia [5:59:35 PM]:

One moment please.

Lakeshia [6:03:01 PM]:

Thank you for your [redacted] My supervisor is available to speak with you, but he did want me to provide you proper expectation that since this case has been escalated above our department, he will be unable to make any final determination on the case at this time. Would you still like me to transfer you to him?

[redacted] [6:03:49 PM]:

yes

Lakeshia [6:04:20 PM]:

Okay. One moment please.

Lakeshia [6:06:11 PM]:

I am going to transfer you to my supervisor, Dan.

Lakeshia [6:06:14 PM]:

One moment.

Agent Supervisor Dan enters the call

Call Disconnected.

FAX TRANSMITTAL FROM
RELIABLE BUICK GMC CADILLAC
400 AUTOMALL DRIVE
ROSEVILLE, CA 95661

DATE: 7/11/17

TO: Jodi [redacted]

FROM: [redacted]

CURRENTLY ROAD TESTING TO VERIFY REPAIR — R.O 400860

INCLUDING COVER SHEET WE ARE TRANSMITTING 24 PAGES.
IF THERE IS ANY PROBLEM RECEIVING THEM OR IF YOU HAVE ANY PROBLEMS, PLEASE CALL.

CALLING FROM ROSEVILLE AREA: (916) 783-5233
CALLING FROM SACRAMENTO AREA: (916) 969-1111
DIRECT PARTS DEPARTMENT: (916) 969-1130
FAX (916) 783-1938

Repair Order Detail - Internal Copy

CURRENT R.O IN PROGRESS

RO Number: [redacted] RO Status: PREASSIGNED

Customer: KELLOGG CONSTRUCTION
Phone(s): Contact: (916)771-0869 Main: (916)771-0869
Vehicle: 1GCGTCE34F[redacted] 2015 COLRAD GREY

Click to View Cust Copy
Cell: [redacted]

Mileage: 53,121
Service advisor: 898
Tag number: T8563

Payment type: CASH
Promised time: 05:00 PM
Promised date: 07/10/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

A DIAGNOSE VEHICLE FOR 'SERVICE 4WD' AND 'SERVICE POWER STEERING' LIGHTS CAME ON-CUSTOMER REPORTS TURNED OFF ENGINE AND RESTARTED TO REGAIN STEERING AND ACCELERATION BUT LIGHTS CAME ON AFTER A FEW MILES OF DRIVING

DEN WGPC ENGINE ISSUE 0.00 0.00
Tech(s): 315, 899
23353848 1 F-(S)GEAR 1,266.16
Pts: 1,266.16 Lbr: 0.00 Other: 0.00 Total Line A: 1,266.16

Story: 53129 #315 - SCAN TCCM & CK CODES B2725-03 & 08, & U0415. P/ST MOD HAS C0545 & EBCM HAS U0420-42 - TEST T/CASE CONT SW PER B2725 - ALL TEST PASS AT THIS TIME. CK FOR TCCM CAL UPDATES - NONE AVAILABLE. PERFORM P/ST MOD REFLASH AND ROAD TEST - FOUND C0545-00 RESET IN P/ST CONT MOD. INSPECT STEERING GEAR TORQUE SENSOR HARNESS & TERMINAL DRAG - OK. TORQUE SENSOR CIRCUIT IS FAILING IN STEERING GEAR. ORDER NEW ST GEAR. #899 - REMOVED STEERING GEAR AND INSTALLED NEW STEERING GEAR ASSEMBLY AND PROGRAMMED P/S MODULE AND SET ALIGNMENT TO SPECS. AFTER INSTALL NESS TO REPROGRAM EBCM WITH UPDATES AND PERFORMED STEERING ANGLE RELEARN. RECHECKED ALL OK CLAIM[redacted] LAIM[redacted] A CLAIM[redacted] D CLAIM#[redacted] SEE LINE "C" FOR CODE B2725 DIAG & REPAIR.

B DIAGNOSE GPS IS INOP AND CUSTOMER HAS NO NAVIGATION

DEL WGPC ELECTRICAL SYSTEM 0.00 0.00
Tech(s): 159
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 53121 CHECK FOR NO GPS SIGNAL. FOUND CODE B2462-04 GPS SIGNAL CIRCUIT OPEN. INSPECTED THE THE NAVIGATION ANTENNA SPLITTER AND FOUND THE 3 CABLES WERE DISCONNECTED AT THE ANTENNA SPLITTER. CONNECTED THE 3 CABLES TO THE ANTENNA SIGNAL SPLITTER AND THE CODE IS PASSING. CLEARED THE DTC AND RECHECKED THE NAVIGATION OPERATION. NAV SYSTEM IS WORKING OK NOW

C** DIAGNOSE 'SERVICE 4WD' LIGHT CAME ON 20 MILES AFTER PICK UP

DEN WGPC ENGINE ISSUE 0.00 0.00
Tech(s):
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 53283 #315 - SCAN TCCM & CK CODE B2725-03 & 08 - SCAN TCCM & MONITOR TCCM SHIFT SIGNAL IN 2WD POSITION - OK AT THIS TIME AT 1.9V. #315 - 7/10/17 - RE-TEST SHIFT SIGNAL - FOUND SIGNAL READS .08V IN 2WD.

Customer Pay

07-11-'17 10:17 FROM- Reliable BGC 916-783-1938 T-566 P0002/0023 F-798

CUSTOMER #[redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA

HOME:

BUS: [redacted]

[redacted]

ACCOUNTING

PAGE 1

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F[redacted]		52785/52787	T7743

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 13JUN17		0.00	CC	14JUN17

R.O. OPENED	READY	OPTIONS:
10:56 08JUN17	13:57 14JUN17	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	DIAGNOSE POWER STEERING SYSTEM IS INOP-CUSTOMER REPORTS DIFFICULT TO TURN STEERING WHEEL IN EITHER DIRECITON										
CAUSE:											
	DPSS DIAGNOSE POWER STEERING SYSTEM										
		699	WGPC	0.00	0.00	0	0			0.00	0.00
		189	WGPC	2.15	0.30	5321	4336			43.36	43.36
				2.15	0.30	5321	4336	**		43.36	43.36
							0	0	TPARTS		
							5321	4336	TLABOR		
	VERSION 1 (EMP# 699,08JUN17 13:54): 52785 RELATED TO LINE B										
	VERSION 2 (EMP# 189,699,13JUN17 10:47): 52785										
	TECH #699 RELATED TO LINE B. SHOP FOREMAN SPEND TIME WITH VEHICLE AND ORDER TRANSFER CASE MODULE.										
	06/13/17 TECH#189 INSTALLED SPECIAL ORDER TRANSFER CASE, PROGRAMMED NEW MODULE AND PERFORMED SET UP THROUGH SPS WCC = 1A206, FDAAD. PERFORMED RANGE ACTUATOR RESET ON GDS2 AS WELL. TEST DROVE VEHICLE ONCE MORE, NO ISSUES AT THIS TIME.										
B	DIAGNOSE TRANSMISSION FOR SLIPPING/SURGING ON ACCELERATION										
	8420050 TRANSFER CASE CONTROL MODULE REPLACEMENT										
		699	WGPC	0.86	1.00	3900	14453			144.53	144.53
	1	84219971	(S)MODULE			9921	17401	0	174.01	174.01	174.01
						9921	17401	TPARTS			
						3900	14453	TLABOR			
	CUSTOMER PAY DEDUCTIBLE FOR LINE B										100.00
	VERSION 1 (EMP# 699,08JUN17 13:53): 52785 CHECK OPERATION OF TRANS. CONFIRMED CUST. CONCERN, FOUND TRANSFER CASE IN 4WD HIGH, EVEN THOUGH SWITCH ON DASH WAS IN 2WD, VERIFIED TRANSFER CASE WAS IN 4HIGH WITH SCANNER, CHECK FOR CODES IN TRANSFER CASE MODULE NONE STORED, CHECK PROGRAMMING IN TRANSFER CASE MODULE HAS LATEST PROGRAM, WORKED SWITCH WHILE MONITORING SCANNER ALL WORKING AS DESIGNED, CHECK CONNECTIONS AT TRANSFER CASE ENCODER MOTOR, ALL LOOKED GOOD, WIGGLED HARNESS TO SWITCH AT DASH AREA AND AT TRANSFER CASE COULD NOT GET TO ACT UP, ALL WORKING AS DESIGNED.										
C	TOWING CHARGE										

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

ALL NEW REPLACEMENT PARTS AND RELATED LABOR HAVE A LIMITED WARRANTY OF 12 MONTHS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

By signing below, you acknowledge that you were notified or and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replacement parts and requested by you.

DATE CUSTOMER SIGNATURE

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

(signature or initials)

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - S2C- IMAGING

ACCOUNTING COPY

07-11-'17 10:17 FROM- Reliable BGC 916-783-1938 T-566 P0003/0023 F-798

CUSTOMER #: [redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE CA

HOME

BUS [redacted]

[redacted]

ACCOUNTING

PAGE 2

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F1 [redacted]		52785/52787	T7743

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 13JUN17		0.00	CC	14JUN17

R.O. OPENED	READY	OPTIONS:
10:56 08JUN17	13:57 14JUN17	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	TOW TOWING CHARGE										
	999	WGPC		0.00	0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
	SUBL PO115606 TOW IN PO#24600										
		WGPC				7500	7500			75.00	75.00

Our service team would like to THANK YOU for choosing us to service your vehicle.It is our goal for you to be Completely Satisfied. You may be selected by General Motors to receive a Customer Satisfaction Survey,which is our report card on how well we did today. All of us would appreciate your response.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-08-17	13:01	13:53	0.86	W	699	B	
	13:54	13:54	0.00	W	699	A	
06-13-17	08:38	10:47	2.15	W	189	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	18789	9221		48000	17401	9921	
46600	7500	7500	24600	32400	1262	0	
26302	34952	*******		22501	10000	*******	

COST, SALE, & COMP TOTALS 26642 43690 0

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

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(signature or initials)

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Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	100.00
TOTAL CHARGES	100.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	100.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:18 FROM- Reliable BGC 916-783-1938 T-566 P0004/0023 F-798

CUSTOMER #: [redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA
HOME: [redacted]
BUS: [redacted]

[redacted]

ACCOUNTING

PAGE 1

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE - ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F1[redacted]		50001/50025	T3918

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 15MAR17		0.00	CASH	17MAR17

R.O. OPENED	READY	OPTIONS:
17:15 13MAR17	10:43 17MAR17	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	DIAGNOSE 'SERVICE POWER STEERING' AND 'SERVICE TRACTION CONTROL' LIGHTS CAME ON AND CUSTOMER REPORTS HAD NO POWER STEERING										
	DPSS DIAGNOSE POWER STEERING SYSTEM										
		189	ICSW	0.53	0.00	1312	0			0.00	0.00
	VERSION 1 (EMP# 189,14MAR17 16:05): 50001 UNABLE TO DUPLICATE CUSTOMER'S CONCERN AT THIS TIME. FOUND HISTORY CODES P/S CM C0545 TORQUE SENSOR, EBCM U0420 INV DATA RECEIVED FROM P/S, T-CASE U0415 INV DATA RECEIVED EBCM. CHECKED FOR UPDATES ON ALL MODULES, PERFORMED EBCM LATEST PROGRAMMING AND PERFORMED SET UP/CONFIGURATION THROUGH SPS WCC = 282ED, 3252F. RECOMMEND VEHICLE TO BE DRIVEN AND CHECKED AGAIN.										
B	CHECK FOR AIR CONDITIONING BLOWS HOT AIR AT 71 DEGREES OR HIGHER										
	DEL ELECTRICAL SYSTEM										
		189	ICSW	0.59	0.00	1460	0			0.00	0.00
	VERSION 1 (EMP# 189,14MAR17 16:07): 50001 SCAN VEHICLE FOR CODES, NO CODES FOUND. HVAC MODULE HAS LATEST CALIBRATIONS ALREADY. A/C AUTO FUNCTION WORKING AS DESIGN AT THIS TIME. RECOMMEND SERVICE ADVISOR GO OVER WITH CUSTOMER A/C OPERATION.										

EST: 100.00 13MAR17 17:15 SA: 898

Our service team would like to THANK YOU for choosing us to service your vehicle.It is our goal for you to be Completely Satisfied. You may be selected by General Motors to receive a Customer Satisfaction Survey,which is our report card on how well we did today. All of us would appreciate your response.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-14-17	14:50	15:25	0.59	DW	189	B	
	15:25	15:57	0.53	DW	189	A	

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

ALL NEW REPLACEMENT PARTS AND RELATED LABOR HAVE A LIMITED WARRANTY OF 12 MONTHS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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DATE CUSTOMER SIGNATURE

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(signature or initials)

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Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:18 FROM- Reliable BGC 916-783-1938 T-566 P0005/0023 F-798

CUSTOMER #: [redacted]

[redacted]

ROSEV[redacted] CA

HOME:

BUS: [redacted]

ACCOUNTING

PAGE 2

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

CO	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY 15 CHEVROLET COLORADO	1GCGTCE34F1[redacted]		50001/50025	T3918

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 15MAR17		0.00	CASH	17MAR17

R.O. OPENED	READY	OPTIONS:
17:15 13MAR17	10:43 17MAR17	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL				
46300	0	2772		6704	0	*******					

COST, SALE, & COMP TOTALS 2772 0 0

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

ALL NEW REPLACEMENT PARTS AND RELATED LABOR HAVE A LIMITED WARRANTY OF 12 MONTHS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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DATE CUSTOMER SIGNATURE

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

(signature or initials)

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:19 FROM- Reliable BGC 916-783-1938 T-566 P0006/0023 F-798

CUSTOMER #: [redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA [redacted]

HOME [redacted]

BUS: [redacted]

[redacted] ACCOUNTING

PAGE 1

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE - ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

CO	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY 15 CHEVROLET COLORADO	1GCGTCE34F1 [redacted]		49769/49769	T3587

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 07MAR17		0.00	CC	13MAR17

R.O. OPENED	READY	OPTIONS:
08:37 07MAR17	15:46 13MAR17	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 16019- HVAC MODULE TEMP DOOR						
CAUSE: PERFORM CUSTOMER SATISFACTION PROGRAM 16019						
9102576 16019- INSTALL HEX HEAD WORM GEAR CLAMP						
TO TEMPERATURE VALVE						
189 WP 0.43 0.50	1064	7227			72.27	72.27
1 25518880 (S)NUT	162	227	0	2.87	2.27	2.27
	162	227	TPARTS			
	1064	7227	TLABOR			
B DIAGNOSE SERVICE ENGINE WARNING LIGHT IS ON						
CAUSE: .						
4025690 EVAPORATIVE EMISSION CANISTER PURGE						
SOLENOID VALVE REPLACEMENT						
189 WGPC 0.80 0.60	1980	8672			86.72	86.72
1 55593172 (S)VALVE	2624	5249	0	52.49	52.49	52.49
FC: DTO. PART#: COUNT:	2624	5249	TPARTS			
CLAIM TYPE:						
AUTH CODE:						
	1980	8672	TLABOR			
CUSTOMER PAY DEDUCTIBLE FOR LINE B						100.00
VERSION 1 (EMP# 189,07MAR17 15:12): 49769 CONFIRMED CHECKED ENGINE LIGHT ON IS DISPLAYING. SCAN VEHICLE FOR CODES AND FOUND CURRENT P0496 00 EVAP SYSTEM FLOW DURING NON-PURGE. COMMANDED PURGE SOLENOID TO SEAL SYSTEM AND BUT FOUND VACUUM IN TANK STILL INCREASING EVEN AFTER REMOVING GAS CAP. INSPECTED AND FOUND B+ AND GROUND TO PURGE SOLENOID CONNECTOR. REMOVED SOLENOID AND FOUND IT STICKING OPEN ALLOWING FLOW. REPLACED PURGE SOLENOID, CLEAR CODES AND FOUND EVAP SYSTEM WORKING FINE NOW.						
C DIAGNOSE 'SERVICE 4WD' LIGHT COMES ON WHILE DRIVING						
CAUSE: REPROGRAMMED TCCM						
2810135 TRANSFER CASE CONTROL MODULE						
REPROGRAMMING WITH SPS						
189 WGPC 0.35 0.40	866	5781			57.81	57.81
FC: 9096 PART#: COUNT:	0	0	TPARTS			
CLAIM TYPE: ZSCT						

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

ALL NEW REPLACEMENT PARTS AND RELATED LABOR HAVE A LIMITED WARRANTY OF 12 MONTHS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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DATE CUSTOMER SIGNATURE

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

(signature or initials)

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:19 FROM- Reliable BGC 916-783-1938 T-566 P0007/0023 F-798

CUSTOMER #: [redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSE[redacted] CA

HOME

BUS: [redacted]

[redacted]

ACCOUNTING

PAGE 1

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F[redacted]		40129/40129	T4148

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 07SEP16		0.00	CC	14SEP16

R.O. OPENED	READY	OPTIONS:
08:45 29AUG16	16:57 14SEP16	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	DIAGNOSE SERVICE 4WD LIGHT CAME ON NEXT DAY AFTER REPAIRS ON RO#385901 8/23/16 39,713 MILES #899										
CAUSE: F											
	8420050	TRANSFER CASE CONTROL MODULE REPLACEMENT									
		899	WGPC	2.52	1.30	4940	18330			183.30	183.30
	1	23285501 ($)MODULE				8708	15274	0	152.74	152.74	152.74
	FC: 6581										
	PART#: 23285501										
	COUNT: 1					8708	15274	TPARTS			
	CLAIM TYPE: ZSCT										
	AUTH CODE:										
						4940	18330	TLABOR			
CUSTOMER PAY DEDUCTIBLE FOR LINE A											100.00
VERSION 1 (EMP# 899,07SEP16 17:11): 40129											
CHECKED FOR SERVICE 4WHEEL DRIVE LIGHT ON FOUND B2725 PERFORMED											
DIAG AND FOUND TCCM HAS INTERNAL FAULT.											
REPLACED TCCM AND PROGRAMMED RECHECKED ALL OK											
CLAIM#1A206											
CLAIM#FDAAD											

Our service team would like to THANK YOU for choosing us to service your vehicle.It is our goal for you to be Completely Satisfied. You may be selected by General Motors to receive a Customer Satisfaction Survey,which is our report card on how well we did today. All of us would appreciate your response.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-29-16	09:32	10:40	1.14	W	899	A	
09-07-16	14:21	15:39	1.30	W	899	A	
	17:06	17:11	0.08	W	899	A	

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

ALL NEW REPLACEMENT PARTS AND RELATED LABOR HAVE A LIMITED WARRANTY OF 12 MONTHS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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DATE CUSTOMER SIGNATURE

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(signature or initials)

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AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:20 FROM- Reliable BGC 916-783-1938 T-566 P0008/0023 F-798

CUSTOMER #: [redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA

HOME

BUS: [redacted]

C[redacted]

[redacted]

ACCOUNTING

PAGE 2

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

			VIN		LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F[redacted]			40129/40129	T4148

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 07SEP16		0.00	CC	14SEP16

R.O. OPENED	READY	OPTIONS: DLR:WOODLAND ENG:3.6_Liter_DOHC
08:45 29AUG16	16:57 14SEP16	

LINE	OPCODE	TECH	TYPE A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ACCOUNT	SALE	COST		CONTROL	ACCOUNT	SALE	COST		CONTROL	
46200	18330	4940			48000	15274	8708			
32400	1146	0			26302	24750	*******			
22501	10000	*******								

COST, SALE, & COMP TOTALS 13648 33604 0

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

ALL NEW REPLACEMENT PARTS AND RELATED LABOR HAVE A LIMITED WARRANTY OF 12 MONTHS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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DATE CUSTOMER SIGNATURE

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(signature or initials)

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Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	100.00
TOTAL CHARGES	100.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	100.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:20 FROM- Reliable BGC 916-783-1938 T-566 P0009/0023 F-798

CUSTOMER #[redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA

HOME

BUS: [redacted]

[redacted]

ACCOUNTING

PAGE 1

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

CC		VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15 CHEVROLET COLORADO	1GCGTCE34F1[redacted]		39713/39713	T3918

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 02SEP16		0.00	CC	14SEP16

R.O. OPENED	READY	OPTIONS:
15:50 23AUG16	16:58 14SEP16	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 27620- INCORRECT TRAILER HITCH						
CAUSE: PERFORMED CUSTOMER SATISFACTION RECALL 27620						
9102215 27620- INSPECT ONLY- NO REPAIR NEEDED						
899 WP 0.35 0.20	760	2820			28.20	28.20
FC: PART#: COUNT:	0		0 TPARTS			
CLAIM TYPE: ZFAT						
AUTH CODE:						
	760	2820 TLABOR				
VERSION 1 (EMP# 899,24AUG16 09:56): 39713 PERFORMED RECALL 27620						
INSPECTED TRAILER HITCH FOR CRACKS FOUND ALL OK						
B DIAGNOSE SERVICE 4WD LIGHT IS ON-PLEASE CK AND ADVISE						
CAUSE: INSPECT AND CONFIRMED 4WHEEL LIGHT IS ON FOUND DRIVE SELECTOR SWITCH SHORTED						
CONCERN CODE: 0621						
8420100 TRANSFER CASE SELECTOR SWITCH REPLACEMENT						
899 ISP 1.37 0.50	1900	5150			51.50	51.50
1 22940466 (S)SWITCH	2457	2240	0	32.75	22.40	22.40
PO112565						
VERSION 1 (EMP# 899,24AUG16 12:03): 39713						
CHECKED FOR SERVICE 4 WHEEL DRIVE LIGHT ON FOUND B2725 PERFORMED						
DIAG AND FOUND 4WHEEL DRIVE SELECTOR SWITCH SHORTED INTERNAL.						
REPLACED 4 WHEEL DRIVE SELECTOR SWITCH ASSEMBLY AND CLEARED CODE.						
RECHECKED ALL OK						
C LUBE DEXOS OIL AND FILTER CHANGE WITH TIRE ROTATION SPECIAL ***Up to 5 Quarts***Additional Oil charged by the quart						
PDEXO1 LUBE DEXOS OIL AND FILTER CHANGE WITH TIRE ROTATION SPECIAL ***Up to 5 Quarts***Additional Oil charged by the quart						
145 CQ 0.35 0.20	525	1509			15.09	15.09
1 19303250 (S)FILTER	376	606	0	7.52	6.06	6.06
1 3536966 (S)SEAL	142	234	0	2.49	2.34	2.34
6 19293002 5-30W DEXOS	1758	2568	0	4.28	4.28	25.68
VERSION 1 (EMP# 145,23AUG16 16:22): 39713 performed lof and rotate						
D CERTIFIED SERVICE INSPECTION REPORT-COMPLIMENTARY						

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

ALL NEW REPLACEMENT PARTS AND RELATED LABOR HAVE A LIMITED WARRANTY OF 12 MONTHS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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DATE CUSTOMER SIGNATURE

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

(signature or initials)

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING COPY

07-11-'17 10:21 FROM- Reliable BGC 916-783-1938 T-566 P0010/0023 F-798

CUSTOMER # [redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA

HOME: [redacted]

BUS: [redacted]

[redacted]

ACCOUNTING

PAGE 2

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F[redacted]		39713/39713	T3918

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 02SEP16		0.00	CC	14SEP16

R.O. OPENED	READY	OPTIONS:
15:50 23AUG16	16:58 14SEP16	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
27	CERTIFIED SERVICE INSPECTION REPORT-COMPLIMENTARY										
		145	ICSC	0.00	0.20	0	800			8.00	8.00

VERSION 1 (EMP# 145,23AUG16 16:22): 39713 performed 27

EST: 69.95 23AUG16 15:50 SA: 898

Our service team would like to THANK YOU for choosing us to service your vehicle.It is our goal for you to be Completely Satisfied. You may be selected by General Motors to receive a Customer Satisfaction Survey,which is our report card on how well we did today. All of us would appreciate your response.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-23-16	16:01	16:22	0.35	W	145	C	
	16:22	16:22	0.00	W	145	D	
08-24-16	09:35	09:56	0.35	W	899	A	
	09:56	10:40	0.74	W	899	B	
	11:25	12:03	0.63	W	899	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	2820	760		46300	5950	1900	
48100	2240	2457		46002	1509	525	
47800	3408	2276		32400	424	0	
26300	2820	*******		6704	8358	*******	
22501	5173	*******					

COST, SALE, & COMP TOTALS 7918 15927 0

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

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(signature or initials)

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AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	15.09
PARTS AMOUNT	34.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	49.17
LESS INSURANCE	0.00
SALES TAX	2.56
PLEASE PAY THIS AMOUNT	51.73

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:21 FROM- Reliable BGC 916-783-1938 T-566 P001/0023 F-798

CUSTOMER [redacted]

KELLOGG CONSTRUCTION

[redacted]

HOME:

BUS: [redacted]

[redacted]

ACCOUNTING

PAGE 1

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

CO		VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15 CHEVROLET COLORADO	1GCGTCE34F1[redacted]		36005/36223	T5770

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 05MAY16		0.00	CASH	09MAY16

R.O. OPENED	READY	OPTIONS: DLR:WOODLAND ENG:3.6_Liter_DOHC
14:21 25APR16	10:14 09MAY16	

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CHECK LEFT FRONT SEAT COVER STITCHING COMING APART								
7023350 FRONT SEAT CUSHION COVER AND PAD REPLACEMENT								
189 WP	2.25	0.60	4388	16891			168.91	168.91
553 WP	0.14	0.80	3040	1051			10.51	10.51
	2.39	1.40	7428	17942	**		179.42	179.42
1 23455867 F-COVER			6056	8478	0	100.93	84.78	84.78
5 6616858 RING			200	280	0	0.67	0.56	2.80
4 9437486 (S)RIVET			236	332	0	1.04	0.83	3.32
			6492	9090	TPARTS			
			7428	17942	TLABOR			

VERSION 1 (EMP# 189,05MAY16 10:55): 36005 CONFIRMED DRIVER'S SEAT CUSHION COVER HAS STITCHES COMING OFF. REMOVED ALL NECESSARY TRIM COMPONENTS AND RIVETS HOLDING COVER. INSTALLED NEW DRIVER'S SEAT CUSHION COVER AND RE-INSTALLED ALL PARTS NEW RIVETS INSTALLED AS WELL.

B** CHECK PHONE BUTTON ON STEERING WHEEL STICKS WHEN PRESSED								
DTRM DIAGNOSE TRIM								
189 ICSW	0.45	0.00	878	0			0.00	0.00
553 ICSW	0.03	0.00	0	0			0.00	0.00
	0.48	0.00	878	0	**		0.00	0.00

VERSION 1 (EMP# 189,05MAY16 10:56): 36005 ALL BUTTONS ON STEERING WHEEL ARE WORKING PROPERLY AT THIS TIME. NO BULLETINS FOUND RELATED TO CUSTOMER'S CONCERN.

Our service team would like to THANK YOU for choosing us to service your vehicle.It is our goal for you to be Completely Satisfied. You may be selected by General Motors to receive a Customer Satisfaction Survey,which is our report card on how well we did today. All of us would appreciate your response.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-05-16	08:21	10:36	2.25	W	189	A	
	10:53	11:01	0.14	W	553	A	

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

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TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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DATE CUSTOMER SIGNATURE

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(signature or initials)

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Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:21 FROM- Reliable BGC 916-783-1938 T-566 P0012/0023 F-798

CUSTOMER #: [redacted]

[redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA

HOME

BUS: [redacted]

ACCOUNTING

PAGE 2

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F1[redacted]		36005/36223	T5770

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 05MAY16		0.00	CASH	09MAY16

R.O. OPENED	READY	OPTIONS:
14:21 25APR16	10:14 09MAY16	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		11:01	11:03	0.03	W	553	B			
		10:36	11:03	0.45	W	189	B			

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	17942	7428		48000	9090	6492	
46300	0	878		26300	27032	*******	
6704	0	*******					

COST, SALE, & COMP TOTALS 14798 27032 0

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

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DATE CUSTOMER SIGNATURE

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(signature or initials)

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Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:22 FROM- Reliable BGC 916-783-1938 T-566 P0013/0023 F-798

CUSTOMER # [redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA

HOM[redacted]

BUS[redacted]

[redacted]

ACCOUNTING

PAGE 1

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005626
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34E[redacted]		33062/33062	T2305

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 15FEB16		0.00	CASH	16FEB16

R.O. OPENED	READY	OPTIONS:
09:17 15FEB16	11:23 16FEB16	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A 15116- HOOD STRIKER CORROSION/FRACTURE										
CAUSE: PERFORMED CUSTOMER SATISFACTION PROGRAM										
9101683 15116- HOOD STRIKER KIT INSTALLATION										
	159	WP	0.39	0.50	1900	6408			64.08	64.08
1 23390993 STRIKER KIT					2268	3175	0	37.80	31.75	31.75
PO#110337										
1 F FREIGHT/BUY OUT					567	567		5.67	5.67	5.67
FC: PART#: COUNT:					2268	3175	TPARTS			
CLAIM TYPE: ZFAT										
AUTH CODE:										
					1900	6408	TLABOR			
VERSION 1 (EMP# 159,15FEB16 11:07): 33062 PERFORMED RECALL 15116.										
B 15671- EXCESSIVE WIRING HARNESS LENGTH										
CAUSE: PERFORMED SERVICE UPDATE 15671										
9101976 15671- INSPECT CYLINDER HEAD TO HARNESS CLEARANCE										
	159	WP	0.01	0.20	760	2563			25.63	25.63
FC: PART#: COUNT:					0		0	TPARTS		
CLAIM TYPE: ZFAT										
AUTH CODE:										
					760	2563	TLABOR			
VERSION 1 (EMP# 159,15FEB16 11:08): 33062 PERFORMED RECALL 15671. INSPECTED THE WIRE HARNESS AND FOUND NO FURTHER ACTION REQUIRED										
C TIRE INFLATION SERVICE PERFORMED INFLATED										
TO:RF LF RR LR										
TIS TIRE INFLATION SERVICE PERFORMED INFLATED										
TO:RF LF RR LR										
	159	ICSC	0.00	0.00	0	0			0.00	0.00
VERSION 1 (EMP# 159,15FEB16 11:08): 33062 SET TIRE PRESSURES TO 35 PSI										

Tire pressure check/inflation service was performed RF PSI LF PSI RR PSI LR PSI	"I acknowledge notice and oral approval of an increase in the original estimated price."	DESCRIPTION	TOTALS
Customer declined tire pressure check/inflation service. Initials		LABOR AMOUNT	
ALL NEW REPLACEMENT PARTS AND RELATED LABOR HAVE A LIMITED WARRANTY OF 12 MONTHS		PARTS AMOUNT	
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary material. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.	(signature or initials)	GAS, OIL, LUBE	
		SUBLET AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replacement parts and requested by you.	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. Some Parts Not returnable	WASTE DISPOSAL COSTS *	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
DATE CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REP. INITIALS	PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:22 FROM- Reliable BGC 916-783-1938 T-566 P0014/0023 F-798

CUSTOMER #: [redacted]

[redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA

HOME: [redacted]

BUS:

COL

ACCOUNTING

PAGE 2

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433615

SERVICE ADVISOR: 898 ART VELORIA

VIN	LICENSE	MILEAGE IN / OUT	TAG
1GCGTCE34F1 [redacted]		33062/33062	T2305

GREY | 15 | CHEVROLET COLORADO

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 15FEB16		0.00	CASH	16FEB16

R.O. OPENED	READY	OPTIONS:
09:17 15FEB16	11:23 16FEB16	DLR:WOODLAND ENG:3.6_Liter_DOHC

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

Our service team would like to THANK YOU for choosing us to service your vehicle.It is our goal for you to be Completely Satisfied. You may be selected by General Motors to receive a Customer Satisfaction Survey,which is our report card on how well we did today. All of us would appreciate your response.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-15-16	10:44	11:07	0.39	W	159	A	
	11:07	11:08	0.01	W	159	B	
	11:08	11:08	0.00	W	159	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	8971	2660		48000	3175	2268	
3306	567	567		46300	0	0	
26300	12713	*******		6704	0	*******	

COST, SALE, & COMP TOTALS 5495 12713 0

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

ALL NEW REPLACEMENT PARTS AND RELATED LABOR HAVE A LIMITED WARRANTY OF 12 MONTHS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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DATE CUSTOMER SIGNATURE

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

(signature or initials)

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:23 FROM- Reliable BGC 916-783-1938 T-566 P0015/0023 F-798

CUSTOMER #[redacted]

[redacted]

KELLOGG CONSTRUCTION

ACCOUNTING

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE - ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

[redacted]

ROSEVILLE CA

PAGE 1

HOME: [redacted]

BUS:

SERVICE ADVISOR: 898 ART VELORIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F[redacted]		24581/24581	T2484

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 05OCT15		0.00	CASH	06OCT15

R.O. OPENED	READY	OPTIONS:
15:48 30SEP15	10:24 06OCT15	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	DIAGNOSE HEATER DOES NOT BLOW HOT AIR FROM VENTS-PLEASE CK AND ADVISE										
	4420050	HEATER AND AIR CONDITIONING CONTROL REPLACEMENT									
		547	WP	3.73	0.90	3420	11253			112.53	112.53
1	23211700	F-(S)CONTROL				9460	13244	0	189.20	132.44	132.44
						9460	13244	TPARTS			
						3420	11253	TLABOR			

VERSION 1 (EMP# 547,01OCT15 10:15): 24581 no heat from hvac scanned with gds found 5 dtcs set history recorded+cleared the dtss rech operation now has some heat when derected out the dash vents noted when switching to defrost goes back to cold checked for tsb/updates found update for the hvac pertaining to control issues reflashed the hvac control module with the latest version rechecked operation still cold on the defrost veawed on the scanner temp door does not change position when the mode is changed iternal control head issue ordered replacement control head

VERSION 2 (EMP# 547,01OCT15 10:17): 24581 no heat from hvac scanned with gds found 5 dtcs set history recorded+cleared the dtss rech operation now has some heat when derected out the dash vents noted when switching to defrost goes back to cold checked for tsb/updates found update for the hvac pertaining to control issues reflashed the hvac control module with the latest version war code 99fa3 rechecked operation still cold on the defrost veawed on the scanner temp door does not change position when the mode is changed internal control head issue ordered replacement control head

VERSION 3 (EMP# 547,05OCT15 13:00): 24581 no heat from hvac scanned with gds found 5 dtcs set history recorded+cleared the dtcs rech operation now has some heat when derected out the dash vents noted when switching to defrost goes back to cold checked for tsb/updates found update for the hvac pertaining to control issues reflashed the hvac control module with the latest version war code 99fa3 rechecked operation still cold on the defrost veawed on the scanner temp door does not change position when the mode is changed internal control head issue ordered replacement control head replaced the hvac control head

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

ALL NEW REPLACEMENT PARTS AND RELATED LABOR HAVE A LIMITED WARRANTY OF 12 MONTHS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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DATE CUSTOMER SIGNATURE

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

(signature or initials)

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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07-11-'17 10:23 FROM- Reliable BGC 916-783-1938 T-566 P0016/0023 F-798

CUSTOMER : [redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA [redacted]

HOME: [redacted]

BUS :

ACCOUNTING

PAGE 2

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F[redacted]		24581/24581	T2484

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 05OCT15		0.00	CASH	06OCT15

R.O. OPENED	READY	OPTIONS:
15:48 30SEP15	10:24 06OCT15	DLR:WOODLAND ENG:3.6_Liter_DOHC

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

recalibrated all actuators rech operation working normally at this time
VERSION 4 (EMP# 547,05OCT15 13:02): 24581 no heat from hvac scanned with gds found 5 dtcs set history recorded+cleared the dtcs rech operation now has some heat when derected out the dash vents noted when switching to defrost goes back to cold checked for tsb/updates found update for the hvac pertaining to control issues reflashed the hvac control module with the latest version war code 99fa3 rechecked operation still cold on the defrost veawed on the scanner temp door does not change position when the mode is changed internal control head issue ordered replacement control head replaced the hvac control head and programmed recalibrated all actuators rech operation working normally at this time

B** 14856- CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE
CAUSE: PERFORMED SERVICE UPDATE 14856

	9101548	14856-REROUTE CHASSIS/BODY HARNESS & INSTALL RETAINING CLIPS									
		547	WP	0.68	0.50	1900	6252			62.52	62.52
	1	23391851	F-(S)CLIP			200	280	0	3.51	2.80	2.80
	1	23391850	F-(S)CLIP			227	318	0	3.98	3.18	3.18
	FC: PART#: COUNT:						427		598 TPARTS		
	CLAIM TYPE: ZFAT										
	AUTH CODE:										
							1900		6252 TLABOR		

VERSION 1 (EMP# 547,01OCT15 10:17): 24581 camp 14856 repositioned harness per campaign

C** 15439 LOSS OF ELECTRIC POWER STEERING ASSISTS

	CAMP	PRODUCT RECALL CAMPAIGN									
		547	WP	0.49	0.30	1140	3751			37.51	37.51
							0		0 TPARTS		
							1140		3751 TLABOR		

VERSION 1 (EMP# 547,01OCT15 10:18): 24581 camp 15439 reflashed the power steering control module per camapaign

Tire pressure check/inflation service was performed RF PSI LF PSI RR PSI LR PSI	"I acknowledge notice and oral approval of an increase in the original estimated price." (signature or initials)	DESCRIPTION / TOTALS LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT WASTE DISPOSAL COSTS * TOTAL CHARGES LESS INSURANCE SALES TAX
Customer declined tire pressure check/inflation service. Initials		
ALL NEW REPLACEMENT PARTS AND RELATED LABOR HAVE A LIMITED WARRANTY OF 12 MONTHS		
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE I hereby authorize the repair work herein set forth to be done along with the necessary material. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. Some Parts Not returnable	
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DATE CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REP. INITIALS	PLEASE PAY THIS AMOUNT

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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07-11-'17 10:24 FROM- Reliable BGC 916-783-1938 T-566 P0017/0023 F-798

CUSTOMER [redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA

HOME:

BUS: [redacted]

[redacted]

ACCOUNTING

PAGE 3

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

COL		VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15 CHEVROLET COLORADO	1GCGTCE34F[redacted]		24581/24581	T2484

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 05OCT15		0.00	CASH	06OCT15

R.O. OPENED	READY	OPTIONS:
15:48 30SEP15	10:24 06OCT15	DLR:WOODLAND ENG:3.6_Liter_DOHC

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

Our service team would like to THANK YOU for choosing us to service your vehicle.It is our goal for you to be Completely Satisfied. You may be selected by General Motors to receive a Customer Satisfaction Survey,which is our report card on how well we did today. All of us would appreciate your response.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-30-15	16:00	16:56	0.93	W	547	A	
10-01-15	08:46	10:15	1.48	W	547	A	
	10:15	10:17	0.03	W	547	B	
	10:17	10:18	0.02	W	547	C	
	10:18	10:57	0.65	W	547	B	
	10:57	11:25	0.47	W	547	C	
10-05-15	11:00	12:16	1.27	W	547	A	
	12:57	13:00	0.05	W	547	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	21256	6460		48000	13842	9887	
26300	35098	*******					

COST, SALE, & COMP TOTALS 16347 35098 0

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

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(signature or initials)

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Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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07-11-'17 10:24 FROM- Reliable BGC 916-783-1938 T-566 P0018/0023 F-798

CUSTOMER # [redacted]

[redacted]

ACCOUNTING

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

[redacted]

PAGE 1

HOME [redacted]
BUS: [redacted]

SERVICE ADVISOR: 556 KENNETH T. BAUGH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F[redacted]		18911/18911	T7617

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 25JUN15		0.00	CASH	26JUN15

R.O. OPENED	READY	OPTIONS:
09:56 25JUN15	13:42 26JUN15	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CHEVROLET 2 YEAR MAINTENANCE						
0600723 CHEVROLET 2 YEAR MAINTENANCE						
189 WP 0.52 0.20	834	1000			10.00	10.00
1 19303250 (S)FILTER	376	407	0	7.52	4.07	4.07
1 3536966 (S)SEAL	142	179	0	2.49	1.79	1.79
6 19293002 5-30W DEXOS	1890	1914	0	4.28	3.19	19.14
	2408		2500	TPARTS		
	834		1000	TLABOR		
VERSION 1 (EMP# 189,25JUN15 14:19): 18911 PERFORMED DEXOS LOF AND TIRE ROTATION.						
B RECALL 14818						
CAMP PRODUCT RECALL CAMPAIGN						
189 WP 0.20 0.10	321	1042			10.42	10.42
699 WP 0.28 0.10	370	1459			14.59	14.59
0.48 0.20	691	2501	**		25.01	25.01
	0		0	TPARTS		
	691		2501	TLABOR		
VERSION 1 (EMP# 699,189,25JUN15 15:02): 18911 PERFORMED RECALL 14818. INSPECTED WIRE HARNESS ONLY. NO FURTHER ACTION REQUIRED.						
C 15150-FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY						
CAUSE: PERFORMED RECALL 15150						
9101513 9101513- INSPECT LEFT AND RIGHT FRONT SEAT INSTALLATION (NO FURTHER ACTION REQ'D)						
189 WP 0.24 0.10	385	697			6.97	6.97
699 WP 0.62 0.10	370	1804			18.04	18.04
0.86 0.20	755	2501	**		25.01	25.01
FC: PART#: COUNT:		0		0 TPARTS		
CLAIM TYPE: ZFAT						
AUTH CODE:						
	755		2501	TLABOR		
VERSION 1 (EMP# 699,189,25JUN15 15:39): 18911 PERFORMED RECALL 15150. INSPECTED AND RE-INSTALLED DRIVER'S SEAT ONLY.						
D 14888- FRONT BRAKE CALIPER LEAK						
CAUSE: PERFORMED PRODUCT SAFETY RECALL 14888						

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

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DATE CUSTOMER SIGNATURE

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

(signature or initials)

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Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:25 FROM- Reliable BGC 916-783-1938 T-566 P0019/0023 F-798

CUSTOMER #[redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA [redacted]

HOME: [redacted]

BUS:

[redacted]

[redacted]

ACCOUNTING

PAGE 2

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 556 KENNETH T. BAUGH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F[redacted]		18911/18911	T7617

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 25JUN15		0.00	CASH	26JUN15

R.O. OPENED	READY	OPTIONS:
09:56 25JUN15	13:42 26JUN15	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	9101540	14888	- REPLACE FRONT BRAKE CALIPERS (INC. BLEEDING THE HYDRAULIC BRAKE SYSTEM AND FRONT CALIPER INSPECTION)								
	189		WP	1.93	0.40	3094	13789			137.89	137.89
	699		WP	0.17	0.80	2960	1215			12.15	12.15
				2.10	1.20	6054	15004	**		150.04	150.04
1	23341891	F-(S)CALIPER				7460	10444	0	149.20	104.44	104.44
	LOST GROSS PO#107655 $29.84										
1	F FREIGHT/BUY OUT					2984	2984		29.84	29.84	29.84
1	23341892	F-(S)CALIPER				7460	10444	0	149.20	104.44	104.44
	LOST GROSS PO#107655 $29.84										
1	F FREIGHT/BUY OUT					2984	2984		29.84	29.84	29.84
4	21012386	(S)WASHER				156	220	0	0.78	0.55	2.20
2	19299818	FLUID				974	1364	0	9.74	6.82	13.64
	FC: PART#: COUNT:					16050	22472	TPARTS			
	CLAIM TYPE: ZFAT										
	AUTH CODE:										
						6054	15004	TLABOR			

VERSION 1 (EMP# 699,189,25JUN15 16:21): 18911 PERFORMED RECALL 14888. INSPECTED FRONT BRAKE CALIPERS. FOUND IT HAS THE OLD DESIGN. REPLACED FRONT BRAKE CALIPERS AND BLEED AIR OUT OF BRAKE SYSTEM.

Our service team would like to THANK YOU for choosing us to service your vehicle.It is our goal for you to be Completely Satisfied. You may be selected by General Motors to receive a Customer Satisfaction Survey,which is our report card on how well we did today. All of us would appreciate your response.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-25-15	13:48	14:19	0.52	W	189		A
	14:19	14:31	0.20	W	189		B

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

ALL NEW REPLACEMENT PARTS AND RELATED LABOR HAVE A LIMITED WARRANTY OF 12 MONTHS

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done along with the necessary material. I hereby grant you and your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

By signing below, you acknowledge that you were notified or and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replacement parts and requested by you.

DATE CUSTOMER SIGNATURE

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

(signature or initials)

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:25 FROM- Reliable BGC 916-783-1938 T-566 P0020/0023 F-798

CUSTOMER #: [redacted]

[redacted]

KELLOGG CONSTRUCTION

ACCOUNTING

PAGE 3

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

[redacted]

ROSEVILLE, CA

HOME: [redacted]

BUS:

SERVICE ADVISOR: 556 KENNETH T. BAUGH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F1[redacted]		18911/18911	T7617

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 25JUN15		0.00	CASH	26JUN15

R.O. OPENED	READY	OPTIONS:
09:56 25JUN15	13:42 26JUN15	DLR:WOODLAND ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		14:32	14:46		0.24	W	189	C			
		14:45	15:02		0.28	W	699	B			
		15:02	15:39		0.62	W	699	C			
		15:39	15:49		0.17	W	699	D			
		14:46	16:21		1.58	W	189	D			
		16:22	16:43		0.35	W	189	D			

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	21006	8334		48100	407	376	
48000	22651	16192		49100	1914	1890	
3306	5968	5968		26300	51946	*******	

COST, SALE, & COMP TOTALS 32760 51946 0

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

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DATE CUSTOMER SIGNATURE

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(signature or initials)

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AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:25 FROM- Reliable BGC 916-783-1938 T-566 P0021/0023 F-798

CUSTOMER #: [redacted]

[redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSEVILLE, CA

HOME:

BUS: [redacted]

ACCOUNTING

PAGE 1

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F1 [redacted]		13094/13094	T4198

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 13APR15		0.00	CC	15APR15

R.O. OPENED	READY	OPTIONS: DLR:WOODLAND ENG:3.6_Liter_DOHC
16:15 10APR15	13:53 15APR15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CHECK FOR OIL LEAKING UNDER ENGINE AREA CUSTOMERS NOTICED ON GROUND										
	DFL	DIAGNOSE FLUID LEAKS									
		881	C	1.19	0.20	740	2830			28.30	28.30
	1	19303250	(S)	FILTER		376	595	0	7.52	5.95	5.95
	VERSION 1 (EMP# 881,13APR15 12:01): 13094 CHECKED FOR OIL LEAKS FOUND AFTER MARKET OIL FILTER LEAKING. REMOVED FILTER FOUND O-RING FOR OIL FILTER WAS PUT IN WRONG LOCATION REPLACED FILTER AND O-RING WITH OE AND RE-CK FOR LEAKS FOUND NO OTHER LEAKS AT THIS TIME HAD TO PRESSURE WASH TOP AND BOTTOM										
B	DIAGNOSE BRAKE CONDITION AND REPORT-CUSTOMER REPORTS BRAKES SQUEEL WHEN APPLIED										
	DBR	DIAGNOSE BRAKE CONDITION AND REPORT									
		881	ICSW	0.22	0.20	740	2000			20.00	20.00
	VERSION 1 (EMP# 881,13APR15 12:04): 13094 CHECK ALL BRAKES FOUND TO LOOK GOOD NO HOT SPOTS ON ROTORS TEST DROVE AND BURNISHED BRAKES FOUND NO OTHER REPAIR NEEDED										
	VERSION 2 (EMP# 881,13APR15 12:05): 13094 CHECK ALL BRAKES FOUND TO LOOK GOOD NO HOT SPOTS ON ROTORS TEST DROVE AND BURNISHED BRAKES NOISE WENT AWAY IF NOISE COMES BACK MAY NEED TO RESURFACE ROTORS NO OTHER REPAIR NEEDED										
C**	DIAGNOSE TRANSMISSION FOR CLUNK NOISE WHILE DRIVING OR WHEN VEHICLE DOWNSHIFTS COMING TO A STOP-PLEASE CK AND ADVISE										
	DTO	DIAGNOSE TRANSMISSION OPERATION									
		881	ICSW	0.00	0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 881,13APR15 12:09): 13094 DIAG TRANS FOR CLUNK NOISE WHILE DRIVING ON DOWN SHIFTS AND COMING TO STOPS CHECKED DRIVE LINE AND TANS MOUNTS FOUND ALL LOOK GOOD TEST DROVE WAS NEVER ABLE TO DUPLICATE CONCERN NO REPAIR DONE AT THIS TIME										

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

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(signature or initials)

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Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:26 FROM- Reliable BGC 916-783-1938 T-566 P0022/0023 F-798

CUSTOMER #: [redacted]

KELLOGG CONSTRUCTION

[redacted]

ROSE[redacted] CA

HOME [redacted]

BUS: [redacted]

[redacted]

ACCOUNTING

PAGE 2

RELIABLE

BUICK * GMC * CADILLAC

400 AUTOMALL DRIVE · ROSEVILLE, CA 95661
ROSEVILLE 916-783-5233
SACRAMENTO 916-969-1111
B.A.R. REG. #ARD 00005826
US EPA ID# CAD 982433815

SERVICE ADVISOR: 898 ART VELORIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGTCE34F[redacted]		13094/13094	T4198

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
08NOV14 DD			17:00 13APR15		0.00	CC	15APR15

R.O. OPENED	READY	OPTIONS:
16:15 10APR15	13:53 15APR15	DLR:WOODLAND ENG:3.6_Liter_DOHC

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

Our service team would like to THANK YOU for choosing us to service your vehicle.It is our goal for you to be Completely Satisfied. You may be selected by General Motors to receive a Customer Satisfaction Survey,which is our report card on how well we did today. All of us would appreciate your response.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-13-15	10:50	12:01	1.19	W	881	A	
	12:01	12:05	0.06	W	881	B	
	12:05	12:13	0.14	W	881	C	
	13:18	13:19	0.02	W	881	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	2830	740		46700	595	376	
46300	2000	740		32400	45	0	
6704	2000	*******		22501	3470	*******	

COST, SALE, & COMP TOTALS 1856 5425 0

Tire pressure check/inflation service was performed

RF PSI LF PSI RR PSI LR PSI

Customer declined tire pressure check/inflation service. Initials

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(signature or initials)

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Some Parts Not returnable

AUTHORIZED DEALERSHIP REP. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	28.30
PARTS AMOUNT	5.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COST'S *	0.00
TOTAL CHARGES	34.25
LESS INSURANCE	0.00
SALES TAX	0.45
PLEASE PAY THIS AMOUNT	34.70

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

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ACCOUNTING COPY

07-11-'17 10:26 FROM- Reliable BGC 916-783-1938 T-566 P0023/0023 F-798

Jodi Blackford (C)

From: Kevin Coats <reliablekc@surewest.net>
Sent: Monday, August 07, 2017 3:06 PM
To: Jodi Blackford (C)
Subject: [EXTERNAL] RE: CA CEC - [redacted] - [redacted] - Repurchase Approved

Jodi
Yes we could do that.... Kevin Coats

From: Jodi Blackford (C) [mailto:jodi.blackford@gm.com]
Sent: Monday, August 07, 2017 10:54 AM
To: Kevin Coats
Cc: Jeff Gilbreath
Subject: CA CEC - [redacted] - Repurchase Approved

Happy Tuesday,

The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below. This customer contact General Motors to request a repurchase of this vehicle, we have completed all the research on this and General Motors has approved a voluntary repurchase of this vehicle. I wanted to reach out to make you aware and also confirm if Reliable Cadillac would be willing to host this repurchase.

Please notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at 866-790-5600 ext. 5911382, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received this information.

Below is the case summary:

- **Customer Name:** [redacted] Roseville CA [redacted]
- **Vehicle Information:** 2015 Chevrolet Colorado
- **VIN:** 1GCGTCE34F1[redacted] - 53,000miles

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

Jodi Blackford
CA CEC District Specialist
Phone: 866-790-5600 ext. 5911382
Email: jodi.blackford@gm.com
Fax: 586-920-0876
7401 E Ben White Suite 3
Austin, TX 78744