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

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

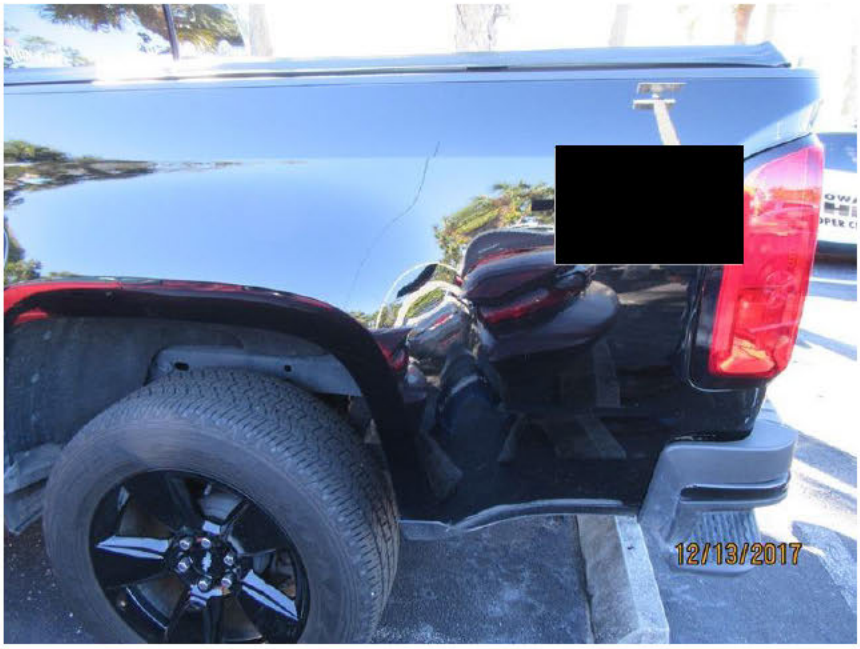
Photo #	Description / Photo	Damage (Yes/No)
17	Driver's "C" pillar 	Yes
18	Hood / Windshield 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
19	Tonneau Cover 	No
20	Left front door / dent & paint scratch (pre-existing) 	Yes

Photo Log and Photos for Preliminary Inspection v.5			
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Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
21	Left front fender damage view 1 	Yes
22	Left front fender damage view 2 	Yes

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
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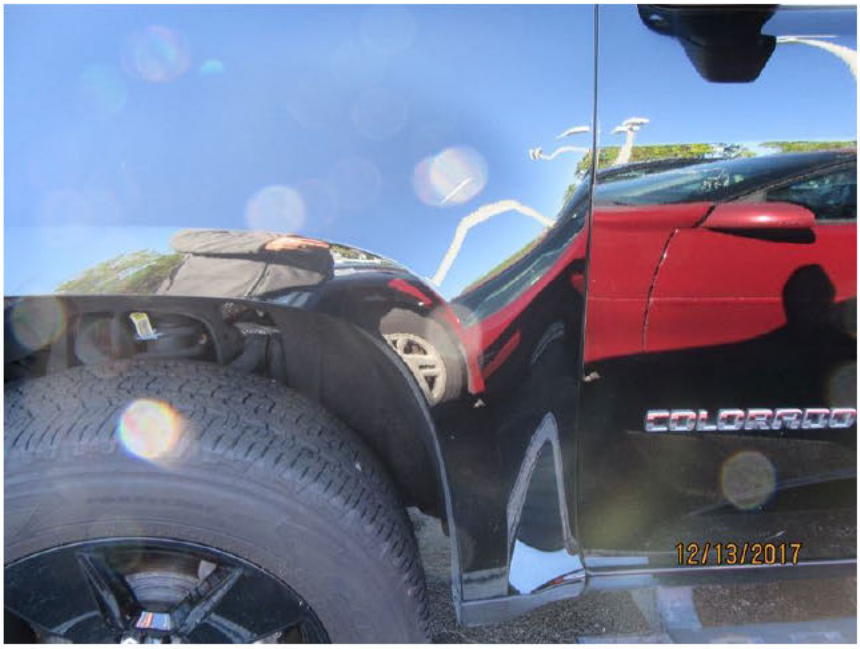
Photo #	Description / Photo	Damage (Yes/No)
23	Left front fender damage view 3 	Yes
24	Left front inner fender damage view 1 	Yes

Photo Log and Photos for Preliminary Inspection v.5			
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Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

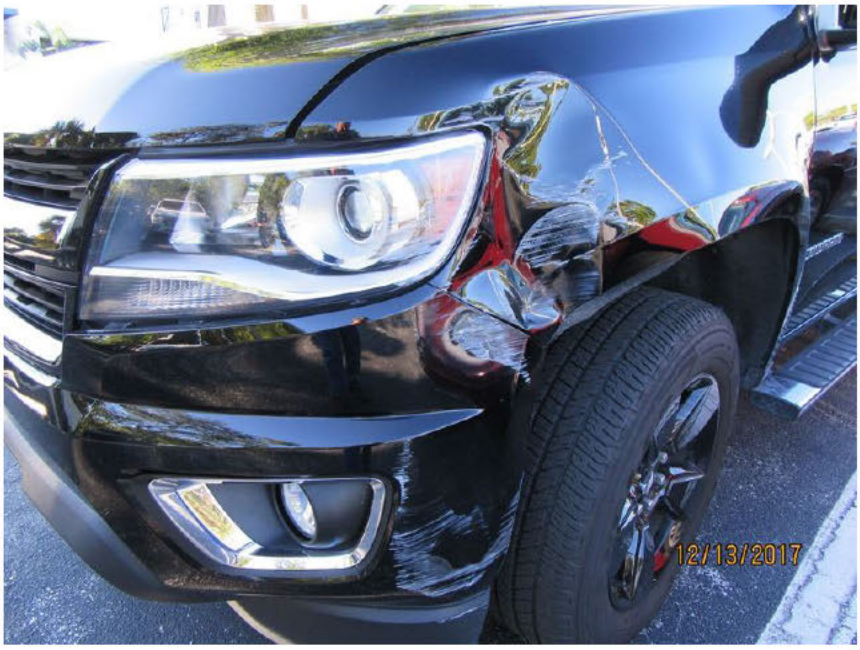
Photo #	Description / Photo	Damage (Yes/No)
25	Left front inner fender damage view 2 	Yes
26	Left front corner view 	Yes

Photo Log and Photos for Preliminary Inspection v.5			
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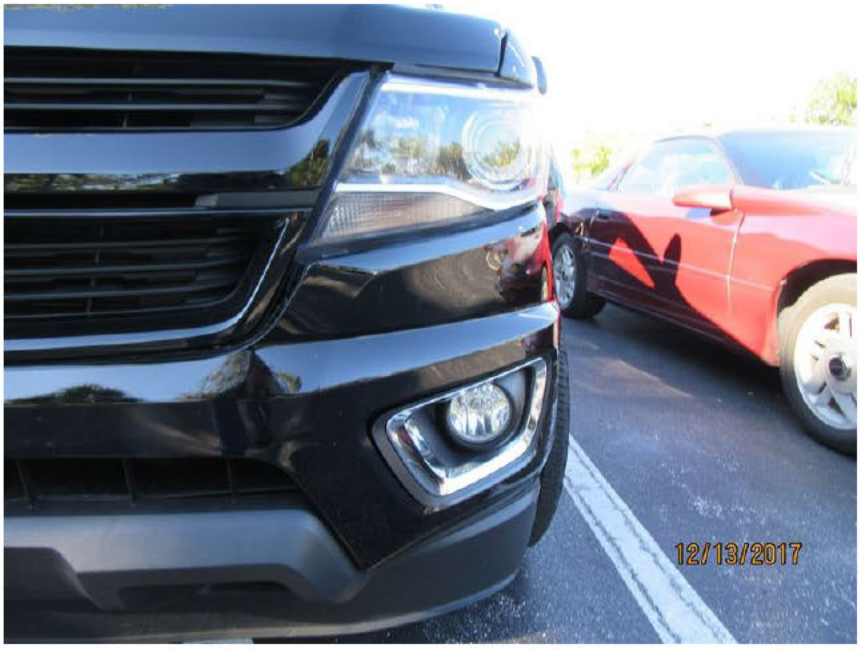
Photo #	Description / Photo	Damage (Yes/No)
27	Left 1/3rd grille view 	Yes
28	Center grille view 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

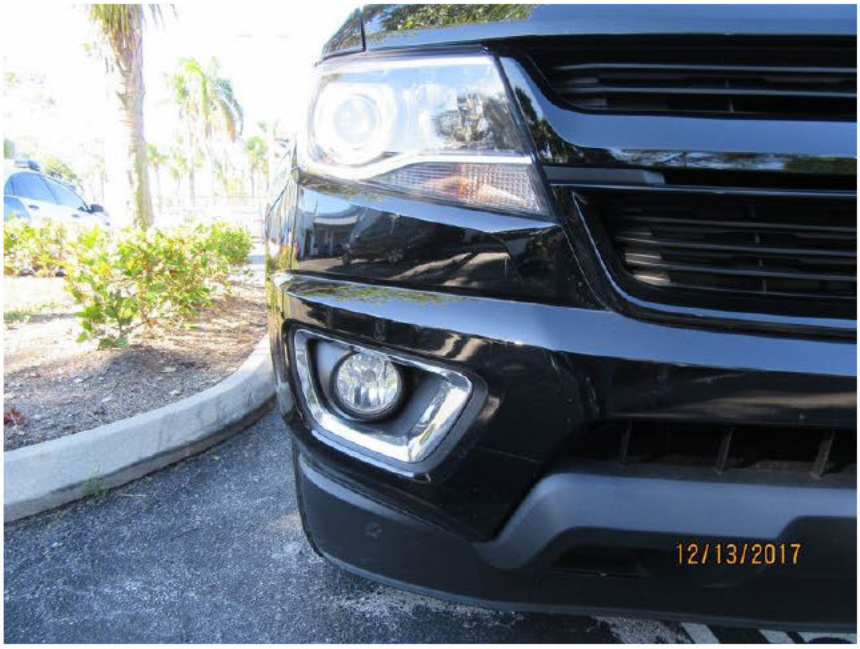
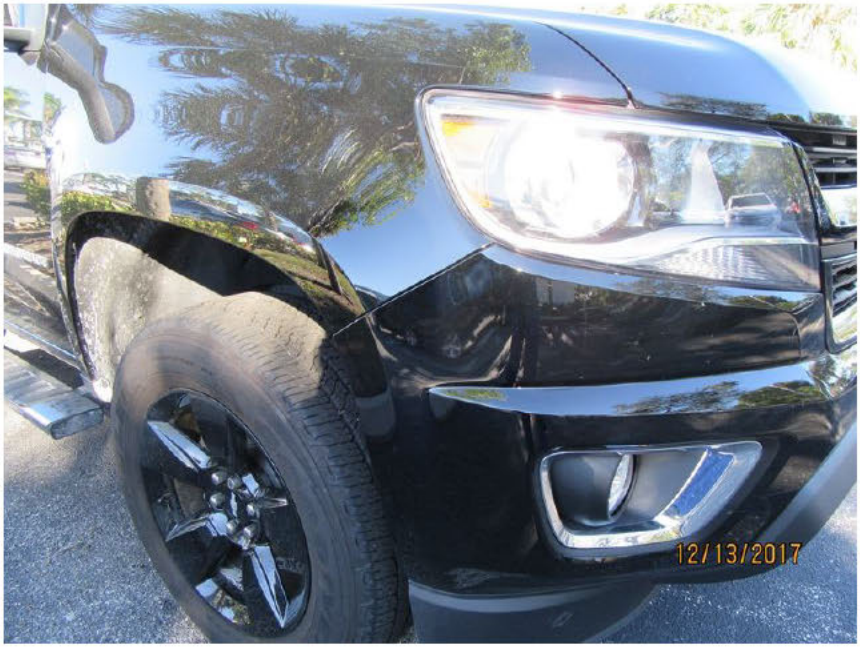
Photo #	Description / Photo	Damage (Yes/No)
29	Right 1/3rd grille view 	No
30	Right front corner view 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
31	Left rear corner view 	Yes
32	Left rear 1/3rd bumper view 	Yes

Photo Log and Photos for Preliminary Inspection v.5			
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Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
33	Center rear bumper view 	No
34	Right rear 1/3rd bumper view 	No

Photo Log and Photos for Preliminary Inspection v.5			
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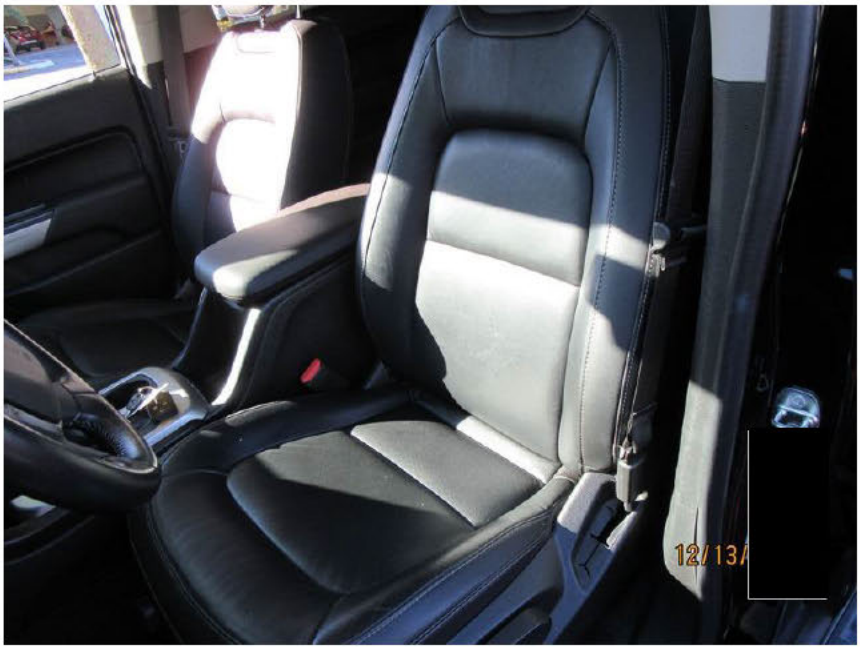
Photo #	Description / Photo	Damage (Yes/No)
35	Right rear corner view 	No
	Interior Photos	
36	Driver's seat (Interior) 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
37	Passenger seat (Interior) 	No
38	Rear seat (Interior) 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
39	Driver's floor area (Interior) 	No
40	Passenger floor area (Interior) 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
41	I.P. left side view (Interior) 	No
42	I.P. right side view (Interior) 	No

Photo Log and Photos for Preliminary Inspection v.5			
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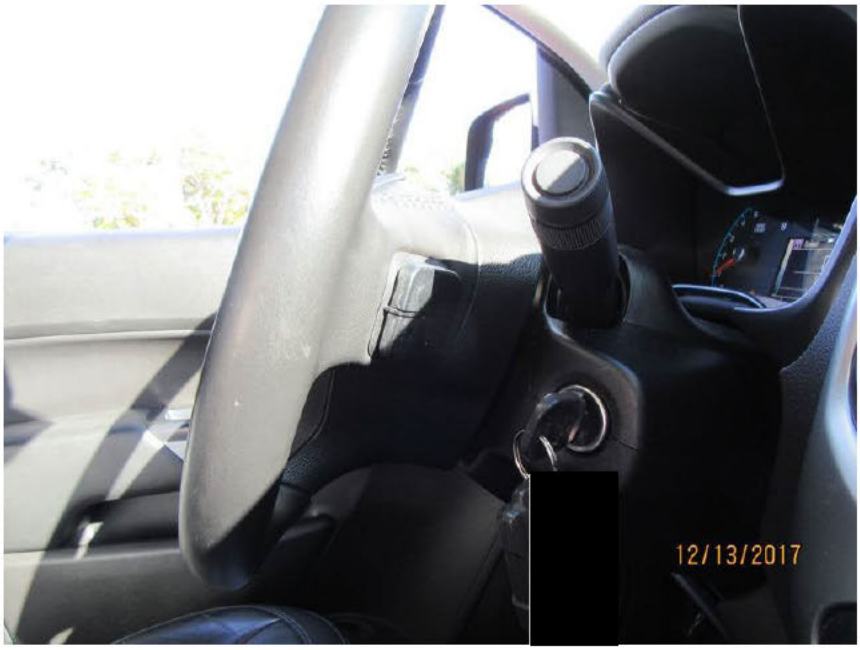
Photo #	Description / Photo	Damage (Yes/No)
43	Steering wheel/column from left (Interior) 	No
44	Steering wheel/column from right (Interior) 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
45	Center stack (Interior)  \	No
46	Center front seat console / arm rest  	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
47	Cluster view MIL lights illuminated (Interior) 	Yes
48	Under left side I.P. view (PPS, Brake Pedal, Steering shaft) 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
49	Steering wheel view while during test drive, vehicle going straight / wheel turned right to maintain going straight 	Yes
50	Headliner front half view 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
51	Headliner rear half view 	No
	SIR / Restraints Photos	
52	Driver's seat belt buckled 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
53	Passenger seat belt buckled 	No
54	PPS test / "off" with no passenger present 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
55	PPS test / "on" with passenger present and seat belt unbuckled (seat belt buckled light off during test) 	Yes
56	PPS test / "on" with passenger present and seat belt buckled 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
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Photo #	Description / Photo	Damage (Yes/No)
	Under Hood / Throttle System Photos	
57	Under hood full view 	No
58	Under hood view from left side 	No

Photo Log and Photos for Preliminary Inspection v.5			
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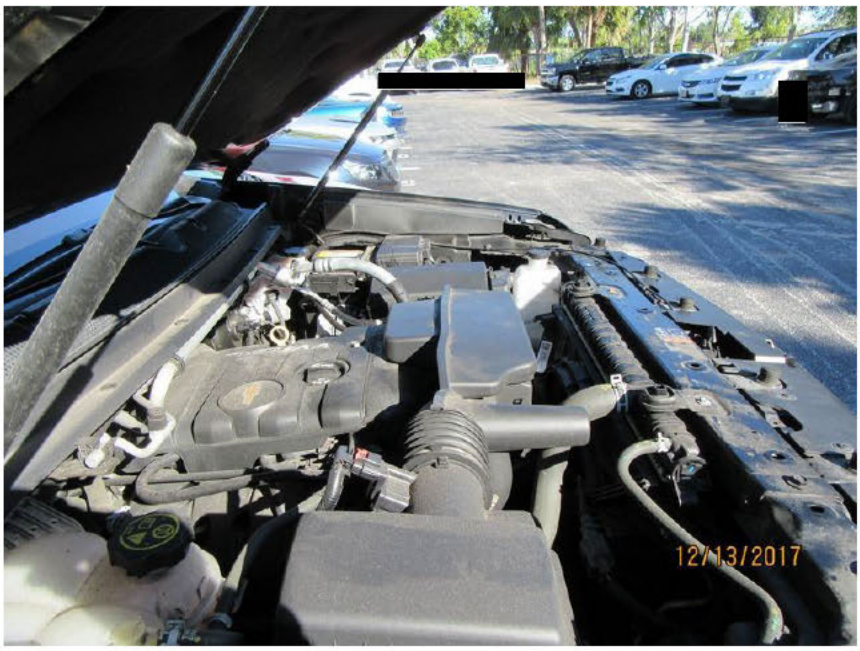
Photo #	Description / Photo	Damage (Yes/No)
59	Under hood view from right side 	No
60	Under hood view of BEC 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
61	Under hood view of CRFM from left 	No
62	Under hood view of CRFM from right 	No

Photo Log and Photos for Preliminary Inspection v.5			
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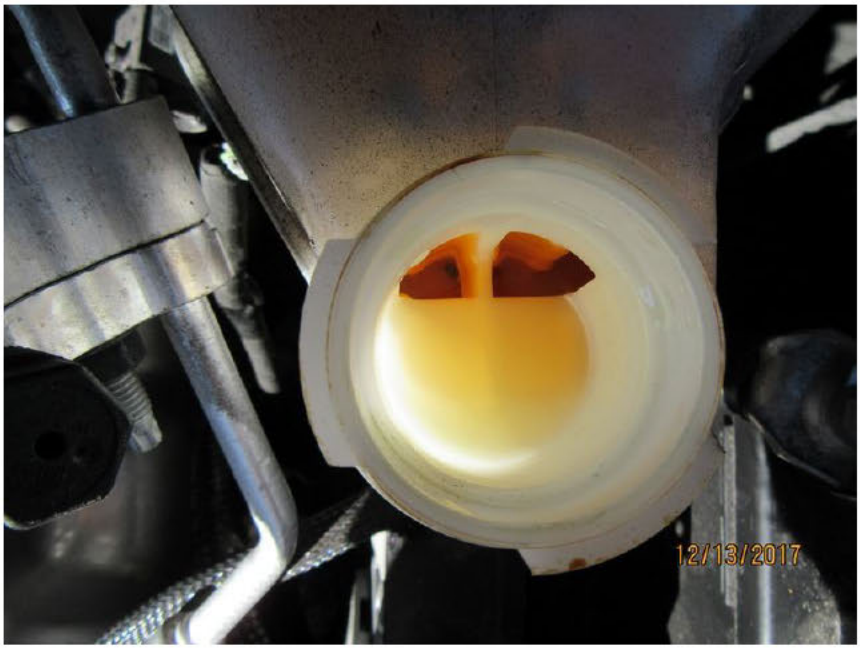
Photo #	Description / Photo	Damage (Yes/No)
63	Under hood view of master cylinder reservoir / full, clear color 	No
64	Under hood view of master cylinder reservoir with cap removed 	No

Photo Log and Photos for Preliminary Inspection v.5			
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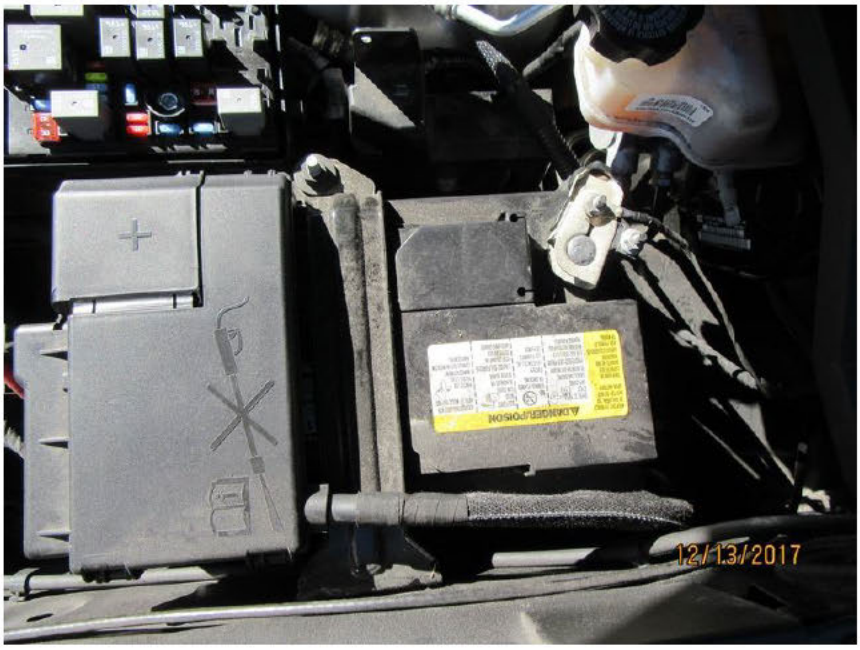
Photo #	Description / Photo	Damage (Yes/No)
65	Under hood view of coolant tank / full, normal color 	No
66	Under hood view of battery 	No

Photo Log and Photos for Preliminary Inspection v.5			
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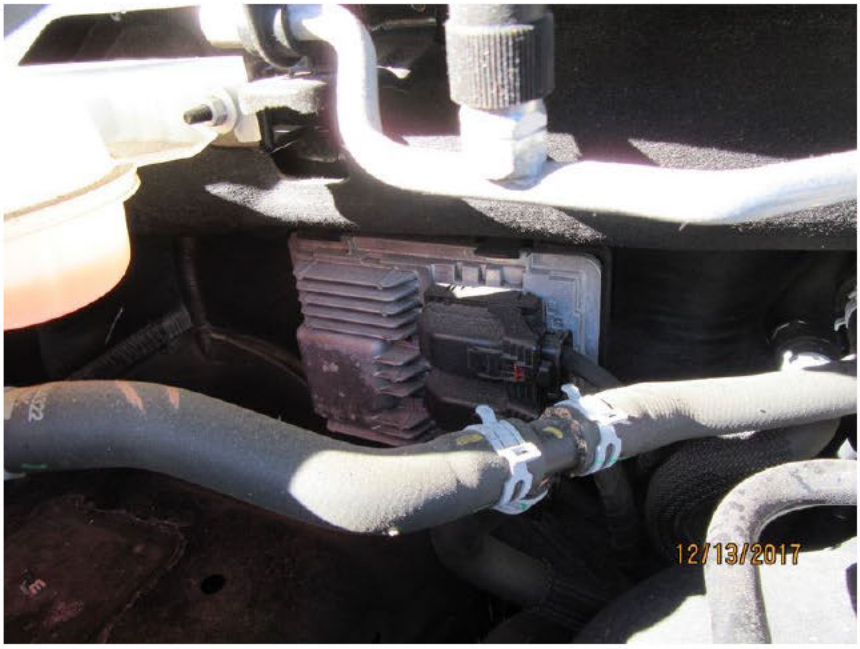
Photo #	Description / Photo	Damage (Yes/No)
67	Under hood view of PCM 	No
68	Under hood view of brake booster 	No

Photo Log and Photos for Preliminary Inspection v.5			
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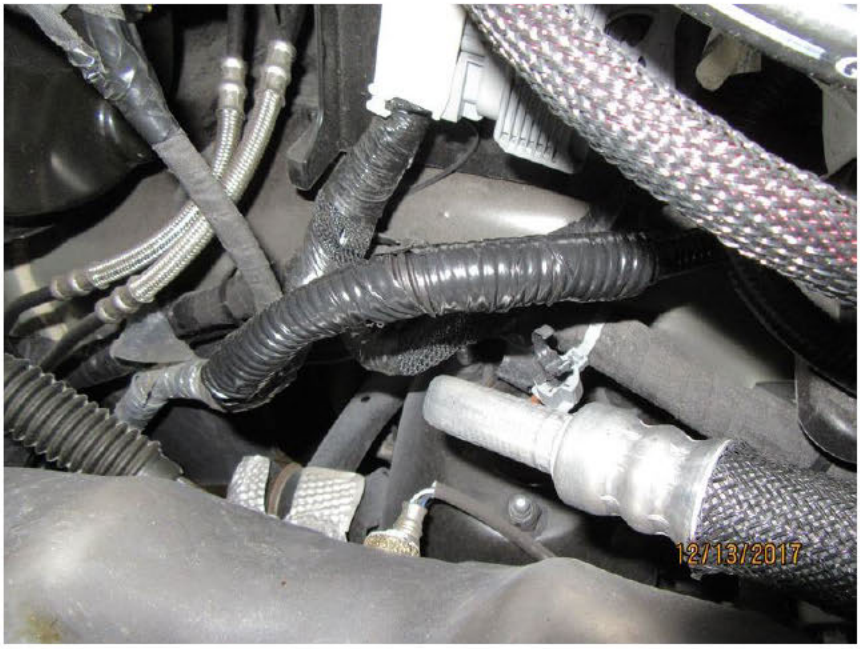
Photo #	Description / Photo	Damage (Yes/No)
69	Under hood view of repaired P/S wiring harness near A/C low pressure line 	No
70	Under hood view of P/S jumper harness from above (replaced by dealer prior to accident) 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
	Underbody / Suspension Photos	
71	Underbody front view 	No
72	Underbody front center view 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
73	Underbody rear center view 	No
74	Underbody rear view 	No

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Photo #	Description / Photo	Damage (Yes/No)
75	Underbody Left front suspension view from front 	No
76	Underbody Left front suspension view from rear 	No

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Photo #	Description / Photo	Damage (Yes/No)
77	Underbody Left front suspension / steering rack outer boot view from below 	No
78	Underbody Left front lower control arm rear/aft alignment cam view (witness mark of cam movement from impact) 	No

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Photo #	Description / Photo	Damage (Yes/No)
79	Underbody Left front lower control arm rear/front alignment cam view (witness mark of cam movement from impact) 	No
80	Underbody Right front suspension view from front 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
81	Underbody Right front suspension view from rear 	No
83	Underbody Right front lower control arm rear alignment cam view (comparison view to left side) 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
84	Underbody Left rear suspension view from front 	No
85	Underbody Left rear suspension view from rear 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
86	Underbody Right rear suspension view from front 	No
87	Underbody Right rear suspension view from rear 	No

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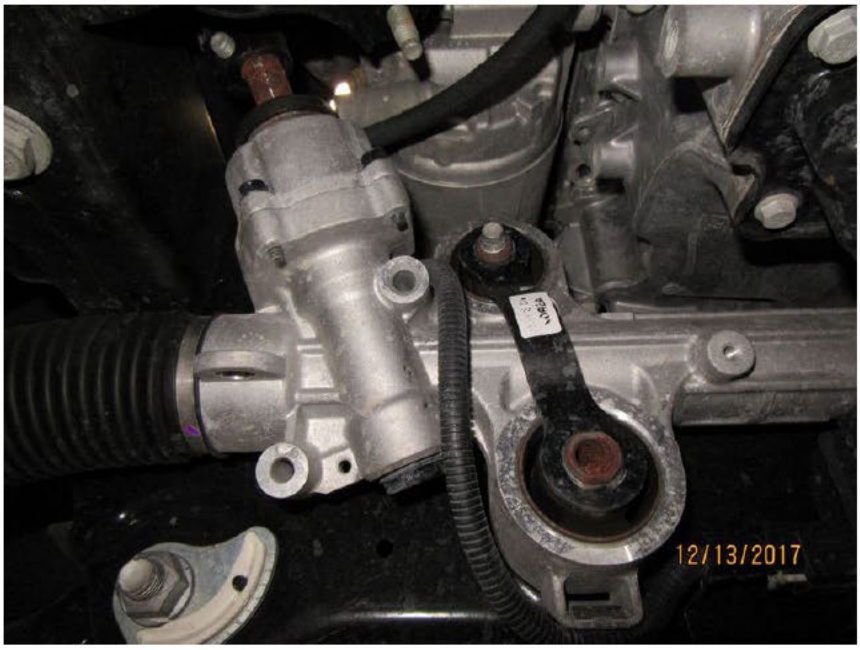
Photo #	Description / Photo	Damage (Yes/No)
88	Underbody view of P/S assist motor 	No
89	Underbody view of P/S left side rack 	No

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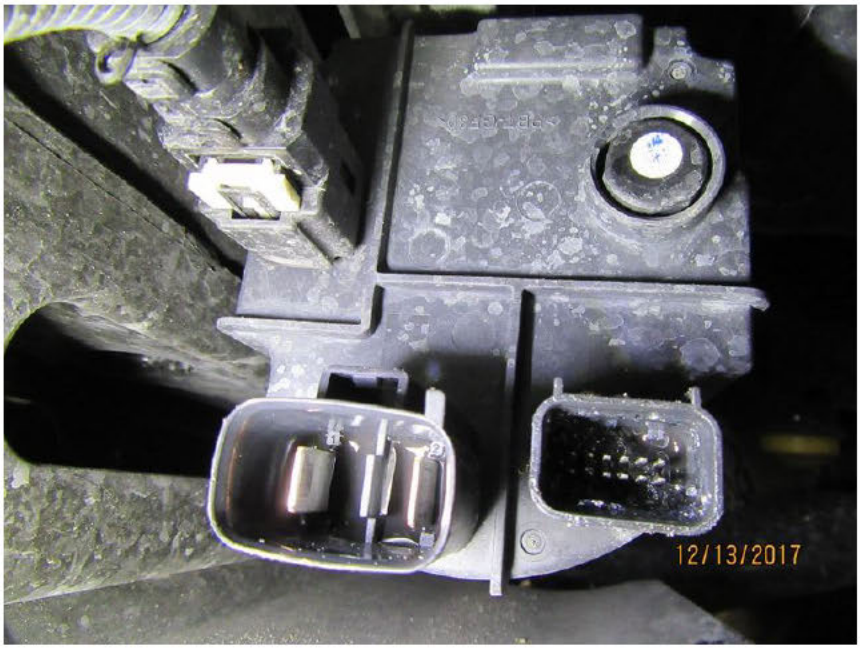
Photo #	Description / Photo	Damage (Yes/No)
90	Underbody view of P/S jumper harness male connectors that connect at control module on rack 	No
91	Underbody view of P/S female connectors on module 	No

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Photo #	Description / Photo	Damage (Yes/No)
92	Underbody view of 3rd P/S male connector at control module 	No
93	Underbody view of 3rd P/S female connector on module 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
94	Underbody view of P/S jumper harness female connector (mounted to front x-member) 	No
95	Underbody view of P/S jumper harness male connector (mounted to front x-member) 	No

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Photo #	Description / Photo	Damage (Yes/No)
96	Underbody view of P/S jumper harness / connected (mounted to front x-member) 	No
97	Underbody view of P/S jumper harness main power female connector (mounted to front x-member) 	No

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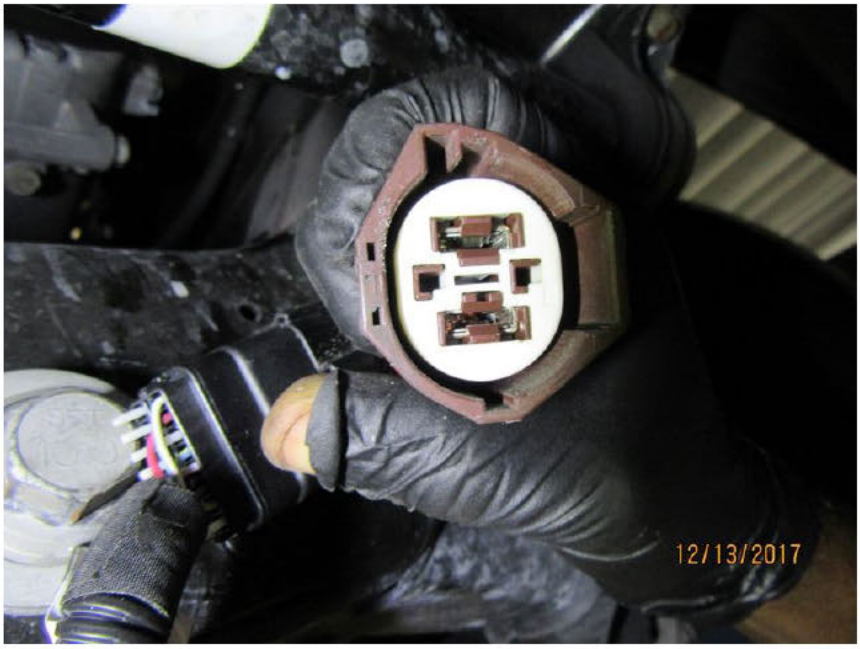
Photo #	Description / Photo	Damage (Yes/No)
98	Underbody view of P/S jumper harness main power male connector (mounted to front x-member) 	No
99	Underbody view of P/S jumper harness main power / connected (mounted to front x-member) 	No

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Photo #	Description / Photo	Damage (Yes/No)
	Wheels / Tires Photos	
100	Left front wheel/tire view 	No
101	Left front tire tread (28.5 psi, 7/32" tread depth) 	No

Photo Log and Photos for Preliminary Inspection v.5			
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Photo #	Description / Photo	Damage (Yes/No)
102	Right front wheel/tire view 	No
103	Right front tire tread (34.5 psi, 7/32" tread depth) 	No

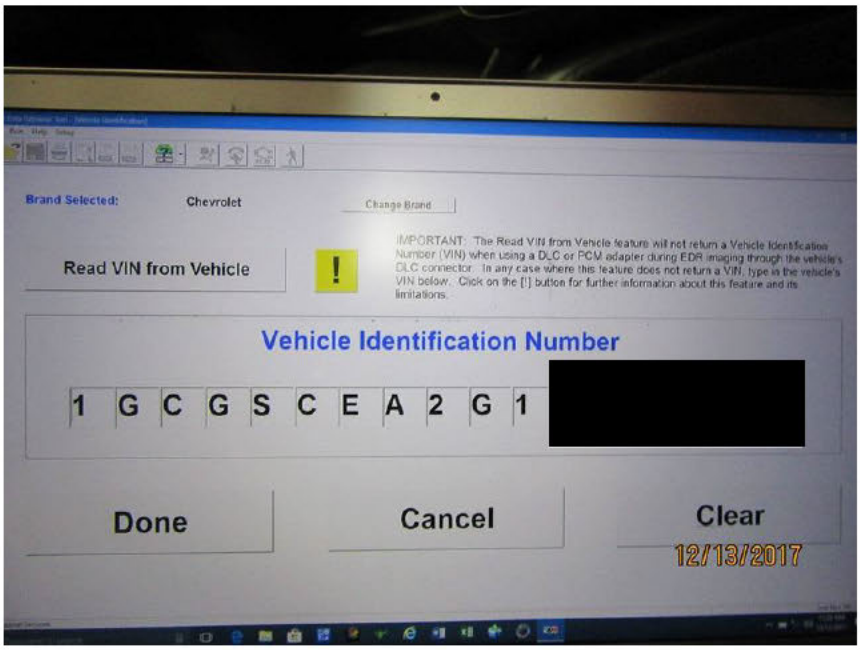
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Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G[redacted]

Photo #	Description / Photo	Damage (Yes/No)
104	Left rear wheel/tire view 	No
105	Left rear tire tread (34 psi, 7/32" tread depth) 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
106	Right rear wheel/tire view 	No
107	Right rear tire tread (35 psi, 7/32" tread depth) 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
	CDR Screenshot Photo	
108	CDR screenshot "VIN" 	No

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]5	VIN:	1GCGSCEA2G1[redacted]

Mileage at inspection:	25,522	Inspection location:	Grieco Chevrolet Of Fort Lauderdale
Inspected by:	JOHN LATVALA	Address:	1300 N. Federal Hwy. Fort Lauderdale, Florida 33304
Inspector's phone number:	248.247.9524		

Was a dealer technician used?	X Yes / No	Number of photos	108
If Yes, number of hours?	1.5		
If possible, document the RO number:	[redacted]	Number of DTCs	4
Maximum vehicle speed taken from CDR report:	No event recorded		
Did CDR detect a rollover event?	Yes / X No		

Section 1 INSPECTION SUMMARY

Provide driver/claimant's complete description of incident. Do not paraphrase the customer's words. This is a very important section of the report:

The claimant[redacted]) stated: I had just picked up my truck from the dealer after being there for a month for repairs to the power steering system. They called me saying that the problem was fixed and to come and get it. I arrived and picked up my truck, then headed home only 1.5 blocks away so I could change clothes to go to work. I parked my truck in the parking garage at my apartment and went into change, returning around a half hour later. I started the truck and started driving out of the parking structure, the stabilitrak light came on while I was approaching a turn around a column and the steering wheel unexpectedly got really hard to turn. It caught me by surprise and I couldn't avoid hitting the column with the left front side of my truck. I wasn't able to stop the truck before the impact because it happened so quickly and the repairs to the power steering had just been completed. It caused damage to the way the truck drives, the steering wheel has to be turned hard to the right just to go straight. I took the truck back to the dealer right after the accident, driving slowly with the emergency flashers on. I left the truck and they insisted that GM get involved at that point. I just want the problem fixed, I like my truck but it has been in the dealer 4 times now for the problem and it's been left for a total of around 4 months at the dealer for these repairs with no resolution.

Following the inspection, summarize the facts and observations:

The inspection was performed at Grieco Chevrolet in Fort Lauderdale on 12/13/2017.

I was asked to look at the steering system. I first found the damage present to the left front fender / bumper from the incident. There was some pre-existing damage to the rear bumper and a minor dent / scratch to the driver's door behind the door handle. No other exterior damage present (see exterior photos in log). There is no damage present to the interior and under hood. There is no file stored on the SDM. There were 4 DTC codes stored during my inspection, 2 EBCM "U" codes related to the PSCM, 1 PSCM code and 1 HMICM code (see attached vehicle wide DTC report). There was no damage found to the underbody. The front left lower control arm was jarred out of position at the rear attachment from the impact affecting the steering. The alignment cams have moved (see photos: 78, 79). I test drove the truck for around a half hour, performing several right and then left turns trying to duplicate the claimant's allegations of loss of steering assist. I wasn't able to duplicate the problem during my test drive. I did experience the trucks severe pulling to the left and had to correct the steering wheel to the right to maintain going straight (see photo: 49). I inspected the wiring harnesses going to the steering rack Control module finding all connections proper and the technician stated that the jumper harness along with the steering rack and PSCM had been replaced during this year (see photos: 77, 88-99). There was one wire repaired by the technician on the P/S harness where it had rubbed on the A/C low pressure line near the brake booster (see photo: 69). He was working with the GM Field Engineer finding this issue. I am attaching all repair orders from this year indicating the work performed on this truck.

- I.D Tags / Odometer photos: 1-5
- Exterior photos: 6-35
- Interior photos: 36-51
- Under hood / Throttle System photos: 57-70
- Underbody / Suspension System photos: 71-99
- Wheels / Tires photos: 100-107
- CDR Screenshot photo: 108

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Section 2 INTERVIEW - INCIDENT DETAILS

Interviewee name:	[redacted]
Address:	[redacted] Fort Lauderdale, Florida[redacted]
Phone number:	[redacted]
Date of interview:	12/12/2017
Interview mode: (Telephone or In Person)	Telephone

Police report?		Yes	X	No
Fire report?		Yes	X	No

Driver's Physical Description

Name:	[redacted]
Gender:	Male
Height:	6'2"
Weight:	300
Disabilities:	None

Driver's Trip Information

Hours	Minutes	Distance	Driver's Estimated Speed
0	1 minute	1000 feet	10 mph

Exact Incident location: [redacted] complex parking garage, Fort Lauderdale Florida	**Exact incident date and time**: 11/14/2017 @ 11:30am
Weather condition and visibility: Clear, Dry	**Approximate temp (°F)**: 85

Was there a collision?	X	Yes		No

Were there any other occupants in the vehicle at the time of the incident?		Yes	X	No

Occupant's Information (If Applicable)

Name:		Name:	
Gender:		Gender:	
Height:		Height:	
Weight:		Weight:	
Age:		Age:	

Where were the other occupants seated?

Front Row:		Right Front		Front Center			
Second Row:		Right Rear		Center		Left Rear	
Third Row:		Right Rear		Center		Left Rear	

If the vehicle is a truck or a car trailering cargo at the time of the incident, estimate total weight of cargo and trailer	n/a
Load description: None	

Road Surface:	X	Concrete		Asphalt		Gravel		Crushed Rock		Dirt
Road Condition:	X	Dry		Wet		Icy	X	Other: Parking Garage		
Shoulder/Curb Condition:	X	Dry		Wet		Icy		Other:		Dirt
Select One----->		Shoulder	X	Curb						

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)?		Yes	X	No

If Yes, from where? n/a

Prior to, or after the incident, were there any warning lights on, or messages displayed on the Driver's Information Center?	X	Yes		No

If Yes, what indicator? Stabilitrak light came on and immediately the power steering assist stopped working during a turn

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Has condition been observed/experienced prior to this incident? [x] Yes [ ] No

If yes, how often? 3 times previous

Was the repair facility contacted regarding this concern? [X] Yes [ ] No

Is an invoice for the repair available? [X] Yes [ ] No

If Yes, what was the outcome? Dealer indicated problem was solved, but shortly after picking up the truck the steering stopped working causing me to collide with a cement column in my parking garage

Describe any evasive action: [X] Turning [X] Braking [ ] Accelerating [ ] Other

Tilt steering wheel? [X] Yes [ ] No

If yes, position? [ ] Low [X] Med [ ] High

Telescoping steering wheel? [ ] Yes [X] No

If yes, position? [ ] Forward [ ] Middle [ ] Rearward

Normally brake with: [X] Right Foot [ ] Left Foot

Adjustable pedals? [ ] Yes [X] No

If yes, position? [ ] Forward [ ] Middle [ ] Rearward

Any objects in the road? If Yes, describe and photograph if possible. No objects seen

Did vehicle leave the roadway? [ ] Yes [X] No

If yes, what was impacted? A cement column in the parking garage of my apartment complex

Was the vehicle driven after the incident? [X] Yes [ ] No

Additional comments concerning the incident: The claimant had just picked up his truck from the dealer after being there for a month for this steering issue. They indicated that the problem had been fixed. He drove it home only 1.5 blocks from the dealer with no problems. Then he stopped for about ½ hour to get ready to go to work. He re started the truck and began to leave his parking garage and while making a turn around a cement column the Stabilitrak light came on and immediately while performing the turn the steering assist went away suddenly and he didn't have time to brake and or steer away from hitting the column. He got out of the truck and looked over the damage, then drove the truck slowly back to the dealer with the emergency flashers on. He left the truck and then GM got involved

Section 3 VEHICLE HISTORY

Obtain information for this section from Driver / Claimant

If any information for this section is obtained from anyone other than the claimant, provide the name, address, phone number and relationship, if any, to the claimant

Name:	n/a
Address:	
Phone number:	
Relationship to claimant:	

Did the owner purchase the vehicle new? [X] Yes [ ] No

If yes, date of purchase? 10/28/2016

If purchased used, provide the name, address of the seller and data of purchase:

Name:	
Address:	

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Date of purchase:	

Has there been prior collision damage? [X] Yes [ ] No

If yes, provide dates, descriptions of the damage and copies of the repair invoice(s) if possible:

Date	Repair Description / By Whom? (dealer/non-dealer)
07/2017	Minor dent to rear bumper was discovered by the claimant alleged to have happened in a parking lot while unoccupied.

VEHICLE REPAIR / SERVICE HISTORY

If the answer is "Yes" to any of the following questions, describe the repairs. Obtain copies of the repair order(s) if possible, and document the name of the service facility, its address, and telephone number.

Any repairs outside of warranty? [ ] Yes [X] No

If yes, provide dates, descriptions of the repair(s) and repair invoices if possible:

Date	Repair Description / By Whom?
	n/a

VEHICLE MODIFICATIONS / ALTERATIONS

Ask if there are any vehicle modifications or alterations present, and has any after-market equipment been installed? Remember that if the vehicle has been pre-owned, the current owner may not know of any/all changes to the vehicle.

[ ] Remote Start	[ ] Suspension	[ ] Tires/Wheels	[ ] Audio/Video	[ ] Snow Removal
[ ] Body Modifications	[ ] Towing Equip.	[ ] Security Alarm	[ ] Wiring	[ ] Other
[ ] Unknown				

If yes, describe component, who installed it, and capture photos: No aftermarket equipment installed

Other vehicle history information from interview, GM Warranty or Dealership history files? [X] Yes [ ] No

If Yes, describe & make copies: GM IVH files, Vehicle Wide DTC Report, CDR file, Dealer R.O history for 2017

Section 4 VEHICLE / SYSTEM INSPECTION

DTC	Symptom	Description	Current	History
U0420	7F	EBCM DTC: Invalid Data Received From Power Steering Control Module, Bus Signal Erratic		X
U0420	5A	EBCM DTC: Invalid Data Received From Power Steering Control Module, Not Plausible	X	X
C047A	00	PSCM DTC: Power Steering Motor Position Sensor Circuit		X
B127E	00	HMICM DTC: Front Video Display Output Signal		X

SDM Crash Data Collection:

Describe and photograph any evidence that the passenger compartment may have had moisture intrusion or the SDM has incurred any damage due to moisture/corrosion. Visually inspect the carpet and floor pan for moisture and the SDM electrical connector male and female ends for signs of corrosion. If the SDM is mounted under a seat, visually inspect for any foreign objects that could affect the airbag system operation and, if found, inspect the area very carefully. Photograph as needed.

If the vehicle is equipped with roll-over protection, download the ROS data after downloading the CDR data. (See ROS Coverage document to determine whether vehicle is supported, and/or observe the icons on the function bar on the CDR screen.) SUV-type vehicles may have roll-over protection. An "Airbag" name will be embossed on the trim at the A and possibly B pillars of the vehicle.

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

NOTE: Some vehicles do not require the ignition key to be in the ignition "on" position in order to download the data
- OBTAIN DERM/SDM DOWNLOADS FOR ALL INADVERTENT DEPLOYMENT ALLEGATIONS
- IF POSSIBLE, AVOID CYCLING THE IGNITION KEY ON/OFF PRIOR TO OBTAINING THE DOWNLOAD
- PHOTOS OF THE CDR SCREEN ARE REQUIRED TO SHOW ANY ERROR MESSAGES

NOTE: Save the raw CDR and ROS files, and then a PDF files. Submit all files with report.

Was the CDR download available? [X] Yes [ ] No
If "**No**", describe:

How was download obtained? [X] ALDL / DLC [ ] Directly from module using adapter harness w/ Bosch CDR

If the download was obtained directly from the module, was the module removed from the vehicle? [ ] Yes [X] No
If removed from the vehicle, describe and photograph the conditions under which the module was mounted when the download was obtained:

n/a

Describe any damage to the vehicle body:

Left front fender / bumper / inner fender damaged from impact. Pre-existing damage to rear bumper and minor dent / paint scratches to driver's door behind handle

UNDERBODY / FRAME / CHASSIS AREA: Describe **any damage** to the underside of the vehicle. Note the condition of the bumpers, frame, suspension, tires, wheels, brake and fuel lines & engine mount(s)/cross member. Photograph and comment on any contact between vehicle components and the underbody. Photograph if damage is present.

No damage found to underbody. The left front lower control arm was knocked out of alignment from the impact. No damage found to the suspension components

Corner Assemblies - (Inspect and Note Observations):

[ ]	Struts/shocks	[ ]	Ball joints	[ ]	Tire / wheel assemblies	[ ]	Steering knuckles
[ ]	Springs	[X]	Control arms	[ ]	Axle assemblies		
[ ]	Stabilizer bar/links	[ ]	Hubs/bearing	[ ]	Other		

Comments: Left front lower control arm rear attachment alignment cams have moved due to impact

Under hood - Inspect and Record Observations

[ ]	Power steering lines, hoses, clamps, connections	[ ]	Power steering fluid level and condition
[ ]	Engine compartment		

Comments: Electric P/S assist. No damage found to rack, wiring harnesses (dealer has recently replaced the rack, control module and the jumper harness at the rack)

INTERIOR

Describe / photograph any damage to the vehicle interior:

No damage present

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Use the following table to identify what you did and what you found during the inspection. Identify the tests and test results for the applicable items. Describe anything relevant to the allegation that is not in normal working condition, does not function properly or is a non production part. Take appropriate photographs.

Steering System:

Are all components in place and connected?	X	Yes		No
Can the steering wheel be rotated lock to lock with appropriate movement of the front wheels?		Yes	X	No
Is there any binding, sticking or uneven feel?	X	Yes		No

Steering Linkage:

Is the linkage free from cracks, bends, fractures, etc.?	X	Yes		No
Are there any scrapes, abrasions, signs of contact with any of the linkage?		Yes	X	No

Gear / Rack & Pinion:

Any sign of leakage, damage to boots on the rack, contact by foreign objects?		Yes	X	No

Steering Column, Ignition Switch, Intermediate Shaft:

Does the column unlock with the ignition key "on"?		Yes	X	No
Is the steering column properly fastened to the IP?	X	Yes		No

Steering Pump, Drive, Hoses, Connections, Flow, Pressure:

If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal? **If not, it may be necessary to check pressure and flow.**		Yes	n/a	No

Describe the Power Steering Fluid (Level, Color, Smell), and any sign of contamination.

	Full		Clear		Normal Smell	X	Other: Electric P/S assist system

Steering Knuckle - All attachments secure and proper:	Secure and proper
LF- Suspension components, strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	Lower control arm rear attachment alignment cams have moved due to impact. Witness marks present (see photos: 78, 79)
RF – Suspension components, strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	No damage present
LR - Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Rear sway bars, trailing arms, properly attached and undamaged.	No damage present
RR - Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Rear sway bars, trailing arms, properly attached and undamaged.	No damage present

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Rear axle assembly - deformed, signs of impact, properly located, seals, half shaft, etc…	No damage present
Deformation of the frame.	None found
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components.	None found
Describe and photograph any contact of the under - carriage with the road surface (road, shoulder, curb, or grass).	None found
Vehicle stability enhancement system/components - Check for codes with GM Scan Tool.	Codes stored in EBCM, PSCM and HMICM related to P/S
Engine (normal, other) - Obtain codes using a GM scan tool.	Normal
Warning lights/messages displayed? Describe and obtain codes using a GM Scan Tool.	Stabilitak light illuminated, Service Stabilitak message displayed
Electrical (normal, other).	Intermittent BUS signals present (see DTC codes)

Other: n/a

If the vehicle is drivable, conduct a road test to evaluate the concern expressed by the customer. Describe the results of the road test. If the concern is observed during the road test it would be desirable to get a GM scan tool "snapshot".

Inspect the system wiring, connections and components for damage. Note if the damage was the result of the incident.

TIRE AND WHEEL INSPECTION Use a tread depth gauge at four points around the circumference to determine the average tread depth.If the tire size is different than specified on the tire placard, check the ABS calibration with a scan tool and note the findings.

	Tire Brand (Goodyear)	Tire Type / Style	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (32nds of Inch)	DOT Numbers*
LF	Goodyear	Wrangler M&S	265/60R18	28.5	7/32"	M680 JM1R (Date code 2216)
RF	Goodyear	Wrangler M&S	265/60R18	34.5	7/32"	M680 JM1R (Date code 2216)
LR	Goodyear	Wrangler M&S	265/60R18	34.0	7/32"	M680 JM1R (Date code 2216)
RR	Goodyear	Wrangler M&S	265/60R18	35.0	7/32"	M680 JM1R (Date code 2216)

* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.
TPC Number (if any): TPC Spec 1440MS

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Describe and photograph any tire damage:

No damage found

TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

Tire size: 265/60R18

Tire pressure: 35 psi

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR, and LR).

RF:	No damage present
LF:	No damage present
RR:	No damage present
LR:	No damage present

Section 5 SITE INSPECTION

NOTE: In most instances a site Inspection is not required on vehicles with no damage present (e.g. claimant says they hit a pot hole…)

Was a site inspection performed? [ ] Yes [X] No

Comments? n/a Interviewed claimant after inspection and did not know location of accident

Posted speed where the incident occurred? n/a

SITE INSPECTION: PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:

- If the customer can identify the incident scene and verify tire marks, gouges in the pavement, debris, or any police marks at the scene, measure location of the items and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, etc…
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during, or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Photograph the scene and any property involved. Only factual comments should be entered in this section:

n/a

Section 6 COMMENT OVERFLOW

Please use this area for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

No additional comments

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 5			
Customer's last name:	[redacted]	Inspection date:	12/20/2017
Vehicle brand:	Chevrolet	Year/model:	2016 / Colorado
Case #:	[redacted]	VIN:	1GCGSCEA2G1[redacted]

Section 7 OTHER REPORT INFORMATION

☐ **Check here if there was evidence of a "Fire-Related" event.**

According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

☒ Photographs ☒ Data Downloads ☒ Other Records

Al DIFALCO

From: Al DIFALCO
Sent: Monday, December 11, 2017 10:29 AM
To: Al DIFALCO
Subject: [redacted] GM Product Assistance - Claims Department (PAC) Request

PAC Information Provided:
PAR Record Number:
undefined : undefined

Provided Information:
PAC File Number : [redacted]

Customer Information:
Customer First Name : [redacted]
Customer Last Name : [redacted]
Customer Address : [redacted]
Customer City : Fort Lauderdale
Customer State : FL
Customer Zip Code : [redacted]
Customer Home Phone :
Customer Work Phone :
Customer Cell Phone : [redacted]

Vehicle Information:
VIN : 1GCGSCEA2G1[redacted]
Vehicle Year : 2016
Vehicle Make : Chevrolet
Vehicle Model : Colorado
Vehicle Mileage : 25000

Vehicle Location Information:
Dealer/Salvage/Other : Dealer
POC Name : Casey Salman
POC Phone : (954) 567-7000
POC Email :
POC Cell Number :
Dealer BAC : 297760
Rental Authorized : No
Towing Authorized : No
Vehicle At Dealership : Yes
Name of Business : GRIECO CHEVROLET OF FORT LAUDERDALE
Vehicle Location Address : 1300 N FEDERAL HWY
Vehicle Location City : FORT LAUDERDALE
Vehicle Location State : FL
Vehicle Location Zip Code : 33304
Location Comments : Requesting inspection on an expedited basis as customer's vehicle has been at the dealership for about 3 weeks. Engineering Team would like to ensure inspector request included the prior dealer

repair information as this maybe related to other electrical or other system concerns. Customer had repeat steering issues for the past year with several repairs in which the last incident occurred on 11/14/17, the same day vehicle was picked from a 1 month stay at the dealership, customer hit a light pole due to the excessive force from the steering.

Customer Concerns:
Air Bag Deployment Concern - In a Collision : false
Air Bag Deployment Concern - No Collision : false
CDR Inspection Short Form : false
Accelerator/Throttle Concern : false
Brakes ABS Concern : false
Engine/Transmission/Drivetrain Concern : false
Fire/Flame Concern : false
Melt Concern : false
Smoke Concern : false
Seats/Seat Belt Concern : false
Steering/Suspension/Tire/Wheels Concern : true
Water/Moisture/Odor Concern : false
Additional Information Concern :

CSR Information:
Requestor Name : Tonia Jenkins
Requestor Email : tonia.jenkins@gm.com
Requestor Phone : (866) 446-6963 X 5921511
Requestor Fax :

Ref:MSGRPS02266785

Tonia Jenkins (C)

From: Tonia Jenkins (C)
Sent: Thursday, January 18, 2018 2:12 PM
To: [redacted]
Subject: [redacted] 5 Sales Documents

Hl Mr. [redacted]:

This email is in follow up of our conversation. This is my email address to attach your sales documents to me in an effort to complete the repurchase of your 2016 Chevrolet Colorado on an expedited basis. If you have any questions, please feel free to contact me.

Tonia
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5921511
Fax: (586) 920-0719

tonia.jenkins@gm.com

FORM# 36726 DEAL[redacted] STORE# 148 STK# G1318573 CUST#[redacted]

STATE OF [redacted]
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTORIST SERVICES
Neil Kirkman Building - Tallahassee, FL 32399-0500

MOTOR VEHICLE TITLE REASSIGNMENT SUPPLEMENT

(Instructions on Reverse Side)

This reassignment is supplement to: [ ] Title No.: _____ State of Issue: _____
[X] Manufacturer's Statement or Certificate of Origin

Is the title electronic? [ ] Yes [ ] No

VEHICLE DESCRIPTION

Vehicle Identification Number	Year	Make	Model	Body
1GCGSCEA2G[redacted]	2016	CHEVROLET	COLORADO	PK

REASSIGNMENT INFORMATION

Name of Seller(s)/Agent (Print)	DL/ID#, DMS ACCT#, FEID#	DEALER/AUCTION LICENSE (if applicable)
AUTONATION CHEVROLET DELRAY	[redacted]	

Street Address	City	State	Zip
1111 Linton Blvd.	Delray Beach, FL	FL	33444

Selling Price (If Applicable)	Sales Tax Collected (If Applicable)	Sales Tax Reg. No. (If Applicable)
2192.11	60-08-203042-23	

Purchaser and Co-Purchaser's Printed Name(s)			Date of Sale
[redacted]			10/28/2016
Street Address	City	State	Zip
[redacted]	T LAUDERDALE, FL [redacted]		
Co-Purchaser's Address (If applicable)	City	State	Zip

Auction Name (If applicable)	Auction License Number	State of License	Date of Auction
Street Address	City	State	Zip

ODOMETER DISCLOSURE STATEMENT

WARNING: FEDERAL AND STATE LAW REQUIRE THAT YOU STATE THE ODOMETER MILEAGE IN CONNECTION WITH TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I/WE STATE THAT THIS [ ] 5 OR [ ] 6 DIGIT ODOMETER NOW READS, [0][0][0],[0][4][3] XX (NO TENTHS) MILES, DATE READ 10/28/16, AND I HEREBY CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING.

CAUTION: READ CAREFULLY BEFORE YOU CHECK A BOX

- [ ] 1. REFLECTS ACTUAL MILEAGE
- [ ] 2. IS IN EXCESS OF ITS MECHANICAL LIMITS
- [ ] 3. IS NOT THE ACTUAL MILEAGE. WARNING – ODOMETER DISCREPANCY

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Printed Name of seller(s)/Agent	Seller(s)/Agent Signature
AUTONATION CHEVROLET DELRAY	
Printed Name of Co-seller (If applicable)	Co-Seller Signature (If applicable)
Purchaser(s) Signature	Co-Purchaser(s) Signature
Purchaser(s) Printed Name First, Full Middle or Maiden, Last	Co-Purchaser(s) Printed Name First, Full Middle or Maiden, Last
[redacted]	

NOTICE: ANY ALTERATION OR ERASURE MAY VOID THIS ASSIGNMENT AND ALL ASSIGNMENTS THAT FOLLOW.

ORIGINAL: SUBMIT WITH APPLICATION FOR TITLE

COPY: SELLER/DEALER RETAIN IN FILE

HSMV 82994 (REV. 04/14) S

NOTICE: ANY ALTERATION OR ERASURE MAY VOID THIS DOCUMENT

WHEN SHOULD THIS FORM BE USED?

FORM HSMV 82994, MOTOR VEHICLE TITLE REASSIGNMENT SUPPLEMENT, MUST BE USED:

1. **with conforming Florida Certificate(s) of Title to make additional dealer reassignments and odometer disclosures when all reassignment and odometer disclosure spaces on the reverse side of the Certificate of Title have been used:**

Or

2. **with a non-conforming Certificate(s) of Title to make reassignments and odometer disclosures;**

Or

3. **with conforming MCO, when the MCO is not available at the time of sale;**

Or

4. **with all out-of state non-conforming Certificate(s) of Title to make dealer reassignments and odometer disclosures;**

Or

5. **when ownership is being transferred on an Electronic Certificate(s) of Title.**

NOTE: This form should NOT be used when the owner is transferring ownership on a vehicle that does not have an electronic Certificate of Title. If the Certificate of Title is NOT electronic, the "Transfer of Title By Seller" section must be completed by the seller(s)/agent.

FILING:

1. **The original HSMV 82994 is to be surrendered with the application for title.**

2. **The copy of the HSMV 82994 is to be retained by the dealer in his/her records for a period of five (5) years. It is recommended that the individual seller(s) retain a copy of this form for their records.**

FORM# 17376 DEA[redacted] TORE# 148 STK# G1318573 CUST#[redacted]

STATE OF FLORIDA

DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES – DIVISION OF MOTORIST SERVICES

SUBMIT THIS FORM TO YOUR LOCAL TAX COLLECTOR OFFICE

www.flhsmv.gov/offices/

POWER OF ATTORNEY FOR A MOTOR VEHICLE, MOBILE HOME OR VESSEL

10/28/2016
(Date)

I/We hereby name and appoint, _____, to be my/our
(Full Legibly Printed Name is Required)

lawful attorney-in-fact, to act for me/us, in applying for an original or duplicate certificate of title, to register, transfer title, or record a lien to the motor vehicle, mobile home or vessel described below, and to print my/our name and sign their name, in my/our behalf. My attorney-in-fact can also do all things necessary to the application or any other related instrument and to bind me/us in as sufficient a manner as I/we myself/ourselves could do, were I/we personally present and signing the same.

With full power of substitution and revocation, I/we hereby ratify and confirm whatever my/our said attorney-in-fact may lawfully do or cause to be done in the virtue hereof.

CHECK ONE: ☐ **Motor Vehicle** ☐ **Mobile Home** ☐ **Vessel**

Year	Make/Manufacturer	Body Type	Title Number
2016	CHEVROLET	PK COLORADO	

Vehicle/Vessel Identification Number

1GCGSCEA2G1[redacted]

NOTICE TO OWNER(S): COMPLETE THIS FORM IN ITS ENTIRETY PRIOR TO SIGNING.

UNDER PENALTIES OF PERJURY, I/WE DECLARE THAT I/WE HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

(Signature of Owner "Grantor") [redacted] (Legibly Printed Name of Owner "Grantor")

[redacted] [redacted]
(Driver License, Identification Card or FEID Number for Owner) ate of Birth for Owner, if applicable)

[redacted] FT LAUDERDALE FL [redacted]
(Owner's Address) (City) (Zip)

(Signature of Co-Owner "Grantor," if applicable) (Legibly Printed Name of Co-Owner "Grantor," if applicable)

(Driver License, Identification Card or FEID Number for Co-Owner) (Date of Birth for Co-Owner, if applicable)

(Co-Owner's Address) (City) (State) (Zip)

This non-secure power of attorney form may be used when an individual or entity appointed as the attorney-in-fact will be completing the odometer disclosure statement as the **buyer only** or the **seller only.** However, this form cannot be used to allow an individual or entity (such as a dealership) to sign as both buyer and seller for the purpose of disclosing the odometer reading. This may be accomplished only with the secure power of attorney (HSMV 82995) when:

(a) the title is physically being held by the lienholder; **or**

(b) the title is lost.

NOTE: A licensed dealer and his/her employees are considered a single entity.

Check your local phone book government pages or visit the following website for current mailing addresses: http://www.flhsmv.gov/offices/

FORM# 34768 DEAL# [redacted] STORE# 148 STK# G1318573 CUST# [redacted]

CUSTOMER'S NAME	STOCK NO.
[redacted]	G1318573

ODOMETER DISCLOSURE STATEMENT

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

I, AUTONATION CHEVROLET DELRAY (transferor's name, PRINT)

state that the odometer now reads 43 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
CHEVROLET	COLORADO	PK
VEHICLE IDENTIFICATION NUMBER: 1GCGSCEA2G1[redacted]		YEAR: 2016

X _____
TRANSFEROR'S SIGNATURE

AUTONATION CHEVROLET DELRAY
PRINTED NAME

1111 Linton Blvd.
TRANSFEROR'S ADDRESS (STREET)

Delray Beach, FL 33444
CITY STATE ZIP CODE

10/28/2016
DATE OF STATEMENT

X _____
TRANSFEREE'S SIGNATURE

[redacted]
TRANSFEREE'S ADDRESS (STREET)

FT LAUDERDALE, FL [redacted]
CITY STATE ZIP CODE

FORM# 34504 DEAL# [redacted] STORE# 148 STK# G1318573 CUST# [redacted]

IMPORTANT NOTICE TO CONSUMER REGARDING CONSUMER CLAIMS

Purchaser [redacted] Co-Purchaser: N/A

Address: FT LAUDERDALE, FL [redacted] Address: _____

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

By signing below, you acknowledge that you have read and received a copy of this Notice.

	10/28/2016	N/A	N/A
Purchaser Signature	Date	Co-Purchaser Signature	Date

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

FORM# 38749 DEAL[redacted] STORE# 148 STK# G1318573 CUST#[redacted]

CUSTOMER NAME: [redacted]

VIN: 1 / G / C / G / S / C / E / A / 2 / G / 1 / [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive (s) listed to the dealer named below and request that the available customer incentive (s) be applied: (a) ___ 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
KIP	$ 3515.00	N/A
N/A	$ N/A	N/A
N/A	$ N/A	N/A
N/A	$ N/A	N/A
N/A	$ N/A	N/A
N/A	$ N/A	N/A
Total Incentive Amount Received	$ 3515.00	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)

I elect to receive the following in lieu of N/A.

AND/OR

I elect to receive N/A.

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 10/28/16. I acknowledge receipt of incentive (s) as described in item(s) ____ and release GM from any future claim or obligation for incentive (s) on this unit

Purchaser/Lessee Signature: _____ **Date:** 10/28/16

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

Agreement to OnStar Terms and Conditions

I have read and agree to be bound by the OnStar terms and conditions and privacy statement, a copy of which is available at www.OnStar.com, or from my dealer.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due and how to update or remove my credit or debit card information will be provided at least 30 days prior to any charges. Current pricing and information relating to the OnStar Plans can be found at www.onstar.com.

Purchaser/Lessee Signature: _____ **Date:** 10/28/16

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the Incentive Payments , OnStar Vehicle Software; OnStar Terms and Conditions; Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ **Date:** 10/28/16

Dealership Name: AUTONATION CHEVROLET DELRAY **Dealer Code:** N0509874

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. (GM379509-06012014) Rev 06-01-2014

FORM# 44089 DEAL# [redacted] STORE# 148 STK# G1318573 CUST# [redacted]

GIFT LETTER AFFIDAVIT

Purchaser/Co-Purchaser [redacted]

Address/City/State/Zip [redacted] FT LAUDERDALE, FL [redacted]

Purchase Vehicle Year/Make/Model 2016 CHEVROLET COLORADO

Purchase Vehicle VIN 1GCGSCEA2G1[redacted]

Check One (When more than one gift, use two Gift Letter Affidavits)

☒ 1. This is to certify that I, [redacted] am giving funds in the amount of $ 15000.00 to [redacted] (RECIPIENT) to be used for the vehicle purchase/lease of vehicle listed above (Vehicle).

☐ 2. This is to certify that I, N/A (PRINT TITLED OWNER(S) NAME(S) - EXACTLY AS ON FACE OF TITLE), am the legal, titled owner to the following vehicle N/A (PRINT GIFT VEHICLE DESCRIPTION AND VIN). I have given N/A (PRINT NAME OF GIFT RECIPIENT) all rights, title and interest in this vehicle as a gift, without any considerations, to be used as a trade-in on their purchase vehicle referenced herein from N/A (DEALERSHIP).

I understand that I am giving up all rights, title and interest in the Gift Vehicle listed above.
I also understand that I will not be listed on the title of the Purchase Vehicle and I am doing this of my own free will.

[redacted]
Grantor

Signature of Grantor — Date: 10/28/2016

[redacted]

Signature of Gift Recipient — Date: 10/28/2016

MICHAEL ARBITMAN
CFS Manager

Signature of CFS Manager — Date: 10/28/2016

FORM# 12456 DEAL [redacted] STORE# 148 STK# G1318573 CUST# [redacted]

FLORIDA INSURANCE AFFIDAVIT

Under penalty of perjury, I [redacted] certify that I have
(Name of Insured)

Personal Injury Protection, Property Damage Liability, and, when required, Bodily Injury Liability

Insurance currently in effect with STATE FARM under
(Name of Insurance Company)

[redacted] N/A covering the following motor vehicle:
(Policy Number) Company Code Number (5 digits)

2016 CHEVROLET 1GCGSCEA2G[redacted]
Year Make Vehicle Identification Number

This insurance company is licensed to issue insurance policies in Florida. I understand that my driver license, license plate(s) and registration(s) will be suspended effective from the registration date, if the insurer denies that this policy is in force.

Signature of Insured

WARNING: GIVING FALSE INFORMATION IN ORDER TO OBTAIN A VEHICLE REGISTRATION CERTIFICATE IS A CRIMINAL OFFENSE UNDER FLORIDA LAW. ANYONE GIVING FALSE INFORMATION ON THIS AFFIDAVIT IS SUBJECT TO PROSECUTION.

FORM# 34494 DEAL# [redacted] STORE# 148 STK# G1318573 CUST# [redacted]

ARBITRATION AGREEMENT

This Arbitration Agreement ("Agreement") applies to Purchaser(s) ("you") who is/are in the process of: (1) purchasing or leasing a vehicle(s) including any negotiations or application(s) for credit or other dealings or interactions with the Dealership (which hereinafter is defined as the applicable dealership, together with its parents, subsidiaries, affiliates, predecessors, successors, and assigns, and each of their respective owners, directors, officers, managers, employees, vendors and agents); (2) servicing any vehicles(s) with the Dealership; and (3) reviewing, negotiating or executing any documents or agreements during the course of interactions with the Dealership (collectively, including all subparts listed above, "Purchaser/Dealership Dealings"). You and the Dealership agree that neutral and binding arbitration on an individual basis only will be the sole method of resolving any claim, dispute or controversy (collectively, "Claims") that either Party has arising from Purchaser/Dealership Dealings, with the sole exception that either Party may file Claims in a small claims court as an alternative to proceeding with arbitration. Claims include, but are not limited to the following: (1) Claims in contract, tort, regulatory, statutory, equitable, or otherwise; (2) Claims relating to any representations, promises, undertakings, warranties, covenants or service; (3) Claims regarding the interpretation, scope, or validity of this Agreement, or arbitrability of any issue; (4) Claims between you and the Dealership; and (5) Claims arising out of or relating to your application for credit, this Agreement and/or any and all documents executed, presented or negotiated during Purchaser/Dealership Dealings, or any resulting transaction, service, or relationship, including that with the Dealership, or any relationship with third parties who do not sign this Agreement that arises out of the Purchaser/Dealership Dealings.

BY ENTERING INTO THIS AGREEMENT, YOU GIVE UP YOUR RIGHT TO HAVE DISPUTES DECIDED IN COURT (OTHER THAN SMALL CLAIMS COURT) OR BY A JURY. YOU UNDERSTAND THAT DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A COURT ACTION, AND OTHER RIGHTS THAT YOU MAY HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION. YOU ALSO GIVE UP YOUR RIGHT TO PARTICIPATE IN AN ACTION AGAINST THE DEALERSHIP ON A CLASS, REPRESENTATIVE OR OTHER SIMILAR BASIS (COLLECTIVELY, "CLASS ACTION"), INCLUDING ANY RIGHT TO CLASS ARBITRATION OR CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.

Either Party may contact the American Arbitration Association ("AAA"), at 1-800-778-7879, or wvvw.adr.org and serve the other Party with required notice to start the arbitration process. The Parties may mutually agree in writing to use another arbitration forum and/or qualified arbitrator. Any arbitration hereunder shall be governed by the Federal Arbitration Act (9 U.S.C. § 1, et seq., hereinafter the "FAA") and not by any state law concerning arbitration. The arbitration will be conducted by a single arbitrator ("Arbitrator") who shall follow controlling law and issue a decision in writing with a supporting opinion based on applicable law. If there is no appeal as stated below, the Arbitrator's award shall be final, binding, and conclusive on the parties (except as otherwise provided for under the FAA) and may be entered in any court of competent jurisdiction. At either Party's election and within 30 days of receipt of the Arbitrator's award, such award may be appealed to another arbitrator ("Appellate Arbitrator"), who shall be a single person and who shall be chosen in the same manner as described above. The Appellate Arbitrator shall apply to the underlying decision and opinion the same standard of review applicable for review of the rulings from a bench trial of a civil case in the appellate court in the county in which the arbitration is proceeding, and shall issue a decision in writing with a supporting opinion based on such review and applicable law. The Appellate Arbitrator's decision shall be final, binding, and conclusive on the parties (except as otherwise provided for under the FAA) and may be entered in any court of competent jurisdiction. In the event either Party files a Claim(s) against the other, resulting in a ruling that a portion of this Agreement is unenforceable, the portion of this Agreement that has been ruled to be unenforceable shall be severed, and the remaining provisions shall be enforced. However, if the portion of the Agreement that was ruled to be unenforceable is or includes the above waiver of Class Action rights, then this Agreement shall be unenforceable in its entirety.

This Agreement is entered into contemporaneously with your Retail Installment Sale Contract or Lease Contract as applicable (such Retail Installment Sale Contract or Lease Contract hereinafter referred to as the "Contract"). In the event of a conflict between the terms of this Agreement and those of your Contract, then the terms shall be construed together to the extent possible and only those terms of this Agreement that are in direct conflict with those of the Contract shall be disregarded. If there is an irreconcilable difference between this Agreement and the Contract such that the two cannot be read together and which renders enforcement of this Agreement impossible or impractical, then the terms of the Contract shall govern.

[redacted] 10/28/2016 Purchaser's Signature — Date	[redacted] CFS Manager Signature
[redacted] Co-Purchaser's Signature	MICHAEL ARBITMAN CFS Manager Printed Name
N/A — N/A Co-Purchaser's Signature — Date	AUTONATION CHEVROLET DELRAY Dealership
N/A Co-Purchaser's Printed Name	

FORM# 34497 DEAL# [redacted] STORE# 148 STK# G1318573 CUST# [redacted]

CONDITIONAL SALE AND DELIVERY AGREEMENT

This Conditional Sale and Delivery Agreement ("Agreement") is incorporated into and made a part of the Retail Purchase Agreement or Lease Order (such Retail Purchase Agreement or Lease Order hereinafter [redacted] by and between AUTONATION CHEVROLET DELRAY, ("Seller," "We," or "Us"), an [redacted], ("Purchaser" "You" or "Your"), and concerns the following described vehicle(s):
(Year, Make, Model, VIN, Mileage) 2016 CHEVROLET COLORADO 1GCGSCEA2G[redacted] 43
referred to in this Agreement as the "Vehicle."

WE HAVE THE RIGHT TO CANCEL YOUR PURCHASE/LEASE IF IT IS NOT APPROVED BY A THIRD PARTY FINANCE COMPANY.

WE ARE NOT A LENDER OR FINANCE COMPANY. YOUR PURCHASE OR LEASE OF THE VEHICLE DESCRIBED HEREIN IS CONDITIONED UPON YOU BEING APPROVED FOR FINANCING OR LEASING BY A THIRD PARTY FINANCE COMPANY. IF YOU ARE NOT APPROVED FOR FINANCING OR LEASING BY A THIRD PARTY FINANCE COMPANY, THEN THE TRANSACTION IS CANCELED AND YOU AGREE TO RETURN THE VEHICLE TO US. THIS AGREEMENT DOES NOT APPLY TO CASH SALES.

The sale or lease of the Vehicle described in this Agreement is conditioned upon an agreement by a third party finance company ("Finance Company") to act as either 1) the lessor of the Vehicle and enter into a lease contract agreement with You or 2) to purchase the retail installment sale contract entered into between You and Us (such lease contract agreement or retail installment sale contract hereinafter referred to as the "Contract"). If We cannot assign or sell the Contract to a Finance Company for any reason including, but not limited to, that You have furnished incomplete, inaccurate or false information, We may cancel the Contract and You agree to return the Vehicle to Us within 48 hours after You receive notice of cancellation from Us. If You fail to return the Vehicle within 48 hours, You agree that We may, solely at Our option, and as may be permitted by applicable law, immediately retake possession of the Vehicle with right of entry wherever the Vehicle may be found and collect from You all reasonable expenses incurred by Us in connection with retaking the Vehicle. Upon return or retaking of the Vehicle You also agree to pay for any damages to the Vehicle incurred while the Vehicle is in Your possession or under Your control and to pay the lesser of (i) $99.00 per day and .99 cents per mile in excess of the Permitted Mileage rental charge or (ii) the maximum amount allowed by law for vehicle usage/rental fee charges, for each day following the 48 hour return period. For each day the Vehicle is in your possession up to and including the 48 hour period following the notice of cancellation from us, you are allowed to place up to 100 miles per day on the Vehicle ("Permitted Mileage"). The usage charges/rental fee (if any) may be deducted from any down payment made by You on the Vehicle. You will be entitled to a refund of any monies paid by You, less any expenses and / or charges as described above.

While the Vehicle is in Your possession, all terms of this sale, as set forth in the Order and Contract, including those relating to use of the Vehicle and insurance for the Vehicle (comprehensive/collision, personal injury and any other state required insurance coverage) will be in full force. You acknowledge and agree that until the Vehicle has been returned to Us, You assume all risk of loss or destruction of and all risk of damage to the Vehicle and all liability for any damage or injury to people or property (including the Vehicle) from the use or operation of the Vehicle. You will maintain insurance on the Vehicle to cover such risks, and the insurance that You provide shall be primary. You hereby assign to Us the right to receive proceeds payable to You under all insurance policies covering said accident and You hereby authorize and direct the carriers of all such insurance policies to pay said proceeds directly to Us by check or draft payable to the order of You alone. We are hereby irrevocably appointed Your attorney in fact to endorse Your name to any checks or drafts issued by such insurance carriers by reason of such accident. Any such proceeds received by Us shall be applied toward payment of Your obligation hereunder and any excess of such proceeds over said obligations shall be remitted to You. You agree to defend, indemnify and hold Us harmless and Our shareholders, officers, employees, agents, successors, assigns and insurers from and against any and all claims, demands, suits, actions, settlements, damages, leases liabilities cost and/or expenses (including attorney's fees and expenses) relating to or arising out of or in connection with the use or operation of the Vehicle until the Vehicle has been returned to Us.

This Agreement is entered into contemporaneously with your Retail Installment Sale Contract or Lease Contract as applicable (such Retail Installment Sale Contract or Lease Contract hereinafter referred to as the "Contract"). In the event of a conflict between the terms of this Agreement and those of your Contract, then the terms shall be construed together to the extent possible and only those terms of this Agreement that are in direct conflict with those of the Contract shall be disregarded. If there is an irreconcilable difference between this Agreement and the Contract such that the two cannot be read together and which renders enforcement of this Agreement impossible or impractical, then the terms of the Contract shall govern.

IF YOU ARE UNSURE ABOUT THE STATUS OF YOUR TRANSACTION, WITHIN SEVEN (7) DAYS FROM THE DATE OF THIS AGREEMENT, YOU SHOULD CONTACT THE DEALERSHIP TO CONFIRM THAT YOU HAVE BEEN APPROVED FOR FINANCING.

SIGNED this 28th day of OCTOBER, 20 16.

Purchaser Signature	MICHAEL ARBITMAN Dealership Representative
N/A Co-Purchaser Signature	Dealership Representative Signature

FORM# 34503 DEAL# 1[redacted] STORE# 148 STK# G1318573 CUST# [redacted]

FLORIDA DISCLOSURE FORM

THE RATE CHARGED FOR THIS SERVICE AGREEMENT IS NOT SUBJECT TO REGULATION BY THE DEPARTMENT OF FINANCIAL SERVICES - OFFICE OF INSURANCE REGULATION.

Thank you for purchasing one or more of the below listed Motor Vehicle Service Agreements. The Disclosure above is made pursuant to Florida Statute Section 634.121(11) and corresponds to the following service agreements:

Safe-Guard Products, International, LLC	• AutoNation Theft Protection • AutoNation Tire & Wheel Protection • First Class Tire and Wheel Protection
Enterprise Financial Group of Florida, Inc.	• AutoNation Dent Protection
Chrysler Service Contracts Florida, Inc.	• Chrysler Service Contracts Florida, Inc.
Nissan Extended Services NA, Inc.	• Security + Plus • Quality Guard + Plus
Fidelity Warranty Services, Inc.	• Tender Loving Care • Volkswagen Drive Easy Program • Carefree Car Protection • Toyota Certified
Automobile Protection Corporation	• Land Rover Assured • Easy Care
Toyota Motor Insurance Company	• Lexus Extra Care
GMAC Service Agreement Corp.	• GMPP Contract Registration
MIC Property and Casualty Insurance Corp.	• Vehicle One
Protective / Western General Dealer Services, Inc.	• Mileage Plus • Vehicle Increased Protection Plan

All other motor vehicle service agreements as that term is used in Florida Statute Section 634.011(8).

1GCGSCEA2G1[redacted]
VIN

[redacted]

AUTONATION CHEVROLET DELRAY
Dealership Representative

10/28/2016
Purchaser Signature Date

10/28/2016
Dealership Representative Signature Date

FLORIDA DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES

APPLICATION FOR CERTIFICATE OF TITLE WITH/WITHOUT REGISTRATION

SUBMIT THIS FORM TO YOUR LOCAL TAX COLLECTOR OFFICE

FORM# 54947 DEAL# [redacted] STORE# 148 www.flhsmv.gov/offices/ STK# G1318573 CUST# [redacted]

CHECK APPLICATION TYPE: ☐ ORIGINAL ☐ TRANSFER VEHICLE TYPE: ☐ MOTOR VEHICLE ☐ MOBILE HOME ☐ VESSEL OFF-HIGHWAY VEHICLE: ☐ ATV ☐ ROV ☐ MC

1 OWNER / APPLICANT INFORMATION

Customer Number	Check this box if you are requesting the certificate of title to be printed.		Owner	Co-Owner	Unit Number	Fleet Number
4780716	☐	Are you a Florida resident?	☒ yes ☐ no	☐ yes ☒ no		
		Are you an alien?	☐ yes ☐ no	☐ yes ☐ no		

☐ OR ☐ AND NOTE: When joint ownership, please indicate if "or" or "and" is to be shown on title when issued. If neither box is checked, the title will be issued with "and."

If applicable: ☐ Life Estate/Remainder Person ☐ Tenancy By the Entirety ☐ With Rights of Survivorship ☒ Owner's County of Residence: BROWARD

Owner's Name As It Appears on Driver License (First, Full Middle/Maiden, & Last Name)	Owner's Email Address	Date of Birth	Sex	FL Driver License or FEID/Suffix #
[redacted]	[redacted]	[redacted]	M	[redacted]
Co-Owner/Lessee's Name As It Appears on Driver License (First, Full Middle/Maiden, & Last Name)	Co-Owner's/Lessee's Email Address	Date of Birth	Sex	FL Driver License or FEID/Suffix #

Owner's Mailing Address (Mandatory unless a member of the Military)	City	State	
[redacted]	FT LAUDERDALE	FL	[redacted]
andatory unless a member of the Military)	City	State	
Owner's/Lessee's Physical Street Address in Florida (Mandatory unless a member of the Military)	City	State	
[redacted]	FT LAUDERDALE	FL	[redacted]
) Check if in a mobile home rental park with 10 or more lots.	City	State	Zip
☐ N/A			

Mail To Customer Name (If different From Above Owner)	Mail To Customer's Email Address	Date of Birth	Sex	FL Driver License or FEID/Suffix #
N/A				

Mail To Customer Address (If different From Above Mailing Address)	City	State	Zip
N/A			

2 MOTOR VEHICLE , MOBILE HOME OR VESSEL DESCRIPTION

Vehicle/Vessel Identification Number	Make/Manufacturer	Year	Body	Color	Florida Title Number
1GCGSCEA2G1[redacted]	CHEVROLET	2016	PK	BLACK	N/A

Previous State of Issue	License Plate or Vessel Registration Number	Weight	Length Ft. In.	BHP/CC	GVW/LOC	VAN USE, IF APPLICABLE
						☐ PASSENGER ☐ OTHER

TYPE
☐ Open Motorboat ☐ Houseboat ☐ Personal Watercraft
☐ Cabin Motorboat ☐ Pontoon ☐ Canoe
☐ Auxiliary Sailboat ☐ Airboat ☐ Other _____ Specify
☐ Inflatable ☐ Sailboat

HULL MATERIAL
☐ Wood ☐ Aluminum
☐ Fiberglass ☐ Steel
☐ Wood/Fiberglass
☐ Other _____ Specify

PROPULSION
☐ Outboard ☐ Sail
☐ Inboard ☐ Air Propelled
☐ Inboard/Outboard
☐ Other _____ Specify

FUEL
☐ Gas
☐ Diesel
☐ Electric
☐ Other _____ Specify

***DRAFT OF VESSEL** (The depth of water a vessel draws)
FT. _____ IN. _____
*For all vessels 26' or more in length and all sailboats

USE OF VESSEL
☐ Recreational (Pleasure) ☐ Commercial Blue Crab ☐ Commercial Stone Crab ☐ Government ☐ Commercial Sponge
☐ Dealer/Manuf. ☐ Commercial Fish ☐ Commercial Live Bait ☐ Commercial Shrimp Recip. ☐ Commercial Charter ☐ Commercial Other _____
☐ Exempt ☐ Hire (Livery) ☐ Commercial Mackerel ☐ Commercial Shrimp Non-Recip. ☐ Commercial Oyster ☐ Commercial Spiney Lobster

PREVIOUS OUT-OF-STATE REGISTRATION NUMBER:

Previously Federally Documented Vessel, Attach Copy of:
☐ U.S. Coast Guard Release From Documentation Form; or ☐ Copy of Canceled Documentation Papers

State of Principal Use

3 BRANDS, USAGE AND TYPE (Check Applicable Boxes)

☐ SHORT TERM LEASE ☐ ASSEMBLED FROM PARTS	☐ LONG TERM LEASE ☐ BONDED TITLE	☐ REBUILT ☐ KIT CAR	☐ POLICE VEHICLE ☐ GLIDER KIT	☐ PRIVATE USE ☐ MANUF. BUY BACK	☐ TAXI CAB ☐ REPLICA	☐ FLOOD ☐ AUTONOMOUS	☐ ILEV ☐ ELECTRIC	☐ CUSTOM ☐ STREET ROD

4 LIENHOLDER INFORMATION

CHECK IF ELT CUSTOMER ☐	☐ FEID # ☐ DL # and Sex and Date of Birth ☐ DMV Account # [redacted]	Date of Lien	Lienholder's Name
		10/28/2016	JP MORGAN CHASE BANK NA

Lienholder's Email Address	Lienholder's Address	City	State	Zip
N/A	PO BOX 901098	FORT WORTH	TX	76101-2033

☐ If Lienholder authorizes the Department to send the motor vehicle or mobile home title to the owner, check box and countersign: _____
(Does not apply to vessels). If box is not checked, title will be mailed to the first lienholder. (Signature of Lienholder's Representative)

5 TRANSFER TYPE

IF OWNERSHIP HAS TRANSFERRED, HOW AND WHEN WAS THE VEHICLE, MOBILE HOME, OR VESSEL ACQUIRED?

☐ SALE ☐ GIFT ☐ REPOSSESSION ☐ COURT ORDER ☐ OTHER (SPECIFY) _____ DATE ACQUIRED 10 / 28 / 2016

6 ODOMETER DECLARATION

WARNING: Federal and State law requires that you state the mileage in connection with an application for a Certificate of Title. Failure to complete or providing a false statement may result in fines or imprisonment.

I/WE STATE THAT THIS ☒ 5 OR ☐ 6 DIGIT ODOMETER NOW READS 0 0 0 , 0 4 3 .XX (NO TENTHS) MILES, DATE READ 10 / 28 / 2016 AND I/WE HEREBY CERTIFY THAT TO THE BEST OF MY/OUR KNOWLEDGE THE ODOMETER READING:

☐ 1. REFLECTS ACTUAL MILEAGE. ☐ 2. IS IN EXCESS OF ITS MECHANICAL LIMITS. ☐ 3. IS NOT THE ACTUAL MILEAGE.

7 DEALER SALES TAX REPORT AND VEHICLE TRADE IN INFORMATION (IF APPLICABLE)

FLORIDA SALES TAX REGISTRATION NUMBER	DATE OF SALE	DEALER LICENSE NUMBER	AMOUNT OF TAX	DEALER / AGENT SIGNATURE
60-08-203042-23	10/28/2016	VF1000817/1	2192.11	

YEAR OF TRADE IN	MAKE OF TRADE IN	TITLE NUMBER OF TRADE IN (IF KNOWN)	VEHICLE IDENTIFICATION NUMBER OF TRADE IN

8 MOTOR VEHICLE IDENTIFICATION NUMBER VERIFICATION

THIS SECTION REQUIRES A PHYSICAL INSPECTION AND A VERIFICATION OF THE VEHICLE IDENTIFICATION NUMBER (VIN) (OR THE MOTOR NUMBER FOR MOTOR VEHICLES MANUFACTURED PRIOR TO 1955) OF THE MOTOR VEHICLE DESCRIBED ON THIS FORM BY A LICENSED DEALER, FLORIDA NOTARY PUBLIC, POLICE OFFICER, OR FLORIDA DIVISION OF MOTOR VEHICLES EMPLOYEE OR TAX COLLECTOR EMPLOYEE. IF THE VIN IS VERIFIED BY AN OUT OF STATE MOTOR VEHICLE DEALER, THE VERIFICATION MUST BE SUBMITTED ON THEIR LETTERHEAD STATIONERY. COMPLETE THIS SECTION ON ALL USED MOTOR VEHICLES, INCLUDING TRAILERS, (WITH ABBREVIATION OF "TL" WITH A WEIGHT OF 2,000 POUNDS OR MORE) NOT CURRENTLY TITLED IN FLORIDA.

I, the undersigned, certify that I have physically inspected the above described vehicle and find the vehicle identification number to be: _____
(Vehicle Identification Number)

_____ DATE _____ SIGNATURE _____ PRINTED NAME

Law Enforcement Officer or Florida Dealer/Agency Name _____ Badge # or Florida Dealer # _____ Notary Stamp or Seal

FL DMV/Tax Collector Employee _____ Florida Compliance Examiner/Inspector Badge or ID Number _____

COMMISSIONED NAME OF FLORIDA NOTARY: _____ NOTARY'S SIGNATURE _____
(Print, Type or Stamp)

9 SALES TAX EXEMPTION CERTIFICATION

THE PURCHASE OF A RECREATIONAL VEHICLE TO BE OFFERED FOR RENT AS LIVING ACCOMMODATIONS DOES NOT QUALIFY FOR EXEMPTION. I CERTIFY THE RECREATIONAL VEHICLE, MOBILE HOME OR VESSEL DESCRIBED HAS BEEN PURCHASED AND IS EXEMPT FROM THE SALES TAX IMPOSED BY CHAPTER 212, FLORIDA STATUTES, BY:

☐ PURCHASER (STATE AGENCIES, COUNTIES, ETC.) HOLDS VALID EXEMPTION CERTIFICATE _____ CONSUMER'S CERTIFICATE OF EXEMPTION NUMBER

☐ MOTOR VEHICLE ☐ MOBILE HOME ☐ VESSEL WILL BE USED EXCLUSIVELY FOR RENTAL _____ SALES TAX REGISTRATION NUMBER

I hereby certify that ownership of the motor vehicle, mobile home or vessel described on this application, is not subject to Florida Sales and Use Tax for the following reason: ☐ INHERITANCE ☐ GIFT

☐ DIVORCE DECREE ☐ TRANSFER BETWEEN A MARRIED COUPLE ☐ EVEN TRADE OR TRADE DOWN (State the facts of the even trade or trade down and the transferor information, including the transferor's name and address, below under "Other: Explain.")

☐ OTHER: (EXPLAIN) _____

10 REPOSSESSION DECLARATION

IF CHECKED, THE FOLLOWING CERTIFICATIONS ARE MADE BY THE APPLICANT:

☐ I CERTIFY THAT THIS MOTOR VEHICLE, MOBILE HOME OR VESSEL WAS REPOSSESSED UPON DEFAULT IN THE TERMS OF THE LIEN INSTRUMENT AND IS NOW IN MY POSSESSION.

☐ (VESSEL) A PHOTOCOPY OF THE LIEN INSTRUMENT FOR THE VESSEL IS REQUIRED AND ATTACHED.

☐ I AM REQUESTING THAT AN ORIGINAL CERTIFICATE OF REPOSSESSION BE ISSUED FOR THE MOTOR VEHICLE OR MOBILE HOME IN LIEU OF A TITLE (REPOSSESSION).

☐ I AM REQUESTING THAT A DUPLICATE CERTIFICATE OF REPOSSESSION BE ISSUED FOR THE MOTOR VEHICLE OR MOBILE HOME, AS THE ORIGINAL HAS BEEN LOST OR DESTROYED.

11 NON-USE AND OTHER CERTIFICATIONS

IF CHECKED, THE FOLLOWING CERTIFICATIONS ARE MADE BY THE APPLICANT:

☐ I CERTIFY THAT THE CERTIFICATE OF TITLE IS LOST OR DESTROYED.

☐ THE VEHICLE IDENTIFIED WILL NOT BE OPERATED ON THE STREETS AND HIGHWAYS OF THIS STATE UNTIL PROPERLY REGISTERED.

☐ THE VESSEL IDENTIFIED WILL NOT BE OPERATED ON THE WATERS OF THIS STATE UNTIL PROPERLY REGISTERED.

☐ OTHER: (EXPLAIN) _____

12 APPLICATION ATTESTMENT AND SIGNATURES

I/WE PHYSICALLY INSPECTED THE ODOMETER/VIN AND FURTHER AGREE TO DEFEND THE TITLE AGAINST ALL CLAIMS. (More than one form HSMV 82040 may be used for additional signatures.)

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

_____ SIGNATURE OF APPLICANT (OWNER) 10/28/2016 Date _____ SIGNATURE OF APPLICANT (CO-OWNER) N/A Date

13 RELEASE OF SPOUSE OR HEIRS INTEREST

The undersigned person(s) state(s) as follows: That _____ (Name of Deceased) died on _____ (Date).

☐ testate (with a will) ☐ intestate (without a will) and left the surviving heir(s) named below.

☐ When applicable, the heir(s) (named below) certifies that the certificate of title is lost or destroyed.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

(More than one form HSMV 82040 may be used for additional signatures.)

Print or Type Name of Spouse, Co-owner or Heir(s) — Signature of Spouse, Co-Owner or Heir(s)

_____ _____

_____ _____

_____ _____

That at the time of death the decedent was owner of the motor vehicle, mobile home or vessel described in section 2 of this form. The person(s) signing above hereby releases all of his/her/their right, title, interest and claim as heir(s) at law, legatee(s), devisee(s), or otherwise to the aforesaid motor vehicle, mobile home or vessel to:

_____
Name of Applicant(s) (Print or Type)

RESIDENTS OF FLORIDA AND ALL VESSEL OWNERS, RESIDING IN FLORIDA OR OUT OF STATE, SHOULD SUBMIT THIS FORM AND ALL REQUIRED DOCUMENTATION TO A LOCAL FLORIDA TAX COLLECTOR'S OFFICE OR THE FLORIDA TAX COLLECTOR'S OFFICE LOCATED IN THE APPLICANT'S COUNTY OF RESIDENCE FOR PROCESSING.

Check your local phone book government pages or visit the following website for current mailing addresses: http://www.flhsmv.gov/offices/ www.flhsmv.gov

54947*1*FI

FORM# 34499 DEAL# [redacted] STORE# 148 STK# G1318573 CUST# [redacted]

DEALER AIR POLLUTION CONTROL EQUIPMENT CERTIFICATION

(For sales, leases or transfers of title by a licensed motor vehicle dealer)

Purchaser Name(s): [redacted] Date of Sale/Title Transfer: 10/28/2016

Purchaser Address: [redacted] FT LAUDERDALE, FL [redacted]

Dealership Name: AUTONATION CHEVROLET DELRAY

Dealership Address: 1111 Linton Blvd. Delray Beach, FL 33444

Vehicle Description: 2016 CHEVROLET COLORADO 1GCGSCEA2G1[redacted]

Year Make Model VIN

Florida law prohibits the operation, sale, lease, or transfer of title of any automobile or light-duty truck (1975 or newer, 10,000 pounds gross vehicle weight or less) that has been tampered with. "Tampering" means the dismantling, removal, or rendering ineffective of any air pollution control device or system which has been installed on a motor vehicle by the vehicle manufacturer except to replace such device or system with a device or system equivalent in design and function to the part that was originally installed on the motor vehicle (316.2935, F.S.).

As a motor vehicle dealer licensed to conduct business in the State of Florida, I hereby certify that the emission control system of this vehicle has not been tampered with by me or with my permission. I also hereby certify that I or persons under my supervision have inspected this motor vehicle and, based on said inspection, have determined that the following components of the emission control system, as applicable to this model and year vehicle, are in place and appear properly connected and undamaged: catalytic converter, fuel inlet restrictor, unvented fuel cap, positive crankcase ventilation system, exhaust gas recirculation system, thermostatic air cleaner, air pump and/or air injection system, oxygen sensor, fuel evaporative emission control, and all vacuum lines, electrical lines, and sensors or switches associated with these devices.

This Certification is not and shall not be construed as a warranty that any emission control device or system of the vehicle is in functional condition; nor does the execution or delivery of this Certification create by itself grounds for a cause of action between the parties to this transaction.

ACKNOWLEDGEMENT OF CERTIFICATION: By signing below, I acknowledge that the Dealer has prepared and provided a copy of this Certification to me and that I have received the same on the date indicated below. This Certification is hereby incorporated by reference into the Retail Purchase/Retail Lease Agreement.

	10/28/2016	MICHAEL ARBITMAN	
Purchaser Signature	Date	Dealership Representative	
N/A	N/A		10/28/2016
Co-Purchaser Signature	Date	Dealership Representative Signature	Date

FORM# 34493 DEAL# [redacted] STORE# 148 STK# G1318573 CUST# [redacted]

AGREEMENT TO PROVIDE INSURANCE

Purchaser/Co-Purchaser Name(s): [redacted] Date: 10/28/2016

Street Address: [redacted]

Home Telephone [redacted] Work Telephone: [redacted]

Driver's License # [redacted] Issuing State: FL Expiration Date: 01/28/2018

Vehicle: 2016 CHEVROLET COLORADO 1GCGSCEA2G1[redacted]
Year Make Model VIN

I understand that the Retail Installment Sales Contract or Lease Contract ("Finance Contract") that I signed in connection with my purchase/lease of the above-described vehicle requires me to provide and maintain insurance on the vehicle against the risks of loss or damage. I understand that this insurance must be in an amount equal to the lesser of the unpaid amount due under the Finance Contract or the value of the vehicle and must be maintained for the entire term of the Finance Contract or such other amount as may be required by the finance company. I also understand that the holder of the Finance Contract must be named as the loss payee and that the failure to maintain said insurance coverage may be an event of a default under the Finance Contract. In the event of a default, the holder of the Finance Contract may pursue all of the remedies provided by law and in the Finance Contract as it deems appropriate. Having been advised that I may obtain insurance coverage from a company and agent of my choice, I have selected:

Insurance Company: STATE FARM Policy #: [redacted]

Agent's Name: BOTKINS Telephone: (954) 537-3333

Address: 2650 JOG RD FT LAUDERDALE, FL 33304

Insurance Coverage: ☒ Collision $ 500.00 Deductible ☒ Comprehensive $ 500.00 Deductible

Policy Effective From: 02/14/2016 To: 02/14/2017 Named Loss Payee: JP MORGAN CHASE BANK NA

Address: PO BOX 901098 FORT WORTH TX 76101-2033

By signing below, I acknowledge that I have read this Insurance Coverage Acknowledgement and understand my obligation to maintain insurance coverage on the above-described vehicle. I further acknowledge and agree that I have given the Dealership permission to contact my Insurance Company to verify that I have obtained insurance coverage for the vehicle.

	10/28/2016	MICHAEL ARBITMAN	
Purchaser Signature	Date	Dealership Representative	
N/A	N/A		10/28/2016
Co-Purchaser Signature	Date	Dealership Representative Signature	Date

FORM# 34491 DEAL# [redacted] STORE# 148 STK# G1318573 CUST# [redacted]

AUTONATION CHEVROLET DELRAY
ADDENDUM TO RETAIL PURCHASE AGREEMENT
AND / OR LEASE ORDER
ACKNOWLEDGEMENT OF ANTI-EXPORT POLICY

[redacted]
Address

FT LAUDERDALE, FL[redacted]
City, State, Zip

[redacted]
Home Phone

2016 CHEVROLET COLORADO
Year Make Model

1GCGSCEA2G1[redacted]
VIN

AUTONATION CHEVROLET DELRAY as a CHEVROLET authorized, franchised dealer, is subject to the anti-export policy of CHEVROLET CHEVROLET prohibits its authorized dealers from exporting or agreeing to export new CHEVROLET vehicles outside of the CHEVROLET authorized sales territory, which is in the USA. In the event CHEVROLET determines that a new CHEVROLET vehicle sold or leased by a CHEVROLET authorized dealer has been exported from its sales territory (USA), CHEVROLET may assess charges and other related costs against the selling dealer. AUTONATION CHEVROLET DELRAY, therefore, requires of each purchaser or lessee of new CHEVROLET vehicles to acknowledge and agree in writing that the vehicle being purchased/leased is intended for the use within the sales territory (USA) and is not intended for export outside of territory (USA). Accordingly, by your signature below, you the purchaser/lessee acknowledge and represent that the CHEVROLET vehicle being purchased/leased by you is not intended for export and is intended for use within the United States.

Acknowledged and Agreed:

Purchaser/Lessee Signature _____

Dealership Name AUTONATION CHEVROLET DELRAY

Dealership Representative MICHAEL ARBITMAN

Dealership Representative Signature _____

Dated this 28th day of October, 20 16

AutoNation
VEHICLE PROTECTION PLAN+

VEHICLE PROTECTION PLAN + WITH KEY REPLACEMENT BENEFIT

INFORMATION SCHEDULE

FORM# 49441 DEAL# [redacted] STORE# 148 STK# G1318573 CUST [redacted]

VEHICLE

Year, Make, Model, VIN 2016 CHEVROLET COLORADO
1GCGSCEA2G1[redacted]

PURCHASER

Purchaser [redacted] Co-Purchaser N/A

Address, City, State, Zip [redacted] FT LAUDERDALE FL [redacted]

E-Mail [redacted]

Home Phone [redacted] Cell N/A Work [redacted]

SELLING STORE

Store Name, Store Number AUTONATION CHEVROLET DELRAY N0509874

Address, City, State, Zip 1111 Linton Blvd. Delray Beach FL 33444

Store Representative, Phone MICHAEL ARBITMAN (561) 278-3225

LIENHOLDER/LESSOR

Lienholder/Lessor, Phone JP MORGAN CHASE BANK NA

Address, City, State, Zip PO BOX 901098 FORT WORTH TX 76101-2033

VPP+ AGREEMENT INFORMATION

Term Months	48
Term Miles	48000
AutoNation Network℠ Deductible	$0
Non-AutoNation Network℠ Deductible	$100
Agreement Selling Price	$ 656.00

Agreement Purchase Date	10/28/2016
Expiration Date	10/28/2020
Current Mileage (must be less than 10,000 miles)	43
Expiration Mileage	48043

Agreement Term: This **Agreement** begins on the **Agreement Purchase Date** and at the **Current Mileage** shown above. This **Agreement** ends when the **Months** indicated above from the **Agreement Purchase Date** is reached or when the **Miles** indicated above are registered on the **Vehicle's** odometer, whichever occurs first.

NOTICE TO PURCHASER

1. I agree to purchase this Service Contract (**Agreement**) covering the **Vehicle** described on this **Information Schedule**, which must meet **Our** underwriting guidelines and is subject to acceptance by the **Administrator.** I agree that the time and mileage limits indicated on this **Information Schedule** begin to run from the **Agreement Purchase Date**, even though any components or parts covered by a manufacturer, supplier, or other **Warranty** are NOT covered by my **Agreement** until expiration of the manufacturer, supplier, or other **Warranty. I understand that my Agreement term includes any periods of applicable manufacturers' warranties.**
2. The **Agreement** runs concurrent with, and is secondary to, any applicable manufacturer's **Warranty.**
3. If the manufacturer's **Warranty** has been declared void, the **Agreement** does not cover the **Vehicle** until the end of what would have been the manufacturer's **Warranty.**
4. The benefits provided under dealer Warranties required by state law are not covered by the **Agreement.**
5. I understand that my **Agreement** has been issued in accordance with the information contained on this **Information Schedule** and is subject to the terms and conditions stated in the **Agreement**, which I have read and received with this **Information Schedule.**
6. **I understand that prior authorization by the Administrator is required on repairs covered by this Agreement (call 1-800-459-7498 for claims authorization). I further understand that any Mechanical Breakdown, loss, or damage that results from a pre-existing condition is not covered by this Agreement.**
7. I understand that the purchase of this **Agreement** is not required to purchase or obtain financing of my **Vehicle.**
8. The **Agreement Selling Price** may be financed with the purchase of the **Vehicle.** Other payment options may be available.
9. I agree to follow the maintenance procedures listed in Section VII, "My Responsibilities."
10. I authorize the Lienholder/Lessor listed above to receive any refund for credit to my account in the event this **Agreement** is canceled and to cancel the **Agreement** in the event I default in my obligation to such Lienholder/Lessor.
11. I understand and agree to the provisions listed in Section VIII(6), "General Provisions/Dispute Resolution – Arbitration" requiring the parties to submit any claims arising from or relating to this **Agreement** to non-binding Arbitration.
12. For the Key Replacement Benefit, I confirm that I received at least two (2) key fobs to the **Vehicle** on the **Agreement Purchase Date.**

WASHINGTON RESIDENTS ONLY

I acknowledge that I have read, understand and agree to the terms and conditions of this **Agreement**, including, but not limited to:

1. Requirements for maintaining the **Vehicle** and retaining maintenance records under Section VII, "Your Responsibilities."
2. Procedures required to file a claim under Section VI, "What To Do If Repairs Are Needed."
3. Parts covered under Section II, "What This **Agreement** Covers."
4. **Your Months** and **Miles** limit as shown in the **Information Schedule.**
5. The Implied Warranty of Merchantability on the **Vehicle** shown in Section IX, State Amendments: Washington is not waived if the **Agreement** has been purchased within ninety (90) days of the **Agreement Purchase Date** from the **Selling Store** who also sold the **Vehicle** covered by this **Agreement.**
6. Exclusions of coverage under Section IV, "Maintenance & Parts This Agreement Does Not Cover" and Section V, "**Agreement** Limitations."
   Cancellation provisions and conditions under Section VIII(8), "General Provisions/How This **Agreement** May Be Canceled — Including Refunds and Charges."
7. Benefits may be transferred when eligible to an individual who purchases the **Vehicle.** Please refer to Section VIII(7), "General Provisions/How This **Agreement** May be Transferred."

Purchaser Initials N/A Date N/A

NEVADA RESIDENTS ONLY

By initialing below, You acknowledge that this Agreement contains an Arbitration provision, that you have read and understand the Dispute Resolution — Arbitration section, and affirmatively agree to the terms contained therein.

Purchaser Initials N/A Date N/A

I (Purchaser), whose signature appears below, acknowledge that the information contained above is true and accurate. I have read the terms and conditions, understand and agree to all of the provisions herein.

Purchaser Signature

Provider/Administrator/Obligor: Safe-Guard Products International, LLC
Two Concourse Parkway, Suite 500, Atlanta, GA 30328, Toll free: 1-800-459-7498
Emergency Roadside Assistance and Key Replacement Benefit services provided by SafeRide Motor Club, Inc.,
13901 Midway Road, Suite 102-429, Dallas, TX 75244-4388

TO FILE A CLAIM: TOLL-FREE 1-800-459-7498

FOR EMERGENCY ROADSIDE ASSISTANCE: TOLL-FREE 1-877-221-2485

VEHICLE PROTECTION PLAN+ AGREEMENT

INTRODUCTION AND PARTIES

1. The service contract obligations arising out of the AutoNation Vehicle Protection Plan+ Agreement ("**Agreement**") are between Safe-Guard Products International, LLC, except in Florida where the obligated party is Safe-Guard Warranty Corporation, Florida License Number 60126, the service contract **Provider** (hereinafter referred to as "**Administrator**," "**Provider**," "**Obligor**," "**We**," "**Us**," and "**Our**") and the **Purchaser** whose information appears on the **Information Schedule** (hereinafter referred to as "**Purchaser**," "**You**," and "**Your**"). **You** may contact **Us** at the following address and toll-free phone number: Two Concourse Parkway, Suite 500, Atlanta, GA 30328, 1-800-459-7498.
2. **We**, in return for payment of the **Agreement Selling Price**, agree to pay a **Repair Facility** or, at **Our** option, reimburse **You** for the **Cost** of parts and labor, to repair or replace a **Covered Part** which has suffered a **Mechanical Breakdown**, subject to the terms, conditions, and limitations contained herein. Coverage provided under this **Agreement** is effective as of the **Agreement Purchase Date** and at the **Current Mileage** stated on the **Information Schedule**. This **Agreement** ends when the **Months** indicated on the **Information Schedule** from the **Agreement Purchase Date** is reached or when the **Miles** indicated on the **Information Schedule** are registered on the **Vehicle's** odometer, whichever occurs first.
3. The obligations arising out of the Emergency Roadside Assistance services and the Key Replacement benefits are between SafeRide Motor Club, Inc., 13901 Midway Road, Suite 102-429, Dallas, TX 75244-4388, and the **Purchaser**. **You** may contact SafeRide Motor Club, Inc. at the above address, or please call 1-877-221-2485 (toll-free).

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I. KEY TERMS

When used, Key Terms will appear in bold print and initial uppercase.

"**Administrator**," "**Obligor**," "**Our**," "**Provider**," "**Us**" and "**We**" mean Safe-Guard Products International, LLC, except in Florida where these terms mean Safe-Guard Warranty Corporation, Florida License Number 60126, who is obliged to perform the services under this **Agreement**.

"**Agreement Purchase Date**" means the date **You** purchased this **Agreement** as shown on the **Information Schedule**.

"**Agreement Selling Price**" means the amount **You** paid for this **Agreement** as shown on the **Information Schedule**.

"**Cost**" means the reasonable and customary charges for parts and labor necessary to repair or replace any **Covered Parts** which suffer a covered **Mechanical Breakdown**. These charges shall not exceed the manufacturer's suggested retail price for parts and labor allowances derived from nationally recognized labor time publications.

"**Covered Part**" means any original or like replacement part which is not specifically excluded from coverage in Section IV, Maintenance & Parts this **Agreement** Does Not Cover, or Section V, Agreement Limitations.

At the **Administrator's** option, replacement parts used in covered repairs may include new, remanufactured, pre-owned or non-original equipment (non-OEM) manufactured parts.

"**Deductible**" means the amount **You** must pay per visit for covered repairs as shown on the **Information Schedule**.

If the **Vehicle** suffers a **Mechanical Breakdown** of a **Covered Part** which is covered by Section II(1), and **You** return to a repair location within the AutoNation Network℠ for repairs, **Your Deductible** will be zero ($0) dollars. If the **Vehicle** suffers a **Mechanical Breakdown** of a **Covered Part** which is covered by Section II(1), and **You** take the **Vehicle** to a repair location that is not within the AutoNation Network℠ for repairs, **Your Deductible** will be one hundred ($100) dollars. If the **Vehicle** suffers a **Mechanical Breakdown** of a **Covered Part** with a replacement limitation which is covered by Section II(2), **Your Deductible** will be zero ($0) dollars, regardless of whether or not **You** take the **Vehicle** to a repair location within the AutoNation Network℠ for repairs. For a complete listing of AutoNation Network℠ stores, please visit www.AutoNation.com, or call 1-800-459-7498 for the closest AutoNation Network℠ store.

"**Information Schedule**" means the first page of this **Agreement**.

"**Mechanical Breakdown**" means the failure of any **Covered Part** to perform its intended function(s) in normal service, provided it has received all scheduled maintenance at the proper intervals, as recommended by the manufacturer in the **Vehicle** Owner's Manual. **Mechanical Breakdown** does not include the gradual reduction in operating performance caused by normal wear and tear where a failure has not occurred during the **Agreement Term**.

"**Miles**" means the number of miles for the **Agreement Term** as shown on the **Information Schedule**.

"**Months**" means the number of months for the **Agreement Term** as shown on the **Information Schedule**.

"**Permitted Commercial Purposes**" means **Your Vehicle** may be used for commercial purposes including but not limited to: vehicles used by a single driver for sales/services (e.g. real estate, cleaning services, home health/aide care services and gardening) or light duty contracting (e.g. electrician, carpenter and plumber).

"**Prohibited Commercial Purposes**" means **Your Vehicle** is used for a commercial purpose other than a Permitted Commercial Purpose. Such Prohibited Commercial Purposes include but are not limited to: hauling, construction work, principal off-road use, pickup and/or delivery service, daily rentals, carrying passengers for hire (taxi, limousine or shuttle services), towing or road service operations, government/military use, law enforcement, fire, ambulance or other emergency services, snowplowing, company pool use, or the **Vehicle** is titled in a company's name and may be used by multiple drivers.

"**Purchaser**," "**You**" and "**Your**" mean the **Purchaser** shown on the **Information Schedule** or an eligible person to whom this **Agreement** has been properly transferred.

"**Repair Facility**" means a franchised automotive retailer or licensed repair facility that provides a written parts and labor guarantee for covered repairs of not less than twelve (12) months and twelve thousand (12,000) miles.

"**Selling Store**" means the store from which **You** purchased this **Agreement** as shown on the **Information Schedule**.

"**Vehicle**" means the vehicle shown on the **Information Schedule** which is covered by this **Agreement**.

"**Warranty**" means any warranty of the manufacturer, a state required warranty, an automotive retailer warranty, or a **Repair Facility** guarantee.

II. WHAT THIS AGREEMENT COVERS

If the **Vehicle** suffers a **Mechanical Breakdown** of a **Covered Part** which is covered by Section II(1) below, and **You** return to a repair location within the AutoNation Network℠ for repairs, **Your Deductible** will be zero ($0) dollars. If the **Vehicle** suffers a **Mechanical Breakdown** of a **Covered Part** which is covered by Section II(1) below, and **You** take the **Vehicle** to a repair location that is not within the AutoNation Network℠ for repairs, **Your Deductible** will be one hundred ($100) dollars. For a complete listing of AutoNation Network℠ stores, please visit www.AutoNation.com, or call 1-800-459-7498 for the closest AutoNation Network℠ store.

1. During the **Agreement Term**, in the event of a **Mechanical Breakdown** of a **Covered Part**, **We** will pay a **Repair Facility**, or, at **Our** option, reimburse **You** for the **Cost** to remedy any covered **Mechanical Breakdown** subject to the terms, conditions and limitations contained herein, less any applicable **Deductible**. **Mechanical Breakdown** means the failure of any **Covered Part** to perform its intended function(s) in normal service, providing it has received all scheduled maintenance at the proper intervals, as recommended by the manufacturer in the **Vehicle** Owner's Manual. **Mechanical Breakdown** does not include the gradual reduction in operating performance caused by normal wear and tear where a failure has not occurred during the **Agreement Term**. **Covered Part** means any original or like replacement part which is not specifically excluded from coverage in Section IV, Maintenance & Parts this Agreement Does Not Cover or Section V, Agreement Limitations. This **Agreement** may provide certain coverages which may already be included in the applicable **Warranty**.

   IF THE MECHANICAL BREAKDOWN, EMERGENCY ROADSIDE EVENT, OR EMERGENCY TRAVEL EXPENSE REIMBURSEMENT BENEFIT COVERED UNDER THIS AGREEMENT IS ALSO COVERED UNDER ANY OTHER WARRANTY, ROADSIDE ASSISTANCE PROGRAM, SERVICE POLICY, RECALL, OR REPAIR ADJUSTMENT ("OTHER COVERAGE"), AND IF SUCH "OTHER COVERAGE" IS LESS THAN THE COVERAGE PROVIDED HEREUNDER, WE WILL PAY THE DIFFERENCE, IF ANY, BETWEEN THE PAYMENTS DUE UNDER THIS AGREEMENT AND THE PAYMENTS DUE UNDER THE "OTHER COVERAGE."

   This Agreement is not an insurance policy, a warranty, or a guarantee.

II. WHAT THIS AGREEMENT COVERS (CONTINUED)

If the **Vehicle** suffers a **Mechanical Breakdown** of a **Covered Part** with a replacement limitation which is covered by Section II(2) below, **Your Deductible** will be zero ($0) dollars, regardless of whether or not **You** take the **Vehicle** to a repair location within the AutoNation Network℠ for repairs.

2. **COVERED PARTS WITH REPLACEMENT LIMITATIONS**

BRAKE PAD COVERAGE: Covers the replacement of one (1) set of front and rear brake pads/shoes/rotors during the term of the **Agreement** (excluding carbon/ceramic brake pads and carbon/ceramic rotors).

BATTERY COVERAGE: Covers one (1) vehicle battery replacement during the term of the **Agreement**, or the difference between the manufacturer's pro-rated reimbursement and the total cost of the vehicle battery (hybrid/electric batteries are excluded).

WINDSHIELD WIPER BLADE COVERAGE: Covers the replacement of one (1) set of windshield wiper blades and/or inserts during the term of the **Agreement**.

WHEEL ALIGNMENT COVERAGE: Covers one (1) wheel alignment during the term of the **Agreement**.

DIAGNOSTICS COVERAGE: We will pay for reasonable, necessary and customary diagnostic charges incurred in conjunction with a covered repair, not to exceed the labor time listed in a nationally recognized parts and labor guide such as Mitchell or Alldata. **DIAGNOSTIC/TEARDOWN TIME WILL NOT BE PAID IF THE DIAGNOSIS IDENTIFIES A MECHANICAL BREAKDOWN THAT IS NOT COVERED UNDER THIS AGREEMENT OR FOR THOSE CONDITIONS WHERE THE PROPER REPAIR IS READILY APPARENT TO THE NORMAL SENSES OF SIGHT, TOUCH, SMELL AND/OR SOUND.**

FLUID COVERAGE: We will pay for replacement of necessary fluid, oil, grease, lubricant and approved air conditioning refrigerant that must be replaced in conjunction with a covered repair. **THIS COVERAGE DOES NOT APPLY TO SHOP SUPPLIES.**

III. ADDITIONAL BENEFITS

1. **RENTAL REIMBURSEMENT**

You will be allowed up to thirty-five ($35) dollars per day for a maximum of ten (10) days for car rental expenses incurred, if required due to a covered **Mechanical Breakdown. You** are responsible for obtaining the rental car, and rental car expenses incurred must be from a licensed rental car agency or authorized store. **We** will then reimburse **You** or, if possible, the authorized store. **RENTAL CAR REIMBURSEMENT IS NOT PROVIDED FOR PARTS DELAY, SHOP SCHEDULING, OR FOR WORK NOT COVERED BY THIS AGREEMENT. YOU MUST RECEIVE PRIOR AUTHORIZATION FOR RENTAL CAR EXPENSES. RENTAL REIMBURSEMENT IS LIMITED TO DOWNTIME REPAIRS AND COVERAGE ENDS ON THE DATE OF REPAIR COMPLETION.**

2. **EMERGENCY ROADSIDE ASSISTANCE**

Emergency Roadside Assistance is available 24 hours a day, 365 days a year. The following are covered emergencies under Emergency Roadside Assistance:

- **Towing Assistance** — when **Your Vehicle** is inoperable or unsafe to drive, **Your Vehicle** will be towed to the closest **Repair Facility** or to any other location requested by **You.**
- **Flat Tire Assistance** — service consists of the removal of the flat tire and its replacement with **Your Vehicle's** spare tire.
- **Fuel, Oil, Fluid and Water Delivery Service** — up to four (4) times in a twelve (12) month period, an emergency supply of fuel, oil, fluid or water will be delivered if **Your Vehicle** is in immediate need.
- **Lock-Out Assistance** — if **Your** keys are locked inside **Your Vehicle**, assistance will be provided to gain entry into **Your Vehicle.**
- **Battery Assistance** — if battery failure occurs, a jump-start will be provided to start **Your Vehicle.**

The Emergency Roadside Assistance benefits, up to one hundred ($100) dollars per occurrence with no out-of-pocket expense to **You**, are only available to the **Vehicle** listed on the **Information Schedule**. If the covered emergency exceeds one hundred ($100) dollars per occurrence, **You** are responsible for the portion that exceeds one hundred ($100) dollars. You are responsible for any non-covered expenses. There is no deductible associated with the Emergency Roadside Assistance benefits.

FOR EMERGENCY ROADSIDE ASSISTANCE, CALL TOLL-FREE: 1-877-221-2485

When calling for service, please be prepared to provide **Your** name (as listed on the **Information Schedule**) and the last 7 of the VIN (**Vehicle** Identification Number) of the **Vehicle.** The VIN is located on your Auto Insurance card, inside the driver's side door, or on the lower part of the dash board on the driver's side of the **Vehicle.**

3. **EMERGENCY TRAVEL EXPENSE REIMBURSEMENT**

In the event a **Mechanical Breakdown** of a **Covered Part** occurs more than one hundred (100) miles away from home and the **Vehicle** is disabled overnight while an authorized repair is in process, **We** will reimburse for reasonable expenses for meals, lodging, or alternate transportation. The Emergency Travel Expense Reimbursement is limited to two hundred ($200) dollars per day, subject to a five (5) day maximum limit per incident.

For reimbursement of covered expenses, please forward a copy of all paid receipts to SafeRide Motor Club, Inc. at 13901 Midway Road, Suite 102-429, Dallas, TX 75244-4388. This information must be forwarded within sixty (60) days of the disablement. **You** must provide **Your** name, a copy of this **Agreement**, and **Your** complete address and phone number.

The Emergency Travel Expense Reimbursement benefit provided by this Agreement may duplicate benefits provided to You under the Vehicle's New Vehicle **Limited Warranty ("Limited Warranty") Roadside Assistance coverage. The Emergency Travel Expense Reimbursement benefit provided by this Agreement is secondary to, and not additive to, the Emergency Travel Expense Reimbursement, if any, provided to You in the Limited Warranty. If the Emergency Travel Expense Reimbursement is covered under the Limited Warranty's Roadside Assistance program, We will cover the difference, if any, between the coverage offered under this Agreement and the coverage offered under the Limited Warranty's Roadside Assistance program.**

4. **MANUFACTURER'S DEDUCTIBLE REIMBURSEMENT**

We will reimburse **You** for the difference between the **Deductible** amount shown on the **Information Schedule** and any required manufacturer's deductible, if applicable, when a **Mechanical Breakdown** of a **Covered Part** occurs and is covered by a manufacturer's **Warranty.**

5. **KEY REPLACEMENT BENEFIT**

In the event a **Vehicle** Key/Remote is lost, stolen, damaged or destroyed, assistance will be provided to unlock the **Vehicle** and/or to replace the keys and/or remote as needed. Simply call 1-877-221-2485 for locksmith assistance or key/transponder replacement assistance. There will be no out of pocket expenses for covered locksmith services up to the one hundred ($100) dollar benefit limit per occurrence for entry into the **Vehicle.** Additionally, **You** are eligible for reimbursement consideration for one (1) replacement key and/or remote (if the remote is also lost, stolen, damaged or destroyed) up to, but not to exceed, eight hundred dollars ($800) per incident. Covered replacement cost consideration will be made for reasonable and customary expenses determined by using an Original Equipment Manufacturer (OEM) pricing index or nationally recognized parts and labor resources, for key parts/transponder components and labor (if required to reprogram key remotes) which in no case shall exceed the manufacturer's suggested retail pricing for a replacement key/remote. **We** reserve the right to use "like kind and quality" replacements for lost or damaged keys/remotes. Prior authorization is required for ALL key replacements. If it is after hours and a key/remote cannot be made and programmed, towing will be provided to the nearest registered service facility or location of the **Purchaser's** choice, up to the benefit limit of one hundred ($100) dollars per occurrence. In the event the **Purchaser** loses or damages home or apartment keys, office keys, motorcycle or RV travel trailer keys, in addition to their **Vehicle** key/remote, the **Purchaser** may be eligible for reimbursement consideration up to two hundred ($200) dollars per replacement key. The other lost/damaged keys benefit does not apply to programmable keys/remotes, or keys/remotes to a vehicle other than the **Vehicle.** Prior authorization is required for ALL key replacements. The Key Replacement Benefit services listed in this Section III(5) are a Motor Club Benefit provided by SafeRide Motor Club, Inc., 13901 Midway Road, Suite 102-429, Dallas, TX 75244-4388.

PRIOR AUTHORIZATION IS REQUIRED FOR ALL KEY REPLACEMENTS. CALL TOLL-FREE: 1-877-221-2485

IV. MAINTENANCE & PARTS THIS AGREEMENT DOES NOT COVER

THIS AGREEMENT WILL NOT COVER THE FOLLOWING MAINTENANCE OR PARTS:

1. **MAINTENANCE NOT COVERED – THE MAINTENANCE SERVICES AND PARTS DESCRIBED IN THE MANUFACTURER'S MAINTENANCE SCHEDULE FOR YOUR VEHICLE. OTHER NORMAL MAINTENANCE SERVICES AND PARTS INCLUDING ENGINE TUNE-UP, (INCLUDES SPARK PLUGS, GLOW PLUGS, IGNITION WIRES, DISTRIBUTOR CAP AND ROTOR), HYBRID/ELECTRIC VEHICLE BATTERIES, FILTERS, LUBRICANTS OR FLUIDS, AIR CONDITIONING REFRIGERANT, ENGINE COOLANT, CARBON/CERAMIC BRAKE PADS, AND CARBON/CERAMIC BRAKE ROTORS.**
2. **PARTS NOT COVERED – CONSTANT VELOCITY BOOTS, TIRES, WHEEL COVERS, WHEEL RIMS, WHEELS, WHEEL BALANCING, SHOCK ABSORBERS, CARBON/CERAMIC BRAKE PADS, CARBON/CERAMIC BRAKE ROTORS, SUSPENSION AIR BAGS, EXHAUST SYSTEM, CATALYTIC CONVERTER, FRICTION CLUTCH DISC AND PRESSURE PLATE AND CLUTCH RELEASE BEARING, GLASS, GLASS FRAMEWORK AND FASTENING ADHESIVES, LENSES, TRIM, MOLDINGS, BRIGHT METAL, UPHOLSTERY, PAINT, SHEET METAL, BUMPERS, ALIGNMENT OF BODY PARTS, FLEXIBLE BODY PARTS, DOOR PANELS, BODY PANELS, STRUCTURAL FRAMEWORK, CONVERTIBLE TOP FRAMEWORK, STRUCTURAL WELDS, HINGES, DOOR HANDLES, VINYL AND CONVERTIBLE TOPS AND NON-MECHANICAL REMOVABLE HARDTOP ASSEMBLIES. MORE THAN ONE (1) REPLACEMENT OF THE FOLLOWING COVERED PARTS OR SERVICES: SET OF FRONT AND REAR BRAKE PADS/SHOES, ROTORS, NON-HYBRID/NON-ELECTRIC VEHICLE BATTERY, WINDSHIELD WIPER BLADES AND/OR INSERTS, AND WHEEL ALIGNMENT.**

V. AGREEMENT LIMITATIONS

WE WILL NOT PAY FOR OR COVER THE FOLLOWING:

1. MODIFICATIONS:
   (A) AFTERMARKET ACCESSORIES OR EQUIPMENT, COMPONENTS AND SYSTEMS, INCLUDING BUT NOT LIMITED TO: ANTI-THEFT SYSTEMS, RADAR DETECTORS, CB RADIOS, RADIO/SPEAKER EQUIPMENT, CRUISE CONTROL, SUNROOF, SOLAR POWERED DEVICES, TELEPHONES, TV/VCR/DVD AND RELATED COMPONENTS AND APPLIANCES (UNLESS INSTALLED BY THE MANUFACTURER)
   (B) IF YOUR VEHICLE HAS BEEN MODIFIED TO PLOW SNOW, WHETHER THE SNOW PLOW BLADE IS ATTACHED TO THE VEHICLE OR NOT.
   (C) MECHANICAL BREAKDOWN CAUSED BY OR INVOLVING MODIFICATIONS UNLESS THOSE MODIFICATIONS WERE PERFORMED BY THE MANUFACTURER AND THE MODIFICATIONS MEET THE MANUFACTURER'S SPECIFICATIONS (E.G. TIRES TWO OR MORE SIZES LARGER OR SMALLER THAN THE MANUFACTURER'S SPECIFICATIONS, LIFT KITS, AFTERMARKET PERFORMANCE PARTS OR SYSTEMS).
   (D) MECHANICAL BREAKDOWN CAUSED BY OR INVOLVING EQUIPMENT, COMPONENTS OR SYSTEMS NOT INSTALLED BY THE MANUFACTURER.
2. NON-STANDARD USE:
   (A) MECHANICAL BREAKDOWN CAUSED BY TOWING A TRAILER OR ANOTHER VEHICLE UNLESS YOUR VEHICLE IS EQUIPPED FOR THIS AS RECOMMENDED BY THE MANUFACTURER.
   (B) ANY MECHANICAL BREAKDOWN WHERE THE VEHICLE HAS BEEN USED FOR A PROHIBITED COMMERCIAL PURPOSE, AS DEFINED IN SECTION I, KEY TERMS, AT ANY TIME WHILE OWNED BY YOU. HOWEVER, THE VEHICLE MAY BE USED FOR PERMITTED COMMERCIAL PURPOSES AS DEFINED IN SECTION I, KEY TERMS.
   (C) MECHANICAL BREAKDOWN CAUSED BY USING YOUR VEHICLE FOR STREET RACING OR OTHER COMPETITION, OR OFF-ROAD USE.
3. NEGLIGENCE, MISREPRESENTATION OR MISUSE:
   (A) MECHANICAL BREAKDOWN CAUSED BY ABUSE, MISUSE, ALTERATIONS OR LACK OF CUSTOMARY MAINTENANCE AS DETAILED IN SECTION VII, YOUR RESPONSIBILITIES.
   (B) MECHANICAL BREAKDOWN CAUSED BY CONTAMINATION, OVERHEATING, LACK OF COOLANT, LACK OF LUBRICANTS, IMPROPER SPECIFICATION (TYPE) OF FLUIDS, LACK OF OIL VISCOSITY, SLUDGE OR RESTRICTED OIL FLOW. EXAMPLES INCLUDE BUT ARE NOT LIMITED TO: ENGINE AND TRANSMISSION. THE CORRECTION OF OIL CONSUMPTION OR ANY REPAIRS FOR REDUCTION IN ENGINE EFFICIENCY THAT MUST BE PERFORMED ON THE VEHICLE.
   (C) MECHANICAL BREAKDOWN WHEN CONTAMINATED FLUIDS CAUSED OR CONTRIBUTED TO THE MECHANICAL BREAKDOWN.
   (D) LOSS OR DAMAGE CAUSED BY YOUR OR THE OPERATOR'S FAILURE TO USE ALL REASONABLE PRECAUTIONS TO PROTECT THE VEHICLE FROM ANY FURTHER LOSS OR DAMAGE AFTER A MECHANICAL BREAKDOWN OR FAILURE HAS OCCURRED OR BEEN INDICATED. LOSS OR DAMAGE CAUSED BY YOUR OR THE OPERATOR'S CONTINUED OPERATION OF THE VEHICLE IF THE OIL WARNING LIGHT/GAUGE OR THE TEMPERATURE WARNING LIGHT/GAUGE INDICATES A PROBLEM.
   (E) IF YOUR VEHICLE'S ODOMETER HAS BEEN STOPPED, ALTERED OR MISREPRESENTS YOUR VEHICLE'S ACTUAL MILEAGE INCLUDING BUT NOT LIMITED TO ODOMETER MISREPRESENTATION CAUSED BY THE USE OR MODIFICATION OF THE VEHICLE WITH UNDERSIZE OR OVERSIZE TIRE AND WHEEL ASSEMBLIES.
   (F) DAMAGE CAUSED TO YOUR VEHICLE'S ENGINE RESULTING FROM THE INGESTION OF WATER.
   (G) MECHANICAL BREAKDOWN OR DAMAGE CAUSED BY NEGLECTING TO FOLLOW PROPER CHARGING PROCEDURES OR USE OF INCOMPATIBLE CHARGING DEVICES FOR YOUR PLUG-IN HYBRID/ELECTRIC VEHICLE.
   (H) LIABILITY FOR DAMAGE TO PROPERTY, INJURY TO OR DEATH OF ANY PERSON ARISING OUT OF THE OPERATION, MAINTENANCE OR USE OF THE VEHICLE WHETHER OR NOT RELATED TO THE COVERED PART(S).
4. COLLISION, PHYSICAL DAMAGE AND COSMETICS:
   (A) MECHANICAL BREAKDOWN CAUSED BY OR INVOLVING COLLISION, FALLING OBJECTS, FIRE (REGARDLESS OF CAUSE), THEFT, LARCENY, VANDALISM, MALICIOUS MISCHIEF, RIOT, CIVIL COMMOTION, TERRORIST ACTS, WAR, EXPLOSION, LIGHTNING, EARTHQUAKE, HURRICANE, TROPICAL STORM, VOLCANIC ERUPTION, WINDSTORM, HAIL, WATER, FREEZING OR FLOOD.
   (B) TO CORRECT A COSMETIC IMPERFECTION OR MECHANICAL BREAKDOWN CAUSED BY RUST OR WEATHER RELATED CORROSION.
5. WARRANTIES AND MANUFACTURER RECALLS:
   (A) COSTS OR SERVICES COVERED BY ANY WARRANTY REGARDLESS OF WHETHER THEY HONOR SUCH WARRANTY.
   (B) COSTS THAT ARE OR WOULD HAVE BEEN COVERED UNDER ANY VEHICLE MANUFACTURER WARRANTY WHETHER OR NOT SUCH WARRANTY IS IN EFFECT IN ANOTHER COUNTRY OR HAS BEEN VOIDED BY THE MANUFACTURER.
   (C) MECHANICAL BREAKDOWN THAT IS A DIRECT RESULT OF A MECHANICAL OR STRUCTURAL DEFECT WHEN THE MANUFACTURER HAS ANNOUNCED A PUBLIC RECALL FOR THE PURPOSE OF CORRECTING SUCH A DEFECT.
   (D) ANY REPAIR OR REPLACEMENT FOR WHICH THE MANUFACTURER HAS ANNOUNCED ITS RESPONSIBILITY THROUGH ANY MEANS, INCLUDING PUBLIC RECALLS OR FACTORY SERVICE BULLETINS.
6. VEHICLE TYPE:
   (A) IF YOUR VEHICLE HAD BEEN DECLARED A TOTAL LOSS, SALVAGED TITLE OR JUNK VEHICLE.
   (B) IF YOUR VEHICLE IS A TRUCK RATED MORE THAN 1 TON.
   (C) IF YOUR VEHICLE WAS MANUFACTURED AS A NON-U.S. SPECIFICATION MODEL.
   (D) IF YOUR VEHICLE IS POWERED BY COMPRESSED NATURAL GAS, LIQUIFIED NATURAL GAS, PROPANE OR HYDROGEN.
7. CONSEQUENTIAL DAMAGE:
   (A) LOSS OF TIME, ECONOMIC LOSS, INCONVENIENCE, LODGING, FOOD, FREIGHT CHARGES, CORE CHARGES, STORAGE CHARGES, ENVIRONMENTAL FEES, OR OTHER CONSEQUENTIAL LOSS OR DAMAGE THAT RESULTED FROM A MECHANICAL BREAKDOWN. CONSEQUENTIAL OR INCIDENTAL DAMAGE OR LOSS SHOULD YOUR VEHICLE BE INVOLVED IN A COLLISION CAUSED BY OR INVOLVING A MECHANICAL BREAKDOWN OF A COMPONENT COVERED BY THIS AGREEMENT UNLESS AS PROVIDED UNDER EMERGENCY TRAVEL EXPENSE REIMBURSEMENT.
   (B) MECHANICAL BREAKDOWN OF A COVERED PART RESULTING FROM THE FAILURE OF A NON-COVERED PART. HOWEVER, COVERAGE WILL BE PROVIDED FOR THE FAILURE OF A NON-COVERED PART RESULTING FROM A MECHANICAL BREAKDOWN OF A COVERED PART.
   (C) MECHANICAL BREAKDOWN OR DAMAGE CAUSED BY A POWER SURGE WHILE CHARGING YOUR VEHICLE.
8. NON-COVERED CONDITIONS:
   (A) PRE-EXISTING CONDITION – MECHANICAL BREAKDOWN WHICH EXISTED PRIOR TO OR WAS CAUSED BY A CONDITION WHICH EXISTED PRIOR TO THE AGREEMENT PURCHASE DATE.
   (B) REPAIRS PERFORMED WITHOUT THE ADMINISTRATOR'S PRIOR AUTHORIZATION EXCEPT WHEN THE ADMINISTRATOR'S OFFICE IS CLOSED AND EMERGENCY REPAIRS ARE NECESSARY (SEE SECTION VI, WHAT TO DO IF REPAIRS ARE NEEDED).
   (C) REPAIR OF VALVES AND/OR RINGS FOR THE PURPOSE OF RAISING THE ENGINE'S COMPRESSION WHEN A MECHANICAL BREAKDOWN HAS NOT OCCURRED.
   (D) REPAIRS MADE SOLELY TO MEET OR MAINTAIN ANY GOVERNMENTAL EMISSION STANDARDS.
   (E) REPAIRS OF AIR LEAKS, RATTLES, SQUEAKS, WIND NOISE AND WATER LEAKS WHERE WATER IS ENTERING THE VEHICLE INTERNALLY FROM THE EXTERNAL ENVIRONMENT.
   (F) TO REPAIR, REPLACE, ADJUST OR ALIGN ANY PART NOT COVERED BY THIS AGREEMENT EXCEPT AS REQUIRED FOR THE REPAIR OF A COVERED PART.
   (G) DIAGNOSIS CHARGES, COST OF DISASSEMBLY OR ASSEMBLY IF YOUR REPAIR IS NOT COVERED OR HAS BEEN DENIED.
   (H) ANY INVOICE PRESENTED TO ADMINISTRATOR FOR PAYMENT FOR SERVICES NOT PERFORMED AS DESCRIBED AT THE TIME OF AUTHORIZATION.

V. AGREEMENT LIMITATIONS (CONTINUED)

9. MISCELLANEOUS EXPENSES:
   (A) MECHANICAL BREAKDOWN CAUSED BY TOWING A TRAILER OR ANOTHER VEHICLE UNLESS YOUR VEHICLE IS EQUIPPED FOR THIS AS RECOMMENDED BY THE MANUFACTURER.
10. EMERGENCY ROADSIDE ASSISTANCE LIMITATIONS:
   (A) FOR EMERGENCIES RESULTING FROM THE USE OF INTOXICANTS OR NARCOTICS, OR THE USE OF YOUR VEHICLE IN THE COMMISSION OF A FELONY.
   (B) FOR COST OF PARTS, REPLACEMENT KEYS (EXCEPT AS PROVIDED IN SECTION III (5), KEY REPLACEMENT BENEFIT), FLUIDS, LUBRICANTS, FUEL, MATERIALS, ADDITIONAL LABOR RELATED TO TOWING OR COST OF INSTALLATION OF PRODUCTS.
   (C) FOR NON-EMERGENCY TOWING OR OTHER NON-EMERGENCY SERVICE.
   (D) FOR MOUNTING OR REMOVING OF SNOW TIRES OR CHAINS; WINCHING; EXTRICATION; TIRE REPAIR.
   (E) FOR SHOVELING SNOW AROUND YOUR VEHICLE.
   (F) FOR CAMPING TRAILERS, TRAVEL TRAILERS, RECREATIONAL VEHICLES (INCLUDING SELF-MOTORIZED RV'S) OR ANY VEHICLES IN TOW.
   (G) FOR ANY AND ALL TAXES, TOLLS AND/OR FINES.
   (H) FOR TOWING FROM OR REPAIR WORK PERFORMED AT A SERVICE STATION, GARAGE OR REPAIR SHOP.
   (I) FOR TOWING BY OTHER THAN A LICENSED SERVICE STATION OR GARAGE.
   (J) FOR A SECOND TOW FOR THE SAME DISABLEMENT.
   (K) FOR MORE THAN ONE DISABLEMENT FOR THE SAME SERVICE TYPE DURING ANY SEVEN (7) DAY PERIOD.
   (L) FOR SERVICE ON A VEHICLE THAT IS NOT IN A SAFE CONDITION TO BE TOWED OR SERVICED, OR THAT MAY RESULT IN DAMAGE TO YOUR VEHICLE IF TOWED OR SERVICED.
   (M) FOR TOWING OR SERVICE ON ROADS NOT REGULARLY MAINTAINED, SUCH AS SAND BEACHES, OPEN FIELDS, FORESTS AND AREAS DESIGNATED AS NOT PASSABLE DUE TO CONSTRUCTION.
   (N) FOR TOWING AT THE DIRECTION OF A LAW ENFORCEMENT OFFICER RELATING TO TRAFFIC OBSTRUCTION, IMPOUNDMENT, ABANDONMENT, ILLEGAL PARKING OR OTHER VIOLATIONS OF LAW.
   (O) FOR REPEATED SERVICE CALLS FOR A VEHICLE IN NEED OF ROUTINE MAINTENANCE OR REPAIR.
   (P) FOR SERVICE SECURED THROUGH ANY SOURCE OTHER THAN US WITHOUT OUR PRIOR AUTHORIZATION. THIS IS NOT A ROADSIDE ASSISTANCE REIMBURSEMENT SERVICE.
11. EMERGENCY TRAVEL EXPENSE REIMBURSEMENT LIMITATIONS:
   (A) FOR ADDITIONAL COMMERCIAL LODGING ENTERTAINMENT EXPENSES.
   (B) FOR ANY MECHANICAL BREAKDOWN THAT OCCURS LESS THAN ONE HUNDRED (100) MILES FROM YOUR HOME.
12. KEY REPLACEMENT BENEFIT LIMITATIONS:
   (A) ANY CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, FIRE DAMAGE), SECONDARY DAMAGES OR UNREASONABLE COSTS RESULTING FROM THE FAILURE OR LOSS OF A VEHICLE KEY.
   (B) ANY KEY REPLACEMENT IF IT IS DETERMINED THAT YOU DID NOT RECEIVE AT LEAST TWO (2) KEY FOBS TO THE VEHICLE ON THE AGREEMENT PURCHASE DATE.
   (C) DEALER OR LEASE COMPANY SUBROGATIONS FOR KEY REPLACEMENTS COSTS DURING VEHICLE RETURN PROCESS.
   (D) ANY REPAIRS OR REPLACEMENTS OF KEYS MADE WITHOUT PRIOR AUTHORIZATION.
   (E) ANY REPAIR OR REPLACEMENT OF KEYS FOR WHICH THE MANUFACTURER HAS ANNOUNCED ITS RESPONSIBILITY THROUGH ANY MEANS, INCLUDING PUBLIC RECALLS OR FACTORY SERVICE BULLETINS.
   (F) ANY KEY REPLACEMENT FOR A VEHICLE NOT LISTED ON THE INFORMATION SCHEDULE OF THIS AGREEMENT.

VI. WHAT TO DO IF REPAIRS ARE NEEDED

Before any covered repairs can begin, You must contact the Administrator. We can be reached toll-free at:

1-800-459-7498

8:00 a.m. – 8:00 p.m. EST Monday – Friday

8:00 a.m. – 5:00 p.m. EST Saturday

When repairs are required, if possible, return the Vehicle to a repair location within the AutoNation Network℠. For a complete listing of AutoNation Network℠ stores, please visit www.AutoNation.com, or call 1-800-459-7498 for the closest AutoNation Network℠ store. If You cannot return the Vehicle to a repair location within the AutoNation Network℠, You must call Us at 1-800-459-7498 during normal business hours to receive instructions. If You do not follow Our instructions, We are not obligated to reimburse You for the Cost of any repairs. Authorization must be obtained from Us prior to having the Vehicle repaired. We reserve the right to inspect any vehicle before authorization of any repairs. In order to make a claim under this Agreement, You must:

1. Provide "teardown authorization" when requested by Us, so that the Repair Facility can provide an accurate diagnosis and estimate of repairs;
2. In the event that a Mechanical Breakdown of a Covered Part occurs when Our office is closed and emergency repairs are necessary, You may follow the claim procedures and commence emergency repairs without securing Our prior authorization. However, You or the authorized service representative must notify Us of the repairs as soon as Our office reopens. You must submit written information and documentation concerning the Mechanical Breakdown and repairs no later than thirty (30) days after the Mechanical Breakdown. Reimbursement of emergency repairs will be subject to all terms and conditions of this Agreement and nothing herein authorizes repairs not otherwise covered. Emergency repairs are those required because the Vehicle was inoperable or unsafe to drive. Parts must be available for inspection when Our office reopens;
3. Submit a claim for reimbursement to Us along with all required documents within thirty (30) days of authorization;
4. Retain all replaced parts until Your claim is settled, as You may be required to submit these parts for inspection.

VII. YOUR RESPONSIBILITIES

1. You must perform maintenance services to Your Vehicle, at the proper intervals, as required by the Owner's Manual for Your Vehicle. If Your failure to follow these procedures causes a Mechanical Breakdown, You may be denied coverage. If You do not have an Owner's Manual, contact Your Vehicle's manufacturer to obtain one.
2. You must keep receipts which verify the Vehicle Identification Number (VIN), work orders, invoices and other documentation that show a date, a description of Your Vehicle, mileage and services performed. We may require You to furnish Us with proof that the specified services have been performed. Failure to show proof of service may result in the denial of coverage.
3. You are responsible for making sure the oil warning light/gauge and the temperature warning light/gauge are functioning properly before driving Your Vehicle. You are required to safely pull Your Vehicle off the road and shut down the engine immediately when either of these lights/gauges indicates a problem.
4. If you experience a Mechanical Breakdown, You agree to:
   - Use all reasonable means to protect Your Vehicle from further damage in the event of a Mechanical Breakdown. Without limiting this general rule, specifically, You must stop the Vehicle immediately and have it repaired before driving it further.
   - Notify the Administrator as soon as reasonably possible.
   - Authorize the Repair Facility to perform necessary diagnostic work and provide "teardown authorization" so that the Repair Facility can provide an accurate diagnosis and estimate of repairs. IMPORTANT: WE WILL NOT PAY FOR DIAGNOSIS CHARGES FOR REPAIRS WHICH ARE NOT COVERED UNDER THIS AGREEMENT.

VII. YOUR RESPONSIBILITIES (CONTINUED)

- **Furnish the Administrator with such information as the Administrator may reasonably require and if requested provide proof of Your Vehicle's regular maintenance during the Agreement Term as noted above.**
- **Reserve for the Administrator the right to refer Your Vehicle to a Repair Facility that sells and services Your type of Vehicle, for certain repairs.**
- **Allow the Administrator to examine Your Vehicle if the Administrator asks to do so.**
- **Obtain authorization from the Administrator prior to beginning any repairs covered by this Agreement, except when Administrator's office is closed and emergency repairs are necessary (See Emergency Repair Instructions within Section VI, WHAT TO DO IF REPAIRS ARE NEEDED).**
- **Your help and cooperation is required if We ask You to help Us enforce Your rights against any manufacturer or Repair Facility who may be responsible to You for the Cost of repairs covered by this Agreement.**

Failure to comply with the responsibilities listed in the WHAT TO DO IF REPAIRS ARE NEEDED and YOUR RESPONSIBILITIES sections may result in the denial of Your claim. If You have any questions which cannot be answered by the Selling Store or another store within the AutoNation Network℠, please contact Us at 1-800-459-7498.

VIII. GENERAL PROVISIONS

1. **AGREEMENT TERM**

   Coverage provided under this **Agreement** is effective as of the **Agreement Purchase Date** and at the **Current Mileage** stated on the **Information Schedule**. This **Agreement** ends when the **Months** indicated on the **Information Schedule** from the **Agreement Purchase Date** is reached or when the **Miles** indicated on the **Information Schedule** are registered on the **Vehicle's** odometer, whichever occurs first.

2. **PAYMENTS**

   Your Repair Facility should perform authorized repairs covered under this **Agreement** without charge to **You** for such repairs. If the **Repair Facility** does charge **You** for authorized repairs covered under this **Agreement**, submit copies of all invoices and receipts pertaining to the authorized repairs along with a copy of the **Information Schedule** to: **Administrator**, Two Concourse Parkway, Suite 500, Atlanta, GA 30328. Please call **Us** toll-free at 1-800-459-7498 with any questions.

3. **OUR OPTIONS**

   We will pay the **Repair Facility** directly or reimburse **You** for the reasonable and customary charges for parts and labor necessary to repair or replace any **Covered Part**. These charges shall not exceed the manufacturer's suggested retail price for parts and labor allowances as listed in a then current nationally recognized labor time publication. At **Our** discretion, replacement parts utilized in covered repairs, at **Our** option, may be either Original Equipment Manufacturer (OEM) or of like kind and quality for the **Vehicle**, based on availability.

4. **LIMIT OF LIABILITY**

   For any one (1) repair visit, all benefits paid or payable shall not exceed the actual cash value of the Vehicle at the instant prior to the most recent loss. The aggregate total of all benefits paid or payable during the Term of this Agreement shall not exceed the price You paid for the Vehicle. The payment or reimbursement for repair or replacement of Covered Parts and the benefits stated under RENTAL REIMBURSEMENT and EMERGENCY TRAVEL EXPENSE REIMBURSEMENT are the only remedies available to You. We assume no other obligation or responsibility with regard to the Vehicle. We neither assume, nor authorize anyone to assume for Us, any additional liability.

5. **SUBROGATION**

   If **We** pay for a loss, **We** may require **You** to assign to **Us Your** rights of recovery against others. **We** will not pay for a loss if **You** impair these rights to recover. **Your** rights to recover from others may not be waived.

6. **DISPUTE RESOLUTION — ARBITRATION**

   You agree that all individual, class action, or other claims arising from or relating to this **Agreement**, whether in contract, tort, pursuant to statute, regulation, ordinance or in equity or otherwise, are subject, at **Your**, the **Selling Store's**, or **Our** election, to neutral non-binding arbitration by The American Arbitration Association ("AAA") under the applicable AAA rules then in effect as modified by this Arbitration Provision. This includes, but is not limited to, claims asserted by **You** against the **Selling Store, Us, Our** affiliates, and/or their (and their affiliates') employees, officers, successors, or assigns. Any arbitration hereunder shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) and not by any state law concerning arbitration unless otherwise modified by state law. The Arbitrator shall follow applicable statutes of limitations, shall honor claims of privilege recognized at law, and, if timely requested by either party, shall provide a brief written explanation of the award's basis. Each party shall be responsible for its own attorney, expert, or other fees unless applicable law provides otherwise. Any claim or dispute is to be arbitrated on an individual basis and not as a class action. **You** expressly waive any right to arbitrate a class action or in a private attorney general capacity, and there shall be no joinder or consolidation of parties, except for parties to the same contract. In the event of a conflict between this Arbitration Provision and any other applicable arbitration provision, the other provision's terms shall apply; provided however, that this Arbitration Provision's prohibition on class-wide arbitration shall apply. If any portion of this Arbitration Provision is deemed invalid or unenforceable, it shall not invalidate the other provisions of the **Agreement**; provided however, that if the provision prohibiting class-wide arbitration is deemed invalid, then this entire Arbitration Provision shall be null and void. This Arbitration Provision shall not apply to any individual claim brought by **You** in small claims court, unless such claim is transferred, removed or appealed to a different court. The decision reached in arbitration will be non-binding unless otherwise agreed upon by the parties to the arbitration. This Arbitration Provision will survive any termination, payoff, or transfer of this **Agreement**. Information regarding AAA and its procedures for filing a claim can be found at www.adr.org.

7. **HOW THIS AGREEMENT MAY BE TRANSFERRED**

   You may transfer this **Agreement** to another owner, but not to another vehicle. **To transfer this Agreement, You must mail the following four (4) items to Administrator within thirty (30) days of the transfer of vehicle ownership: (1) a completed Transfer Form, which can be obtained by contacting the Administrator (or a letter containing the name and address of the new owner and Your authorization to transfer); (2) a legible copy of the Information Schedule (page 1 of this Agreement); (3) the new registered title and bill of sale; and (4) a check for fifty ($50) dollars, made payable to Administrator, for the transfer fee.** This **Agreement** may not be transferred to any entity in the business of selling or leasing motor vehicles.

8. **HOW THIS AGREEMENT MAY BE CANCELLED — INCLUDING REFUNDS AND CHARGES**

   (a) **Cancellation By You**

   You may cancel this **Agreement** at any time. **To cancel this Agreement, You must provide Us or the Selling Store with written notice of Your request to cancel. A copy of Your Agreement and an odometer reading statement must be included with Your request for cancellation.** The effective date of such cancellation is the date such written notice and all required documents are received by **Us** or the **Selling Store**.

   (b) **How Refunds are Calculated**

   This **Agreement** may be cancelled for a full refund of the **Agreement Selling Price** within thirty (30) days of the **Agreement Purchase Date**, less any claims paid. After thirty (30) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less any claims paid, and less a fifty ($50) dollar processing fee, unless such fee is otherwise prohibited by applicable state law.

   (c) **Cancellation by Us**

   We cannot cancel this **Agreement** except for material misrepresentation or fraud, lack of proper maintenance, or non-payment of the **Agreement Selling Price**, in which case **You** will be notified of the reason for cancellation and the effective date of cancellation by certified mail prior to the effective date of cancellation. If **We** cancel this **Agreement, We** will return one hundred (100%) percent of the unearned pro-rata **Agreement Selling Price**, less any claims paid.

   (d) **Refunds to Lienholder/Lessor**

   If this **Agreement** is financed, any refund due under this **Agreement** will be made payable to the Lienholder/Lessor unless **You** provide **Us** with written documentation from the Lienholder/Lessor stating that the Finance Agreement has been paid in full. If the cancellation of this **Agreement** occurs as a result of a default under the Finance Agreement or the repossession of the **Vehicle**, any refund due may be paid directly to the Lienholder/Lessor.

9. **DEDUCTIBLE AND UNCOVERED COSTS**

   If the **Vehicle** suffers a **Mechanical Breakdown** of a **Covered Part** which is covered by Section II(1), and **You** return to a repair location within the AutoNation Network℠ for repairs, **Your Deductible** will be zero ($0) dollars. If the **Vehicle** suffers a **Mechanical Breakdown** of a **Covered Part** which is covered by Section II(1), and **You** take the **Vehicle** to a repair location that is not within the AutoNation Network℠ for repairs, **Your Deductible** will be one hundred ($100) dollars. If the **Vehicle** suffers a **Mechanical Breakdown** of a **Covered Part** with a replacement limitation which is covered by Section II(2), **Your Deductible** will be zero ($0) dollars, regardless of whether or not **You** take the **Vehicle** to a store within the AutoNation Network℠ for repairs. For a complete listing of AutoNation Network℠ stores, please visit www.AutoNation.com, or call 1-800-459-7498 for the closest AutoNation Network℠ store.

   You are responsible for any Costs or charges incurred that are not covered by this Agreement.

VIII. GENERAL PROVISIONS (CONTINUED)

10. **INSURANCE**

Our obligations under this **Agreement** are insured under an insurance policy issued by Virginia Surety Company, Inc., 175 West Jackson Blvd., Chicago, Illinois 60604. In the event **We** cease to operate, are bankrupt, or **Your** claim is not paid within sixty (60) days after proof of loss has been filed, **You** may file a direct claim with Virginia Surety Company, Inc. To file a direct claim with Virginia Surety Company, Inc., please call the following toll-free number for instructions: 1-800-209-6206.

11. **ENTIRE AGREEMENT**

THE TERMS AND CONDITIONS CONTAINED HEREIN ARE THE FULL AND COMPLETE AGREEMENT BETWEEN THE PARTIES. NO ORAL REPRESENTATION OR STATEMENT SHOULD BE RELIED UPON BY YOU.

12. **MISCELLANEOUS**

(a) **If You have any questions regarding the coverage You have purchased, You should contact the Selling Store or the Administrator.**

(b) This **Agreement** will be governed by the laws of the state in which it was sold, unless state law requires otherwise.

(c) No amendment, supplement, or waiver of any provision of this **Agreement** will be binding against **Us** unless it is in writing and signed by one of the authorized representatives at **Our** home office.

(d) **We** may delegate the performance of **Our** duties and obligations and assign **Our** rights and benefits hereunder, and, if required by state law, **We** will provide **You** with notice of the identity of the delegate or assignee.

(e) **Our** right to recover payment: If **We** make any payment under this **Agreement** and **You** have a right to recover against another party, **Your** rights shall become **Our** rights, and **You** shall do whatever is reasonably necessary to enable **Us** to enforce these rights. **Our** subrogation rights become effective after you are made whole.

(f) **Your** help and cooperation is required if **We** ask **You** to help **Us** enforce **Your** rights against any manufacturer or repair facility who may be responsible to **You** for the **Cost** of repairs covered by this **Agreement**.

IX. STATE AMENDMENTS

ALABAMA

1. The Cancellation Section VIII(8)(b) is replaced in its entirety by the following: The **Agreement** may be cancelled for a full refund of the **Agreement Selling Price** less any claims paid within thirty (30) days of the **Agreement Purchase Date** ("Free Look Period"). A ten (10%) percent penalty per month will be applied to any refund for an **Agreement** cancelled during the Free Look Period that is not paid or credited within forty-five (45) days of **Our** receipt of **Your** written request to cancel the **Agreement**. After thirty (30) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less claims paid and less a twenty-five ($25) dollar processing fee.

ALASKA

1. The **Agreement** Limitations Section V(1)(B) is amended to include the following wording: Snowplowing is not excluded so long as the **Vehicle** is properly equipped for such use and is only being used as such for personal (non-commercial) use.

ARIZONA

1. The Cancellation Section VIII(8)(b) is replaced in its entirety by the following: The **Agreement** may be cancelled within thirty (30) days of the **Agreement Purchase Date** for a full refund of the **Agreement Selling Price**. After thirty (30) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less a thirty-five ($35) dollar cancellation fee.
2. The Arbitration Section VIII(6) is amended to add the following: Arizona Service Contract Holders may file with the Director of the Arizona Department of Insurance for relief of any complaint under the provisions of A.R.S. §§ 20-1095.04 AND/OR 20-1095.09.
3. The **Agreement** will not be cancelled or voided by the **Provider** or its representatives for Pre-Existing Conditions.
4. The Cancellation Section VIII(8)(c) is amended to include the following language: **We** may only void the **Agreement** or deny claims for misuse, fraud, or misrepresentation if those acts are committed by **You** or **Your** authorized representative. If **We** cancel the **Agreement**, **We** will mail **You** written notice at least thirty (30) days prior to cancellation.

ARKANSAS

1. The Cancellation Section VIII(8)(b) is replaced in its entirety by the following: The **Agreement** may be cancelled within thirty (30) days of the **Agreement Purchase Date** for a full refund of the **Agreement Selling Price**, less a cancellation fee in the amount of fifty ($50) dollars and less any claims paid. After thirty (30) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less claims paid, less a fifty ($50) dollar cancellation fee.

CALIFORNIA

1. Safe-Guard Products International, LLC's **Vehicle** Service Contract **Provider** license number is OF57888.
2. The Insurance Section VIII (10) is replaced in its entirety by the following: Performance to **You** under this **Agreement** is guaranteed by a California approved insurance company. **You** may file a claim with this insurance company if any promise made in this **Agreement** has been denied or has not been honored within sixty (60) days of the date the proof of loss was filed. The name, address and telephone number of the insurance company is Virginia Surety Company, Inc., 175 West Jackson Blvd., Chicago, Illinois 60604, 1-800-209-6206. If **You** are not satisfied with the insurance company's response, **You** may contact the California Department of Insurance at 1-800-927-4357.
3. The Cancellation Section VIII(8)(b) is replaced in its entirety by the following: The Service Contract (referred to as the "**Agreement**") may be cancelled within sixty (60) days of the **Agreement Purchase Date** for a full refund of the **Agreement Selling Price** paid if no claims have been made against the **Agreement**. If cancelled within sixty (60) days of the **Agreement Purchase Date** and a claim was made against the **Agreement** during that time period, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**. After sixty (60) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less a cancellation fee in the amount of twenty-five ($25) dollars or ten (10%) percent of the **Agreement Selling Price**, whichever is less. The refund amount will be paid within thirty (30) days of the **Your** written request to cancel the **Agreement**.
4. The Cancellation Section VIII(8)(c) is replaced in its entirety by the following: **We** may cancel this Service Contract (referred to as the "**Agreement**") within the first sixty (60) days after the **Agreement Purchase Date** only upon providing **You** with a notice of cancellation stating the reason for cancellation postmarked before the sixty-first (61st) day after the **Agreement Purchase Date** unless **We** have paid a claim hereunder or advised **You** in writing that **We** will pay a claim in which case **We** will pay to **You** a pro-rata refund based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less any approved claims. **We** may cancel this **Agreement** for non-payment, material misrepresentation, or fraud by **You** at any time by providing **You** with a notice of cancellation and full refund of the **Agreement Selling Price** unless **We** have paid a claim hereunder or advised **You** in writing that **We** will pay a claim, in which case **We** will pay to **You** a pro-rata refund of the **Agreement Selling Price** based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less any approved claims. If **We** cancel this **Agreement** for any reason, **We** will not charge **You** a cancellation fee, any refund due to **You** will be paid within thirty (30) days of the date of cancellation, the **Agreement** will cease to be valid five (5) days after the date the notice of cancellation is postmarked, and **We** will pay any covered claim reported to **Us** prior to the effective date of cancellation. For purposes of this paragraph, a claim will be deemed to have been reported to **Us** if **You** have completed the first step required to make a claim.
5. The Arbitration Section VIII(6) is replaced in its entirety by the following: **You** and **Provider**, **Selling Store** and the Insurance Company listed in the Insurance Section ("**Us**") agree that all individual claims or disputes arising from or relating to the **Agreement** will be settled by impartial arbitration. To initiate arbitration, the aggrieved party must notify the aggrieving party in writing of its desire to submit the issue to arbitration. The aggrieved party is responsible for providing the aggrieving party with at least three (3) proposed arbitrators. The aggrieving party has the right to question the proposed arbitrators to confirm neutrality and select any of the three (3) to act as the Arbitrator. If the aggrieving party demonstrates that none of the three (3) proposed arbitrators are neutral, the aggrieving party may be asked to proffer additional arbitrators until one (1) is selected. The Arbitrator is responsible for setting the ground rules and procedures for the arbitration, as long as it doesn't conflict with the Consumers Legal Remedies Act. The parties agree to abide by the Arbitrator's decision and share the cost of arbitration equally, unless the Arbitrator directs otherwise. If this section conflicts with the statutory or regulatory arbitration provision in the state in which the **Agreement** was purchased, the state's arbitration rules will govern. Any arbitration proceedings arising under the **Agreement** will proceed under procedures outlined in the California Arbitration Act. Such procedures can be found in the California Code of Civil Procedure section 1280. Additionally, the arbitrators shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal to a court of competent jurisdiction for any such error. If there is any conflict of law, California law will control over Federal law.

6. Section VIII(12)(d) is deleted in its entirety.

COLORADO

1. The obligations of the **Provider** under this **Agreement** are guaranteed under Policy Number 3473 and VSCCL-1 End. (05/04) CO.

CONNECTICUT

1. If **You** are unable to resolve any disputes arising under this **Agreement, You** may file a formal written complaint with the Consumer Affairs Division of the Connecticut Insurance Department at PO Box 816, Hartford, CT 06142-0816. **You** are entitled to utilize the Insurance Commissioner's arbitration process to settle any disputes arising under this **Agreement.**
2. If the **Term** of this **Agreement** is less than one (1) year, the **Term** will be automatically extended while any covered repairs are being performed and the **Vehicle** is in the custody of the **Repair Facility.**
3. The Cancellation Section VIII(8) is amended to include the following: **You** may cancel this **Agreement** if the **Vehicle** is returned, sold, lost, stolen or destroyed.
4. The Arbitration Section VIII(6) is amended by the following: The State of Connecticut has established an arbitration process to settle disputes between **You** and **Us** arising from extended warranty contracts. A written complaint may be mailed to: State of Connecticut, Insurance Department, P.O. Box 816, Hartford, CT 06142-0816, Attention: Consumer Affairs. The written complaint must contain a description of the dispute, the purchase price of the product, the cost of repair of the product, and a copy of the **Agreement.**

FLORIDA

1. The **Obligor** of this **Agreement** is Safe-Guard Warranty Corporation, Two Concourse Parkway, Suite 500, Atlanta, GA, 30328, 800-459-7498, Florida License Number 60126.
2. The Cancellation Sections VIII(8)(b) and VIII(8)(c) are replaced in their entirety by the following: The **Agreement** may be cancelled for a full refund of the **Agreement Selling Price** less any claims paid within sixty (60) days of the **Agreement Purchase Date** less an administrative fee in the amount of the lesser of (a) five (5%) percent of the **Agreement Selling Price** or (b) fifty ($50) dollars. After sixty (60) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage,** less any claims paid, less a processing fee in the amount of the lesser of (a) ten (10%) percent of the pro-rata refund amount of (b) fifty ($50) dollars. **We** may cancel the **Agreement:** (1) If there has been a material misrepresentation or fraud; or (2) If **You** have failed to maintain the **Vehicle** as prescribed by the manufacturer; or (3) If the odometer has been tampered with or disabled and **You** have filed to repair the odometer; or (4) For non-payment of the **Agreement Selling Price** by **You.** If **We** cancel this **Agreement, We** will provide **You** notice of cancellation by certified mail at least thirty (30) days prior to cancellation. If **We** cancel the **Agreement, We** will return one hundred (100%) percent of the unearned pro-rata **Agreement Selling Price** based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage.**
3. What To Do If Repairs Are Needed Section IV(3) is replaced in its entirety by the following: Submit a claim for reimbursement to **Us** along with all required documents within ninety (90) days from the date the damage occurs.
4. The Arbitration VIII(6) is replaced in its entirety by the following: The parties may agree that all individual, class action or other claims or disputes arising from or relating to this **Agreement,** whether in contract, tort, pursuant to statute, regulation, ordinance or in equity or otherwise and whether **Your** dispute is with **Obligor, Selling Store,** or the Insurance Company listed in the Insurance section, will be settled by impartial arbitration. To initiate arbitration, **You** must notify **Administrator** in writing of **Your** desire to submit **Your** issue to arbitration. **You** are responsible for providing **Administrator** with at least three (3) proposed arbitrators. **Administrator** has the right to question the proposed arbitrators to confirm neutrality and select any of the three (3) to act as the Arbitrator. If **Administrator** demonstrates that none of the three (3) proposed arbitrators are neutral, **You** may be asked to proffer additional arbitrators until one (1) is selected. The Arbitrator is responsible for setting the ground rules and procedures for the arbitration. The Arbitrator's decision is non-binding unless the parties agree otherwise. The parties will share the cost of arbitration equally, unless the Arbitrator directs otherwise.
5. The rate charged for this service agreement is not subject to regulation by the Department of Financial Services — Office of Insurance Regulation.
6. In the Transfer Section VIII(7), the reference to a fifty ($50) dollar transfer fee is deleted and replaced with a forty ($40) dollar transfer fee.

GEORGIA

1. Notice to Purchaser, Section 10 is replaced in its entirety by the following: **You** authorize the Lienholder/Lessor listed in the **Information Schedule** to receive any refund for credit to **Your** account in the event this **Agreement** is canceled.
2. Section V, AGREEMENT LIMITATIONS, is amended to include:
   a. Items (1)(A), (1)(C), and (1)(D) are amended to include the text "MADE BY YOU OR WITH YOUR KNOWLEDGE."
   b. Item (3)(B) — any reference to "SLUDGE" within this item is deleted in its entirety.
   c. Item (3) (E) is amended to include "IF, SUBSEQUENT TO THE PURCHASE OF THIS AGREEMENT."
   d. Item (8)(A) is amended to include the text "KNOWN TO YOU."
3. The Arbitration Section VIII(6) is deleted in its entirety.
4. The Cancellation Sections VIII(8)(b) and VIII(8)(c) are replaced in their entirety by the following: The **Agreement** may be cancelled at any time. If **You** cancel the **Agreement, You** will receive one hundred (100%) percent of the unearned pro-rata portion of the **Agreement Selling Price** calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage,** less an administrative fee in the amount of fifty ($50) dollars or ten (10%) percent of the unearned pro-rata **Agreement Selling Price,** whichever is less. **We** cannot cancel the **Agreement** except for material misrepresentation or fraud at the time of sale, or non-payment of the **Agreement Selling Price,** in which case **You** will be notified by certified mail at least ten (10) days prior to the effective date of cancellation if **You** do not pay the **Agreement Selling Price,** or at least thirty (30) days prior to the effective date of cancellation for fraud or misrepresentation. If **We** cancel the **Agreement, We** will return one hundred (100%) percent of the unearned pro-rata **Agreement Selling Price.**
5. The Cancellation Section VIII(8)(d) is replaced in its entirety by the following: Any refund due under this **Agreement** will be made payable to the Lienholder/Lessor unless **You** provide **Us** with written documentation from the Lienholder/Lessor stating that the Finance Agreement has been paid in full. If this **Agreement** is financed and the **Vehicle** is a total loss or is repossessed, **You** authorize **Your** Lienholder/Lessor to cancel this **Agreement** and receive the refund.

HAWAII

1. The following wording is added:

   Hawaii Revised Statutes requires an automobile dealer, unless otherwise excepted, to provide a warranty covering certain classes of used motor vehicles as follows:

   Used Units with less than 25,000 miles at the time of sale: Provides coverage for 90 days or 5,000 miles, whichever occurs first.

   Used Units with 25,001 – 50,000 miles at the time of sale: Provides coverage for 60 days or 3,000 miles, whichever occurs first.

   Used Units with 50,001 – 75,000 miles at the time of sale: Provides coverage for 30 days or 1,000 miles, whichever occurs first.

   The **Vehicle** may be covered by this law. If so, the following is added to the **Agreement:** In addition to the Dealer Warranty required by this law, **You** have elected to purchase this **Agreement,** which may provide **You** with additional protection during the Dealer Warranty period and provides protection after the Dealer Warranty has expired. **You** have been charged separately only for the **Agreement.** The required Dealer Warranty is provided free of charge. Furthermore, the terms, coverage plan and exclusions stated in the **Agreement** apply only to the **Agreement** and are not the terms of the required Dealer Warranty.
2. The Cancellation Section VIII(8)(b) is amended to include the following: A ten (10%) percent penalty per month will be applied to any refund not paid or credited within forty-five (45) days after **Our** receipt of **Your** written request to cancel the **Agreement.**

IDAHO

1. Coverage afforded under this motor vehicle service contract is not guaranteed by the Idaho Insurance Guarantee Association.
2. The Cancellation Section VIII(8)(b) is replaced in its entirety by the following: The **Agreement** may be cancelled for a full refund of the **Agreement Selling Price,** less a fifty ($50) dollar cancellation fee within thirty (30) days of the **Agreement Purchase Date,** if no claims were made. If a claim was made during the first thirty (30) days, then the amount of claims paid will also be deducted from the refund amount. After thirty (30) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage,** less claims paid and less a fifty ($50) dollar cancellation fee.

ILLINOIS

1. The Cancellation Section VIII(8)(b) is replaced in its entirety by the following: The **Agreement** may be cancelled for a full refund of the **Agreement Selling Price** less

any claims paid within thirty (30) days of the **Agreement Purchase Date.** After thirty (30) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less claims paid and less a processing fee of fifty ($50) dollars or ten (10%) percent of the **Agreement Selling Price**, whichever is less.

INDIANA

1. **Your** proof of payment to the **Selling Store, Administrator,** or **Provider** constitutes proof of payment to the Insurance Company listed in the Insurance Section VIII(10) of this **Agreement.**
2. The Arbitration Section VIII(6) is replaced in its entirety by the following: The parties may agree that all individual, class action or other claims or disputes arising from or relating to this **Agreement**, whether in contract, tort, pursuant to statute, regulation, ordinance or in equity or otherwise and whether **Your** dispute is with **Administrator, Obligor,** or **Selling Store,** will be settled by impartial arbitration. To initiate arbitration, **You** must notify **Administrator** in writing of **Your** desire to submit **Your** issue to arbitration. **You** are responsible for providing **Administrator** with at least three (3) proposed arbitrators. **Administrator** has the right to question the proposed arbitrators to confirm neutrality and select any of the three (3) to act as the Arbitrator. If **Administrator** demonstrates that none of the three (3) proposed arbitrators are neutral, **You** may be asked to proffer additional arbitrators until one (1) is selected. The Arbitrator is responsible for setting the ground rules and procedures for the arbitration. The Arbitrator's decision is non-binding unless the parties agree otherwise. The parties will share the cost of arbitration equally, unless the Arbitrator directs otherwise. Arbitrations will take place under the laws of the state of Indiana and will be held in the **Purchaser's** county or any other county in Indiana agreed upon by both parties.
3. This service contract is not insurance and is not subject to Indiana insurance law.

IOWA

1. If **You** have questions regarding **Your Agreement, You** may contact the Iowa Securities and Regulated Industries Bureau, Two Ruan Center, 601 Locust Street, 4th Floor, Des Moines, Iowa 50309-3738.
2. The Cancellation Section VIII(8)(b) is amended to include the following: If **You** cancel this **Agreement** within thirty (30) days of the **Agreement Purchase Date,** a ten (10%) percent penalty per month will be applied to any refund not paid or credited to **You** within thirty (30) days of **Our** receipt of **Your** written request to cancel the **Agreement.** In the event **You** are unable to obtain **Your** cancellation refund from **Us, You** may contact the Insurance Company listed in the Insurance Section VIII(10).

KENTUCKY

1. The Emergency Roadside Assistance section is amended as follows: Emergency Roadside Assistance is only available for **Mechanical Breakdowns** due to defect in material or workmanship.

LOUISIANA

1. The Arbitration Section VIII(6) is deleted in its entirety.
2. The Cancellation Section VIII(8)(b) is replaced in its entirety by the following: The **Agreement** may be cancelled for a full refund of the **Agreement Selling Price** within sixty (60) days of the **Agreement Purchase Date.** After sixty (60) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less an administrative fee of fifty ($50) dollars. **Your** signature on the **Information Schedule** means that **You** have been informed of and agree to the method of refund and cancellation fee charged should **You** request cancellation. In calculating a cancellation refund, no deduction will be made for any claim that has been paid under the **Agreement.**

MAINE

1. The Cancellation Section VIII(8)(b) and VIII(8)(c) are replaced in their entirety by the following: The **Agreement** may be cancelled for a full refund of the **Agreement Selling Price** within thirty (30) days of the **Agreement Purchase Date** (the "Free Look Period") provided that no claims were made during the Free Look Period. The right to cancel the **Agreement** during the Free Look Period is not transferable and only applies to the **Purchaser** listed on the **Information Schedule.** A ten (10%) percent penalty per month will be applied to any refund not paid or credited within forty-five (45) days after **Our** receipt of **Your** written request to cancel the **Agreement** during the Free Look Period. An **Agreement** cancelled by the **Purchaser** during the Free Look Period under which a claim was made during the Free Look Period, or an **Agreement** cancelled by the **Purchaser** after the Free Look Period are both eligible for a pro-rata refund calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less claims paid and less an administrative fee in the amount of ten (10%) percent of the **Agreement Selling Price. We** cannot cancel the **Agreement** except for material misrepresentation or fraud at the time of sale or in presenting a claim for service, lack of proper maintenance, non-payment of the **Agreement Selling Price**, or the discovery of an act or omission by **You** or **Your** violation of any condition of the **Agreement** or a material change in the nature or extent of the required service or repair which occurred after the **Agreement Purchase Date** that substantially or materially increases the service required under the **Agreement**, in which case **You** will be notified of the reason for cancellation by certified mail at least five (5) days prior to the effective date of cancellation. If **We** cancel the **Agreement** for any reason other than non-payment of the **Agreement Selling Price, We** will return one hundred (100%) percent of the unearned pro-rata **Agreement Selling Price**, less claims paid and less an administrative fee of ten (10%) percent of the **Agreement Selling Price.**
2. The Arbitration Section VIII(6) is amended as follows: Any arbitration related to this **Agreement** shall take place in Maine.

MARYLAND

1. The Cancellation Section VIII(8)(b) is amended to include the following: A ten (10%) percent penalty per month will be added to a refund that is not paid within forty-five (45) days after **Our** receipt of **Your** written request to cancel the **Agreement.**
2. **Agreement Term** Section VIII(1) is amended to include the following: This **Agreement** does not terminate, and the **Term** is extended until the services provided in accordance with the terms and conditions are performed.
3. Emergency Travel Expense Reimbursement Section III(3) is not applicable to Maryland consumers.

MASSACHUSETTS

1. The following wording is added to the Notice to **Purchaser** section on the **Information Schedule:**

   THE COVERAGE YOU ARE BUYING IS NOT REQUIRED IN ORDER TO REGISTER OR FINANCE A VEHICLE. THE BENEFITS PROVIDED MAY DUPLICATE EXPRESS MANUFACTURER'S OR SELLER'S WARRANTIES THAT COME AUTOMATICALLY WITH EVERY SALE. YOU CAN BE REQUIRED BY THE SELLER OF THIS COVERAGE TO PURSUE THOSE WARRANTIES WHICH ARE AVAILABLE TO YOU WITHOUT THE SERVICE CONTRACT.

   Chapter 90, Section 7N 1/4 of Massachusetts General Laws requires an automobile dealer to provide a **Warranty** covering certain classes of used motor units as follows:

   Used Units with less than 40,000 miles at the time of sale: Provides coverage for 90 days or 3,750 miles, whichever occurs first.

   Used Units with 40,000 miles — 80,000 miles at the time of sale: Provides coverage for 60 days or 2,500 miles, whichever occurs first.

   Used Units with 80,001 miles — 125,000 miles at the time of sale: Provides coverage for 30 days or 1,250 miles, whichever occurs first.

   The **Vehicle** may be covered by this law. If so, the following is added to this **Agreement**: In addition to the Dealer Warranty required by this law, **You** have elected to purchase the **Agreement**, which may provide **You** with additional protection during the Dealer Warranty period and provides protection after the Dealer Warranty has expired. **You** have been charged separately only for the **Agreement.** The required Dealer Warranty is provided free of charge. Furthermore, the definitions, coverage plan, and exclusions stated in the **Agreement** apply only to the **Agreement** and are not the terms of the required Dealer Warranty.

MICHIGAN

1. The following wording is added to this **Agreement:**
2. If the performance of this **Agreement** is interrupted because of a strike or work stoppage at **Our** place of business, the effective period of the **Agreement** shall be extended for the period of the strike or work stoppage.

MINNESOTA

1. The Cancellation Section VIII(8)(b) is amended to include the following: A ten (10%) percent penalty per month will be added to a refund that is not paid within thirty (30) days after **Our** receipt of **Your** written request to cancel the **Agreement.**
2. The following wording is added to this **Agreement:**
3. The **Agreement** does not provide coverage when the responsibility for repair is covered by the **Warranty** provided by the dealer. The dealer is required by Minnesota Statute 325F.662 to provide an express Dealer Warranty for used vehicles with less than seventy-five thousand (75,000) miles at the time of sale. The required Dealer

Warranty covers vehicles with less than thirty-six thousand (36,000) miles for sixty (60) days or two thousand five hundred (2,500) miles, whichever comes first. The required Dealer Warranty covers **Vehicles** with less than seventy-five thousand (75,000) miles, but more than thirty-six thousand (36,000) miles, for thirty (30) days or one thousand (1,000) miles, whichever comes first. Some limitations and exclusions apply. This **Agreement** merely contains a general summary of the required Dealer Warranty. For details, **You** should refer to Minnesota Statute 325F.662.

MISSISSIPPI

1. The Arbitration Section VIII(6) is deleted in its entirety.

MISSOURI

1. The Cancellation Section VIII(8)(c) is amended to include the following: **We** will mail a written notice to **You** within forty-five (45) days of the effective date of termination.
2. The Cancellation Section VIII(8)(b) is amended to include the following: If **You** cancel this **Agreement** within thirty (30) days of the **Agreement Purchase Date**, a ten (10%) percent penalty per month will be added to a refund that is not paid within thirty (30) days after **Our** receipt of **Your** written request to cancel the **Agreement**.
3. The Arbitration Section VIII(6) is replaced in its entirety by the following: Arbitration is not mandatory for disputes which may arise from this **Agreement**, but may be chosen voluntarily by the parties to this **Agreement**.

MONTANA

1. The Cancellation Section VIII(8)(c) is amended to include the following: If **We** cancel this **Agreement**, notice of such cancellation will be delivered to **You** at **Your** last known address at least five (5) days prior to cancellation. The notice of cancellation will state the effective date of the cancellation and the reason for cancellation. If cancellation is due to non-payment of the **Agreement Selling Price**, or a material misrepresentation by **You** to **Us** relating to the **Vehicle** or its use, such notice will not be required.

NEBRASKA

1. The issuer of the motor vehicle service contract reimbursement insurance policy is not a domestic entity and the Department of Insurance can give no assurance that the issuer has adequate reserves to cover potential losses.
2. The Arbitration Section VIII(6) is deleted in its entirety.

NEVADA

1. The Cancellation Section VIII(8)(b) is amended to include the following: If **You** cancel this **Agreement** within thirty (30) days of the **Agreement Purchase Date**, a ten (10%) percent penalty of the **Agreement Selling Price** per thirty (30) day period will be applied to any refund not paid or credited within forty-five (45) days after **Our** receipt of **Your** written request to cancel the **Agreement**.
2. The Cancellation Sections VIII(8)(b) and VIII(8)(c) are amended to delete any reference to "less claims paid" and "less the cost of any covered services provided."
3. The Cancellation Section VIII(8)(c) is amended to include the following: If **We** cancel this **Agreement**, **You** will be provided with at least fifteen (15) days prior written notice of the effective date of cancellation and the reason for cancellation.
4. The Cancellation Section VIII(8)(c) is replaced in its entirety by the following: **We** may only cancel this **Agreement** for **Your** failure to pay an amount when due, **Your** conviction of a crime which results in an increase in the service required under the **Agreement**, **Your** fraud or material misrepresentation in obtaining the **Agreement** or in presenting a claim for service thereunder, or the discovery of an act or omission by **You** or **Your** violation of any condition of the **Agreement**, or a material change in the nature or extent of the required service or repair which occurred after the **Agreement Purchase Date** that substantially or materially increases the service required under the **Agreement**. If **We** cancel this **Agreement**, **You** will be provided with at least fifteen (15) days prior written notice of the effective date of cancellation and the reason for cancellation. No cancellation fee will be charged if **We** cancel the **Agreement**.
5. This **Agreement** is not renewable and expires in accordance with the selected **Term** in **Months** or **Miles**, whichever occurs first.
6. The Arbitration Section VIII(6) is amended to include the following: The laws of the state of Nevada shall govern all matters arising out of or relating to the **Agreement** and all transactions contemplated by this **Agreement**, including, without limitation, the validity, interpretation, construction, performance and enforcement of this **Agreement**.

NEW HAMPSHIRE

1. In the event **You** do not receive satisfaction under this **Agreement**, **You** may contact the New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord, NH 03301, 603-271-2261 or 1-800-852-3416.
2. The Arbitration Section VIII(6) is subject to the state rules governing the arbitration of disputes as set forth in RSA 542.

NEW JERSEY

1. The Cancellation Section VIII(8)(b) is amended to include the following: A ten (10%) percent penalty per month will be applied to any refund not paid or credited within forty-five (45) days after **Our** receipt of **Your** written request to cancel the **Agreement**.

NEW MEXICO

1. The Cancellation Section VIII(8)(b) is amended to include the following: If **You** cancel this **Agreement** within thirty (30) days of the **Agreement Purchase Date**, a ten (10%) percent penalty per thirty (30) day period will be applied to any refund not paid or credited within sixty (60) days after **Our** receipt of **Your** written request to cancel the **Agreement**.
2. The Cancellation Section VIII(8)(c) is replaced in its entirety by the following: After seventy (70) days, **We** may only cancel this **Agreement** for **Your** failure to pay an amount when due, **Your** conviction of a crime which results in an increase in the service required under the **Agreement**, **Your** fraud or material misrepresentation in obtaining the **Agreement** or in presenting a claim for service thereunder, or the discovery of an act or omission by **Your** or **Your** violation of any condition of the **Agreement** or a material change in the nature or extent of the required service or repair which occurred after the **Agreement Purchase Date** that substantially or materially increases the service required under the **Agreement**. No cancellation is effective until at least fifteen (15) days prior written notice of the effective date and the reason for cancellation is mailed to **You**.
3. This **Agreement** is non-renewable.
4. The Cancellation Section VIII(8)(b) is amended to remove any reference to a fifty ($50) dollar cancellation fee. The cancellation fee is not applicable to **Agreements** sold in New Mexico.

NEW YORK

1. The following wording is added to this **Agreement**:

   Section II(C) of New York General Business Law requires an automobile dealer, unless otherwise excepted, to provide a **Warranty** covering certain classes of used motor vehicles as follows:

   Used Units with 36,000 miles or less at the time of sale: provides coverage for 90 days or 4,000 miles, whichever occurs first.

   Used Units with 36,001 miles – 80,000 miles at the time of sale: provides coverage for 60 days or 3,000 miles, whichever occurs first.

   Used Units with 80,001 miles – 100,000 miles at the time of sale: provides coverage for 30 days or 1,000 miles, whichever occurs first.
2. The Emergency Travel Expense Reimbursement referenced in Section III(3) is unavailable to New York residents and is deleted in its entirety.
3. The Cancellation Section VIII(8)(c) is amended to include the following: If **We** cancel the **Agreement**, **We** will provide **You** with written notice at least fifteen (15) days prior to cancellation and state the effective date for the cancellation and the reason for the cancellation.
4. The Cancellation Section VIII(8)(b) is amended to include the following: A ten (10%) percent penalty per month shall be added to a refund that is not made within thirty (30) days of **Our** receipt of **Your** written request to cancel the **Agreement**.

NORTH CAROLINA

1. The Cancellation Section VIII(8)(b) is replaced in its entirety by the following: The **Agreement** may be cancelled at any time and is eligible for a pro-rata refund calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less a cancellation fee in the amount of ten (10%) percent of the amount of the pro-rata refund.

IX. STATE AMENDMENTS (CONTINUED)

OHIO

1. This **Agreement** is not insurance and is not subject to the insurance laws of this state.

OKLAHOMA

1. Coverage afforded under this **Agreement** is not guaranteed by the Oklahoma Insurance Guaranty Association.
2. The Cancellation Section VIII(8)(b) is replaced in its entirety by the following: The **Agreement** may be cancelled for a full refund of the **Agreement Selling Price** within thirty (30) days of the **Agreement Purchase Date** if no claims have been authorized or paid. After thirty (30) days, or if a claim was authorized or paid within the first thirty (30) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less a processing fee in the amount of ten (10%) percent of the pro-rata refund amount or fifty ($50) dollars, whichever is less.
3. The Cancellation Section VIII(8)(c) is amended to include the following: If **We** cancel the **Agreement**, **We** will mail **You** written notice at least thirty (30) days prior to the effective date of cancellation.
4. Oklahoma service warranty statutes do not apply to commercial use references in service warranty contracts.

OREGON

1. The Cancellation Section VIII(8)(b) is amended to include the following: A ten (10%) percent penalty per month will be applied to any refund not paid or credited within forty-five (45) days after **Our** receipt of **Your** written request to cancel the **Agreement**.
2. The Arbitration Section VIII(6) is replaced in its entirety by the following: The parties may agree that all individual, class action or other claims or disputes arising from or relating to this **Agreement**, whether in contract, tort, pursuant to statute, regulation, ordinance or in equity or otherwise and whether **Your** dispute is with **Obligor**, **Selling Store** or the Insurance Company listed in the Insurance Section VIII(10), will be settled by impartial arbitration in accordance with the Oregon Uniform Arbitration Act. To initiate arbitration, **You** must notify **Us** in writing of **Your** desire to submit **Your** issue to arbitration. **You** are responsible for providing **Us** with at least three (3) proposed arbitrators. **We** have the right to question the proposed arbitrators to confirm neutrality and select any of the three (3) to act as the Arbitrator. If **We** demonstrate that none of the three (3) proposed arbitrators are neutral, **You** may be asked to proffer additional arbitrators until one (1) is selected. The Arbitrator is responsible for setting the ground rules and procedures for the arbitration. The Arbitrator's decision is non-binding unless the parties agree otherwise. The parties will share the cost of arbitration equally, unless the Arbitrator directs otherwise. Arbitrations will take place under the laws of the state of Oregon and will be held in **Your** county of residence, or any other county in Oregon agreed to by **You** and **Us**.

SOUTH CAROLINA

1. The Cancellation Section VIII(8)(b) is amended to include the following: If **You** cancel the **Agreement** within thirty (30) days of the **Agreement Purchase Date**, a ten (10%) percent penalty per month will be applied to any refund not paid or credited within forty-five (45) days after **Our** receipt of **Your** written request to cancel the **Agreement**.
2. The Cancellation Section VIII(8)(c) is amended to include the following: If **We** cancel the **Agreement**, **We** will mail a written notice to **You** at least fifteen (15) days prior to the effective date of cancellation and state the effective date of the cancellation and the reason for the cancellation.
3. If **You** have questions, concerns or complaints regarding the **Agreement**, **You** may contact the South Carolina Department of Insurance at Capitol Center, 1201 Main Street, Suite 1000, Columbia, South Carolina 29201 or at 1-800-768-3467.

TEXAS

1. The Cancellation Section VIII(8)(c) is amended to include the following: If **We** cancel the **Agreement**, **We** will provide written notice at least five (5) days prior to cancellation and state the effective date of cancellation and the reason for cancellation.
2. The Cancellation Section VIII(8)(b) is amended to include the following: A ten (10%) percent penalty per month will be applied to any refund not paid or credited within forty-five (45) days after **Our** receipt of **Your** written request to cancel the **Agreement**. If **Your** cancellation refund is not paid within forty-five (45) days after **Our** receipt of **Your** written cancellation notice, **You** may request a refund from Virginia Surety Company, Inc., 175 West Jackson Blvd., Chicago, Illinois 60604, 1-800-209-6206.
3. Unresolved complaints concerning a provider or questions concerning the registration of a service contract provider may be addressed to the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711, telephone number 512-463-6599 or 1-800-803-9202.

UTAH

1. Coverage afforded under this service agreement is not guaranteed by the Property and Casualty Guaranty Association.
2. The What to Do if Repairs Are Needed Section VI is amended to include the following: **Your** failure to contact **Us** within the specified time frame will not invalidate **Your** claim if **You** can demonstrate that it was not reasonably possible to give notice or file **Your** claim within the prescribed time frame and that **Your** notice was given as soon as reasonably possible.
3. The Arbitration Section VIII(6) is replaced in its entirety by the following: Any matter in dispute between **You** and **Us** may be subject to arbitration as an alternative to court action pursuant to the rules of the American Arbitration Association, a copy of which is available on request from the **Administrator**. Any decision reached by arbitration shall be binding upon both **You** and **Us**. The Arbitration award may include attorney's fees if allowed by state law and may be entered as a judgment in any court of proper jurisdiction. Nothing in this section shall preclude **You** from bringing an action arising under this **Agreement** in a small claims court having proper jurisdiction.
4. The Cancellation Section VIII(8)(b) and VIII(8)(c) are replaced in their entirety by the following: The **Agreement** may be cancelled for a full refund of the **Agreement Selling Price**, less any claims paid, within sixty (60) days of the **Agreement Purchase Date**. After sixty (60) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less a processing fee in the amount of fifty ($50) dollars. **We** cannot cancel the **Agreement** except for material misrepresentation or fraud at the time of sale, a substantial change in the risk assumed, unless the insurer should reasonably have foreseen the change or contemplated the risk when entering into the **Agreement**, substantial breaches in contractual duties, conditions or warranties, or non-payment of the **Agreement Selling Price**, in which case **You** will be notified by certified mail at least thirty (30) days prior to the effective date of cancellation. If **We** cancel the **Agreement**, **We** will return one hundred (100%) percent of the unearned pro-rata **Agreement Selling Price**.
5. This **Agreement** is subject to limited regulation by the Utah Insurance Department. To file a complaint, contact the Utah Insurance Department.
6. Emergency Repairs are not limited to those required because the **Vehicle** is inoperable or unsafe to drive.

VERMONT

1. Residents of Vermont are not required to abide by the Arbitration Section VIII(6), but may voluntarily choose to participate in the arbitration process.

WASHINGTON

1. The following notice is added:

   IMPLIED WARRANTY OF MERCHANTABILITY: The Implied Warranty of Merchantability on the **Vehicle** is not waived if the **Agreement** has been purchased within ninety (90) days of the purchase date of the **Vehicle** from the store who also sold the **Vehicle**.
2. The Arbitration Section VIII(6) is replaced in its entirety by the following: **You** agree that all individual, class action, or other claims arising from or relating to this **Agreement**, whether in contract, tort, pursuant to statute, regulation, ordinance or in equity or otherwise, are subject, at **Your**, the **Selling Store's**, or **Our** election, to neutral binding arbitration by the American Arbitration Association ("AAA") under the applicable AAA rules then in effect as modified by this Arbitration Provision. This includes, but is not limited to, claims asserted by **You** against the **Selling Store**, **Us**, **Our** affiliates, and/or their (and their affiliates') employees, officers, successors, or assigns. Any arbitration hereunder shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) and not by any state law concerning arbitration unless otherwise modified by state law and will be held at a location in close proximity to **Your** permanent residence. The Arbitrator shall follow applicable statutes of limitations, shall honor claims of privilege recognized at law, and, if timely requested by either party, shall provide a brief written explanation of the award's basis. Each party shall be responsible for its own attorney, expert, or other fees unless applicable law provides otherwise. **Any claim or dispute is to be arbitrated on an individual basis and not as a class action. You expressly waive any right to arbitrate a class action or in a private attorney general capacity, and there shall be no joinder or consolidation of parties, except for parties to the same contract.** In the event of a conflict between this Arbitration Provision and any other applicable arbitration provision, the other provision's terms shall apply; provided, however, that this Arbitration Provision's prohibition on class-wide arbitration shall apply. If any portion of this Arbitration Provision is deemed invalid or unenforceable, it shall not invalidate the other provisions of the **Agreement**; provided, however, that if the provision prohibiting class-wide arbitration is deemed invalid, then this entire Arbitration Provision shall be null and void. This Arbitration Provision shall not apply to any individual claim brought by **You** in small claims court, unless such claim is transferred, removed or appealed to a different court. The decision reached in arbitration will be binding. This

IX. STATE AMENDMENTS (CONTINUED)

Arbitration Provision will survive any termination, payoff, or transfer of this **Agreement**. Information regarding AAA and its procedures for filing a claim can be found at www.adr.org.

3. The Cancellation Section VIII(8)(b) is replaced in its entirety by the following: This **Agreement** may be cancelled for a full refund of the **Agreement Selling Price** within sixty (60) days of the **Agreement Purchase Date**, if no claims have been incurred. After sixty (60) days, or if a claim was incurred during the first sixty (60) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less a processing fee in the amount of twenty-five ($25) dollars.
4. The Cancellation Section VIII(8)(b) is amended to include the following: A ten (10%) percent penalty per month will be added to any refund that is not paid within thirty (30) days of **Our** receipt of **Your** written cancellation request.
5. The Insurance Section VIII(10) is replaced in its entirety by the following: **Our** obligations under this **Agreement** are guaranteed under Warranty Reimbursement Policy #3473 issued by Virginia Surety Company, Inc., 175 West Jackson Blvd., Chicago, Illinois 60604, 1-800-209-6206. **You** may file a claim or cancellation request directly with Virginia Surety Company, Inc., 175 West Jackson Blvd., Chicago, Illinois 60604, 1-800-209-6206.

WISCONSIN

1. **THIS CONTRACT IS SUBJECT TO LIMITED REGULATION BY THE OFFICE OF THE COMMISSIONER OF INSURANCE.**
2. Section VI(2) is amended to include the following wording: **You** must submit a claim for reimbursement to **Us** for an emergency repair along with all required documents within one (1) year of authorization or commencement of the emergency repair.
3. The Arbitration Section VIII(6) is deleted in its entirety.
4. The Cancellation Sections VIII(8)(b) and VIII(8)(c) are replaced in their entirety by the following: The **Agreement** may be cancelled for a full refund of the **Agreement Selling Price** within thirty (30) days of the **Agreement Purchase Date** (the "Free Look Period") provided that no claims were made during the Free Look Period. The right to cancel the **Agreement** during the Free Look Period is not transferable and only applies to the **Purchaser** listed on the **Information Schedule**. A ten (10%) percent monthly penalty will be applied to any refund not paid or credited within forty-five (45) days after **Our** receipt of **Your** written request to cancel the **Agreement** during the Free Look Period. An **Agreement** cancelled by the **Purchaser** during the Free Look Period under which a claim was made during the Free Look Period, or an **Agreement** cancelled by the **Purchaser** after the Free Look Period are both eligible for a pro-rata refund calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less claims paid, less an administrative fee in the amount of ten (10%) percent of the **Agreement Selling Price**. In the event of total loss of the **Vehicle**, **You** may cancel this **Agreement**, in which case **Your** refund will be calculated pro-rata based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less any claims paid. **We** cannot cancel the **Agreement** except for a material misrepresentation made by **You**, non-payment of the **Agreement Selling Price**, or a substantial breach of duties by **You** relating to the **Vehicle** or its use, in which case **You** will be notified of the reason for cancellation and the effective date of cancellation by certified mail at last five (5) days prior to the effective date of cancellation. If **We** cancel the **Agreement** for any reason other than non-payment of the **Agreement Selling Price**, **We** will return one hundred (100%) percent of the unearned pro-rata **Agreement Selling Price**, less claims paid, less an administrative fee of ten (10%) percent of the **Agreement Selling Price**.
5. The Insurance Section VIII(10) is replaced in its entirety by the following: Obligations of the **Provider** under this **Agreement** are insured under a service contract reimbursement insurance policy issued by Virginia Surety Company, Inc. 175 West Jackson Blvd., Chicago, Illinois 60604, 1-800-209-6206. In the event **We** do not provide, or reimburse or pay for, a service that is covered under the **Agreement** within sixty (60) days after **You** provide proof of loss, or if **We** become insolvent or otherwise financially impaired, **You** may file a claim directly with Virginia Surety Company, Inc.

WYOMING

1. The Cancellation Sections VIII(8)(b), VIII(8)(c), and VIII(8)(d) are replaced in their entirety by the following: The **Agreement** may be cancelled for a full refund of the **Agreement Selling Price**, less any claims paid within thirty (30) days of the **Agreement Purchase Date**. After thirty (30) days, a pro-rata refund will be calculated based upon the greater of the time or mileage expired from the **Agreement Purchase Date** and the **Current Mileage**, less a thirty-five ($35) dollar cancellation fee. A ten (10%) percent penalty per month will be added to a refund that is not paid or credited within forty-five (45) days after **Our** receipt of **Your** written request to cancel the **Agreement**. **We** cannot cancel the **Agreement** except for material misrepresentation or fraud at the time of sale, lack of proper maintenance, or non-payment of the **Agreement Selling Price**, in which case **You** will be notified of the reason for the cancellation and the effective date of the cancellation by certified mail at **Your** last known address at least ten (10) days prior to the effective date of cancellation. If **We** cancel the **Agreement**, **We** will return one hundred (100%) percent of the unearned pro-rata **Agreement Selling Price**. Any refund due will be made payable jointly to **You** and the Lienholder/Lessor unless **You** provide **Us** with written documentation from Lienholder/Lessor stating that the Finance Agreement has been paid in full. If the cancellation of the **Agreement** occurs as a result of total loss or the repossession of the **Vehicle**, any refund due may be paid directly to the Lienholder/Lessor.
2. The Arbitration Section VIII(6) is replaced in its entirety by the following: At the time of any disagreement between the **Purchaser** and the service contract **Provider**, in a separate written agreement, the parties may voluntarily agree to submit their matters of difference to arbitration in accordance with the Wyoming Uniform Arbitration Act, and that the results of arbitration are binding on the parties without the right of appeal.

X. LENDER REQUIREMENTS

If **Your Vehicle** is financed with Ford Motor Credit Company LLC (FMCC):

ADDITIONAL BENEFITS — Section 5, Key Replacement Benefit — The eight hundred ($800) dollar per incident key replacement maximum is deleted.

ADDITIONAL BENEFITS – Section 5, Key Replacement Benefit – the following language is deleted in its entirety: "In the event the **Purchaser** loses or damages home or apartment keys, office keys, motorcycle or RV travel trailer keys, in addition to their **Vehicle** key/remote, the **Purchaser** may be eligible for reimbursement consideration up to two hundred ($200) dollars per replacement key. The other lost/damaged keys benefit does not apply to programmable keys/remotes, or keys/remotes to a vehicle other than the **Vehicle**." For clarification purposes, if the **Vehicle** is financed with FMCC, the only key which will be covered by the Key Replacement Benefit is the **Vehicle** Key/Remote.

If **Your Vehicle** is financed with Toyota Motor Credit Corporation (TMCC):

GENERAL PROVISIONS — Section 8, How This Agreement May Be Cancelled — Including Refunds and Charges, How Refunds are Calculated is amended to include: Claims paid will not be deducted from **Your** cancellation refund.

AGREEMENT LIMITATIONS — Item (2)(B) — is deleted in its entirety and replaced by the following:

ANY CLAIM IF THE VEHICLE IS USED FOR HIRE TO THE PUBLIC OR TO TRANSPORT PEOPLE FOR HIRE, COMPETITIVE DRIVING OR RACING, MUNICIPAL OR PROFESSIONAL EMERGENCY OR POLICE SERVICES, TOWING A TRAILER WHOSE WEIGHT EXCEEDS THE VEHICLE MANUFACTURER'S RECOMMENDATIONS, PLOWING SNOW, IF NOT OTHERWISE EQUIPPED TO PLOW SNOW BY THE MANUFACTURER, OR IS EQUIPPED IN A CONDITION OR MANNER WHICH EXCEEDS THE VEHICLE MANUFACTURER'S RECOMMENDATIONS FOR THE VEHICLE.

KEY TERMS — The "**Permitted Commercial Purposes**" definition and the "Prohibited Commercial Purposes" definition are deleted in their entirety.

CHASE

November 2, 2016

[redacted]
FT LAUDERDALE, FL [redacted]

[redacted]

Vehicle: 2016, CHEVRO COLORADO
VIN Number: 1GCGSCEA2G1[redacted]
Loan Account Number Ending In: [redacted]

Welcome: We're happy to have you as a Chase customer

Dear [redacted],

Congratulations on the purchase of your vehicle and welcome to Chase.

We've enclosed your first quarterly statement, payment coupons for your first three payments, and the Chase Privacy Notice. For your convenience, we also included three spare payment coupons that you can use anytime throughout the term of your loan. Please review the front and back of these documents for important information about your account. Every three months, we'll send your statement to you about two weeks prior to the next payment due date.

You have different payment options available to you

- Online at **Chase.com/AutoServicing**
- By mail (when paying by check, always write your account number on it and enclose it with the payment coupon in the envelope provided.)
- By phone at 1-800-346-9127
- At a Chase branch

If your financing contract includes a prepayment penalty, we will not charge you this penalty if you decide to pay off your account early. Please keep this letter with your original financing contract in the event you ever need to confirm this.

We also enclosed information that explains how simple interest works and how making payments early or late affects the amount of interest charged on your account.

We look forward to serving your financing needs. Our goal is to make your financing experience a rewarding one. If you have any questions, please call us at 1-800-336-6675 or visit us online at **Chase.com/AutoServicing.** While you're there, be sure to check out all the features and services that are available to you.

[redacted]
Trent Beck
Customer Service Executive

Enclosures:
Quarterly Statements and Payment Coupons
Chase Privacy Notice
Understanding Simple Interest

CHASE

Auto Account Information Summary

Vehicle Description: 2016 CHEVRO COLORADO	
Principal Balance as of 08-24-17	$18,598.87
Current Payment Due on 09-12-17	$401.42
Amount Past Due as of 08-24-17	$0.00
Fees and Charges	$0.00
Total Payment Due On 09-12-17	**$401.42**

May 25, 2017 through August 24, 2017
Loan Account: [redacted]

Visit our Website: Chase.com/AutoServicing
Payment by Phone: 1-800-346-9127
Account Information: 1-800-336-6675
TTY: 1-800-524-9765

[redacted]
FT LAUDERDALE, FL [redacted]

[redacted]

- See reverse of statement for important information pertaining to your loan.

Activity Since Your Last Statement

Transaction Date	Transaction Description	Transaction Total
06-09-17	PAYMENT - THANK YOU (PRINCIPAL $280.15) (INTEREST $96.95, FEES $18.86)	($395.96)
06-22-17	LATE PAYMENT FEE	$20.07
06-29-17	PAYMENT - THANK YOU (PRINCIPAL $359.86) (INTEREST $41.56, FEES $20.07)	($421.49)
07-24-17	LATE PAYMENT FEE	$20.07
07-28-17	PAYMENT - THANK YOU (PRINCIPAL $342.26) (INTEREST $59.16)	($401.42)
08-22-17	LATE PAYMENT FEE	$20.07
08-23-17	PAYMENT - THANK YOU (PRINCIPAL $349.32) (INTEREST $52.10, FEES $40.14)	($441.56)

Go Paperless with Chase today! If you're looking to reduce paper waste, go to ***Chase.com/PaperlessAuto*** to learn about and/or sign up for our paperless statement option, which enables you to receive statements online versus in the mail. Going paperless with Chase is secure, convenient and environmentally friendly!

Visit ***Chase.com/AutoServicing*** for all your auto financing needs. You can view your account details, check your payment history, request a payoff quote, pay your bill and change your address 24/7. You can also set up account alerts to your mobile phone or e-mail. Plus, you'll have access to information about special offers for Chase customers.

SIMPLIFY YOUR LIFE WITH THESE ACCOUNT RESOURCES

SIGN IN OR ENROLL AT CHASE.COM TO USE THESE GREAT SERVICES



We offer several ways to conveniently manage your auto account online. Sign in or enroll at chase.com where you can:

- Make your payment — Schedule a one-time payment or sign up for repeating payments from any checking or savings account.
- Go paperless — You'll receive an email when your statement is available online.
- View your account history — See your payment history and up to 7 years of past statements.

You can text "mobile" to 24273 to receive a link to download the Chase Mobile® app.[1]

FLORIDA VEHICLE REGISTRATION

CO/AGY 10 / 11 T# [redacted]
B# [redacted]

PLATE [redacted] DECAL [redacted] Expires **Midnight Mon 1/28/2019**

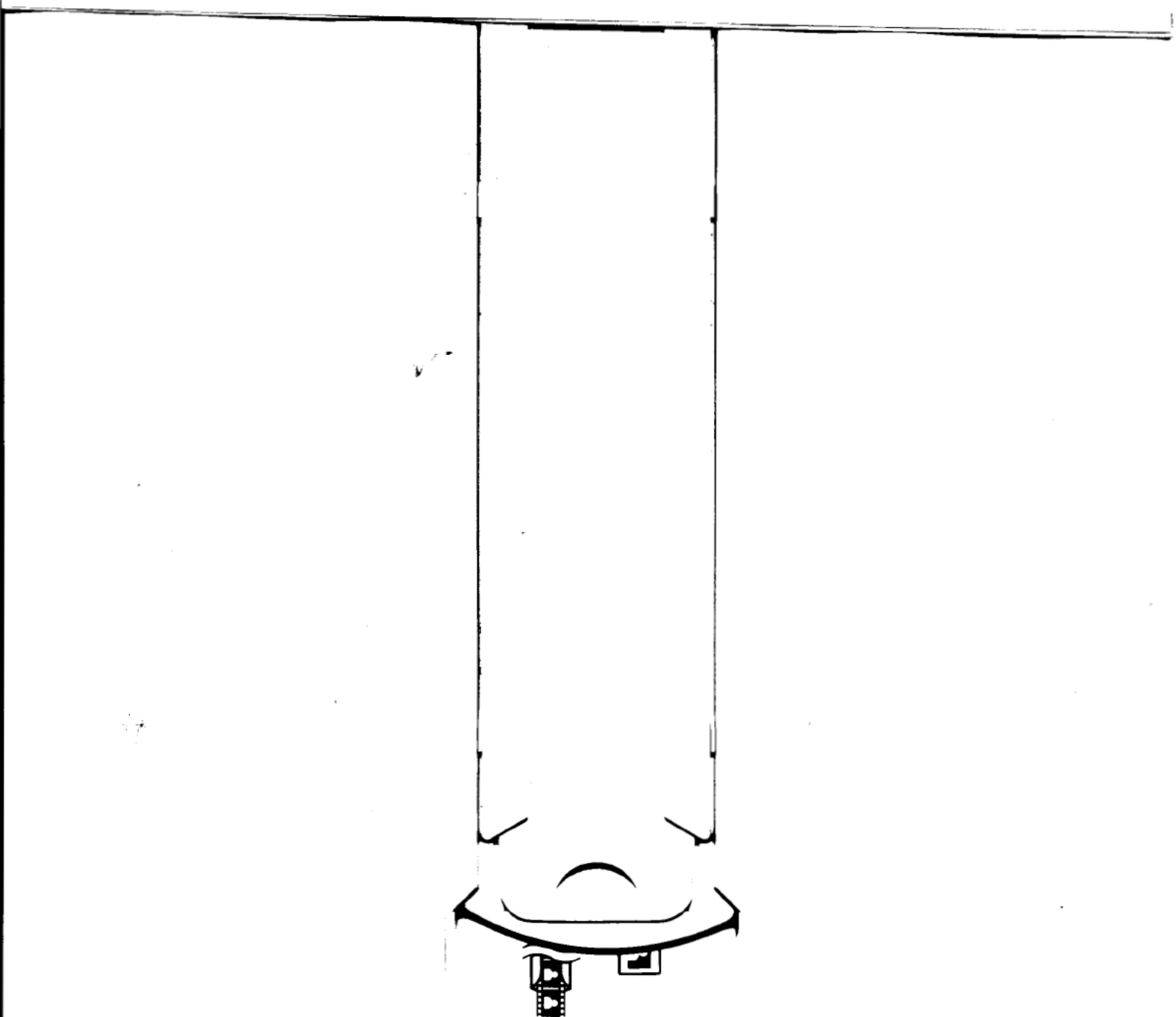
YR/MK	2016/CHEV	BODY	PK	COLOR	BLK	Reg. Tax	45.60	Class Code 31
VIN	1GCGSCEA2G1[redacted]			TITLE	[redacted]	Init. Reg.		Tax Months 12
Plate Type	RGS	NET WT	4019			County Fee	0.50	Back Tax Mos 0
DL/FEID	[redacted]					Mail Fee	0.75	Credit Class
Date Issued	12/4/2017	Plate Issued	8/7/2010			Sales Tax		Credit Months 0
						Voluntary Fees		
						Grand Total	46.85	

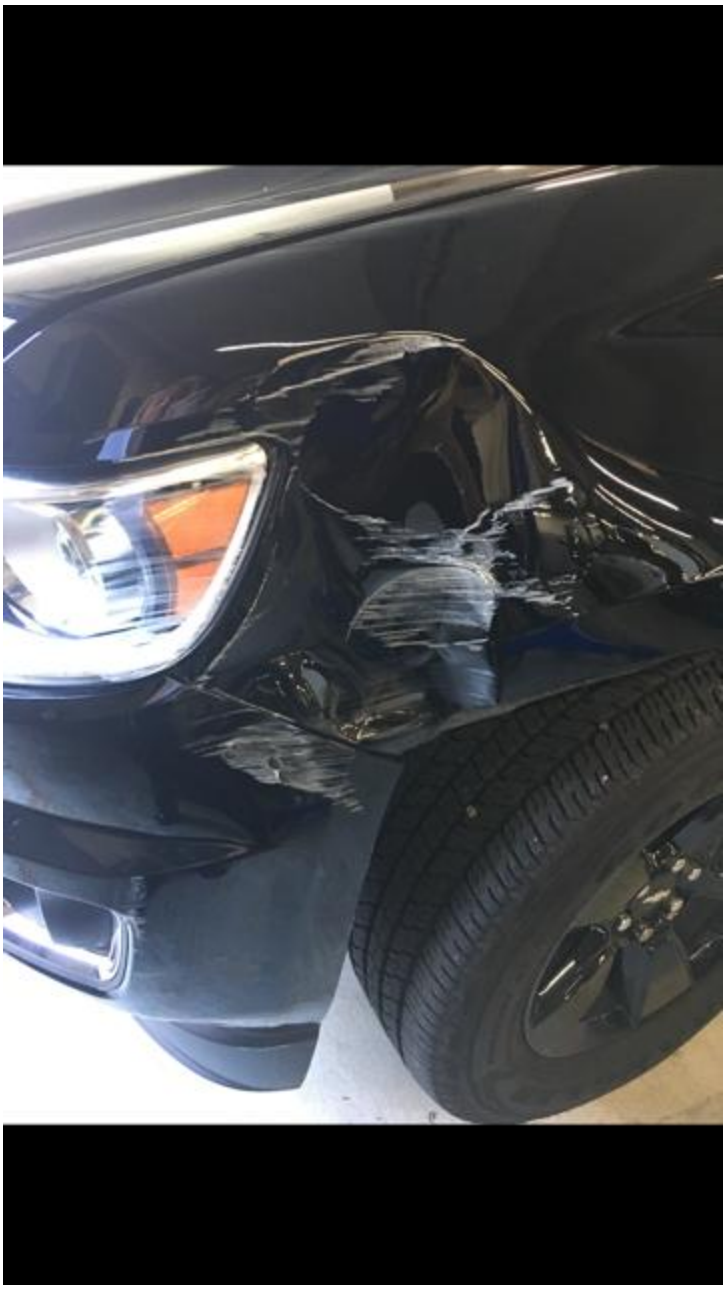
[redacted]
FT LAUDERDALE, FL [redacted]

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to a replacement vehicle.
3. Your registration must be updated to your new address within 30 days of moving.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.
5. I understand that my driver license and registrations will be suspended immediately if the insurer denies the insurance information submitted for this registration.

RGS - SUNSHINE STATE








5.56
COLORADO




Speed
0
MPH
25522 mi
S
PRNDM
MPH
0
20
40
60
80
100
120
140








LT


COLORADO


COLORADO





2016 COLORADO 2WD LT CREW SHORT BOX GENERAL MOTORS LLC
GBA BLACK /L4G
H2U JET BLACK RENAISSANCE CENTER
ORDER NO. TKCK87/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GC GSCE A2 G [redacted] VEHICLE INVOICE 1OD47999700
********** ********** 6601****** 13*26027S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
12N43 COLORADO 2WD LT CREW SHORT	27920.00	26524.00	INVOICE 06/20/16
FE9 50-STATE EMISSIONS	N/C	N/C	SHIPPED 06/20/16
H2U JET BLACK	950.00	864.50	EXP I/T 07/01/16
LEATHER APPOINTED FRONT SEATS			INT COM 07/01/16
LCV ENGINE, 2.5L I4, DI, DOHC,	N/C	N/C	PRC EFF 06/16/16
VVT			KEYS XXXXX XXXXX
MYB TRANSMISSION, 6-SPD AUTOMATIC	N/C	N/C	WFP-S QTR OPT-1
PCL LUXURY PACKAGE, BODY-COLOR:	930.00	846.30	BANK: COMERICA BA
* SEAT ADJUSTER, 4-WAY POWER			CHG-TO 26-027
FRONT PASSENGER			
* POWER LUMBAR, DRIVER SEAT			SHIP WT: 4019
* POWER LUMBAR, FRONT PASSENGER			HP: 19.2
* AIR CONDITIONING, AUTOMATIC			GVWR: 5500
* INSIDE REARVIEW MIRROR, AUTO			GAWR.FT: 2900
DIMMING			GAWR.RR: 3300
* DRIVER & FRONT PASSENGER			EMPLOY: 32092.30
HEATED SEATS			SUPPLR: 33383.85
* HEADLAMPS, PROJECTOR-TYPE			NTR: 1/2
PCM LT CONVENIENCE PACKAGE INCL:	690.00	627.90	EMPINC: 1933.29
* REAR WINDOW, SLIDING			SUPINC: 641.74
* REMOTE VEHICLE START			
* REAR WINDOW DEFROSTER			
* EZ LIFT AND LOWER TAILGATE			
* FRONT FOG LAMPS			
PDL MIDNIGHT EDITION PACKAGE:	4355.00	3963.05	
* SOFT FOLDING TONNEAU COVER			
(DEALER INSTALLED)			
* BED LINER, SPRAY ON			
* BLACK EXTERIOR PAINT			
* DOOR SILL PLATES			
(DEALER INSTALLED)			
* BLACK BOWTIE EMBLEM PACKAGE:			
(DEALER INSTALLED)			
* 18" GLOSS BLACK ALUM WHEELS			
(DEALER INSTALLED)			
* GRILLE, BODY-COLOR (REPLACES			
FACTORY GRILLE DLR INSTALLED)			
VAV FLOOR MATS, ALL WEATHER FRONT	160.00	145.60	
AND REAR			
(DEALER INSTALLED)			
1SZ MIDNIGHT EDITION PKG SAVINGS	750.00-	682.50-	

** CONTINUED ON PAGE 2 **

LOU BACHRODT CHEVROLET
2016 COLORADO 2WD LT CREW SHORT BOX GENERAL MOTORS LLC
GBA BLACK /L4G
H2U JET BLACK RENAISSANCE CENTER
ORDER NO. TKCK87/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GC GSCE A2 [redacted] VEHICLE INVOICE [redacted]
**********6601******13*2602?S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK

** CONTINUED FROM PAGE 1 **

TOTAL MODEL & OPTIONS	34255.00	32288.85	ACT 237 32156.20
DESTINATION CHARGE	895.00	895.00	H/B 261 1027.65
DEALER IMR CONTRIBUTION		171.28	ADV 261 171.28
LMA GROUP CONTRIBUTION		428.19	EXP 65A 428.19
TOTAL	35150.00	33783.32	PAY 310 33783.32

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 32336.87

****

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.
****

LOU BACHRODT CHEVROLET

Tonia Jenkins (C)

From: Wes M. Preece
Sent: Thursday, January 04, 2018 6:04 PM
To: Tonia Jenkins (C)
Cc: Todd Yorlano; Bobby Qureshi
Subject: FW: New Allegation: - Brakes/Steering/Suspension SR# [redacted] --- Repair --- Kim TCL ---Reviewed
Attachments: 1GCGSCEA2G1[redacted]_ACM.PDF; 2016 Colorado_ Vehicle Wide DTC and ID Information.html; [redacted] Final Photo Log.pdf; [redacted] Final Report.pdf; [redacted] Dealer R.O.History[redacted].pdf

Tonia, recommend offering customer a straight repurchase (as is) using the Florida LL as a guide. We would reimburse purchase price less usage factor of 20%. Business case; Customer vehicle in for previous steering repair. Safety issue.

Any questions please let me know.

Thanks
wes

From: Wes M. Preece
Sent: Tuesday, January 02, 2018 1:26 PM
To: Tonia Jenkins (C) <tonia.jenkins@gm.com>
Cc: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: FW: New Allegation: - Brakes/Steering/Suspension SR#[redacted] --- Repair --- Kim TCL ---Reviewed

Tonja

Based on the evaluation are we responsible for the product failure that caused the accident.

Thanks
wes

From: Todd Yorlano
Sent: Tuesday, January 02, 2018 11:31 AM
To: Wes M. Preece <wes.m.preece@gm.com>
Subject: FW: New Allegation: - Brakes/Steering/Suspension SR# 8[redacted] --- Repair --- Kim TCL ---Reviewed

---

From: Tonia Jenkins (C)
Sent: Thursday, December 28, 2017 11:10 AM
To: Bobby Qureshi <bobby.qureshi@gm.com>
Cc: Todd Yorlano <todd.yorlano@chevrolet.com>; Kimberly Horvath (C) <kimberly.horvath@gm.com>
Subject: New Allegation: - Brakes/Steering/Suspension SR#[redacted] --- Repair --- Kim TCL ---Reviewed

Allegation:	Brakes/Steering/Suspension	Case Summary

Case Status: (drop down list)	New		**Describe Allegation:**
Recommendation (drop down list)	Repair		Customer states that he was driving in the parking lot at his on his way to work, when his steering had excessive force ar not able to turn the wheel causing him to hit a concrete colu damage is to the driver side bumper. He states that the stab and powersteering assistance lights came on and the vehicle shaking.
Consultation (Agree/disagree drop down. (list by whom)	Reviewed	Kim TCL	
SR Number	[redacted]		
Customer Name (Last name/First Name)	[redacted]		
Year/Make/Model	2016 Chevrolet Colorado		**Business Case:**
VIN	1GCGSCEA2G1[redacted]		Customer complained of repeat issues with the steering. The has been into the dealership 4 times for the same concern. time the vehicle was at the dealership for the steering issue, dealership was not able to duplicate the issue; 2nd time it w for 1 month and the 3rd time for 2 months. He had just pick vehicle on the same day of the accident , 11/14/17 after bei dealership for 2 months. The customer is seeking for the pro determined and repaired as he would like to keep his truck. purchased the vehicle brand new from Lou Bachrodt in Coco FL. There are several ROs for the steering issue and an FSE d the dealership to previously assist with regard to the steerin with the vehicle. The DTCs present were: U0420 7F EBCM D Data Received From Power Steering Control Module, Bus Sig U0420 5A EBCM DTC: Invalid Data Received From Power Ste Control Module, Not Plausible C047A 00 PSCM DTC: Power Steering Motor Position Sensor B127E 00 HMICM DTC: Front Video Display Output Signal X. Recommending repair of customer's vehicle, but awaiting estimate from the dealership.
Incident Date	11/14/2017		
Dealer & BAC code	297760	#N/A	
After Market Equipment (yes/no & Type from dropdown)	**No**		
Dealership primary contact Name & Title	Casey Salman, Service Manager		
Open/Closed Recalls (If closed include closed Transaction History)	No Open or Closed Recalls		
Mileage	25,552		
Purchased From	Lou Bachrodt Chevrolet		
MSRP/KBB (Private Party Sale)	$35,150		
Repair Estimate Total $			
Rental Vehicle (yes/no from drop down and enter date issued)	**No**		

TC/TCL Comments:
Send to BRM for a final decision. The vehicle has exhibited Powersteering concerns with repeat dealer repairs. Previous FSE sup steering concerns provided. Provide comments, business case details and all Raytheon documents for review. KIM/PAC/TCL

Tonia
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5921511
Fax: (586) 920-0719

tonia.jenkins@gm.com



Tonia Jenkins (C)

From:	Melissa.vega@gmrvdchq.com
Sent:	Tuesday, January 30, 2018 10:28 AM
To:	Tonia Jenkins (C)
Subject:	[EXTERNAL] Case: [redacted] VIN: 1GCGSCEA2G1[redacted] Accepted

Attention Tonia Jenkins;

GM RVDC has received and started processing your repurchase request involving customer [redacted]
VIN: 1GCGSCEA2G1[redacted] (2016 Chevrolet Colorado).

Refer to case [redacted] on all future inquiries, documents or communications concerning this repurchase.

For your convenience our contact information is listed below.
Thank you,
GM RVDC
866.802.6625

Grieco Chevrolet Fort Lauderdale LLC

Workfile ID: [redacted]

Experience the Grieco Difference
1300 N Federal Hwy, Fort Lauderdale, FL 33304
Phone: (954) 567-7000

Preliminary Estimate

Customer: GENERAL MOTOR WARRANTY

Job Number: [redacted]

Written By: Billy Joseph

Insured:	GENERAL MOTOR WARRANTY	Policy #:	Claim #:
Type of Loss:		Date of Loss:	Days to Repair: 0
Point of Impact:			

Owner:
GENERAL MOTOR WARRANTY

Inspection Location:
Grieco Chevrolet Fort Lauderdale LLC
1300 N Federal Hwy
Fort Lauderdale, FL 33304
Repair Facility
(954) 567-7000 Business

Insurance Company:

VEHICLE

2016 CHEV Colorado LT Crew Cab 128.3" WB 4D SHORT 4-2.5L Gasoline Direct Injection

VIN:	1GCGSCEA2G1[redacted]	Interior Color:	Mileage In:	25,526	Vehicle Out:
License:	138 TTS	Exterior Color:	Mileage Out:		
State:		Production Date:	Condition:		Job #: [redacted]

TRANSMISSION
Automatic Transmission

POWER
Power Brakes
Power Windows
Power Locks
Power Mirrors
Power Driver Seat

DECOR
Dual Mirrors
Console/Storage
Overhead Console

CONVENIENCE
Air Conditioning
Tilt Wheel
Cruise Control
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Telescopic Wheel
Climate Control
Backup Camera w/Parking Sensors

RADIO
AM Radio
FM Radio
Stereo
Search/Seek
Auxiliary Audio Connection
Satellite Radio

SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags

Communications System
Hands Free Device

SEATS
Bucket Seats
Reclining/Lounge Seats

WHEELS
Aluminum/Alloy Wheels

PAINT
Clear Coat Paint

TRUCK
Rear Step Bumper

Customer: GENERAL MOTOR WARRANTY **Job Number:** [redacted]

2016 CHEV Colorado LT Crew Cab 128.3" WB 4D SHORT 4-2.5L Gasoline Direct Injection

Line		Oper	Description	Part Number	Qty	Extended Price $		Labor	Paint
1	**FRONT BUMPER**								
2	*	Rpr	Bumper cover					5.0	2.8
3			Add for Clear Coat						1.1
4			O/H bumper assy					2.9	
5		Repl	LT Side bracket	23467531	1	40.00		Incl.	
6	**GRILLE**								
7		R&I	R&I grille assy					0.3	
8	**FRONT LAMPS**								
9		Repl	LT Headlamp assy projector type	84169781	1	654.50		0.3	
10			Aim headlamps					0.5	
11	*	R&I	RT Fog lamp assy					0.3	
12	*	R&I	LT Fog lamp assy					0.3	
13	**RADIATOR SUPPORT**								
14		Repl	LT H'lamp bracket	22891633	1	19.35		0.3	0.3
15			Add for Clear Coat						0.1
16	*	Rpr	Radiator support				S	3.0	0.5
17	**FENDER**								
18	*	Repl	LT Fender Colorado	23354494	1	354.14		2.6	2.2
19			Add for Clear Coat						0.9
20			Add for Edging						0.5
21		R&I	LT Side cover					Incl.	
22	*	Repl	LT Fender lower bracket Colorado	22897754	1	21.19		0.2	
23		R&I	LT Fender liner					Incl.	
24		R&I	LT Protector					0.2	
25	**MISCELLANEOUS OPERATIONS**								
26	*	Repl	Cover car/bag		1	8.00		0.0	
27	#	Subl	Hazardous waste removal		1	5.00	T		
28	#	Rpr	Color sand and buff						1.0
29	#	Repl	Corrosion protection primer		1		T		0.3
30	#	Repl	Flex additive		1		T		0.5
				SUBTOTALS		**1,102.18**		**15.9**	**10.2**

Customer: GENERAL MOTOR WARRANTY **Job Number** [redacted]

2016 CHEV Colorado LT Crew Cab 128.3" WB 4D SHORT 4-2.5L Gasoline Direct Injection

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				1,097.18
Body Labor	15.9 hrs	@	$ 45.00 /hr	715.50
Paint Labor	10.2 hrs	@	$ 45.00 /hr	459.00
Paint Supplies	10.2 hrs	@	$ 28.00 /hr	285.60
Body Supplies	11.4 hrs	@	$ 10.00 /hr	114.00
Miscellaneous				5.00
Subtotal				2,676.28
Grand Total				**2,676.28**
Deductible				0.00
CUSTOMER PAY				**0.00**
INSURANCE PAY				**2,676.28**

MyPriceLink Estimate ID: [redacted]

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURER FILES A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING ANY FALSE, INCOMPLETE, OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD DEGREE(FLORIDA STATUTES TITLE XLVI, CHAPTER 817.234). FAILURE TO USE THE INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY AGREEMENT,IF ANY, COULD BE A VIOLATION OF S. 812.014, FLORIDA STATUTES. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LENDING INSTITUTION. IF A CHARGE FOR SHOP SUPPLIES OR HAZARDOUS OR OTHER WASTE REMOVAL IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: "THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." IF A CHARGE FOR NEW TIRES OR A NEW OR REMANUFACTURED LEAD-ACID BATTERY IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: A $1.00 FEE FOR EACH NEW MOTOR VEHICLE TIRE SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW MOTOR VEHICLE TIRES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX CHAPTER 403.718. A $1.50 FEE FOR EACH NEW OR REMANUFACTURED LEAD-ACID BATTERY SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW OR REMANUFACTURED LEAD-ACID BATTERIES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX 403.7185.

ARMS GRIECO CHEVROLET OF FT LAUDERDALE

Rental Company: ENTERPRISE RENT-A-CAR
Invoice#: [redacted]
Alternate Invoice Number: [redacted]

Bill To: 4101GCF
GRIECO CHEVROLET OF FT LAUDERDALE
ATTN: ANNAYS SANTOS
1300 N. Federal Highway
Ft. Lauderdale, FL 33304

RENTER INFORMATION:
Rente[redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR(4101)
1311 EAST SUNRISE BLVD
FORT LAUDERDALE, FL 333042899
(954) 764-3144

ADDITIONAL CLAIM INFORMATION:
AP# or RO#/PO# P[redacted]
Owner's Vehicle: 2016 CHEVROLET D
Additional Driver:
Repair Facility:
GRIECO CHEVROLET OF FT. LAUDERD
FT. LAUDERDALE, FL 33304
(888) 220-5756

RENTAL DETAIL:
Rental Period: 12/5/17 to 2/23/18 (80 days)
Billed Period: 12/5/17 to 2/23/18 (80 days)

Products and Services	Rate	Amount
80 DAYS @	34.34	$2,747.20
Taxes and Surcharges		
1 SURCHARGE	52.80	$52.80
	Total Charges:	$2,800.00
	Less Amount Received:	$0.00
	Total Amount Due:	**$2,800.00**

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
2/6/18 2:13 PM	2017	CHEV	IMPA	1G1105S36HU[redacted]	26000	26750	750	$34.34

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR(41CC)
2601 S FEDERAL HWY
FORT LAUDERDALE, FL 33316-4017
Federal ID:59-1664426

Total Charges:	$2,800.00
Less Amount Received:	$0.00
Total Amount Due.....	**$2,800.00**

Please include on your check:
Invoice [redacted]

Tonia Jenkins (C)

From: Todd Yorlano
Sent: Thursday, January 11, 2018 11:00 AM
To: Bobby Qureshi
Cc: Wes M. Preece; Tonia Jenkins (C)
Subject: RE: New Allegation: - Brakes/Steering/Suspension SR# [redacted] --- Repair --- Kim TCL ---Reviewed

Importance: High

Bobby,

Below is an email chain, I have pasted your last email into the older email chain.

We need to move on this today. I believe we need to repurchase this vehicle vs. repair it. It is my understanding that the customer has told the dealer that he just wants his vehicle repaired. Vehicle has been down since mid-November 2017, @ >50 days.
Please include me in all communications so I know what is going on. The customer was in the SM's office this morning asking why repairs hadn't started because "the woman from GM authorized repairs last week"


Reply Reply All Forward

[redacted]

Mon 1/8/2018 12:17 PM

Bobby Qureshi

RE: New Allegation: - Brakes/Steering/Suspension SR# [redacted] -- Repair --- Kim TCL ---Reviewed

To Tonia Jenkins (C)

Cc Todd Yorlano; Kimberly Horvath (C)

Retention Policy Inbox 60 days (60 days) Expires Expiration Suspended (3/9/2018)

Bing Maps + Get more ad

Approved. Thx.

Bobby Qureshi
Regional Business Resource Manager
General Motors Company
US-SSM Southeast Regional Office
11700 Great Oaks Way, suite 400
Alpharetta, GA 30022
Tel: [redacted]
678-240-9924 (Fax)
Email: bobby.qureshi@gm.com

GENERAL MOTORS

Customers, Relationships & Excellence

From: Tonia Jenkins (C)

TY

From: Wes M. Preece
Sent: Tuesday, January 2, 2018 1:26 PM
To: Tonia Jenkins (C) <tonia.jenkins@gm.com>

Cc: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: FW: New Allegation: - Brakes/Steering/Suspension SR# [redacted] --- Repair --- Kim TCL ---Reviewed

Tonja

Based on the evaluation are we responsible for the product failure that caused the accident.

Thanks
wes

From: Todd Yorlano
Sent: Tuesday, January 02, 2018 11:31 AM
To: Wes M. Preece <wes.m.preece@gm.com>
Subject: FW: New Allegation: - Brakes/Steering/Suspension SR# [redacted] --- Repair --- Kim TCL ---Reviewed

---

From: Tonia Jenkins (C)
Sent: Thursday, December 28, 2017 11:10 AM
To: Bobby Qureshi <bobby.qureshi@gm.com>
Cc: Todd Yorlano <todd.yorlano@chevrolet.com>; Kimberly Horvath (C) <kimberly.horvath@gm.com>
Subject: New Allegation: - Brakes/Steering/Suspension SR# [redacted] --- Repair --- Kim TCL ---Reviewed

Allegation:	Brakes/Steering/Suspension		Case Summary
Case Status: (drop down list)	New		**Describe Allegation:**
Recommendation (drop down list)	Repair		Customer states that he was driving in the parking lot at his on his way to work, when his steering had excessive force ar not able to turn the wheel causing him to hit a concrete colu damage is to the driver side bumper. He states that the stab and powersteering assistance lights came on and the vehicle shaking.
Consultation (Agree/disagree drop down. (list by whom)	Reviewed	Kim TCL	
SR Number	[redacted]		
Customer Name (Last name/First Name)	[redacted]		
Year/Make/Model	2016 Chevrolet Colorado		**Business Case:**
VIN	1GCGSCEA2G1[redacted]		Customer complained of repeat issues with the steering. The has been into the dealership 4 times for the same concern. time the vehicle was at the dealership for the steering issue, dealership was not able to duplicate the issue; 2nd time it w for 1 month and the 3rd time for 2 months. He had just pick vehicle on the same day of the accident , 11/14/17 after bei dealership for 2 months. The customer is seeking for the pro
Incident Date	11/14/2017		
Dealer & BAC code	297760	#N/A	

After Market Equipment (yes/no & Type from dropdown)	**No**		determined and repaired as he would like to keep his truck. purchased the vehicle brand new from Lou Bachrodt in Coco FL. There are several ROs for the steering issue and an FSE d the dealership to previously assist with regard to the steerin with the vehicle. The DTCs present were: U0420 7F EBCM D Data Received From Power Steering Control Module, Bus Sig U0420 5A EBCM DTC: Invalid Data Received From Power Ste Control Module, Not Plausible C047A 00 PSCM DTC: Power Steering Motor Position Sensor B127E 00 HMICM DTC: Front Video Display Output Signal X. Recommending repair of customer's vehicle, but awaiting estimate from the dealership.
Dealership primary contact Name & Title	Casey Salman, Service Manager		
Open/Closed Recalls (If closed include closed Transaction History)	No Open or Closed Recalls		
Mileage	25,552		
Purchased From	Lou Bachrodt Chevrolet		
MSRP/KBB (Private Party Sale)	$35,150		
Repair Estimate Total $			
Rental Vehicle (yes/no from drop down and enter date issued)	**No**		

TC/TCL Comments:

Send to BRM for a final decision. The vehicle has exhibited Powersteering concerns with repeat dealer repairs. Previous FSE sup steering concerns provided. Provide comments, business case details and all Raytheon documents for review. KIM/PAC/TCL

Tonia
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5921511
Fax: (586) 920-0719

tonia.jenkins@gm.com



Tonia Jenkins (C)

From: Wes M. Preece
Sent: Tuesday, January 02, 2018 1:26 PM
To: Tonia Jenkins (C)
Cc: Todd Yorlano
Subject: FW: New Allegation: - Brakes/Steering/Suspension SR# [redacted] --- Repair --- Kim TCL ---Reviewed
Attachments: 1GCGSCEA2G1[redacted]_ACM.PDF; 2016 Colorado_ Vehicle Wide DTC and ID Information.html; [redacted] Final Photo Log.pdf; [redacted] Final Report.pdf; [redacted] Dealer R.O.History[redacted].pdf

Tonja

Based on the evaluation are we responsible for the product failure that caused the accident.

Thanks
wes

From: Todd Yorlano
Sent: Tuesday, January 02, 2018 11:31 AM
To: Wes M. Preece <wes.m.preece@gm.com>
Subject: FW: New Allegation: - Brakes/Steering/Suspension SR#[redacted] --- Repair --- Kim TCL ---Reviewed

---

From: Tonia Jenkins (C)
Sent: Thursday, December 28, 2017 11:10 AM
To: Bobby Qureshi <bobby.qureshi@gm.com>
Cc: Todd Yorlano <todd.yorlano@chevrolet.com>; Kimberly Horvath (C) <kimberly.horvath@gm.com>
Subject: New Allegation: - Brakes/Steering/Suspension SR#[redacted] --- Repair --- Kim TCL ---Reviewed

Allegation:	Brakes/Steering/Suspension		Case Summary
Case Status: (drop down list)	New		**Describe Allegation:**
Recommendation (drop down list)	Repair		Customer states that he was driving in the parking lot at his on his way to work, when his steering had excessive force ar not able to turn the wheel causing him to hit a concrete colu damage is to the driver side bumper. He states that the stab and powersteering assistance lights came on and the vehicle shaking.
Consultation (Agree/disagree drop down. (list by whom)	Reviewed	Kim TCL	
SR Number	[redacted]		
Customer Name (Last name/First Name)	[redacted]		

Year/Make/Model	2016 Chevrolet Colorado		**Business Case:**
VIN	1GCGSCEA2G1[redacted]		Customer complained of repeat issues with the steering. The has been into the dealership 4 times for the same concern. time the vehicle was at the dealership for the steering issue, dealership was not able to duplicate the issue; 2nd time it w for 1 month and the 3rd time for 2 months. He had just pick vehicle on the same day of the accident , 11/14/17 after bei dealership for 2 months. The customer is seeking for the pro determined and repaired as he would like to keep his truck. purchased the vehicle brand new from Lou Bachrodt in Coco FL. There are several ROs for the steering issue and an FSE d the dealership to previously assist with regard to the steerin with the vehicle. The DTCs present were: U0420 7F EBCM D Data Received From Power Steering Control Module, Bus Sig U0420 5A EBCM DTC: Invalid Data Received From Power Ste Control Module, Not Plausible C047A 00 PSCM DTC: Power Steering Motor Position Sensor B127E 00 HMICM DTC: Front Video Display Output Signal X. Recommending repair of customer's vehicle, but awaiting estimate from the dealership.
Incident Date	11/14/2017		
Dealer & BAC code	297760	#N/A	
After Market Equipment (yes/no & Type from dropdown)	**No**		
Dealership primary contact Name & Title	Casey Salman, Service Manager		
Open/Closed Recalls (If closed include closed Transaction History)	No Open or Closed Recalls		
Mileage	25,552		
Purchased From	Lou Bachrodt Chevrolet		
MSRP/KBB (Private Party Sale)	$35,150		
Repair Estimate Total $			
Rental Vehicle (yes/no from drop down and enter date issued)	**No**		

TC/TCL Comments:

Send to BRM for a final decision. The vehicle has exhibited Powersteering concerns with repeat dealer repairs. Previous FSE sup steering concerns provided. Provide comments, business case details and all Raytheon documents for review. KIM/PAC/TCL

Tonia

General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5921511
Fax: (586) 920-0719

tonia.jenkins@gm.com



Tonia Jenkins (C)

From: casey Salman <casey@griecocars.com>
Sent: Wednesday, December 06, 2017 3:16 PM
To: Tonia Jenkins (C)
Subject: [EXTERNAL] RE: [redacted], 1GCGSCEA2G1[redacted]

This visit DTCs C047A 5A AND U0420 , will email ROs

Thank you,
Casey Salman
Service Manager
Grieco Chevrolet
1300 N Federal Hwy,
Fort Lauderdale, FL 33304
Office: (954)567-7200 Ext 1741
Fax : (954)567-7348

-----Original Message-----
From: Tonia Jenkins (C) [mailto:tonia.jenkins@gm.com]
Sent: Wednesday, December 6, 2017 2:53 PM
To: casey Salman <casey@griecocars.com>
Subject: RE: [redacted], 1GCGSCEA2G1[redacted]

Hi Casey:

Thanks for sending the photos, but we are also in need of DTCs and ROs for the previous repairs. If you have any questions, please contact me. Thanks for your assistance.
-----Original Message-----
From: casey Salman [mailto:casey@griecocars.com]
Sent: Wednesday, December 06, 2017 11:20 AM
To: Tonia Jenkins (C) <tonia.jenkins@gm.com>
Cc: Todd Yorlano <todd.yorlano@chevrolet.com>
Subject: [EXTERNAL] 8-3[redacted]5 [redacted], 1GCGSCEA2G[redacted]

COLORADO - [redacted] 1GCGSCEA2G1[redacted]

Thank you,
Casey Salman
Service Manager
Grieco Chevrolet
1300 N Federal Hwy,

Fort Lauderdale, FL 33304
Office: (954)567-7200 Ext 1741
Fax : (954)567-7348

-----Original Message-----
From: casey Salman
Sent: Wednesday, December 6, 2017 11:16 AM
To: casey Salman <casey@griecocars.com>
Subject: Colorado

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.

Tonia Jenkins (C)

From: Tonia Jenkins (C)
Sent: Friday, December 01, 2017 4:53 PM
To: [redacted]m'
Subject: [redacted] 2016 Chevrolet Colorado

Hi Mr. [redacted]:

This is my contact information to keep for your records. It was a pleasure speaking with you and again, sincerely apologize for the steering issues with your 2016 Chevrolet Colorado. If you have any questions, please feel free to contact me. Have a great weekend!

Tonia
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5921511
Fax: (586) 920-0719

tonia.jenkins@gm.com



Tonia Jenkins (C)

From: Tonia Jenkins (C)
Sent: Monday, December 04, 2017 9:55 AM
To: 'casey Salman'
Subject: [redacted], 1GCGSCEA2G1[redacted]

Hi Casey:

Thank you for agreeing to gather some preliminary information including DTC's with symptom codes, required photo images, **previous Repair Orders** for this VIN and any other relevant information available to your dealership. Please provide all of the following required photographs:

Driver (Left) side exterior

Passenger (Right) side exterior

Front exterior

Rear exterior

Broad image of concern and affected area

Close-up image of concern

Certification Label/VIN Plate

Odometer

****DTCs**

Tonia
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5921511
Fax: (586) 920-0719

tonia.jenkins@gm.com

Tonia Jenkins (C)

From: Tonia Jenkins (C)
Sent: Wednesday, January 03, 2018 10:43 AM
To: 'casey Salman'
Subject: [redacted]

Hi Casey:

This email is in follow up per our conversation to advise that repairs have been approved for the steering concern of customer's 2016 Chevrolet Colorado and applicable collateral damages. Please forward the repair estimate once it becomes available. If you have any questions, please contact me.

Tonia
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5921511
Fax: (586) 920-0719

tonia.jenkins@gm.com

Repair Order Detail - Internal Copy

RO Number [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Mai[redacted] Click to View Cust Copy
Vehicle: 1GCGSCEA2G1[redacted] 2016 COLRAD BLACK Cel[redacted]

Mileage: 15,671
Service advisor: 440
Tag number: T5430

Payment type: VM
Promised time: 11:18 AM
Promised date: 06/13/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~~

A CUSTOMER STATES STABILITRACK MESSAGE COMING ON DISPLAY SCREEN

MISC	W	SEE STORTY	0.30	33.51

Tech(s): 532

Pts: 0.00 Lbr: 33.51 Other: 0.00 Total Line A: 33.51

Story: 15671 STABILITY MESSAGE 30 TECH DIAG, TECH FOUND DTC IN EBCM U0077, U0131, U0151 AND A U0415 71 IN PSCM, TECH PERFORMED BATTERY CHECK, BATTERY IS OK, TECH PERFORMED DATA LINE CHECK, DATA LINE AND MODULES PASSED TESTS, TECH CLEARED DTC AND PERFORMED TEST DRIVE, NO MORE DTC OR MESSAGE IN DISPLAY

~~~~~~

B CHEVROLET CERTIFIED SERVICE OIL CHANGE WITH TIRE ROTATION AND MULTI-POINT VEHICLE INSPECTION

LOFR	C	CHEVROLET CERTIFIED SERVICE OIL CHANGE WITH TIRE ROTATION AND MULTI-POINT VEHICLE INSPECTION	0.70	11.00

Tech(s): 532

12640445	1 (S)FILTER	6.50
19259487	5 0W20SYNTH	30.10

Pts: 36.60 Lbr: 11.00 Other: 0.00 Total Line B: 47.60

Story: 15671 70 OIL CHANGE AND TIRE ROTATION HAVE BEEN COMPLETED THANK YOU FOR CHOOSING US TO SERVICE YOUR VEHICLE

~~~~~~

C CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 15671 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

~~~~~~

D COURTESY VEHICLE WASH

WASH	ISP	COURTESY VEHICLE WASH	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

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Customer Pay	
Labor	11.00
Parts	36.60
Lube	0.00
~~~~~~

Repair Order Detail - Internal Copy

Sublet	0.00
Miscellaneous/Shop Charge	2.86
Deductible	0.00
Total Charges	50.46
Less Insurance/Adjustment	0.00
Sales Tax	3.04
Total	53.50

Repair Order Detail - Internal Copy

RO Number [redacted] RO Status: CLOSED

Custome[redacted]
Phone(s): Conta[redacted] Main[redacted] Click to View Cust Copy
Cell:[redacted]
Vehicle: 1GCGSCEA2G1[redacted] 2016 COLRAD BLACK

Mileage: 16,849
Service advisor: 440
Tag number: T5293

Payment type: VM
Promised time: 07:18 AM
Promised date: 07/01/2017

Waiter: Yes
Estimate: 0.00
Customer Comments: No

~~~~~~

A CUSTOMER STATES SERVICE STABILITRACK LIGHT COMES ON AND OFF EVERY 10 MINUTES WHILE DRIVING

MISC	W	MISCELLANEOUS	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 16850 POWER STEERING MODULE MALFUNCTION TECH FOUND DTC U0121, U0415, U0415 71, U0077, U0151, U0131, U0121, U077 IN POWER STEERING MODULE AND EBCM, TECH PERFORMED DATA LINE DIAGNOSIS FOUND A OPEN ON DLC CONNECTOR, A OPEN BEHIND BCM AND 120 OHM AFTER POWER STEERING MODULE, TECH ORDERED POWER STEERING MODULE, NO PART AVAILABLE AT THIS TIME

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B CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 16850 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

~~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00
~~~~~~

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Custome[redacted]
Phone(s): Contac[redacted] Main[redacted] Click to View Cust Copy
Vehicle: 1GCGSCEA2G1[redacted] 2016 COLRAD BLACK Cel[redacted]

Mileage: 17,628
Service advisor: 440
Tag number: T5185

Payment type: VM
Promised time: 07:18 AM
Promised date: 08/09/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~~

A CUSTOMER STATES SERVICE STABILITRACK LIGHT IS ON AND STEERING WHEEL IS NOW LOCKING UP ON HIM AT TIMES/INSTALL SOP

7420270	W	POWER STEERING ASSIST MOTOR REPLACEMENT	4.50	502.65

Tech(s): 532

22966597	1 (S)MOTOR KIT	629.69
22913281	2 (S)CLAMP	65.96
23414478	1 F-(S)MODULE	494.59
23353847	1 F-(S)GEAR	1,222.58

Pts: 2,412.82 Lbr: 502.65 Other: 0.00 Total Line A: 2,915.47

Story: 17636 STABILITY LIGHT ON 7420270 580 TECH DIAG, TECH FOUND DTC IN EBCM: U0151, U0131, U0077, U0420, IN POWER STEERING U0121, U0415, UU0077, U0415, IN AIR BAG MODULE U0077, TECH FOUND MALFUNCTION IN POWER STEERING CONTROL MODULE, TECH INSTALLED NEW POWER STEERING MODULE, TECH PROGRAMMED NEW MODULE AND PERFORMED ALL SETUP OPTIONS, TECH PERFORMED TEST DRIVE, STABILITY LIGHT CAME BACK ON, TECH FOUND DTC IN EBCM U0151 AND U0131AND POWER TSEERING MODULE U0415, TECH INSTALLED A NEW EBCM, TECH PROGRAMMED NEW EBCM, TECH PERFORMED SETUP, TECH PERFORMED TEST DRIVE, STABILITY LIGHT CAME BACK ON, TECH FOUND IN BACK UP CAMERA LINE HAVE FULL RIGHT TURN, TECH FOUND DTC C0460, TECH PERFORMED ADAPTATION DTC STAYED, TECH REPLACED STEERING RACK AND PINION, TECH PERFORMED TEST DRIVE, STABILITY LIGHT CAME BACK ON, TECH FOUND DTC IN EBCM: U0151, U0131, U0077, U0420, IN POWER STEERING U0121, U0415, UU0077, U0415, TECH CALLED TEC [redacted] TECH PERFORMED WIRING DIAG VIA TEC, TECH FOUND POWER STEERING MODULE IS SHORTING OUT CHASSIS EXTENSION CAN BUS, TECH INSTALLED A NEW POWER STEERING CONTROL MODULE UNDER PARTS WARRANTY ON LINE F. TECH PERFORMED ALIGNMENT, VEHICLE OPERATES AS DESIGNED ST THIS TIME WARRANTY CODE FOR POWER STEERING PROGRAM 312DE AND SETUP FD1A8, FOR EBCM PROGRAM 283DC AND SETUP S256D

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B CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 17636 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

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C CUSTOMER REQUESTED A GM LOANER VEHICLE
~~~~~~

Repair Order Detail - Internal Copy

RO Numbe [redacted] RO Status: CLOSED

Custom [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Vehicle: 1GCGSCEA2G1 [redacted] 2016 COLRAD BLACK Ce [redacted]

Mileage: 17,628
Service advisor: 440
Tag number: T5185

Payment type: VM
Promised time: 07:18 AM
Promised date: 08/09/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~~

LOAN	W	CUSTOMER REQUESTED A GM LOANER VEHICLE	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

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D CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

Story: 17636 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

~~~~~~

E COURTESY VEHICLE WASH

WASH	ISP	COURTESY VEHICLE WASH	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

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F** PARTS WARRANTY

7420270	W	POWER STEERING ASSIST MOTOR REPLACEMENT	2.30	256.91

Tech(s): 532

22966597		1 (S)MOTOR KIT		629.69

Pts: 629.69 Lbr: 256.91 Other: 0.00 Total Line F: 886.60

Story: 17636 POWER STEERING CONTROL MODULE INTERNAL MALFUNCTION 7420270 230 TECH DIAG, TECH FOUND POWER STEERING MODULE FROM LINE A HAS INTERNAL ELECTRICAL MALFUNCTION, TECH REPLACED POWER STEERING CONTROL MODULE, WARRANTY CODE PROGRAM 312DE AND SETUP FD1A8

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Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00
~~~~~~

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact [redacted] Main [redacted] Ce [redacted]
Vehicle: 1GCGSCEA2G1 [redacted] 2016 COLRAD BLACK

Mileage: 25,468 Payment type: VM Waiter: No
Service advisor: 425 Promised time: 06:00 PM Estimate: 0.00
Tag number: T6751 Promised date: 10/12/2017 Customer Comments: No

~~~~~~

A CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.00	0.00

Tech(s): 534

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 25468 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

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B CUSTOMER STATES THAT THE STABILITY TRAC LIGHT KEEP COMING ON EVERY 10 MINUTES

MISC	W	MISCELLANEOUS	2.50	279.25

Tech(s): 534

84000904	1 F-(S)HARNESS	66.90

Pts: 66.90 Lbr: 279.25 Other: 0.00 Total Line B: 346.15

Story: 25468 DTC 0077, U0131, U0151, U0415 SYN 71 250 TECH TEST DRIVE THE VEHICLE WITH SCAN TOOL DATA BUS... FOUND (12, 13) CAN BUS OPEN, (6,14) SHORT TO GROUND, TECH INSPECT ALL THE CONNECTOR FALLOW DOCUMENT ID 4121194 AT X103 FOUND COUPLE LOSE TERMINAL TECH INSTALL THE JUMPER WIRE HARNESS AT THE STEERING CONTROL MODULE, STABILITY LIGHT STILL ON. TECH CALL TAC MULTIPLE TIME CASE # [redacted] REQUEST TO CHECK ALL THE TERMINAL FALLOW DOCUMENT ID 4121190 X103, X106, PIT5457B FOUND ALL THE WIRES AND TERMINAL IS GOOD.... TECH TEST DRIVE THE VEHICLE WITH FIELD ENGINEER JOE CHAN WE CHECK ALL THE CONNECTOR AND WIRES FOUND WIRE WAS RUBBING ON THE LOW SIDE A/C LINE AND BURN THE WIRE THROUGH.. DOCUMENT ID 4121272 GRADE LOCATION F, 8 TECH PERFORM WIRE REPAIR... TECH TEST DRIVE THE VEHICLE COUPLE MILES.. TECH SECURE THE WIRES.... MILES IN 25468 MILES OUT 25520... 7422402 Wire to Wire Repair - Steering .50 DW 2.00

~~~~~~

C CUSTOMER STATES THAT THE LIGHT ON THE DASH BOARD FLICKERING WHEN DRIVING

MISC	W	MISCELLANEOUS	0.00	0.00

Tech(s): 534

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

~~~~~~

D CUSTOMER STATES THAT THE POWER REDUCE INDICATOR SOMETIME COME ON AND WHEN THAT HAPPEN THE CAR VIBRATE LIKE IT'S ABOUT TO SHUT OFF

MISC	W	MISCELLANEOUS	0.00	0.00

Tech(s): 534

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

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Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Custome[redacted] Click to View Cust Copy
Phone(s): Contact[redacted] Mail[redacted] Cell[redacted]
Vehicle: 1GCGSCEA2G1[redacted] 2016 COLRAD BLACK

Mileage: 25,468 Payment type: VM Waiter: No
Service advisor: 425 Promised time: 06:00 PM Estimate: 0.00
Tag number: T6751 Promised date: 10/12/2017 Customer Comments: No

~~~~~~

E COURTESY VEHICLE WASH

WASH	ISP	COURTESY VEHICLE WASH	0.00	0.00

Tech(s): 534

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

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Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Tonia Jenkins (C)

From: Tonia Jenkins (C)
Sent: Monday, December 11, 2017 11:01 AM
To: 'casey Salman'
Subject: [redacted] (Raytheon Inspection)

Hi Casey:

The email is in follow up on my messages, that we have scheduled a 3rd Party Inspection regarding customer's steering allegation. The inspector will be in contact with you to schedule a good date and time to come to the dealership to perform the inspection. You will be compensated at your hourly warranty rate for assisting with the inspection. Please respond via email or phone to confirm receipt of the information provided regarding the inspection.

Tonia
General Motors Product Assistance Claims
Concentrix on behalf of General Motors
Phone: 866-446-6963 x 5921511
Fax: (586) 920-0719

tonia.jenkins@gm.com

Repair Order Detail - Internal Copy

RO Number [redacted] RO Status: CLOSED

Custom [redacted] Click to View Cust Copy
Phone(s): Contact: Main [redacted] Cell: [redacted]
Vehicle: 1GCGSCEA2G1 [redacted] 2016 COLRAD BLACK

Mileage: 5,088
Service advisor: 450
Tag number: T8903

Payment type: VM
Promised time: 04:30 PM
Promised date: 01/05/2017

Waiter: Yes
Estimate: 0.00
Customer Comments: No

~~~~~~

A CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.20	0.00

Tech(s): 520

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 5088 20 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

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B CHEVROLET 2 YEAR SCHEDULED MAINTENANCE

0600723	WM	CHEVROLET 2 YEAR SCHEDULED MAINTENANCE	0.70	11.72

Tech(s): 520

12640445	1 (S)FILTER	4.73
19259487	5 0W20SYNTH	18.55

Pts: 23.28 Lbr: 11.72 Other: 0.00 Total Line B: 35.00

Story: 5088 70 LOF ROTATION COMPLETE

~~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00
~~~~~~

Repair Order Detail - Internal Copy

(2)

RO Numbe[redacted] RO Status: CLOSED

Custom[redacted] Click to View Cust Copy
Phone(s): Contact:[redacted] Mai[redacted] Cel[redacted]
Vehicle: 1GCGSCEA2G1[redacted] 2016 COLRAD BLACK

Mileage: 11,653
Service advisor: 425
Tag number: T6173

Payment type: VM
Promised time: 05:00 PM
Promised date: 03/28/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~~

A CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.20	0.00

Tech(s): 522

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 11653 20 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

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B CHEVROLET 2 YEAR SCHEDULED MAINTENANCE

0600723	WM	CHEVROLET 2 YEAR SCHEDULED MAINTENANCE	0.70	11.72

Tech(s): 522

12640445	1 (S)FILTER	4.73
19259487	5 0W20SYNTH	18.55

Pts: 23.28 Lbr: 11.72 Other: 0.00 Total Line B: 35.00

Story: 11653 70 OIL CHANGE AND TIRES WAS ROTATED

~~~~~~

C COURTESY VEHICLE WASH

WASH	ISP	COURTESY VEHICLE WASH	0.00	0.00

Tech(s): 522

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

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Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

3

RO Numbe [redacted] RO Status: CLOSED

Customer [redacted]
Phone(s): Contact: [redacted] Main [redacted] Click to View Cust Copy
Vehicle: 1GCGSCEA2G1 [redacted] 2016 COLRAD BLACK Cell [redacted]

Mileage: 14,904
Service advisor: 420
Tag number: T4397

Payment type: VM
Promised time: 07:18 AM
Promised date: 05/10/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

~~~~~~

A CUST STATES RADIO SCREEN WENT BLANK,RADIO NOT PLAYING ,BACK UP CAMARE INOP ALSO

3422790	W	COMMUNICATION INTERFACE MODULE REPLACEMENT	0.20	22.34
Tech(s): 532				
2810415	W	COMMUNICATION INTERFACE MODULE REPROGRAMMING WITH SPS	0.30	33.51
Tech(s): 532				

Pts: 0.00 Lbr: 55.85 Other: 0.00 Total Line A: 55.85

Story: 14904 Human Machine Interface Control Module INTERNAL MALFUNCTION 3422790, 2810415, TECH DIAG, TECH FOUND RADIO SCEEN BLANK AND DTC U0028 IN RADIO, TECH COLLT GM TECH [redacted] TECH PERFORMED TEST ADVISED FROM GM TECH, HMI MODULE FAILED TEST , REPLACED HMI MODULE AND PERFORMED USB FILE TRANSFER WC 8P65D AND PROGRAM WC 8F270, RADIO AND SCREEN OPERATES AS FACTORY DESIGNED AT THIS TIME

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B CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.20	0.00
Tech(s): 532				

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 14904 20 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

~~~~~~

C COURTESY VEHICLE WASH

WASH	ISP	COURTESY VEHICLE WASH	0.00	0.00
Tech(s): 532				

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

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D** CUSTOMER REQUESTED A GM LOANER VEHICLE

LOAN	W	CUSTOMER REQUESTED A GM LOANER VEHICLE	0.00	0.00
Tech(s): 532				

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

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Customer Pay	
Labor	0.00
Parts	0.00
~~~~~~

Repair Order Detail - Internal Copy

Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy (4)

RO Numbe [redacted] RO Status: CLOSED

Custome [redacted]
Phone(s): Contact: [redacted] Mair [redacted] Click to View Cust Copy
Vehicle: 1GCGSCEA2G [redacted] 2016 COLRAD BLACK Cell: [redacted]

Mileage: 15,671
Service advisor: 440
Tag number: T5430

Payment type: VM
Promised time: 11:18 AM
Promised date: 06/13/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

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A CUSTOMER STATES STABILITRACK MESSAGE COMING ON DISPLAY SCREEN

MISC	W	SEE STORTY	0.30	33.51

Tech(s): 532

Pts: 0.00 Lbr: 33.51 Other: 0.00 Total Line A: 33.51

Story: 15671 STABILITY MESSAGE 30 TECH DIAG, TECH FOUND DTC IN EBCM U0077, U0131, U0151 AND A U0415 71 IN PSCM, TECH PERFORMED BATTERY CHECK, BATTERY IS OK, TECH PERFORMED DATA LINE CHECK, DATA LINE AND MODULES PASSED TESTS, TECH CLEARED DTC AND PERFORMED TEST DRIVE, NO MORE DTC OR MESSAGE IN DISPLAY

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B CHEVROLET CERTIFIED SERVICE OIL CHANGE WITH TIRE ROTATION AND MULTI-POINT VEHICLE INSPECTION

LOFR	C	CHEVROLET CERTIFIED SERVICE OIL CHANGE WITH TIRE ROTATION AND MULTI-POINT VEHICLE INSPECTION	0.70	11.00

Tech(s): 532

12640445	1 (S)FILTER	6.50
19259487	5 0W20SYNTH	30.10

Pts: 36.60 Lbr: 11.00 Other: 0.00 Total Line B: 47.60

Story: 15671 70 OIL CHANGE AND TIRE ROTATION HAVE BEEN COMPLETED THANK YOU FOR CHOOSING US TO SERVICE YOUR VEHICLE

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C CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

Story: 15671 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

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D COURTESY VEHICLE WASH

WASH	ISP	COURTESY VEHICLE WASH	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

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Customer Pay	
Labor	11.00
Parts	36.60
Lube	0.00
~~~~~~

Repair Order Detail - Internal Copy

Sublet	0.00
Miscellaneous/Shop Charge	2.86
Deductible	0.00
Total Charges	50.46
Less Insurance/Adjustment	0.00
Sales Tax	3.04
Total	53.50

Repair Order Detail - Internal Copy

5

RO Number [redacted] RO Status: CLOSED

Custome[redacted]
Phone(s): Contact: [redacted] Mai[redacted] Click to View Cust Copy
Vehicle: 1GCGSCEA2G1[redacted] 2016 COLRAD BLACK Ce[redacted]

Mileage: 16,849
Service advisor: 440
Tag number: T5293

Payment type: VM
Promised time: 07:18 AM
Promised date: 07/01/2017

Waiter: Yes
Estimate: 0.00
Customer Comments: No

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A CUSTOMER STATES SERVICE STABILITRACK LIGHT COMES ON AND OFF EVERY 10 MINUTES WHILE DRIVING

MISC	W	MISCELLANEOUS	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 16850 POWER STEERING MODULE MALFUNCTION TECH FOUND DTC U0121, U0415, U0415 71, U0077, U0151, U0131, U0121, U077 IN POWER STEERING MODULE AND EBCM, TECH PERFORMED DATA LINE DIAGNOSIS FOUND A OPEN ON DLC CONNECTOR, A OPEN BEHIND BCM AND 120 OHM AFTER POWER STEERING MODULE, TECH ORDERED POWER STEERING MODULE, NO PART AVAILABLE AT THIS TIME

~~~~~~

B CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 16850 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

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Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00
~~~~~~

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact [redacted] Main [redacted] Cell: [redacted]
Vehicle: 1GCGSCEA2G1[redacted] 2016 COLRAD BLACK

Mileage: 17,628
Service advisor: 440
Tag number: T5185

Payment type: VM
Promised time: 07:18 AM
Promised date: 08/09/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

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A CUSTOMER STATES SERVICE STABILITRACK LIGHT IS ON AND STEERING WHEEL IS NOW LOCKING UP ON HIM AT TIMES/INSTALL SOP

7420270	W	POWER STEERING ASSIST MOTOR REPLACEMENT	4.50	502.65

Tech(s): 532

22966597	1	(S)MOTOR KIT	629.69
22913281	2	(S)CLAMP	65.96
23414478	1	F-(S)MODULE	494.59
23353847	1	F-(S)GEAR	1,222.58

Pts: 2,412.82 Lbr: 502.65 Other: 0.00 Total Line A: 2,915.47

Story: 17636 STABILITY LIGHT ON 7420270 580 TECH DIAG, TECH FOUND DTC IN EBCM: U0151, U0131, U0077, U0420, IN POWER STEERING U0121, U0415, UU0077, U0415, IN AIR BAG MODULE U0077, TECH FOUND MALFUNCTION IN POWER STEERING CONTROL MODULE, TECH INSTALLED NEW POWER STEERING MODULE, TECH PROGRAMMED NEW MODULE AND PERFORMED ALL SETUP OPTIONS, TECH PERFORMED TEST DRIVE, STABILITY LIGHT CAME BACK ON, TECH FOUND DTC IN EBCM U0151 AND U0131AND POWER TSEERING MODULE U0415, TECH INSTALLED A NEW EBCM, TECH PROGRAMMED NEW EBCM, TECH PERFORMED SETUP, TECH PERFORMED TEST DRIVE, STABILITY LIGHT CAME BACK ON, TECH FOUND IN BACK UP CAMERA LINE HAVE FULL RIGHT TURN, TECH FOUND DTC C0460, TECH PERFORMED ADAPTATION DTC STAYED, TECH REPLACED STEERING RACK AND PINION, TECH PERFORMED TEST DRIVE, STABILITY LIGHT CAME BACK ON, TECH FOUND DTC IN EBCM: U0151, U0131, U0077, U0420, IN POWER STEERING U0121, U0415, UU0077, U0415, TECH CALLED TEC [redacted] TECH PERFORMED WIRING DIAG VIA TEC, TECH FOUND POWER STEERING MODULE IS SHORTING OUT CHASSIS EXTENSION CAN BUS, TECH INSTALLED A NEW POWER STEERING CONTROL MODULE UNDER PARTS WARRANTY ON LINE F. TECH PERFORMED ALIGNMENT, VEHICLE OPERATES AS DESIGNED ST THIS TIME WARRANTY CODE FOR POWER STEERING PROGRAM 312DE AND SETUP FD1A8, FOR EBCM PROGRAM 283DC AND SETUP S256D

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B CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

Story: 17636 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

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C CUSTOMER REQUESTED A GM LOANER VEHICLE
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Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Custome[redacted]
Phone(s): Contact[redacted] Main[redacted] Cell[redacted]
Vehicle: 1GCGSCEAZG[redacted] 2016 COLRAD BLACK

Click to View Cust Copy

Mileage: 17,628
Service advisor: 440
Tag number: T5185

Payment type: VM
Promised time: 07:18 AM
Promised date: 08/09/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

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LOAN	W	CUSTOMER REQUESTED A GM LOANER VEHICLE	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

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D CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

Story: 17636 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

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E COURTESY VEHICLE WASH

WASH	ISP	COURTESY VEHICLE WASH	0.00	0.00

Tech(s): 532

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

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F** PARTS WARRANTY

7420270	W	POWER STEERING ASSIST MOTOR REPLACEMENT	2.30	256.91

Tech(s): 532

22966597 1 (S)MOTOR KIT 629.69

Pts: 629.69 Lbr: 256.91 Other: 0.00 Total Line F: 886.60

Story: 17636 POWER STEERING CONTROL MODULE INTERNAL MALFUNCTION 7420270 230 TECH DIAG, TECH FOUND POWER STEERING MODULE FROM LINE A HAS INTERNAL ELECTRICAL MALFUNCTION, TECH REPLACED POWER STEERING CONTROL MODULE, WARRANTY CODE PROGRAM 312DE AND SETUP FD1A8

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Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00
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Repair Order Detail - Internal Copy

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Custome[redacted]
Phone(s): Contact: [redacted] Mair[redacted]
Vehicle: 1GCGSCEA2G1[redacted] 2016 COLRAD BLACK

Click to View Cust Copy
Cell: [redacted]

Mileage: 25,468
Service advisor: 425
Tag number: T6751

Payment type: VM
Promised time: 06:00 PM
Promised date: 10/12/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

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A CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION

MPVI	ISP	CUSTOMER HAS REQUESTED A MULTI-POINT VEHICLE INSPECTION	0.00	0.00

Tech(s): 534

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00

Story: 25468 THE MULTI-POINT VEHICLE INSPECTION HAS BEEN COMPLETED

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B CUSTOMER STATES THAT THE STABILITY TRAC LIGHT KEEP COMING ON EVERY 10 MINUTES

MISC	W	MISCELLANEOUS	2.50	279.25

Tech(s): 534

84000904	1	F-(S)HARNESS	66.90

Pts: 66.90 Lbr: 279.25 Other: 0.00 Total Line B: 346.15

Story: 25468 DTC 0077, U0131, U0151, U0415 SYN 71 250 TECH TEST DRIVE THE VEHICLE WITH SCAN TOOL DATA BUS... FOUND (12, 13) CAN BUS OPEN, (6,14) SHORT TO GROUND, TECH INSPECT ALL THE CONNECTOR FALLOW DOCUMENT ID 4121194 AT X103 FOUND COUPLE LOSE TERMINAL TECH INSTALL THE JUMPER WIRE HARNESS AT THE STEERING CONTROL MODULE, STABILITY LIGHT STILL ON. TECH CALL TAC MULTIPLE TIME CASE #[redacted] REQUEST TO CHECK ALL THE TERMINAL FALLOW DOCUMENT ID 4121190 X103, X106, PIT5457B FOUND ALL THE WIRES AND TERMINAL IS GOOD.... TECH TEST DRIVE THE VEHICLE WITH FIELD ENGINEER JOE CHAN WE CHECK ALL THE CONNECTOR AND WIRES FOUND WIRE WAS RUBBING ON THE LOW SIDE A/C LINE AND BURN THE WIRE THROUGH.. DOCUMENT ID 4121272 GRADE LOCATION F, 8 TECH PERFORM WIRE REPAIR... TECH TEST DRIVE THE VEHICLE COUPLE MILES.. TECH SECURE THE WIRES.... MILES IN 25468 MILES OUT 25520... 7422402 Wire to Wire Repair - Steering .50 DW 2.00

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C CUSTOMER STATES THAT THE LIGHT ON THE DASH BOARD FLICKERING WHEN DRIVING

MISC	W	MISCELLANEOUS	0.00	0.00

Tech(s): 534

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00

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D CUSTOMER STATES THAT THE POWER REDUCE INDICATOR SOMETIME COME ON AND WHEN THAT HAPPEN THE CAR VIBRATE LIKE IT'S ABOUT TO SHUT OFF

MISC	W	MISCELLANEOUS	0.00	0.00

Tech(s): 534

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line D: 0.00

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Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main [redacted] Cell [redacted]
Vehicle: 1GCGSCEA2G1 [redacted] 2016 COLRAD BLACK

Mileage: 25,468
Service advisor: 425
Tag number: T6751

Payment type: VM
Promised time: 06:00 PM
Promised date: 10/12/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

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E COURTESY VEHICLE WASH

WASH	ISP	COURTESY VEHICLE WASH	0.00	0.00

Tech(s): 534

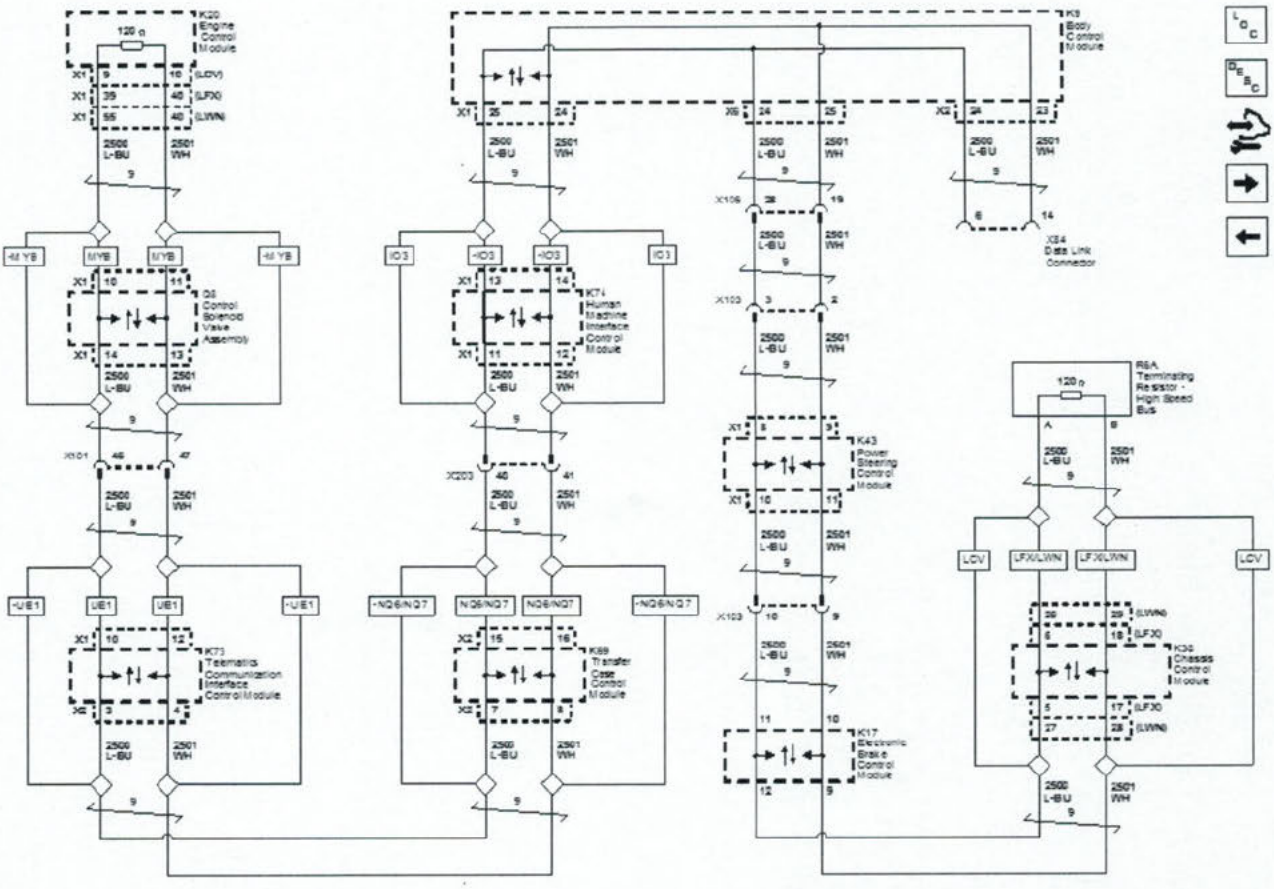
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00

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Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Document [redacted]

High Speed GMLAN



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