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

#PIT5457B: Service ABS / TCS / Power Steering and/or Suspension Message DTC U0077 U0121 U0126 U0131 U0139 U0151 U0401 U0415 U0428 (Circuit 5986 High Resistance) - (Apr 11, 2017)

Subject: Service ABS / TCS / Power Steering and/or Suspension Message DTC U0077 U0121 U0126 U0131 U0139 U0151 U0401 U0415 U0428 (Circuit 5986 High Resistance)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2017		All	All	All	All
Chevrolet	Silverado 1500	2014		All	All	All	All
Chevrolet	Silverado	2015-2017		All	All	All	All
Chevrolet	Suburban	2015-2017		All	All	All	All
Chevrolet	Tahoe	2015-2017		All	All	All	All
GMC	Sierra 1500	2014		All	All	All	All
GMC	Sierra	2015-2017		All	All	All	All
GMC	Yukon	2015-2017		All	All	All	All

Supersession Statement

This PI was superseded to add 2017 Models and update the Condition and Recommendation. Please discard PIT5457A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some owners may comment on any of the following issues:

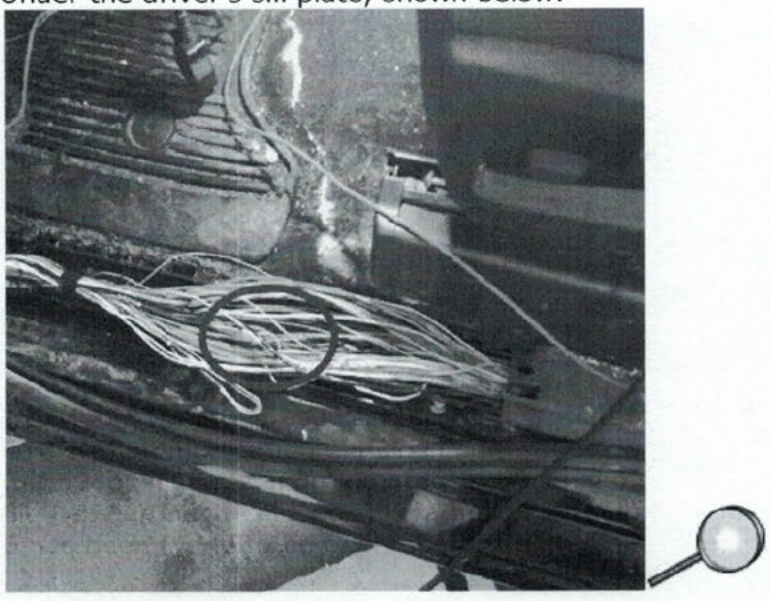
- Service ABS and/or Traction control lights/message on.
- Service Power Steering System, if equipped with electric power steering.
- Service Suspension System, if equipped with RPO Z95.

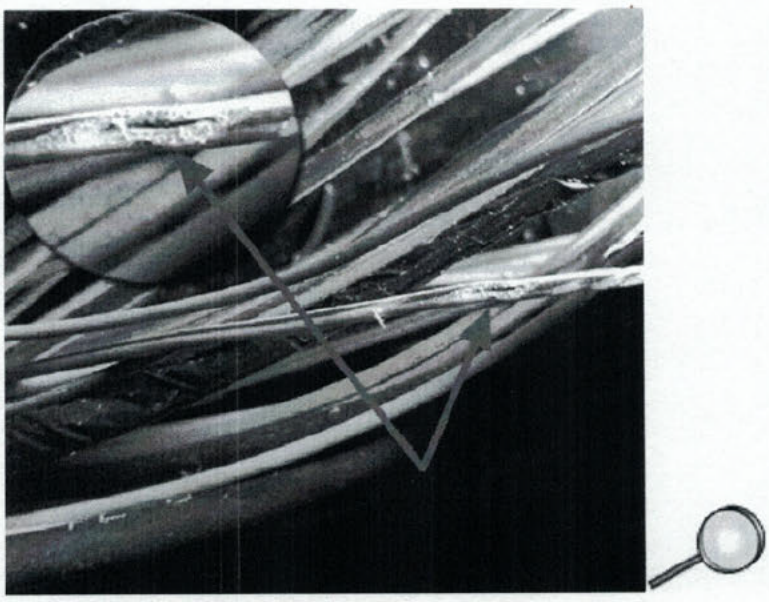
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- Backup reverse camera inoperative
- Loss of communication with EBCM, SDM, SWPS, PSCM, PTO, HMI, and/or SCM (if equipped).
- DTC's: B127B, U0077, U0117, U0121, U0126, U0131, U0139, U0151, U0401, U0415, U0428, U18A3, and/or U2179

These concerns could be caused by high resistance/open in the Communication Enable circuit 5986. The BCM activates this circuit when the ignition key is in ACC, ON, and START positions (There will be voltage present in the OFF position only for a short time until the BCM goes to sleep). The communication enable circuit wakes up the module for serial data bus communication. Circuit 5986 will have approximately 12 volts and should light a test light, but is not designed to handle heavier electrical loads like a headlight bulb. Below are three known areas where circuit 5986 has been found to be open/shorted/high resistance:

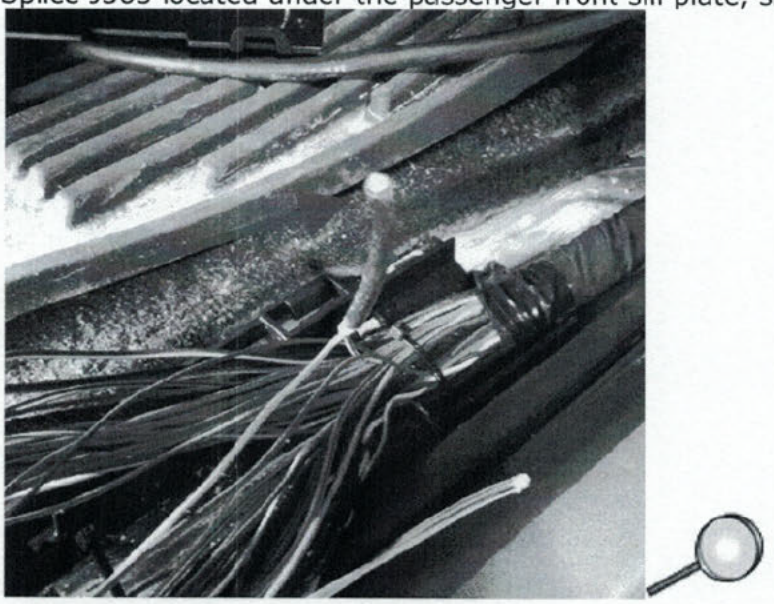
1. On short wheel base utilities (Escalade, Tahoe and Yukon), the chassis harness cut/pinched/shorted between the body and spare tire crossmember, see latest version of PIT5556 for more details.
2. Under the driver's sill plate, shown below.





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3. Splice J365 located under the passenger front sill plate, shown below.



Recommendation/Instructions

Monitor the voltage on the communication enable circuit 5986 at any of the modules affected, example EBCM, PSCM, SWPS, SDM, HMI, PTO, and/or SCM. If low voltage or no voltage is present when the concern occurs, inspect for open/high resistance/shorts on circuit 5986. Repair any opens/high resistance/shorts in the circuit.

Warranty Information

Please refer to latest version of bulletin 10-00-89-005 for warranty information on wire/connector repairs.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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[redacted]

Global Diagnostic System 2

Vehicle DTC Information

Overview

Vehicle Identification Number (VIN)	1GCGSCEA2G1[redacted]
Report Creation Date	2017-11-02 14:47:41 EDT

Vehicle Configuration Property

Make	Chevrolet
Model	Colorado
Model Year	2016
Telematics Communication Interface Control Module Version	10
Instrument Cluster Version	Enhanced Driver Information Center (UDD)
Transmission Type	Automatic
Engine Identifier	2.5L (LCV)

System Information Property

VCI Serial Number	MDI 2: 88732232
Vehicle Session Creation Date	2017-10-12 12:20:25
Test Start Time	2017-11-02 14:47:20 EDT

Control Module Name	Control Module Status	DTC Count	DLC Pin
Engine Control Module	No DTCs Stored	0	6,14
Transmission Control Module	No DTCs Stored	0	6,14
Transfer Case Control Module	No Communication	0	6,14
Electronic Brake Control Module	DTCs Stored	3	6,14
Power Steering Control Module	DTCs Stored	3	6,14
Body Control Module	No DTCs Stored	0	6,14
Inflatable Restraint Sensing and Diagnostic Module	No DTCs Stored	0	1

GlobalWarranty

John Latvala

December 12, 2017

Logout

Global Warranty Management: Main > Interface With Customer > **View Vehicle Summary**

INTERFACE WITH CUSTOMER | USER OPTIONS

View Vehicle Summary

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

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

→ Investigate Major Assembly History

Vehicle Information

VIN: 1GCGSCEA2G1[redacted] Model: 12N43-2016 COLORADO
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Active
XM Equipped: Y XM Radio ID: [redacted] XM Status: Active
OnStar Vehicle Diagnostics: Y DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	11/04/2016	10/28/2016	42 MI	10/28/2019	36,042 MI
	Corrosion Limited Warranty	11/04/2016	10/28/2016	42 MI	10/28/2022	100,042 MI
	Powertrain Limited Warranty	11/04/2016	10/28/2016	42 MI	10/28/2021	60,042 MI
	Chevrolet Scheduled Maintenance-2 visits	11/04/2016	10/28/2016	42 MI	10/28/2018	24,042 MI

Emission Select Component Ltd Wty	11/04/2016	10/28/2016	42 MI	10/28/2024	80,042 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/16/2017	[redacted]	ZREG----Regular Vehicle Transaction		7422402 - Wire to Wire Repair - Steering	25,468 MI
07/07/2017	[redacted]	ZREG----Regular Vehicle Transaction	Add Credit	7420270 - Power Steering Assist Motor Replacement	17,628 MI
07/07/2017	[redacted]	ZREG----Regular Vehicle Transaction	Full Debit - Reversal	7420270 - Power Steering Assist Motor Replacement	17,628 MI
07/07/2017	[redacted]	ZREG----Regular Vehicle Transaction		7420270 - Power Steering Assist Motor Replacement	17,628 MI
06/12/2017	[redacted]1	ZREG----Regular Vehicle Transaction		4069919 - Engine Concern - Customer Concern Not Duplicated (CCND)	15,671 MI
05/10/2017	[redacted]	ZREG----Regular Vehicle Transaction		3422790 - Communication Interface Module Replacement	14,904 MI
05/08/2017	[redacted]	ZREG----Regular Vehicle Transaction		0600368 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	14,904 MI
03/28/2017	[redacted]	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	11,653 MI
01/05/2017	[redacted]	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	5,088 MI
07/07/2016	[redacted]	ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI
06/18/2016	[redacted]	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: VEH. DISABLED Current

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

Mileage: 25,500
Service advisor: 425
Tag number: T6986

Payment type: VM
Promised time: 03:00 PM
Promised date: 11/30/2017

Waiter: No
Estimate: 0.00
Customer Comments: No

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A CUSTOMER PICK UP THE CAR WENT HOME PARK THE CAR AFTER 30MNS TAKE THE CAR TO GO OUT THE STEERING WHEEL GOT HARD ON HIM AND WASN'T ABLE TPO STEER AND HIT A POLE ON THE DRIVER SIDE. NOW THE STEERING WHEEL DOESN'T TURN NORMAL. NOW THE SERVICE TRACTION LIGHT IS BACK ON.

MISC	W	MISCELLANEOUS	0.00	0.00
Tech(s):				

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

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B COURTESY VEHICLE WASH

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

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

~~~~~~

C** LOANER

MISC	W	MISCELLANEOUS	0.00	0.00
Tech(s):				

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

~~~~~~

D** ENTERPRISE RENTAL PO

MISC	W	MISCELLANEOUS	0.00	0.00
Tech(s):				
SUBL	W	ENTERPRISE RENTAL PO#[redacted]		262.50

Pts: 0.00 Lbr: 0.00 Other: 262.50 Total Line D: 262.50

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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
~~~~~~

GlobalWarranty

John Latvala

December 12, 2017

Logout

Global Warranty Management: Main > Interface With Customer > **View Vehicle Transaction History Detail**

INTERFACE WITH CUSTOMER **USER OPTIONS**

View Vehicle Transaction History Detail

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

For this vehicle:

- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

- → Investigate Major Assembly History

Vehicle Information

VIN: 1GCGSCEA2G1[redacted] Model: 12N43-2016 COLORADO

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Job Card Date: 11/16/2017 **Job Card Number:** [redacted]

Repair Service Agent: 297760

GRIECO CHEVROLET OF FORT LAUDERDALE
1300 N FEDERAL HWY
FORT LAUDERDALE FL 33304-1428
9545677000

Odometer Reading: 25,468 MI

Authorization Code: E7N8

Process Date:
12/08/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0310-Steering/Suspension - Electronics

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6021-Module/Component - Damaged/Cracked

Labour Op 7422402-Wire to Wire Repair - Steering

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 346.15

Job Card Date: 07/07/2017 **Job Card Number:** [redacted]

Repair Service Agent: 297760

GRIECO CHEVROLET OF FORT LAUDERDALE
1300 N FEDERAL HWY
FORT LAUDERDALE FL 33304-1428
9545677000

Odometer Reading: 17,628 MI

Authorization Code:

Process Date:
10/25/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0310-Steering/Suspension - Electronics

Job Card Line #: 1 Transaction Adjustment: Add Credit Cause Code: 6579-Module/Component - Shorted

Labour Op 7420270-Power Steering Assist Motor Replacement

Causal Part Number 000000000022966597-MOTOR KIT-P/S ASST

→See other Parts and/or Net Items Line Total: USD 974.89

Job Card Date: 07/07/2017 **Job Card Number:** [redacted]

Repair Service Agent: 297760
GRIECO CHEVROLET OF FORT LAUDERDALE
1300 N FEDERAL HWY
FORT LAUDERDALE FL 33304-1428
9545677000

Odometer Reading: 17,628 MI
Authorization Code:

Process Date:
10/25/2017
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0310-Steering/Suspension - Electronics
Job Card Line #: 1 Transaction Adjustment: Full Debit Cause Code: 6579-Module/Component - Shorted
Labour Op 7420270-Power Steering Assist Motor Replacement
Causal Part Number 000000000022966597-MOTOR KIT-P/S ASST
→See other Parts and/or Net Items Line Total: USD 974.89

Job Card Date: 07/07/2017 **Job Card Number:** [redacted]

Repair Service Agent: 297760
GRIECO CHEVROLET OF FORT LAUDERDALE
1300 N FEDERAL HWY
FORT LAUDERDALE FL 33304-1428
9545677000

Odometer Reading: 17,628 MI
Authorization Code:

Process Date:
08/14/2017
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0310-Steering/Suspension - Electronics
Job Card Line #: 1 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted
Labour Op 7420270-Power Steering Assist Motor Replacement
Causal Part Number 000000000022966597-MOTOR KIT-P/S ASST
→See other Parts and/or Net Items Line Total: USD 974.89

Job Card Date: 06/12/2017 **Job Card Number:** [redacted]

Repair Service Agent: 297760
GRIECO CHEVROLET OF FORT LAUDERDALE
1300 N FEDERAL HWY
FORT LAUDERDALE FL 33304-1428
9545677000

Odometer Reading: 15,671 MI
Authorization Code:

Process Date:
06/19/2017
Transaction Type:
ZREG----Regular Vehicle

Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0322-Engine/Fuel/Exhaust - Engine Performance
Job Card Line #: [redacted] Transaction Adjustment: Cause Code: 9096-Other - No trouble found - adjusted / reprogrammed
Labour Op 4069919-Engine Concern - Customer Concern Not Duplicated (CCND)
Causal Part Number
Line Total: USD 33.51

Job Card Date: 05/10/2017 **Job Card Number:** [redacted]
Repair Service Agent: 297760 Odometer Reading: 14,904 MI
GRIECO CHEVROLET OF FORT LAUDERDALE Authorization Code: E
1300 N FEDERAL HWY
FORT LAUDERDALE FL 33304-1428
9545677000

Process Date:
05/16/2017
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0290-Audio/Entertainment/Navigation - Other issues
Job Card Line #: 1 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted
Labour Op 3422790-Communication Interface Module Replacement
Causal Part Number
Line Total: USD 55.85

Job Card Date: 05/08/2017 **Job Card Number:** [redacted]
Repair Service Agent: 192106 Odometer Reading: 14,904 MI
MODEL ELECTRONICS Authorization Code:
615 EAST CRESCENT AVE.
RAMSEY NJ 07446-1220

Process Date:
05/18/2017
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0290-Audio/Entertainment/Navigation - Other issues
Job Card Line #: [redacted] Transaction Adjustment: Cause Code: 6017-Module/Component - Broken
Labour Op 0600368-RADIO RECEIVER-RETURN TO AC/DELCO ESC
Causal Part Number 000000000084131941-MODULE ASM-HMI CONT ECCN=5A992
→See other Parts and/or Net Items Line Total: USD 256.33

Job Card Date: 03/28/2017 **Job Card Number:** [redacted]
Repair Service Agent: 297760 Odometer Reading: 11,653 MI

GRIECO CHEVROLET OF FORT LAUDERDALE
1300 N FEDERAL HWY
FORT LAUDERDALE FL 33304-1428
9545677000

Authorization Code:

Process Date:
03/29/2017
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 1 Transaction Adjustment: Cause Code: 9098-Other - Maintenance
Labour Op 0600723-Chevrolet 2 Year Maintenance
Causal Part Number
→See other Parts and/or Net Items
Line Total: USD 35.00

Job Card Date: 01/05/2017 **Job Card Number:** [redacted]

Repair Service Agent: 297760 Odometer Reading: 5,088 MI

GRIECO CHEVROLET OF FORT LAUDERDALE
1300 N FEDERAL HWY
FORT LAUDERDALE FL 33304-1428
9545677000

Authorization Code:

Process Date:
01/06/2017
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 1 Transaction Adjustment: Cause Code: 9098-Other - Maintenance
Labour Op 0600723-Chevrolet 2 Year Maintenance
Causal Part Number
→See other Parts and/or Net Items
Line Total: USD 35.00

Job Card Date: 07/07/2016 **Job Card Number:** [redacted]

Repair Service Agent: 158545 Odometer Reading: 2 MI

LOU BACHRODT CHEVROLET
5500 N STATE RD 7
COCONUT CREEK FL 33073-3703
9542473000

Authorization Code:

Process Date:
07/30/2016
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-
Job Card Line #: 5 Transaction Adjustment: Cause Code: -
Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number
Line Total: USD 555.15

Job Card Date: 06/18/2016 **Job Card Number:** [redacted]

Repair Service Agent: 158545
LOU BACHRODT CHEVROLET
5500 N STATE RD 7
COCONUT CREEK FL 33073-3703
9542473000

Odometer Reading: 1 MI
Authorization Code:

Process Date:
06/18/2016

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

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

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

Labour Op 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD 151.40

Global Warranty Management: Site Map

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LAW 553-FL-ARB-eps 5/14

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

FORM# 35617
DEAL# 133232
STORE# 148

Dealer Number N0509874 Contract Number [redacted]

STK# G1318573
CUST# 4780716

Buyer Name and Address	Co-Buyer Name and Address	Seller - Creditor (Name and Address)
[redacted] FT LAUDERDALE FL [redacted] Buyer's Birth Month: [redacted]	N/A Co-Buyer's Birth Month: N/A	AUTONATION CHEVROLET DELRAY 1111 Linton Blvd. Delray Beach FL 33444

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements in this contract. You agree to pay the Seller-Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis at the Base Rate of 4.39 % per year. The Truth-In-Lending Disclosures below are part of this contract.
You have thoroughly inspected, accepted, and approved the vehicle in all respects.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	CHEVROLET COLORADO	4050	1GCGSCEA2G1[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ N/A

You agree that we advised you whether, based on seller's knowledge, the vehicle was titled, registered, or used as a taxicab, police vehicle, short term rental or is a vehicle that is rebuilt or assembled from parts, a kit car, a replica, a flood vehicle, or a manufacturer buy back.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 18515.00 is
4.39 %	$ 2568.34	$ 21839.06	$ 24407.40	$ 42922.40

Your Payment Schedule Will Be: (e) means an estimate

Number of Payments	Amount of Payments	When Payments Are Due
60	406.79	Monthly beginning 12/12/2016
N/A	N/A	N/A

Or As Follows: N/A

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

WARRANTIES SELLER DISCLAIMS
Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties, express or implied, on the vehicle, and there will be no implied warranties of merchantability or of fitness for a particular purpose.
This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

Returned Payment Charge: If any check or other payment instrument you give us is dishonored or any electronic payment you make is returned unpaid, you will pay a charge of $25 if the payment amount is $50 or less; $30 if the payment amount is over $50 but not more than $300; $40 if the payment amount is over $300; or such amount as permitted by law.

Florida documentary stamp tax required by law in the amount of $ 76.65 has been paid or will be paid directly to the Department of Revenue.
Certificate of Registration No. [redacted].

You assign all manufacturer rebates and cash back incentives used as a downpayment on this contract to seller. You agree to complete all documents required for assignment of rebates and incentives.

SELLER'S RIGHT TO CANCEL - If Buyer and Co-buyer sign here, the provisions of the Seller's Right to Cancel section on page 5 of this contract, which gives the Seller the right to cancel if Seller is unable to assign this contract within 20 days, will apply. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Seller a charge of $ 99.00 per day from the date of cancellation until the vehicle is returned or repossessed.

X _____ X N/A
Buyer Signs Co-Buyer Signs

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X _____ Co-Buyer Signs X N/A
If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.
See the rest of this contract for other important agreements.

ITEMIZATION OF AMOUNT FINANCED

1	Cash Price (Including $ 2217.85 sales tax)		$ 38746.55 (1)
2	Total Downpayment =		
	Gross Trade-In Allowance	$ N/A	
	Less Pay Off Made By Seller (e)	$ N/A	
	Equals Net Trade In	$ N/A	
	+ Cash	$ 15000.00	
	+ Other REBATE	$ 3515.00	
	(If total downpayment is negative, enter "0" and see 4J below)		$ 18515.00 (2)
3	Unpaid Balance of Cash Price (1 minus 2)		$ 20231.55 (3)
4	Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):		
A	Cost of Optional Credit Insurance Paid to Insurance Company or Companies.		
	Life $ N/A		
	Disability $ N/A		$ N/A
B	Vendor's Single Interest Insurance Paid to Insurance Company		$ N/A
C	Other Optional Insurance Paid to Insurance Company or Companies		$ N/A
D	Optional Gap Contract		$ N/A
E	Official Fees Paid to Government Agencies		$ N/A
F	Government Documentary Stamp Taxes		$ 76.65
G	Government Taxes Not Included In Cash Price MBI TAX		$ 39.36
H	Government License and/or Registration Fees		
	TIRE FEE(5.00) BATT FEE(1.50) LIC REG 400.00		$ 406.50
I	Government Certificate of Title Fees		$ N/A
J	Other Charges (Seller must identify who is paid and describe purpose)		
	to N/A for Prior Credit or Lease Balance (e)		$ N/A
	to SAFEGUARD for VEHICLE PROTECTION P		$ 656.00
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	to SAFEGUARD for TIRE AND WHEEL PROTE		$ 429.00
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	Total Other Charges and Amounts Paid to Others on Your Behalf		$ 1607.51 (4)
5	Loan Processing Fee Paid to Seller (Prepaid Finance Charge)		$ 0.00 (5)
6	Amount Financed (3 plus 4)		$ 21839.06 (6)

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 6, is paid in full on or before N/A , Year N/A . SELLER'S INITIALS N/A

Used Car Buyers Guide. The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.
Spanish Translation: Guía para compradores de vehículos usados. La información que ve en el formulario de la ventanilla para este vehículo forma parte del presente contrato. La información del formulario de la ventanilla deja sin efecto toda disposición en contrario contenida en el contrato de venta.

OPTIONAL SERVICE CONTRACTS

You are not required to buy a service contract to obtain credit. Your choice of service contract providers for any service contracts you buy will not affect our decision to sell or extend credit to you.

REJECTION OR REVOCATION

If you are permitted under Florida's Uniform Commercial Code to reject or revoke acceptance of the vehicle and you claim a security interest in the vehicle because of this, you must either: (a) post a bond in the amount of the disputed balance; or (b) deposit all installment payments as they become due into the registry of a court of competent jurisdiction.

SERVICING AND COLLECTION CONTACTS

You agree that we may try to contact you in writing, by e-mail, or using pre-recorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.

APPLICABLE LAW

Federal law and the law of the state of our address shown on page 1 of this contract apply to this contract.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

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

I want to buy a gap contract.

Buyer Signs X N/A

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on page 6 of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.
Buyer Signs X _____ Co-Buyer Signs X N/A

Insurance. You may buy the physical damage insurance this contract requires from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both ☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Term N/A Term N/A

Premium: Credit Life $ N/A Credit Disability $ N/A

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

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

X N/A (Buyer) N/A (Date) X N/A (Co-Buyer) N/A (Date)

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgement if the proposed credit life insurance policy does not contain this restriction.)

X N/A (Buyer) N/A (Date) X N/A (Co-Buyer) N/A (Date)

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

X N/A (Buyer) N/A (Date) X N/A (Co-Buyer) N/A (Date)

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term) Premium $ N/A

Insurance Company Name & Address

N/A

☐ N/A (Type of Insurance) N/A (Term) Premium $ N/A

Insurance Company Name & Address

N/A

☐ N/A (Type of Insurance) N/A (Term) Premium $ N/A

Insurance Company Name & Address

N/A

☐ N/A (Type of Insurance) N/A (Term) Premium $ N/A

Insurance Company Name & Address

N/A

☐ N/A (Type of Insurance) N/A (Term) Premium $ N/A

Insurance Company Name & Address

N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A (Buyer Signature) N/A (Date) X N/A (Co-Buyer Signature) N/A (Date)

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

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is** $ N/A and is also shown in item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

You authorize us to purchase Vendor's or Lender's Single Interest Insurance.

Buyer Signs X N/A Co-Buyer Signs X N/A Date: N/A

OTHER IMPORTANT AGREEMENTS

1. **FINANCE CHARGE AND PAYMENTS**
   a. **How we will figure Finance Charge.** We will treat any Prepaid Finance Charge as fully earned on the date of this contract. We will figure the rest of the finance charge on a daily basis at the Base Rate on the unpaid part of your Principal Balance. Your Principal Balance is the sum of the Amount Financed and the Prepaid Finance Charge, if any.
   b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of your Principal Balance and to other amounts you owe under this contract in any order we choose.
   c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on page 1 of this contract on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.
   d. **You may prepay.** You may prepay all or part of your Principal Balance at any time. If the contract is paid in full within six months after the date you sign it, we may impose an acquisition charge, not exceeding $75, for services performed on your behalf for processing this contract. If you prepay, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.
   e. **You may ask for a payment extension.** You may ask us for a deferral of the scheduled due date of all or any part of a payment (extension). If we agree to your request, we may charge you a $15 extension fee. You must maintain the physical damage insurance required by this contract (see 2.d.) during any extension. If you do not have this insurance, we may buy it and charge you for it as this contract says. You may extend the term of any optional insurance you bought with this contract to cover the extension if the insurance company or your insurance contract permits it, and you pay the charge for extending this insurance.
   If you get a payment extension, you will pay additional finance charges at the Base Rate on the amount extended during the extension. You will also pay any additional insurance charges resulting from the extension, and the $15 extension fee if we charge you this fee.

2. **YOUR OTHER PROMISES TO US**
   a. **If the vehicle is damaged, destroyed, or missing.** You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.
   b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.
   c. **Security Interest.**
   You give us a security interest in:
   - The vehicle and all parts or goods put on it;
   - All money or goods received (proceeds) for the vehicle;
   - All insurance, maintenance, service, or other contracts we finance for you; and
   - All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

   This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle.
   d. **Insurance you must have on the vehicle.**
   You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium of the insurance and a finance charge at the highest rate the law permits. If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.
   e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we obtain a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

3. **IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES**
   a. **You may owe late charges.** You will pay a late charge on each late payment as shown on page 1 of this contract. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments.
   If you pay late, we may also take the steps described below.
   b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once. Default means:
   - You do not pay any payment on time;
   - You give false, incomplete, or misleading information on a credit application;
   - You start a proceeding in bankruptcy or one is started against you or your property; or
   - You break any agreements in this contract.

   The amount you will owe will be the unpaid part of your Principal Balance plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.
   c. **You may have to pay collection costs.** If we hire an attorney to collect what you owe, you will pay the attorney's fee and court costs as the law allows. This includes any attorneys' fees we incur as a result of any bankruptcy proceeding brought by or against you under federal law.

d. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device, you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you at your expense. If you do not ask for these items back, we may dispose of them as the law allows.

e. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.

f. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle. We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us. If you do not pay this amount when we ask, we may charge you interest at a rate not exceeding the highest lawful rate until you pay.

g. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

Seller's Right to Cancel

a. **Seller agrees to deliver the vehicle to you on the date this contract is signed by Seller and you. You understand that it may take a few days for Seller to verify your credit, locate financing for you on the exact terms shown on page 1 of this contract, and assign this contract to a financial institution. You agree that Seller has the number of days stated on page 1 of this contract to assign this contract. You agree that if Seller is unable to assign this contract within this time period to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel this contract. Seller's right to cancel this contract ends upon assignment of this contract.**

b. **If Seller elects to cancel per Paragraph a above, Seller will give you written notice (or in any other manner in which actual notice is given to you). In that event, you may have the option of negotiating and signing a new contract with different financing terms (for example, a larger down payment, a higher annual percentage rate, a required cosigner, etc.) or you may pay with alternate funds arranged by you.**

c. **Upon receipt of the notice of cancellation, you must return the vehicle to Seller within 48 hours in the same condition as when sold other than reasonable wear for the time you had it. Except as described below, Seller must give you back all consideration Seller has received from you in connection with this contract.**

d. **If you do not return the vehicle within 48 hours after receipt of the notice of cancellation, you agree that Seller may use any lawful means to take it back (including repossession if done peacefully) and you will be liable for all expenses incurred by Seller in taking the vehicle from you, including reasonable attorney's fees. If you fail to return the vehicle within 48 hours after receipt of the notice of cancellation, you agree to pay Seller the charge shown in the Seller's Right to Cancel provision on page 1 of this contract for each day you do not return the vehicle after receipt of the notice of cancellation.**

e. **While the vehicle is in your possession, all terms of this contract, including those relating to use of the vehicle and insurance for the vehicle, are in full force and you assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair of any damage done to the vehicle while the vehicle is in your possession. Seller may deduct from any consideration due to you under paragraph c. above Seller's reasonable costs to repair the vehicle and any daily charges you incur if you fail to return the vehicle within 48 hours after receipt of the notice of cancellation. If Seller cancels this contract, the terms of this Seller's Right to Cancel provision (including those on page 1 of this contract) remain in effect even after you no longer have possession of the vehicle.**

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

Buyer Signs X _____ Co-Buyer Signs X N/A

10/28/2016, 09:21 pm

ARBITRATION PROVISION
PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, 1633 Broadway, 10th Floor, New York, New York 10019 (www.adr.org), or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of $5000, unless the law or the rules of the chosen arbitration organization require us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the vehicle, to recover a deficiency balance, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Provision, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Provision shall be unenforceable.

Trade-In Vehicle	Trade-In Vehicle
Year N/A Make N/A	Year N/A Make N/A
Model N/A	Model N/A
VIN N/A	VIN N/A
Gross Trade-In Allowance $ N/A	Gross Trade-In Allowance $ N/A
Payoff Made by Seller $ N/A (e)	Payoff Made by Seller $ N/A (e)
Lienholder N/A	Lienholder N/A

You assign to Seller all of your rights, title and interest in such trade-in vehicle(s). Except as expressly stated to Seller in writing, you represent that your trade-in vehicle(s) has not been involved in an accident, has not had any major body damage or required any major engine repair, and was not previously used as a taxicab, police vehicle, short term rental or is a vehicle that is rebuilt or assembled from parts, a kit car, a replica, a flood vehicle, or a manufacturer buy back.

Buyer Initials N/A **Co-Buyer Initials** N/A

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the trade-in payoff amount shown above and in Item 2 of the Itemization of Amount Financed as the Pay Off Made by Seller. You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown above and in Item 2 to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown above and in Item 2 you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown above and in Item 2 Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on page 5 of this contract, any assignee of this contract will not be obligated to pay the Pay Off Made by Seller shown above and in Item 2 or any refund.

Buyer Signature X N/A **Co-Buyer Signature X** N/A

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

NOTICE TO THE BUYER: a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You acknowledge that you have read all pages of this contract, including the arbitration provision above, before signing below. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X Date 10/28/2016 Co-Buyer Signs X N/A Date N/A

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X N/A Address N/A

Seller Signs AUTONATION CHEVROLET DELRAY Date 10/28/2016 By X Title N/A

Seller assigns its interest in this contract to JP MORGAN CHASE BANK NA (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☒ Assigned without recourse ☐ Assigned with limited recourse

Seller AUTONATION CHEVROLET DELRAY By Title N/A

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THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

FORM# 35003 DEAL# 133232 STORE# 148 STK# G1318573 CUST# 4780716

RETAIL PURCHASE AGREEMENT

AUTONATION CHEVROLET DELRAY
1111 Linton Blvd.
Delray Beach, FL 33444
(561) 278-3225

(REFERRED TO AS "SELLER" OR "DEALER")

DATE	SALES	SALES MGR	CFS MGR
10/28/2016	JUSTICE CARABALLO	JOHN ABDUL	MICHAEL ARBITMAN

PURCHASER [redacted]
ADDRESS [redacted]
[redacted] FT LAUDERDALE FL [redacted]
H [redacted] W: [redacted] N/A

CO-PURCHASER N/A
ADDRESS N/A
N/A
N/A N/A N/A

PURCHASE VEHICLE ☒ NEW ☐ USED ☐ DEMO

YEAR/MAKE: 2016 CHEVROLET
MODEL/COLOR: COLORADO BLACK
VIN: 1GCGSCEA2G1[redacted] MILEAGE: 43
CYL/ENGINE SIZE/TRANS: 4 2.5L 4 Cyl A

TRADE-IN VEHICLE 1

YEAR/MAKE/MODEL: N/A
VIN: N/A MILEAGE: N/A

TRADE-IN VEHICLE 2

YEAR/MAKE/MODEL: N/A
VIN: N/A MILEAGE: N/A

Complete Trade-In Vehicle information, Lienholder/Payoff Information, and Trade-In Vehicle representations are contained on the Trade Vehicle Payoff Authorization form. The Trade Vehicle Payoff Authorization form is incorporated by reference and made a part of this Purchase Agreement.

CUSTOMER INITIALS N/A

*OPTIONAL ACCESSORIES / PRODUCTS / SERVICES: You have elected to purchase the optional items listed. The Seller does not require you to purchase any of these items. The amount for these items represents cost and profit to the Seller. Please review TERMS AND CONDITIONS on subsequent pages.

**This charge represents costs and profit to the Dealer for items such as inspecting, cleaning, adjusting vehicles, and preparing documents related to the sale.

WARRANTY STATEMENT

WE ARE SELLING THIS VEHICLE TO YOU AS-IS AND WE EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, UNLESS OTHERWISE INDICATED BELOW. ALL WARRANTIES, IF ANY, BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR OTHER SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. WE NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR US ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE AND THE RELATED GOODS AND SERVICES. IF WE SELL A SERVICE CONTRACT ON OUR OWN BEHALF, ANY IMPLIED WARRANTIES WILL APPLY ONLY WITH RESPECT TO THE ITEMS COVERED IN THE SERVICE CONTRACT. YOU ACKNOWLEDGE THAT IT HAS NOT BEEN REPRESENTED TO YOU BY ANY AGENT OF THE SELLER THAT THE VEHICLE WHICH IS THE SUBJECT OF THIS PURCHASE HAS NOT EVER SUSTAINED DAMAGE PRIOR TO THIS PURCHASE.

CONTRACTUAL DISCLOSURE STATEMENT (USED VEHICLES ONLY) THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. YOU UNDERSTAND THAT YOU HAVE THE RIGHT TO HAVE THE USED VEHICLE INSPECTED AND/OR OBTAIN A CARFAX REPORT. HOWEVER, YOU UNDERSTAND THAT THE SELLER IS NOT AFFILIATED WITH CARFAX. THE SELLER HAS NOT VERIFIED ANY OF THE INFORMATION CONTAINED IN THE CARFAX REPORT, AND THE SELLER IS NOT RESPONSIBLE FOR ANY INACCURACIES CONTAINED IN THE CARFAX REPORT.

☐ USED VEHICLE LIMITED WARRANTY APPLIES. We are providing the attached Used Vehicle Limited Warranty in connection with this transaction. Any implied warranties are limited in duration to the term of the Used Vehicle Limited Warranty.

ITEMIZATION OF COSTS

BASE SELLING PRICE	$	35730.00

SELLER INSTALLED EQUIPMENT: The following options have been provided through Dealer, and are not products of the Manufacturer. Any warranty on these items is not through the Manufacturer.

OPTIONAL ACCESSORIES / PRODUCTS / SERVICES*

SERVICE CONTRACT	+	656.00
N/A	+	N/A
TIRE AND WHEEL PROTECTION	+	429.00
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
TOTAL SELLING PRICE INCLUDING ACCESSORIES	=	36815.00
LESS DISCOUNT	-	N/A
TRADE-IN 1 ALLOWANCE	-	N/A
TRADE-IN 2 ALLOWANCE	-	N/A
CASH DIFFERENCE	=	36815.00
DEALER SERVICES FEE**	+	699.95
FLORIDA BATTERY FEE	+	1.50
FLORIDA TIRE FEE	+	5.00
TAG AGENCY FEE / ELEC FILING**	+	98.75
N/A	+	N/A
N/A	+	N/A
TAXABLE SUBTOTAL	=	37620.20
SALES TAX @ 6.00%	+	2257.21
N/A	+	N/A
N/A	+	N/A
N/A	+	N/A
REG/TAG/TITLE FEES	+	400.00
N/A	+	N/A
SUBTOTAL	=	40277.41
BALANCE OWED ON TRADE-IN(S)	+	N/A
N/A	+	N/A
N/A	+	N/A
N/A	+	N/A
TOTAL DUE	=	40277.41
FACTORY CASH / REBATE ASSIGNED TO DEALER	-	3515.00
DEPOSIT / PARTIAL PAYMENT	-	15000.00
UNPAID BALANCE DUE	=	21762.41

By signing below, I represent that I am at least 18 years of age and have authority to enter into this Agreement. I have read the terms and conditions of this Agreement, including those that appear on the subsequent pages (which I agree to the same as if they were printed above my signature) and hereby acknowledge that this Agreement is complete and accurately reflects the negotiations and agreements between the Seller and myself. If I did not understand any of the above, I have had my own representative and agent read and explain in my native language (or have had the opportunity but have elected not to do so) all of the above and foregoing.

PURCHASER/CO-PURCHASER ACKNOWLEDGES HE OR SHE HAS READ ALL OF THE FOREGOING AND HAS RECEIVED A TRUE COPY OF THIS AGREEMENT.

ACCEPTED BY
MICHAEL ARBITMAN SELLER (MANAGER)

PURCHASER

NO REPRESENTATIONS HAVE BEEN MADE THAT ARE NOT SET FORTH HEREIN

CO-PURCHASER
N/A

MAKE SURE YOU RECEIVE A SIGNED COMPANY RECEIPT FOR ANY CASH TENDERED ON THIS TRANSACTION.

TERMS AND CONDITIONS

1. Terms Used In This Agreement: This Retail Purchase Agreement contains the following words and phrases that appear throughout this Agreement and have particular meanings:
   a. Agreement - Means this Retail Purchase Agreement together with any documents incorporated into this Agreement by reference, whether such reference is made in this Agreement or the document itself.
   b. You, Your - Means a Purchaser as shown on this Agreement who is initiating this transaction.
   c. We, Us, Our - Means the Seller/Dealer that is identified on the front side of this Agreement and its Authorized Representatives.
   d. Manufacturer - Means the company that manufactured the Vehicle or chassis.
   e. Vehicle - Means the Vehicle described on the front of this Agreement that You are purchasing from Us.
   f. Trade-In Vehicle - Means the vehicle You are delivering to Us as part of this transaction to be applied against the Selling Price of the Vehicle You are purchasing.
2. In the event the Manufacturer changes or modifies the design of any part or accessory of the Vehicle after Your order for the Vehicle has been entered by Us, You will not have any claim or right against Us if the Vehicle does not contain such changes or modifications, nor shall We be required to effect such changes or modifications to the Vehicle.
3. In the event the price to You of the Vehicle ordered is changed by the Manufacturer prior to delivery to You, (ie., there is an increase in the cost of the Vehicle to Us), We may increase the price of the Vehicle and You agree to pay such adjusted price. We may also increase the price of the Vehicle and You agree to pay such adjusted price if You request the addition of new equipment or the addition of new equipment is required by state or federal law or if the price increase is caused by state or federal tax rate changes.
4. You agree that We are not liable for any damages resulting from Our failure to deliver the Vehicle if the failure is caused by an accident, fire, act of nature or any other causes beyond Our control. This Agreement may be renegotiated or canceled (with full refund of any deposit/partial payment) if the Vehicle is not delivered to You as specified on the front side of this Agreement. If You have delivered a Trade-In Vehicle to Us, the Trade-In Vehicle shall be returned to You, or if the Trade-In Vehicle is not available, refund to You the actual value of the Trade-In Vehicle.
5. Any Trade-In Vehicle delivered by You to Us in connection with this transaction shall be accompanied by a title or documents sufficient to enable Us to obtain a title to the Trade-In Vehicle in accordance with applicable state law. You warrant that the Trade-In Vehicle delivered to Us is properly titled to You, has never been titled a salvage, junk, rebuilt or lemon buyback vehicle, that the engine block of such Trade-In Vehicle is not cracked and the frame of such Trade-In Vehicle has not suffered any damage whatsoever, the vehicle identification number of such Trade-In Vehicle has not been altered or changed and corresponds to the vehicle identification number which appears on the certificate of title, such Trade-In Vehicle has not suffered any flood or water penetration damage, has never been used in police or taxi service, that You have the right to sell or to otherwise convey such Trade-In Vehicle, the Trade-In Vehicle is not a gray market vehicle, is free and clear of liens or encumbrances except as may be noted on the front side of this Agreement; that all air pollution control equipment is on the Trade-In Vehicle and appears properly connected and undamaged; and, unless You tell Us otherwise in writing, that You have not removed equipment from the Trade-In Vehicle and that the odometer reading shown is accurate. If any of the foregoing representations and warranties shall prove untrue or incorrect, We may, at our sole option, retain the Trade-In Vehicle and collect damages or rescind the purchase of the Trade-in Vehicle. You agree Your failure to comply with this paragraph five (5) will result in Your obligation to deliver to Us the value of the Trade-In Vehicle in cash.
6. If You are delivering a Trade-In Vehicle to Us in connection with this purchase transaction and the delivery will not be made until delivery of the Vehicle being purchased from Us, the Trade-in Vehicle shall be reappraised at the time of redelivery to Us and such reappraised value shall determine the allowance made for such Trade-In Vehicle. The reappraised amount shall be the amount allowed for the Trade-In Vehicle in this transaction. If You are dissatisfied with the reappraisal, You may cancel this Agreement with full refund of any deposit/partial payment, provided that the cancellation occurs prior to You taking delivery of the purchased Vehicle.
7. If the value of a Trade-In Vehicle was applied by You against the purchase price of the Vehicle, You understand that the amount allowed for the Trade-In Vehicle may not equate to the actual cash value of the Trade-In Vehicle. In fact, the amount allowed may exceed the actual cash value of Your Trade-In Vehicle. If the purchase of the Vehicle is not consummated for any reason you shall not be entitled to any such over-allowance and will receive only the actual cash value of your Trade-In Vehicle.
8. You acknowledge and agree that You have given us permission to contact the lienholder on Your Trade-In Vehicle(s) in order to obtain payoff information regarding the Trade-In Vehicle(s) described in this Agreement. You understand that information about Your account(s) is private and that the lienholder(s) may be asked to reveal nonpublic personal information about You to Us. In accordance with federal and state privacy laws, You hereby authorize the lienholder(s) to release Your payoff information to Us and answer any questions that We have with respect to Your account(s). This information will be used only in connection with the transaction that You have initiated and only for the purposes for which it has been provided.
9. In the event of any failure by You to perform Your obligations under this Agreement including, but not limited to, any failure to take delivery of or to pay the agreed upon price for the Vehicle, We shall be permitted to retain an amount equal to any actual damages and reasonable expenses We incur due to Your default. If You have delivered a Trade-In Vehicle to Us as part of this transaction, We may return the Trade-In Vehicle to You if We have not already sold it. If We have already sold the Trade-In Vehicle, We will refund the actual cash value of the Trade-In Vehicle at the time the return is made less the balance owed on the Trade-In Vehicle as reflected on the front side of this Agreement. In the event We have satisfied the lien(s) on the Trade-In Vehicle(s), You shall be responsible for paying to Us the balance owed on the Trade-In Vehicle(s) if the balance owed exceeds the Trade-In Allowance disclosed on the front side of this Agreement.
10. All pages including the reverse side of this Agreement and any documents incorporated by reference comprise the entire agreement affecting this sale. You agree to sign any and all documents necessary to complete the terms of this sale. If You have executed an Arbitration Agreement in conjunction with this Agreement such Arbitration Agreement shall be incorporated herein by reference and made a part of this Agreement.
11. YOU ACKNOWLEDGE THAT YOU ARE NOT RELYING UPON ANY STATEMENT OR PROMISE BY ANY SALES PERSON, SALES MANAGER, OR ANY OTHER EMPLOYEE OF OURS THAT IS NOT CONTAINED IN ANY WRITTEN DOCUMENT EXECUTED BY US AND YOU. **SPECIFICALLY, YOU HAVE NOT RELIED UPON ANY STATEMENT OR PROMISE REGARDING THE PRIOR OWNER OR USE OF THE USED VEHICLE, OR THE CONDITION OR ACCIDENT HISTORY OF THE USED VEHICLE.**

Buyer: _____ Co-Buyer: N/A
Initial Initial

12. If this is a cash sale, payment is demanded and due on delivery of the Vehicle. If any payment to Us, whether as a deposit or full or partial payment, is made by check, which is subsequently dishonored, You agree that, within 24 hours following written or oral notice from Us that the check has been dishonored, You will (1) pay the amount of the returned check, along with a $25 dishonored check fee, in cash or certified funds, or (2) return the vehicle to Us. If You fail to timely pay the amount of the returned check and applicable charges in good funds or return the Vehicle to Us, We may, at our sole option, pursue all available legal remedies that We may have, including (1) reaffirming the Agreement and holding you contractually liable for the Unpaid Balance Due, as shown on the front of this Agreement, or (2) canceling the sale and retaking immediate possession of the Vehicle and collecting 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 that occurred while the Vehicle was in your possession or under your control and a daily rental charge of $99 for each day that the Vehicle remained in your possession provided that this Agreement was not conditioned upon the purchase of Your installment contract by a third party financial institution. In the event that Your check is dishonored, we may also retain title to the Vehicle purchased through issuance of such check until full payment is received for the dishonored check and applicable bad check charges.

13. **YOU SHALL NOT BE ENTITLED TO RECOVER FROM US ANY CONSEQUENTIAL DAMAGES, DAMAGES TO OTHER PROPERTY, MENTAL ANGUISH, DAMAGES FOR LOSS OF USE OF THE VEHICLE OR THE TRADE-IN VEHICLE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, DAMAGE TO CREDIT OR CREDIT REPUTATION, OR ANY OTHER DIRECT OR INCIDENTAL DAMAGES ARISING DIRECTLY OR INDIRECTLY FROM THIS AGREEMENT.**

14. If any provision of this Agreement is determined to be unenforceable, such provision shall be considered severed from the remaining provisions of this Agreement and such remaining provisions shall be and remain in full force and effect.

15. The provisions of this Agreement shall survive the consummation of Your purchase of the Vehicle.

16. This Agreement shall not become binding upon Us until accepted by Our authorized manager, and if a credit purchase, (1) appropriate financing disclosures are made and (2) a retail installment contract and purchase money security agreement ("Contract") is executed by You and Us. If this Agreement is part of a credit purchase, this offer is only an offer to purchase the Vehicle and no financing relationship is created by this Agreement, nor does this Agreement constitute an agreement for the extension of credit. A credit purchase is subject to credit approval of a third party financing institution and acceptance of the retail installment contract by a financing institution.

17. If this Agreement is part of a credit purchase, We are not acting as an agent for You in obtaining financing and We may retain a portion of the finance charge stated on the face of the retail installment contract entered into between You and Us. Additionally, waste tire fees and lead-acid battery fees, if applicable and if included in the selling price of a purchased or leased Vehicle are payable to the State of Florida Department of Revenue.

18. JURISDICTION / VENUE: The sole and exclusive venue for any dispute or litigation arising under or concerning this Agreement shall be in the courts located in and for the county in which Dealer is located, and the parties irrevocably consent to the jurisdiction of said courts. Any and all arbitration proceedings shall also take place in the county where the Dealer is located, unless agreed otherwise by the parties. This Agreement shall be construed and governed by the laws of the state in which Dealer is located. In the event of any dispute or litigation arising under or concerning this Agreement, the prevailing party shall be entitled to recover its costs and expenses including court costs and reasonable attorney's fees.

19. I understand that I am taking possession of this Vehicle prior to approval from a financial institution and that this transaction is conditioned upon approval by a lender and funding to the Dealer. I further understand that by taking possession of this Vehicle I have agreed to its purchase at the price agreed upon with the Dealer as shown on the Contract.

    I give the Dealer authorization to investigate my credit and place the Contract with the lender of their choosing. I understand that if the Dealer is unable to obtain final funding of the Contract within twenty (20) business days, or if I am unable to obtain financing of my own within 24 hours after notification from the Dealer that financing has been denied, I will be required to return the Vehicle to the Dealer. I agree that if I do not promptly return the Vehicle that the Dealer may repossess the Vehicle from me wherever it may be found. If a lender requires additional conditions from me before accepting the Contract, I will use my best efforts to immediately comply with such conditions. If I do not meet or agree to accept any additional conditions or terms, the Contract will be void. I agree that Dealer may apply all or any portion of any monies held by Dealer (such as deposits, down payments, trade in vehicle funds, etc.) against any damages or losses incurred by Dealer arising from my failure to return the Vehicle or damages to the Vehicle.

    I agree that the Dealer has the right to rely on any representation made by me in connection with this Agreement and the Contract, including information I provided on the credit application. In the event any representations are incorrect or false, the Dealer has the right to cancel the Agreement and the Contract immediately.

    I understand that I am liable for any personal injuries and physical damage that might occur to the Vehicle or to other persons or property due to my operation of the Vehicle, including any fines charged against the Vehicle, even in the event that I'm required to return the Vehicle. I agree to indemnify the Dealer against such losses. In addition, I have provided evidence of collision/comprehensive and liability insurance which will cover any damage which might occur to the Vehicle or other property or persons during my operation of the Vehicle. I am solely responsible for obtaining and maintaining physical damage and liability insurance on the Vehicle at all times as required by the Contract and/or applicable law. **Until this is final, I am responsible for any payments due or to come due on my trade-in Vehicle.**

Buyer: _____ Co-Buyer: N/A

Initial Initial

5

OF ENVELOPE TO THE RIGHT
RESS, FOLD AT DOTTED LINE

IED MAIL®

[redacted]

Chevy Motor Division
Chevy Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

RECEIVED DEC 05 2017

48232$5170 B051

[redacted]

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

ATTENTION: Chevy Legal/Customer Care,

Re: [redacted]

On 2/28/2017, I bought a new Colorado truck at Ben Mynatt Chevrolet. Unfortunately, the following week with the odometer reading 30 miles, I brought my truck into service with a pulling and shaking issue. Ben Mynatt's Service Manager, Bill Wilsman, told me that it cannot be serviced until 700 miles for the shocks to "settle". The truck was brought in at 700 miles and I was dismissed and told that NC roads are not to quality and is giving the Colorado the problems it has.

Finally, after much complaining, they serviced the truck. When they could not fix the issue they told me this is how I'll have to keep the truck, as it is unfixable at 1448 miles and there is nothing to be done, and that all their trucks have this behavior. At the next service interval, 7008 miles, the truck was brought to Wayne Thomas Chevy and the problems quickly worsened. Since this date multiple repair attempts have been made and the resolution I was given was again that the truck is unfixable and the problems are a characteristic of the vehicle. Bill Wilsman told me the final solution to the problem would be to look at the truck's black box to find out why the issue is happening, but that it is not worth their time unless I wreck the vehicle. Bill made sure to inform me that he will personally make sure I will be held responsible for all of the trucks problems if that happens. Lastly, Bill Wilsman informed me that my warranty is voided and that Chevy has rejected to work on my truck in the future and that it is his 'Dealer Right' to do so and will be enforced by all North Carolina Chevy dealers that I bring my truck to.

Only one resolution has been offered to me by Ben Mynatt Chevy, which is that I can trade in my current Colorado for another Colorado of the same build, but I will have to sign off my right to a warranty and all future service by all North Carolina Chevy dealers if I do. This resolution is being enforced by the owner.

I am requesting a full refund of the vehicle I purchased and all service bills associated with the truck refunded. I am also requesting an apology from every employee that mistreated me during this process or reimbursement for time off for the stress the employees caused me. Every dealer that the truck has been brought to, the Service Manager personally told me to leave and that my truck is banned from being serviced so that a repair option is no longer viable. The truck has also developed the problems listed below that are not being addressed or told are unfixable:

- The vehicle periodically vibrates violently out of control at highway speeds and will not stop shaking unless you come to a complete stop.
- The vehicle's steering wheel has to be held to the left against resistance to maintain a straight vector of travel. If the wheel is centered the truck will make a right turn. This problem is consistent on all roads.
- The vehicle's speedometer will sway left and right becoming inaccurate to read.
- The vehicle will vibrate when in park periodically.
- The vehicle will periodically display a message "Doors are open" and the truck will unlock then relock the doors when in travel while never coming to a stop.

These problems have been confirmed by Chevy techs only to have the service managers tell me that the techs weren't qualified to assess the vehicle. I am uncomfortable going back into a Chevy dealership after my 11/06/2017 visit to address the truck's problems. I was threatened, mocked, and insulted by the Team Chevy Service Manager Chris Jennings for bringing my truck in again and I was turned away.

I do not feel safe in the vehicle and am worried these problems will inhibit my ability to travel safely in the vehicle.

This is your last chance to make amends and I expect a response by December 7th, 2017.

[redacted]

11/21/2017

Connecting... An agent will be with you shortly.

Caller English

System [12:37:19 PM]:

Welcome to chat.

Scott [12:37:42 PM]:

Thank you for contacting Chevrolet Customer Assistance. My name is Scott. Your safety is very important to us at Chevrolet, so please remember to not use any hand held device whenever you are driving. I see you are chatting in for a recall question on your vehicle. How can I assist you today, [redacted]?

[redacted] [12:38:20 PM]:

God day. I am concerned with the steering recall on my chevy colorado 2015

[redacted] [12:39:57 PM]:

I have brought it in & it was corrected. But I am still hearing noises from steering & when going slow over bumps the steering jiggles

[redacted] [12:40:16 PM]:

I bought my truck new

[redacted] [12:41:07 PM]:

I have complained since all this time & have had Davis Chevy check my truck

[redacted] [12:41:24 PM]:

They never find any problems

Scott [12:42:25 PM]:

I am sorry to hear you are experiencing this concern with the steering, [redacted]. I pulled the VIN up and there are currently no open recalls for this concern with the steering. We also have a great self-service tool on our website where you can check your vehicle for Recalls at my.gm.com/recalls and www.nhtsa.gov/alerts. I do see there is a recall that is closed for the lost of steering assist.

[redacted] [12:42:45 PM]:

Called GM & they have not returned my call

[redacted] [12:43:49 PM]:

The recall was back in 2015 a few months after I bought my truck

[redacted] [12:44:30 PM]:

I have used that site before. I received the recall in the mail in 205

[redacted] [12:44:51 PM]:

2015

[redacted] [12:46:09 PM]:

In 3 yrs I only have 18699 miles. .

Scott [12:46:47 PM]:

To clarify are you referring to the loss of steering assist safety recall, RoseMarie?

[redacted] [12:48:05 PM]:

I guess. It was a recall in 2015 that I received. I was scared to know there was a problem w/steering

[redacted] [12:49:03 PM]:

They kept my truck for a few days

Scott [12:50:50 PM]:

What I can advise is you will need to take the vehicle to a Chevrolet Certified Dealership to have them diagnose the concern to see if the concern you are experiencing with the steering is related to the safety recall that was performed, [redacted]e.

Scott [12:50:54 PM]:

The information you entered into the pre-chat form for your name, email address, and phone number is accurate and I can use for documentation?

[redacted] [12:52:09 PM]:

I hve for 3 yrs. I use Davis Chevy in Gainsville, Fl where I bought the truck. They said that nothing is wrong.

[redacted] [12:52:50 PM]:

All info I have given is vorrect

[redacted] [12:53:29 PM]:

Correct

Scott [12:53:32 PM]:

Thank you!

Scott [12:54:11 PM]:

When was the last time the vehicle was at the dealership for this concern with the steering, [redacted]?

[redacted] [12:55:15 PM]:

Two weeks ago. They kept my truck for 4 days. They told me nothing was wrong & they didn't hear the noise.

[redacted] [12:56:11 PM]:

The noise & shimmy in steering is there still

Scott [12:56:19 PM]:

I appreciate you providing that information, [redacted]. I will need to place you on a 2-5 minute hold while I further research this today. Is that okay?

[redacted] [12:56:58 PM]:

Ok.

Scott [12:57:04 PM]:

Thank you!

Scott [12:58:26 PM]:

To ensure your information on file is updated and accurate, can you please provide your home address, [redacted]?

[redacted] [12:59:26 PM]:

[redacted] Newberry Florida [redacted]

[redacted] [1:01:02 PM]:

Home # [redacted]

Scott [1:04:15 PM]:

Thank you! After further researching what I can advise is based on the information that you shared with me, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to resolve your concerns. Please know that all the information you provided me will be

available to them as well. I will forward your case to them and they will be in touch soon to assist you further. They will contact you within 1-2 business days.

Scott [1:04:25 PM]:

The case number is [redacted]

[redacted] [1:04:55 PM]:

Ok

Scott [1:05:04 PM]:

Do you have a specific time you would like the senior advisor to contact you, [redacted]

[redacted] [1:06:38 PM]:

Morning. I am usually home

Scott [1:07:00 PM]:

Sounds Great! Is there any other questions I can assist you with today, [redacted]?

[redacted] [1:07:48 PM]:

Not at this time. Ty

Scott [1:08:12 PM]:

You're welcome, [redacted]. Thank you for chatting in with Chevrolet Customer Assistance today. If you have additional questions, please feel free to chat in with us again. Monday – Friday from 8:00AM to 9:00PM and Saturdays 9:00AM to 9:00PM Eastern Standard Time. Have a great day!

Call Disconnected.

General Motors - Policy Evaluation Tool

Date: 12/26/2017

Customer Information

First Name: [redacted]
Last Name:
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGSCE38F1161664 **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 01/30/2018
Job Card Date: 12/26/2017
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,014
Current Mileage: 43,155
Miles out of Warranty: 7,141

Repair

Total Repair Cost At Warranty Rates: $2,203.00 **Job Card / Repair Order :** NA
Repair Group: Steering

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $550.75 - $991.35 **Cust/Dlr Participation Amount:** $1,211.65 - $1,652.25
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

[redacted]

Customer

[redacted]

Vehicle

Chevrolet Colorado 2015
1GCGSCE38F1[redacted]
Mileage Now: 43155 mi
Warranty Start: 01/30/2015

Status of vehicle/concern

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

Key Points

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#[redacted]
Tier 2 CAC advisor: Jasmine Heskey --> 1-866-790-5700 Ext # 5915376

General Motors - Policy Evaluation Tool

Date: 01/12/2018

Customer Information

First Na[redacted]
Last Na
Phone:

Dealer Information

BAC: 114840
Name: Pete Magallanes
Dealer: Weslaco Motors Lp

Vehicle/Coverage Information

VIN: 1GTG6CE35F1[redacted]
Make: GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 02/28/2018
Job Card Date: 01/09/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,095
Current Mileage: 47,555
Miles out of Warranty: 11,460

Repair

Total Repair Cost At Warranty Rates: $1,147.71
Job Card / Repair Order : 380655
Repair Group: Steering

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)
Additional Comments:CUSTOMER HAS CONCERN WITH STTERING BEING HARD TO STEER. CUSTOMER NEEDS NEW RACK AND PINION FOR HIS VEHICLE. CUSTOMER IS SEEKING ASSISTANCE FROM GM. CUSTOMER IS OUT OF BUMPER TO BUMPER WARRANTY BY MILEAGE NOT DATE.

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $229.54 - $459.08
Cust / Dlr Participation Amount: $688.63 - $918.17
Agreed upon Customer/Dealer Participation Amount: $688.63

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify th participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

GM

CHEC[redacted]

VOID VOID VOID VO

DATE
03/08/18

787 *DOLLARS* 00 *CENTS*

AMOUNT
787.00

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]
Monrovia CA [redacted]

General Motors LLC
Disbursement Account

[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO BE[redacted]
VENDOR NAME

1

General Motors LLC
PO BOX 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK
CHECK NO 902196258
PAYMENT DATE 03/08/18

REGISTER NO.	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[redacted]			00.0000	787.00	.00	787.00
ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782				W3		
			TOTAL	787.00	.00	787.00

General Motors - Policy Evaluation Tool

Date: 01/29/2018

Customer Information

First Name [redacted]
Last Name [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGSCEA1F[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 01/03/2018
Job Card Date: 01/29/2018
Days out of Warranty: 26

Mileage

Component's Warranty End Mileage (Miles): 36,021
Current Mileage: 54,000
Miles out of Warranty: 17,979

Repair

Total Repair Cost At Warranty Rates: $2,500.00
Repair Group: Steering
Job Card / Repair Order : na

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $500.00 - $1,000.00
Cust/Dlr Participation Amount: $1,500.00 - $2,000.00
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

[redacted]

General Motors - Policy Evaluation Tool

Date: 02/23/2018

Customer Information

First Name: [redacted]
Last Name:
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGSCEA1F1[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 01/03/2018
Job Card Date: 01/25/2018
Days out of Warranty: 22

Mileage

Component's Warranty End Mileage (Miles): 36,021
Current Mileage: 54,978
Miles out of Warranty: 18,957

Repair

Total Repair Cost At Warranty Rates: $1,967.75
Repair Group: Steering
Job Card / Repair Order : 266764

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $393.55 - $787.10
Cust/Dlr Participation Amount: $1,180.65 - $1,574.20
Agreed upon Customer/Dealer Participation Amount:

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

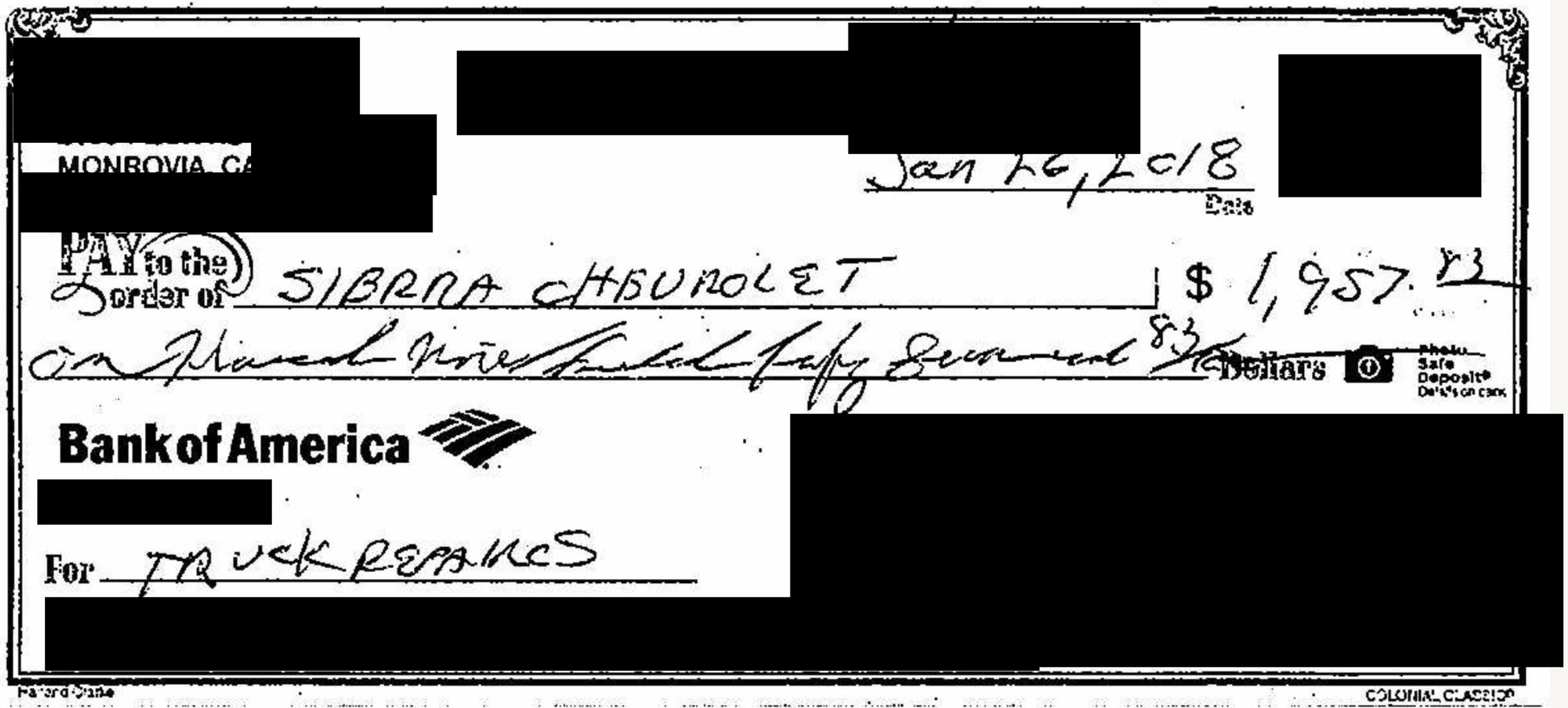
Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

[redacted]

78% 3:43 PM

Front Back SAVE, PRINT OR EMAIL


[redacted]
MONROVIA, CA
Jan 26, 2018
Date
PAY to the order of SIERRA CHEVROLET $ 1,957.83
One Thousand Nine Hundred Fifty Seven and 83/100 Dollars
Bank of America
[redacted]
For TRUCK REPAIRS
[redacted]
Safe Deposit
Details on back.
Parford Blank
COLONIAL CLASSIC®



Sierra

SIERRA CHEVROLET
1450 S. SHAMROCK AVE.
MONROVIA, CA 91016
(800) 404-AUTO (626) 359-8291
www.sierrachevy.com
BAR# AH035053 EPA# CAD981672140

[redacted]
Monrovia, CA [redacted]

Phone (H): [redacted]
Phone (C):
Phone (W): (626)
Phone Oth: (626)

Year/Make/Model: 2015 Chevrolet Colorado
VIN: 1GCGSCEA1 F1[redacted]
License Number: [redacted]
Color: Grey
Stock Number: UC154017A
Mileage In: 54978
Tag Number: 658
Mileage Out: 54978

A/R Number:
Customer Number: [redacted]
PO Number:
Auth Number:

Service Writer: 100015
Estimate Amount: $
Terms & Conditions:
Type of Sale: Retail

Enjoy the free coffee in the Sierra Cafe.

Invoice Number [redacted]
Printed: FEB 23 18 2:23 PM
Copy # 4
Date Opened: 01/23/18
Date Notified: 01/23/18
Date Delivered:

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
Part Number 84168690 **Failed** **Description** GEAR	1	1	1347.75	1347.75	
Sub Total Parts					1347.75
SubTotal Job # 7					1967.75

Customer statement of problem

46° 54° 83% 8:32 AM

[redacted]

[redacted]

Sierra Autocars Inc dba
Sierra Chevrolet Oldsmobile

[redacted]

[redacted]

DEPARTMENT OF MOTOR VEHICLES
A Public Service Agency

[redacted]

REGISTRATION CARD VALID FROM: 01/31/2018 TO: 01/31/2019

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2015	2015	HD	2015	32P	A0	[redacted]

BODY TYPE MODEL	MP	MO	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
PK	G	ZN	2	C	03999	1GCGSCEA1F1[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
COMMERCIAL	02/26/18	19	02/26/18	8

PR EXP DATE: 01/31/2019

REGISTERED OWNER

[redacted]

MONROVIA
CA [redacted]

LIENHOLDER
CAPITAL ONE AUTO FIN
PO BX 255605

SACRAMENTO
CA 95865 [redacted]

AMOUNT DUE
$ 21.00

AMOUNT PAID
$ 21.00

AMOUNT RECVD
CASH :
CHCK : 21.00
CRDT :

[redacted]

STATE OF CALIFORNIA
DMV
DEPARTMENT OF MOTOR VEHICLES
A Public Service Agency

[redacted]

REGISTRATION CARD VALID FROM: 01/31/2015 TO: 01/31/2016

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2015	2015	HD	2015	32P	31	[redacted]

BODY TYPE MODEL	MP	MO	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
PK	G	WV	2	C	03999	1GCGSCEA1F1[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC	STICKER ISSUED
COMMERCIAL	08/14/15	19	08/12/15	2	[redacted]

PR EXP DATE: 01/31/2016

AMOUNT PAID
$ 38.00

REGISTERED OWNER
[redacted]

MONROVIA
CA [redacted]

AMOUNT DUE	AMOUNT RECVD	
$ 38.00	CASH :	
	CHCK :	15.00
	CRDT :	23.00

LIENHOLDER
CAPITAL ONE AUTO FIN
PO BX 255605

SACRAMENTO
CA 95865 [redacted]

RECEIVED
JAN 2 3 2018
BY:

Hasler
01/23/2018
US POSTAGE $08.46²

[redacted]

GEORGIA DEPARTMENT OF LAW
Consumer Protection Unit
2 Martin Luther King, Jr. Dr.
Suite 356 – East Tower
Atlanta, GA 30334-4600

Mr. Bobby Qureshi
Regional Business Resource Manager
General Motors LLC
11700 Great Oaks Way, Suite 400
Alpharetta, GA 30022-2450

[redacted]

RECEIVED
JAN 2 0 2018
BY: LM

Georgia New Motor Vehicle Arbitration Panel
c/o Georgia Department of Law, Consumer Protection Unit
2 Martin Luther King, Jr. Drive SE, Suite 356
Atlanta, Georgia 30334-9077
Phone: 404-651-9397
Fax: 404-656-3569

[redacted]

vs.

Case Number: [redacted]

GENERAL MOTORS LLC,

Manufacturer.

NOTICE OF ARBITRATION

You are hereby notified that on January 23, 2018, the State Arbitration Application filed by the above-listed Consumer applicant has been *deemed eligible for arbitration* before the Georgia New Motor Vehicle Arbitration Panel (hereafter referred to as "the Panel"). Pursuant to Rule 60-2-1-.31(1), the hearing procedure contemplates that all parties will appear in person. A hearing has been tentatively scheduled for Wednesday, February 28, 2018, at 10:00 AM. Please review your calendar for this time period and if you cannot be available on this day, please notify the Panel no later than **7 days** from your receipt of this Notice. A Notice of Hearing indicating the date, time and location of the hearing will be mailed to you at least 14 days prior to the date of the hearing.

All forms, documents and communications required to be sent to the Consumer and Manufacturer by the Panel or opposing party shall be sent to the person of record currently on file with the Panel as indicated below:

[redacted]
Rome, GA [redacted]
Phone [redacted]
Fax: [redacted]

General Motors LLC
Bobby Qureshi
11700 Great Oaks Way, Suite 400
Alpharetta, GA 30022-2450
Phone: 678-240-9830
Fax: 678-240-9952

If this contact information changes, it is your responsibility, as the Consumer or the Manufacturer, to notify ***immediately*** both the Panel and the opposing party of that change. Enclosed is a Change in Contact Information form to use for this purpose. If you become represented by an attorney, it is the attorney's responsibility to notify ***immediately*** both the Panel and the opposing party of this representation, and provide his or her contact information and Georgia Bar Number.

The above ***case number*** must be listed on all correspondence concerning this case. The filing of papers via facsimile (fax machine) is permitted up to a 20-page limit. Facsimiles received after 5:00 PM Eastern Time will be considered filed the next business day.

Please read this Notice carefully, as it contains information about certain actions that must be taken within specified time periods prior to the time of your hearing. You should retain and bring to the hearing copies of all forms and documents you have submitted to or received from either the Panel or the opposing party. Be sure to keep a copy of this Notice for future reference.

To the Consumer: The Manufacturer is entitled to examine your vehicle in order to prepare for the hearing. If the Manufacturer elects to examine your vehicle, its representative will contact you to set up a time and place convenient to you to perform the examination. You have the right to be present during the examination, unless you waive that right in writing.

The Manufacturer may attempt to settle your case before the hearing. If you would like to know how the settlement offer compares with what the Panel might award in arbitration, you may contact the Panel representative at the number listed above. However, we cannot provide you with legal advice. You are free to negotiate and agree to any settlement that is satisfactory to you. The settlement must be in writing and signed and dated by you. If you settle, please contact the Panel representative at the number listed above, so that we may discuss next steps.

You must maintain insurance on the vehicle that is the subject of this case. You will need to bring your vehicle and proof of insurance to the arbitration hearing.

If the purchase of your vehicle was financed, you will need to obtain from any lender that you listed on the State Arbitration Application certain information about your loan. You will need to do this even if your car loan has been paid in full. If you are still making car payments, the lender is the lienholder that holds the title to your vehicle. You should refer to your coupon booklet or payment records (if they are different, use the most recent information) for the lienholder's contact information. You should contact them immediately and ask them to send you a dated written statement or printout detailing your entire payment history, the loan payoff amount, the amount of interest you have paid and the daily (*per diem*) finance charge. *The Panel and Manufacturer must receive this information* ***from you*** *at least* ***5 days*** *prior to the hearing.*

Remember to make your regular car payments as they become due.

To the Manufacturer: Enclosed with your copy of this Notice is a copy of the Consumer's completed State Arbitration Application and supporting documents, and a Manufacturer's Statement form. *Within* ***20 days*** *from your receipt of this Notice of Arbitration,* a completed copy of the Manufacturer's Statement form **must be received** by the Panel and the Consumer or the attorney of record representing the Consumer if indicated above. Pursuant to Rule 60-2-1-.17(4), the arbitrator(s) may refuse to consider any defense or issue that was not raised by the Manufacturer or received by the parties or the Panel in a timely manner.

Pursuant to Rule 60-2-1-.26(5), if you enter into a settlement, it must be signed and dated by the Consumer. A copy of the settlement must be received by the Panel and the Georgia Department of Law, Consumer Protection Unit *within* ***10 days*** of the settlement date. Manufacturers that do not provide a copy of the signed settlement agreement may be **subject to legal action** for failure to comply with the Georgia Lemon Law.

This is to certify that I, Erik Nelson, on this 23rd day of January, 2018, mailed this Notice of Arbitration by statutory overnight delivery or certified mail, return receipt requested, to:

☐ The Consumer.

☐ The attorney for the Consumer, if applicable.

☒ [redacted] attorney for the Manufacturer.

By: _____
[redacted] Signature

Georgia New Motor Vehicle Arbitration Panel
c/o Georgia Department of Law, Consumer Protection Unit
2 Martin Luther King, Jr. Drive SE, Suite 356
Atlanta, Georgia 30334-9077
Phone: 404-651-9397
Fax: 404-656-3569

[redacted]

Consumer,

vs.

Case Number [redacted]

GENERAL MOTORS LLC,

Manufacturer.

CHANGE IN CONTACT INFORMATION

INSTRUCTIONS: If your contact information changes at any time, provide the updated contact information below and ***immediately*** send this original form to the Panel and a copy to all other parties in the case. Be sure to keep a copy of this completed form to bring to the hearing.

Name: _____ Title (*if applicable*): _____

Mailing Address: _____

_____
City State ZIP

Preferred Phone: _____ Other Phone: _____

Fax: _____ E-mail: _____

From: _____ _____/_____/_____
Signature Date

Submitted by (check applicable box):

☐ The Consumer *or* ☐ the attorney for the Consumer, if applicable.

☐ The Manufacturer's representative or attorney.

Georgia New Motor Vehicle Arbitration Panel
c/o Georgia Department of Law, Consumer Protection Unit
2 Martin Luther King, Jr. Drive SE, Suite 356
Atlanta, Georgia 30334-9077
Phone: 404-651-9397
Fax: 404-656-3569

[redacted]

Consumer,

vs.

Case Numbe[redacted]

GENERAL MOTORS LLC,

Manufacturer.

MANUFACTURER'S STATEMENT

Pursuant to Rule 60-2-1-.17(1), this form is to be completed by you and ***must be received****, with all attachments, by the Panel and the Consumer* ***no later than 20 days*** *from the date of your receipt of the Notice of Arbitration. If the Notice of Arbitration indicates the Consumer is represented by an attorney, send the Consumer's copy of this form and attachments to the attorney.*

Pursuant to Rule 60-2-1.17(2), the Manufacturer shall have a good faith basis for each defense or issue asserted.

Pursuant to Rule 60-2-1-.17(3), any amendments to this Statement must be ***received*** *by the Panel and the Consumer at least* ***5 days*** *prior to the date of the hearing.*

Pursuant to Rule 60-2-1-.17(4), the arbitrator(s) may refuse to consider any defense or issue that was not raised by the manufacturer or received by the parties or the panel in a timely manner.

INSTRUCTIONS: Check either choice A **or** B and *print your name* as the representative. Selection of choice B also requires that you indicate whether the Manufacturer wishes to view the Consumer's vehicle and whether the Manufacturer will be represented by an attorney at the hearing.

A. ☐ I (*print name*), _____, representative of the Manufacturer, acknowledge receipt of the Consumer's State Arbitration Application and assert no defenses. In accordance with the provisions of O.C.G.A. § 10-1-784(b), the Manufacturer hereby offers to ___ repurchase or ___ replace the Consumer's vehicle. A written offer of settlement has been or will be provided to the Consumer or his or her attorney by no later than (*date*) ____/____/_____.

B. ☐ I (*print name*), _____, representative of the Manufacturer, have carefully reviewed the Consumer's State Arbitration Application and supporting documents. The Manufacturer intends to raise the defenses and issues listed below at the arbitration hearing:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

(Attach an additional sheet if necessary.)

I ATTEST THAT THERE IS A GOOD FAITH BASIS FOR EACH OF THE DEFENSES OR ISSUES ASSERTED IN THIS STATEMENT.

Choice **B** (*continued*): *Check the box or boxes as applicable.*

☐ The Manufacturer requests to view the Consumer's vehicle prior to the hearing as prescribed at Rule 60-2-1-.19.

☐ The Manufacturer will be represented at the hearing by the attorney whose name and contact information appears below:

Attorney Name: _____ GA Bar Number: _____

Name of Law Firm: _____

Phone (Office): _____ Fax: _____

E-mail Address: _____

_____

Street/Mailing Address *City* *State* *ZIP Code*

I hereby certify that the information provided in this Manufacturer's Statement is true and correct to the best of my knowledge.

By: _____ ___/___/_____

Manufacturer's Representative or Attorney Signature Date

I hereby certify by checking the applicable boxes below that I sent the Manufacturer's Statement and all attachments to:

☐ The Consumer *or* ☐ the attorney for the Consumer, if applicable.

☐ The Panel.

By: _____ ___/___/_____

Manufacturer's Representative or Attorney Signature Date

GEORGIA DEPARTMENT OF LAW
CONSUMER PROTECTION UNIT

MEMORANDUM

To: **New Motor Vehicle Arbitration Panel**

From: **Kim Keaveney**

Date: **January 23, 2018**

Re: **Consumer Name:** [redacted]
Manufacturer: **General Motors LLC**

The application for state-operated arbitration for the above-referenced consumer has been reviewed and determined eligible for arbitration by the Attorney General in accordance with O.C.G.A. § 10-1-786.

The following defect(s) have met the requirements set forth in O.C.G.A. § 10-1-784.

Defect 1: Truck would not accelerate, truck would only reverse – transmission had to be replaced; truck would make loud winding noises – flex plate was cracked & had to be replaced; truck gear sticks when going downhill and takes a while to downshift; truck steering erring would lock up until truck is turned off and back on; truck had multiple recall repairs including: 4WD always engaged in cold temperatures, excessive wiring harness length, hood striker had corrosion/fracture.

/kk

GEORGIA LEMON LAW
STATE-OPERATED ARBITRATION PROGRAM

For New Motor Vehicles Purchased, Leased or Registered in Georgia on or after January 1, 2009

RECEIVED
OCT - 5 2017
DEPT OF LAW

STATE ARBITRATION APPLICATION

- **State-operated arbitration is a self-help process. Lemon Law staff cannot give you legal advice.**
- **You must submit this original application. Any reproduction or copy of this application will not be accepted.**
- **Your application must be received by the Attorney General within one [1] year from the expiration of the Lemon Law rights period (the period ending two [2] years from the date you took delivery of the vehicle *or* after the first 24,000 miles of your use—whichever occurs first).**
- **Please type or print legibly in black or blue ink.**
- **All registered owners must sign and date the application and authorization form.**
- **Failure to complete this form or to supply the requested documents may result in rejection of your request for arbitration.**
- **If your application is accepted as being eligible for arbitration, a copy of this form and the requested documents will be provided to the manufacturer.**

I. CONSUMER INFORMATION

Applicant Name: [redacted] _____
MI *LAST*

Street Address: [redacted] _____

City: Rome State: Georgia ZIP Code: [redacted]

Mailing Address (if different): _____

City: _____ State: _____ ZIP Code: _____

Home Phone: (____)_____ Cell Phone: [redacted] Work Phone: [redacted]

Preferred phone to be contacted at: ☐ Home ☑ Cell ☐ Work Best time to call: Now

Fax: (____)_____ E-Mail: [redacted]

Are you the original owner of this vehicle? ☑ Yes ☐ No

Names of *all* registered owners: [redacted] _____

If you are represented by an attorney, please complete the information below:

Attorney Name: _____ Georgia Bar Number: _____

Name of Law Firm: _____ Telephone: (____)_____

Fax: (____)_____ E-Mail: _____

Address: _____
STREET/MAILING *CITY* *STATE* *ZIP CODE*

II. SELLING DEALER, FINANCING AND/OR LEASING INFORMATION

Dealer Name: Terry Reid Buick GMC

Address: 125 S Dixie Ave

City: Cartersville State: Georgia ZIP Code: 30120

If applicable, list all entities to which either loan or lease payments have been made for this vehicle.

Name: _____ Account Number: _____

Address: _____

City: _____ State: _____ ZIP Code: _____

Name: _____ Account Number: _____

Address: _____

City: _____ State: _____ ZIP Code: _____

III. VEHICLE INFORMATION

Manufacturer: General Motors If motor home, chassis manufacturer: _____

Make: GMC Model: Canyon Year: 2015 Style: SLT

(e.g., Dodge, Ford, Pontiac) *(e.g., Ram, Explorer, G-6)* *e)*

Vehicle Identification Number (VIN): 1 / G / T / G / 6 / C / E / 3 / 4 / F / 1 [redacted]

Vehicle type (check one): ☐ Car ☑ Truck ☐ Van ☐ Sport Utility ☐ Motor Home

If the vehicle is a truck, is the gross vehicle weight rating (GVWR) 12,000 lbs. or less? ☑ Yes ☐ No

Vehicle was (check one): ☑ Purchased ☐ Leased Original delivery date: 6 / 30 / 15

Mileage on vehicle at time of purchase/lease: 670 Present mileage: 28,738 as of 11 / 12 / 17
Date

Vehicle was purchased or leased as (check one): ☑ New ☐ Used ☐ Demonstrator

Was this vehicle originally purchased or leased in Georgia? ☑ Yes ☐ No

If vehicle was purchased or leased *in another state*, date vehicle was first registered in Georgia: ___/___/___

Was this vehicle purchased or leased for business purposes? ☐ Yes ☑ No *(If no, proceed to Section IV.)*

If yes, list business name and address: _____

During the calendar year in which you purchased or leased this vehicle, did you purchase or lease any other new motor vehicles for business purposes?

☐ Yes ☐ No If yes, how many? _____

Was this vehicle purchased or leased for limousine rental services? ☐ Yes ☐ No

IV. DEFECT REPAIR ATTEMPTS

NOTE: If your claim qualifies *solely* under 30 days out of service (*see Section V*), you may skip this section and proceed to that section.

List each defect separately, and only defect(s) that have met the required number of repair attempts. Be sure to indicate the city and state where the dealer or repair facility is located. A repair order may be listed more than once if it relates to more than one defect. If you are unsure whether the defect(s) have met the required number of repair attempts, contact our office or go to our website, www.consumer.ga.gov, and click on "Lemon Law."

IMPORTANT: If you are a claiming a serious safety defect, you will have to prove that the defect meets a higher threshold as defined in the Georgia Lemon Law. If you do not know what constitutes a serious safety defect, contact our office or go to our website, www.consumer.ga.gov, and click on "Lemon Law."

DEFECT 1 Description: _____

Repair Order #	Copy Enclosed	Date to Dealer/ Repair Facility	Mileage	Date Vehicle Returned	Dealer or Repair Facility Name and City/State Location
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____

☐ Serious safety defect? (*check box, only if applicable*)

Did you notify the manufacturer about a final opportunity to repair this defect by certified or overnight mail? ☐ Yes ☐ No

If yes, was this defect corrected on that final repair opportunity? ☐ Yes ☐ No

On what date did the manufacturer receive your written notice? ___/___/___

DEFECT 2 Description: _____

Repair Order #	Copy Enclosed	Date to Dealer/ Repair Facility	Mileage	Date Vehicle Returned	Dealer or Repair Facility Name and City/State Location
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____

☐ Serious safety defect? (*check box, only if applicable*)

Did you notify the manufacturer about a final opportunity to repair this defect by certified or overnight mail? ☐ Yes ☐ No

If yes, was this defect corrected on that final repair opportunity? ☐ Yes ☐ No

On what date did the manufacturer receive your written notice? ___/___/___

IV. DEFECT REPAIR ATTEMPTS *(continued)*

STOP HERE AND READ THIS: If your claim involves more than four defects that had the required number of attempts, copy this page **before** you enter any information and list the additional defects as numbers 5 and 6, 7 and 8 etc., as applicable.

DEFECT 3 Description: _____

Repair Order #	Copy Enclosed	Date to Dealer/ Repair Facility	Mileage	Date Vehicle Returned	Dealer or Repair Facility Name and City/State Location
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____

☐ Serious safety defect? (*check box, only if applicable*)

Did you notify the manufacturer about a final opportunity to repair this defect by certified or overnight mail? ☐ Yes ☐ No

If yes, was this defect corrected on that final repair opportunity? ☐ Yes ☐ No

On what date did the manufacturer receive your written notice? ___/___/___

DEFECT 4 Description: _____

Repair Order #	Copy Enclosed	Date to Dealer/ Repair Facility	Mileage	Date Vehicle Returned	Dealer or Repair Facility Name and City/State Location
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____
_____	☐	___/___/___	_____	___/___/___	_____

☐ Serious safety defect? (*check box, only if applicable*)

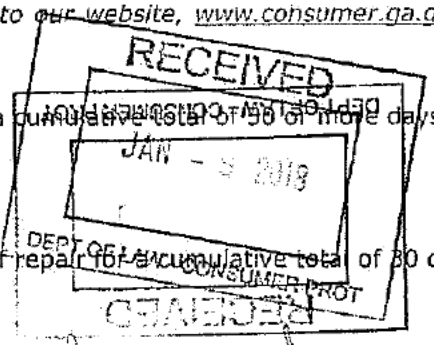
Did you notify the manufacturer about a final opportunity to repair this defect by certified or overnight mail? ☐ Yes ☐ No

If yes, was this defect corrected on that final repair opportunity? ☐ Yes ☐ No

On what date did the manufacturer receive your written notice? ___/___/___

V. DAYS OUT OF SERVICE

If you are unsure what constitutes a day out of service, contact our office or go to our website, www.consumer.ga.gov, and click on "Lemon Law."



Has this vehicle been out of service by reason of repair of one or more defects for a cumulative total of 30 or more days?

☑ Yes ☐ No *If no, proceed to Section VI.*

If yes, list the defects that resulted in your vehicle being out of service by reason of repair for a cumulative total of 30 or more days:

- Truck would not accelerate, truck would only reverse - Transmission had to be replaced
- Truck would make loud clicking noises. Flex Plate was cracked & had to be replaced
- Truck's gear shifts when going downhill and takes a while to downshift - noticed
- Truck's steering wheel would lock up, until truck is turned off and back on
- Truck had multiple recall repairs made including, 4WD always engaged in cold temperature excessive wiring harness length, hood striker had Corrosion/Fracture

Complete the information below for each repair visit to the dealer or repair facility. If your claim for 30 or more days out of service involves more than 12 repair visits, copy this page before you enter any information and list the additional repair visits, as applicable.

Repair Order #	Copy Enclosed	Date to Dealer/ Repair Facility	Mileage	Date Vehicle Returned	Dealer or Repair Facility Name and City/State Location
[redacted]	☑	7/7/15	1081	7/18/15	Carl Black, Hermosa, GA
	☑	7/18/15	1083	8/10/15	Terry Reid, Cartersville, GA
	☑	12/16/15	5726	12/16/15	Twin City Motors, Mena, TN
	☑	4/6/16	9449	4/19/16	Terry Reid, Cartersville, GA
	☑	6/9/17	23774	6/9/17	Heritage Auto Group, Rome, GA
	☑	6/13/17	23942	7/3/17	Heritage Auto Group, Rome, GA
	☐	/ /		/ /	
	☐	/ /		/ /	
	☐	/ /		/ /	
	☐	/ /		/ /	
	☐	/ /		/ /	
	☐	/ /		/ /	

VI. REQUEST TO MANUFACTURER TO REPURCHASE OR REPLACE VEHICLE

Did you notify the manufacturer by certified or overnight mail to repurchase or replace your vehicle? ☑ Yes ☐ No

On what date did the manufacturer receive your written notice? 7/26/17

VII. RELIEF REQUESTED

If you are unsure what constitutes a repurchased vehicle, a replacement vehicle, or an incidental expense, contact our office or go to our website, www.consumer.ga.gov, and click on "Lemon Law."

If I win in arbitration, I elect to have the manufacturer (check one): ☑ Repurchase my vehicle ☐ Replace my vehicle.

Did you incur any incidental expenses (e.g., towing, rental car, repair bill etc.) in connection with the repair of your vehicle for which you were not reimbursed?

☐ Yes ☑ No If yes, what was the total for these expenses? $_____

VIII. REQUIRED DOCUMENTS

You must submit **legible copies** (NOT ORIGINALS) of the documents listed below. The document name and information in the document, including numbers and dollar amounts, must be readable. Check each document you submit with this application. For any document not submitted, please provide a statement of why you are not submitting the document with this application. If you are missing a document, send a dated, written statement to the dealer, manufacturer or other source asking for the missing documentation.

☑ Purchase or lease agreement

☑ Finance agreement (if applicable)

☑ Manufacturer's warranty summary

☑ Original vehicle registration certificate

☐ Receipts or invoices for incidental expenses (if applicable)

☑ All listed repair orders

☐ Notice or letter to the manufacturer requesting final repair attempt (if applicable)

- ☐ Certified mail or overnight delivery mail return receipt
- ☐ Response from manufacturer, if written
- ☐ Repair order for final repair attempt (if applicable)

☑ Notice or letter to the manufacturer requesting vehicle repurchase or replacement

- ☑ Certified mail or overnight delivery mail return receipt
- ☐ Response from manufacturer, if written

☐ Letter(s) requesting missing documents (if applicable)

☐ Statement(s) of explanation regarding any document not submitted (if applicable)

You must submit the completed **original** (NOT A COPY) of the **Authorization to Provide Information** form. This form will allow the arbitrator(s) or a party to the proceeding to obtain information, documents or records from the dealer, repair facility or other entity which are needed for the arbitration of your case. This form must be signed and dated by each registered owner.

☑ Authorization to Provide Information

IX. SIGNATURE

NOTE: **ALL REGISTERED OWNERS MUST SIGN BELOW. YOUR APPLICATION WILL NOT BE PROCESSED WITHOUT PROPER SIGNATURES.**

- I hereby request state-operated arbitration of my case.
- I certify that all statements made in connection with this request for arbitration are true and correct to the best of my knowledge.
- I understand that this document and its attachments are public records.
- I further understand that any and all communications concerning this case will be sent to the named applicant or the attorney of record for the named applicant, if applicable.

[redacted] 9/12/17
PRINTED NAME DATE

[redacted] 9/23/17
SIGNATURE DATE

Mail completed application, documents and information authorization form to:

Georgia Law Department
Consumer Protection Unit - Lemon Law Division
2 Martin Luther King Jr. Drive SE, Suite 356
Atlanta, Georgia 30334-9077

Please keep a complete copy for your records.

GEORGIA LEMON LAW
STATE-OPERATED ARBITRATION PROGRAM

For New Motor Vehicles Purchased, Leased or Registered in Georgia on or after January 1, 2009

AUTHORIZATION TO PROVIDE INFORMATION

To Whom It May Concern:

1. I/We have submitted an application for arbitration under the Georgia Lemon Law (O.C.G.A. § 10-1-780 *et seq.*) concerning the motor vehicle identified below.

   Vehicle Make GMC *Model* Cargo *Year* 2015

   Vehicle Identification Number (VIN) 1 / G / T / G / L / C / 6 / J / F / 1 / [redacted]

2. An arbitrator or party to the arbitration proceeding may require access to information, documents or records in your possession regarding the above identified vehicle.

3. Therefore, I/we authorize you to provide any information, documents or records requested by an arbitrator or party regarding the vehicle, including, but not limited to, the purchase, finance, lease, examination or repair of the vehicle.

4. I/We understand that any information, documents or records obtained under this authorization may be considered in the arbitration process or any appeal, thereafter.

5. A photocopy of this authorization will be valid as the original thereof, even though the photocopy does not contain the original writing of my/our signature(s).

6. This authorization shall remain in effect for a period of 180 days from the date of signature below.

Registered Owners:

[redacted]	[redacted]	9/12/17
		DATE
		9/23/17
		DATE
PRINTED NAME	*SIGNATURE*	___/___/___
		DATE

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Carl Black
BUICK · PONTIAC · GMC

TOWN CENTER
1110 ROBERTS BLVD.
KENNESAW, GEORGIA 30144
(770) 514-7607
www.carlblack.com

ROME GA
HOME [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 1067 JOSE MENDEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	15	GMC CANYON	1GTG6CE34F1[redacted]		1081/1081	T8667

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD		01JAN2018	17:30 07JUL15		112.50	CASH	18JUL15

R.O. OPENED	READY	COMMENTS: DLR:38268
16:59 07JUL15	09:41 18JUL15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATE PUT THE VEHICLE IN DRIVE GEAR AND DOES NOT MOVE			
NWD NO REPAIR RECOMMENDED OR PERFORMED			
659 CP3	0.00		0.00
SUBL ALPHA TOWING INV[redacted]			
I			(N/C)
1081			
customer pick up truck with on repairs made when parts just came in			
see case [redacted]			
snap ring came off the 3-5-r clutch pack no repairs made yet			
**********			
B PERFORM GM MULTI POINT VEHICLE INSPECTION			
1010 PERFORM GM MULTI POINT VEHICLE INSPECTION			
970 SUBLET LIC#: 123			
INA			(N/C)
**********			
C RENTAL CAR PROVIDED - RENTAL VEHICLES ARE BILLED AT $42 PER DAY - CUSTOMER ASSUMES LIABILITY FOR RENTAL AMOUNT ABOVE AND BEYOND DOLLAR AMOUNT THAT MAY BE COVERED BY THIRD PARTY'S.			
IRENT RENTAL CAR PROVIDED - RENTAL VEHICLES ARE BILLED AT $42 PER DAY - CUSTOMER ASSUMES LIABILITY FOR RENTAL AMOUNT ABOVE AND BEYOND DOLLAR AMOUNT THAT MAY BE COVERED BY THIRD PARTY'S.			
970 SUBLET LIC#: 123			
WG4			(N/C)
**********			

Your feedback is important to us! Please complete surveys sent to you by GM. COMPLETELY SATISFIED is our goal. If for any reason you are less than COMPLETELY SATISFIED contact your Service Advisor or Terry Fortson the Service Manager, and allow us a chance to earn a COMPLETELY SATISFIED grade. Thank you!

EXPRESS LUBE

MONDAY THRU SATURDAY 8:00 TO 6:00

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECCESARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR OR TRUCK DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON THE CAR OR TRUCK TO SECURE THE AMOUNT OF REPAIRS THERETO. ALL WORK GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
	0.00
SUBLET AMOUNT	0.00
MISC., EPA CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

125 South Dixie Ave
Cartersville, GA 30120
(770) 382-5910
www.terryreidbuickgmc.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:30 a.m. to 2:00 p.m. Saturday

R/O Open Date	[redacted]
7/18/15	
R/O Close Date	Status
8/10/15	Pre-Invoice
Mileage In	Mileage Out
1083	1084
Service Advisor / Tag #	
ASHLEY STEPHENS/509	

[redacted]
ROME, GA [redacted]

Work Phone [redacted]

Vehicle Identification Number: 1GTG6CE34F1[redacted]

Delivery Date	In-Service Date
6/30/15	6/30/15

Year	Make	Model	Body	Color	License Number
2015	GMC	CANYON SLT	CREW PICKUP	WHITE	

G100187

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - MULTI: GM MULTI-POINT VEHICLE INSPECTION Sub Total: .00	
#2 - RADIO: CUSTOMER FAVORITE RADIO STATION _____ Sub Total: .00	
#3 - WASH: COURTESY SERVICE WASH Work performed by DONOVAN WELLS (305) HAD VEHICLE DETAILED DUE TO TIME DOWN	Internal
#4 - 9996: CUSTOMER STATES VEHICLE WILL ONLY MOVE IN REVERSE WILL NOT GO FOR WARD Caused by OPENED TAC CASE [redacted] (GARY KILMER) AND WA S TOLD TO ENTER VALVE BODY AND REPLACE SNAP RINGS	
Work performed by TERRELL, TIMOTHY (208)	Warranty
Work performed by TERRELL, TIMOTHY (208)	Warranty
Work performed by GMATT18 : 12029	Warranty
Installed 24240629 :SL-N-RING (04164-PCKT) Qty: 1	Warranty
Installed 24225522 :SL-N-DAM (04166-CKT) Qty: 1	Warranty
Installed 24241073 :SL-N-PISTON (04166-CKT) 24241 Qty: 1	Warranty
Installed 24262872 :SL-N-HOUSING (04169-CKT) 24262 Qty: 1	Warranty
Installed 24238560 :SL-N-PISTON (04164-CKT) 24238 Qty: 1	Warranty
Installed 24263589 :SL-N-HOUSING (04169-CKT) 24263 Qty: 1	Warranty
(PARTIAL FLAG) FOUND VEHICLE WOULD NOT PULL AFTER DIAGNOSING INTERNALLY	

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

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

TERRY REID GMC
125 South Dixie Ave
Cartersville, GA 30120
(770) 382-5910
www.terryreidbuickgmc.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:30 a.m. to 2:00 p.m. Saturday

R/O Open Date	R/O Number
7/18/15	[redacted]
R/O Close Date	Status
8/10/15	Pre-Invoice
Mileage In	Mileage Out
1083	1084
Service Advisor / Tag #	
ASHLEY STEPHENS/509	

[redacted]
ROME, GA [redacted]

Vehicle Identification Number	
1GTG6CE34F1 [redacted]	
Delivery Date	In-Service Date
6/30/15	6/30/15

Year	Make	Model	Body	Color	License Number
2015	GMC	CANYON SLT	CREW PICKUP	WHITE	

G100187

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#5 * 9996: CUSTOMER STATES	
ADDED OPERATION	
CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE	
Caused by	
RECALL COMPLETED	
Corrected by	
Work performed by TERRELL, TIMOTHY (208)	Warranty
RECALL COMPLETED	
#6 * 9996: CUSTOMER STATES	
ADDED OPERATION	
VEHICLE WOULD NOT PULL AFTER DIAGNOSING INTERNALLY	
Caused by	
FOUND TWO GEARS LOCKED UP AND CONFIRMED THROUGH TA	
C THAT A NEW TRANSMISSION MUST GO IN VEHICLE	
Corrected by Transmission Replacement	
Work performed by TERRELL, TIMOTHY (208)	Warranty
Installed 24267844 :N-TRANSMISSION (04003-C) 24267 Qty: 1	Warranty
REPLACED TRANSMISSION ASSEMBLY	
**********	
* Our collision center is now open and accepting all *	
* insurance company estimates. Come see us and expect *	
* miracles! *	
**********	
Tom Finch - Service Director	

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

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

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

CUSTOMER #: [redacted]

[redacted]

INVOICE

TWIN CITY MOTORS, INC.
3046 Airport Hwy.
Alcoa, TN 37701
Buick (865) 970-2977
Mazda (865) 970-3900
Hyundai (865) 970-0020

HOME: CONT [redacted]
BUS: CELL

SERVICE ADVISOR: 2407 DAVID WRIGHT

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN / OUT	TAG
	15	GMC CANYON	1GTG6CE34F1[redacted]		5726/5726	T736

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO #	RATE	PAYMENT	INV. DATE
01JAN15 DD			WAIT		92.00	CASH	16DEC15

R.O. OPENED	READY	OPTIONS: DLR:38300 ENG:3.6_Liter_SIDI_DOHC
16DEC15	16DEC15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHANGE OIL AND FILTER AND ROTATE TIRES			
CAUSE: PER 2 YR PLAN			
0600749 CHANGE OIL AND FILTER AND ROTATE TIRES			
2622 W 0.00			(N/C)
1 19303249 (S)FILTER KIT			(N/C)
6 19293003 OIL			(N/C)
FC: 9094			
PART#: 19303249			
COUNT: 7			
CLAIM TYPE:			
AUTH CODE:			
**********			
B MULTI POINT INSPECTION			
CAUSE: CERTIFIED INSPECTION			
0108 MULTI POINT INSPECTION			
2622 ILOF 0.30			(N/C)
**********			
C CUSTOMER STATES THAT THE TRANSMISSION DOESNT SHIFT CORRECTLY UNDER DIFFERENT CIRCUMSTANCES SEE HISTORY WITH GM ADVI			
777 CHECKED VEHICLE HAD SERVICE MANAGER ROAD TEST,CHECKED FOR PI'S AND BULLETINS NONE APPLY ROAD TESTED GOOD NO ISSUES SEEN AT THIS TIME			
2622 CPC 0.00	0.00	0.00	
**********			
DISCUSSED SERVICE UPDATES ON TRUCK,CUSTOMER TO DO THOSE AT HIS HOME DEALER HE IS TRAVELING ON VACATION			

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS: We have added a charge equal to 5% of the total cost of labor and parts, not to exceed $15, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DealerCAP 2014 CDK Global, LLC (09/14) SERVICE INVOICE TYPE 2 - 2512C - *AS-IS*1 - W - 9296063

CUSTOMER COPY

TERRY REID GMC
125 South Dixie Ave
Cartersville, GA 30120
(770) 382-5910
www.terryreidbuickgmc.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:30 a.m. to 2:00 p.m. Saturday

R/O Open Date	R/O Number
4/06/16	[redacted]
R/O Close Date	Status
4/19/16	Reprint
Mileage In	Mileage Out
9449	9450
Service Advisor / Tag #	
Terry Hart/718	

[redacted]		Work Phone [redacted]	Vehicle Identificati 1GTG6CE34F[redacted]
ROME, GA [redacted]			Delivery Date: 6/30/15
			In-Service Date: 6/30/15

Year	Make	Model	Body	Color	License Number
2015	GMC	CANYON SLT	CREW PICKUP	WHITE	

G100187

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - QL RECALL: CUSTOMER STATES PERFORM RECALL LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WIT 15439 Caused by PERFORM RECALL AS PER GM INSTRUCTION Tech: FOWLER, MARK(223) COMPLETED AS PER OP CODE 9101773	Warranty
#2 - QL RECALL: CUSTOMER STATES PERFORM RECALL 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE W 15304 Caused by PERFORM RECALL AS PER GM INSTRUCTION Tech: FOWLER, MARK(223) COMPLETED AS PER OP CODE 9101695	Warranty
#3 - QL RECALL: CUSTOMER STATES PERFORM RECALL EXCESSIVE WIRING HARNESS LENGTH **EXPIRES WITH BAS 15671 Caused by PERFORM RECALL AS PER GM INSTRUCTION Tech: FOWLER, MARK(223) COMPLETED RECALL AS PER OP CODE 9101976	Warranty
#4 - QL RECALL: CUSTOMER STATES PERFORM RECALL HOOD STRIKER CORROSION/FRACTURE 15116	

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

125 South Dixie Ave
Cartersville, GA 30120
(770) 382-5910
www.terryreidbuickgmc.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:30 a.m. to 2:00 p.m. Saturday

R/O Open Date	
4/06/16	
R/O Close Date	Status
4/19/16	Reprint
Mileage In	Mileage Out
9449	9450
Service Advisor / Tag #	
Terry Hart/718	

[redacted]
ROME, GA [redacted]

Vehicle Identification Number	
1GTG6CE34F1[redacted]	
Delivery Date	In-Service Date
6/30/15	6/30/15

Year	Make	Model	Body	Color	License Number
2015	GMC	CANYON SLT	CREW PICKUP	WHITE	

G100187

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Caused by		
PERFROM RECALL AS P PER GM INSTRUCTION		
Tech: FOWLER, MARK(223)		Warranty
Installed 23390992 :N-STRIKER KIT (08080-T)	Qty: 1	Warranty
COMPLETED REACALL AS PER OP CODE 9101683		
#5 - QL 0600743: GMC SCHEDULED MAINTENANCE		
Caused by		
PERFROM OIL AND FILTER CHANGE WIH TIRE ROTATION		
Tech: FOWLER, MARK(223)		Warranty
Installed 19303250 :SL-N-FILTER (01836-BOPCKT)	Qty: 1	Warranty
Installed 19293000 :N-OIL (08800-BOPCKT)	Qty: 6	Warranty
COMPLETED		
#6 - QL 9996: CUSTOMER STATES		
HEARS A RATTLING WHEN DRIVING OR AT IDLE IN THE EN		
GINE AREA.		
Tech: Kevin Pike(360)		Internal
Work performed by HT1358 : G100376 ()		Internal
Installed 12603197 :SL-N-PLATE (00666-BCKT)		Internal
Installed 12645298 :SL-*-N-STARTER (02041-BPCKT)		Internal
Installed 20893953 :N-GASKET (03611-BCKT)		Internal
Installed 12597210 :SL-N-PIN (00685-BPCKT)		Internal
REPLACED CRACKED FLEX PLATE		
#7 - QL MULTI: GM MULTI-POINT VEHICLE INSPECTION		
Sub Total: Labor: .00 Parts: .00 Total: .00		
#8 - QL RADIO: CUSTOMER FAVORITE RADIO STATION _____		

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

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

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

125 South Dixie Ave.
Cartersville, GA 30120
(770) 382-5910
www.terryreidbuickgmc.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:30 a.m. to 2:00 p.m. Saturday

R/O Open Date	R/O [redacted]
4/06/16	[redacted]
R/O Close Date	**Status**
4/19/16	Reprint
Mileage In	**Mileage Out**
9449	9450
Service Advisor / Tag #	
Terry Hart/718	
Vehicle Identification Number	
1GTG6CE34F1 [redacted]	
Delivery Date	**In-Service Date**
6/30/15	6/30/15

[redacted]
ROME, GA [redacted]

Year	Make	Model		Color	License Number
2015	GMC	CANYON SLT	CREW PICKUP	WHITE	

G100187

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Sub Total: Labor: .00 Parts: .00 Total: .00	
#9 - QL WASH: COURTESY SERVICE WASH	
#11 * QL DRAC: DRAC RENTAL VEHICLE ADDED OPERATION DRAC CAR G1000376 OUT ON 4/8/15 TURNED IN 4/15/16 NO ONE WROTE MILEAGE DOWN	
**********	
* Our collision center is now open and accepting all *	
* insurance company estimates. Come see us and expect *	
* miracles! *	
**********	

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

LABOR	.00
PARTS	.00
DEDUCTIBLE	68.35
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	68.35
DISC MAINT G6502/16007101	68.35

HERITAGE AUTO GROUP
965 Veterans Memorial Hwy NE
Rome, GA 30161
(706) 291-2674
Fax: (706) 232-5570
www.heritagerome.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	[redacted]
6/09/17	
R/O Close Date	
6/09/17	Pre-Invoice
Mileage In	Mileage Out
23774	23774
Service Advisor / Tag #	
NATHAN SWANSON/459*W*	

[redacted]
ROME, GA [redacted]

Work Phone	Vehicle Identification Number
	1GTG6CE34F1[redacted]
Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2015	GMC	CANYON	4WD CREW CAB 140.		

DE[redacted] AND PARTS
Cell: [redacted] Email: [redacted]

	AMOUNT
#2 - 015: ELECTRICAL SYS, CUSTOMER STATES POWER STEERING AND TRACTION CONTROL LIGHT COMING ON Work performed by Shaun Renner (926) FLASHED POWER STEERING MODULE	Warranty

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

©2012 DEALERTRACK SYSTEMS, INC. Protected Technology Group (800) 845-3028

HERITAGE AUTO GROUP
965 Veterans Memorial Hwy NE
Rome, GA 30161
(706) 291-2674
Fax: (706) 232-5570
www.heritagerome.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
6/13/17	[redacted]1
R/O Close Date	Status
7/08/17	Reprint
Mileage In	Mileage Out
23942	23942
Service Advisor / Tag #	
NATHAN SWANSON/492	

[redacted]
ROME, GA [redacted]

Work Phone	Vehicle Identification Number
	1GTG6CE34F[redacted]
Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2015	GMC	CANYON	4WD CREW CAB 140.		

DESCRIPTION / PARTS	AMOUNT
Cell: [redacted] Email: [redacted]	
#1 - MR 007: DRIVEABILITY DRIVEABILITY: POWER STEERING FAILURE	
#2 - MR 015: ELECTRICAL SYS. CUSTOMER STATES ALSO STABILTRAC LIGHT COMING ON Tech: MICHAEL NICHOLSON(620)	Warranty
Installed 23353848 :SL-N-GEAR (06508-CT) Qty: 1	Warranty
Installed 88861803 :N-CLEANER (08800-BOPCKT) Qty: 1	Warranty

6113-7-8

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

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

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

© 2012 CDK Global, LLC [redacted] Reynolds and Reynolds (ERA-IGNITE)

VEHICLE REPURCHASE OR REPLACEMENT REQUEST

As detailed below, this constitutes my request as a consumer for a repurchase or a replacement vehicle, pursuant to the Georgia Lemon Law, O.C.G.A. Section 10-1-784(b)(1).

Vehicle Make GMC Model Canyon Year 2015

Vehicle identification number (VIN) 1 / G / T / G / 6 / C / E / 3 / 4 / F / 1 / [redacted]

Name/address of selling/leasing dealer Terry Reid Buick GMC 125 S Dixie Ave, Cartersville, GA 30120

Vehicle was: ✓ purchased ____ leased (*check one*) Date of delivery 6-30-2015

Odometer reading on delivery date 670 Odometer reading at first repair visit for defect 1081

Date vehicle registered in GA **if** bought/leased in another state ____

****

Date final repair attempt request was received by manufacturer ____

If the manufacturer designated a reasonably accessible repair facility within seven (7) days from the receipt of your final repair attempt request, please list the following:

Date of final repair ____ and name of the facility where the final repair attempt took place:

____

Was the defect corrected on the final repair attempt? ____ Yes ____ No

AND/OR

Date 8-10-2015 and odometer reading 1084 on 30th day vehicle was out of service for repair

****

I am requesting that you ____ replace ✓ repurchase *(check one)* **the vehicle described above within 20 days from the receipt of this notice. My contact information is:**

Consumer name [redacted] Home phone ____

Street address [redacted] Cell phone [redacted]

City/State/ZIP Rome / GA / 30165 Work phon [redacted]

Consumer signature [redacted] Today's date 7-14-2017

Instructions to consumer: Remember to make a copy for your records and send the original by overnight mail delivery or certified mail, return receipt requested, ***to the manufacturer*** **at the address provided in your owner's manual.** If your vehicle is a motor home, you must send notices to all known manufacturers.

Also, for our records, please send a copy to the Georgia Department of Law, Consumer Protection Unit at the address listed on the first page, or fax it to us at 404-656-3569.

B

USPS Tracking® Results

Tracking FAQs

Track Another Package +

Remove ×

Tracking Numbe[redacted]

Delivered

Scheduled Delivery Day: Tuesday, July 25, 2017, 12:00 pm ⓘ
Money Back Guarantee

Signed for By [redacted] **DETROIT, MI 48232 // 10:37 am**

Product & Tracking Information

See Available Actions

Postal Product:
Priority Mail Express 1-Day™

Features:
Insured
PO to Addressee
Up to $100 insurance included
Restrictions Apply ⓘ

DATE & TIME	STATUS OF ITEM	LOCATION
July 26, 2017, 10:37 am	**Delivered, To Agent**	**DETROIT, MI 48232**
Your item has been delivered to an agent at 10:37 am on July 26, 2017 in DETROIT, MI 48232 to MSX GM EXPRESS. The item was signed for by P WADE.		
July 25, 2017, 10:50 am	Notice Left (No Authorized Recipient Available)	DETROIT, MI 48232
July 25, 2017, 9:31 am	Arrived at Post Office	DETROIT, MI 48216
July 25, 2017, 6:28 am	Arrived at USPS Destination Facility	DETROIT, MI 48242
July 24, 2017, 8:30 pm	Arrived at USPS Regional Origin Facility	ATLANTA-PEACHTREE GA DISTRIBUTION CENTER
July 24, 2017, 3:12 pm	Departed Post Office	ROME, GA 30165
July 24, 2017, 1:16 pm	USPS in possession of item	ROME, GA 30165

See Less ^

GEORGIA MVD - RECEIPT (COPY)

[redacted]

2015 GMC TK
1GTG6CE34F[redacted]

0090 10/03/2016 LDP
BANK

PURCH DT: 06/30/2015
REG DT: 10/03/2016

STANDARD TAG FEE	20.00
TOTAL FEES PAID	20.00

[redacted]

KEVIN PAYNE
FLOYD COUNTY TAX COMMISSIONER
PO BOX 26
ROME GA 30162-0026
(706) 291-5150

[redacted]

2015 GMC TK
1GTG6CE34F[redacted]

[redacted] LDP

PURCH DT: 06/30/2015

[redacted]

STANDARD TAG FEE	20.00
TOTAL FEES PAID	20.00

THIS IS NOT A BILL
THIS IS YOUR RECEIPT
*** RETAIN FOR TAX PURPOSES ***

MOTOR VEHICLE REGISTRATION

1GTG6CE34F[redacted] 2015 GMC CANYON SLT TK

Tag Number: [redacted]
Valuation 31829F $12810
Title Number: [redacted]
County: 009 District: 02 Mill Rate:
Farm Vehicle? N GVW: 6000
Classification: PASSENGER CAR/LIGHT TRUCKS
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: [redacted]

Expires: 10/06/2017
Tag Fee: 20.00
Equip. No:
Fuel: G
Color: WHI/WHI

Customer 2 No: [redacted]

[redacted]
ROME GA [redacted]

Signature: _____

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

1GTG6CE34F[redacted] 2015 GMC CANYON SLT TK

Tag Number [redacted]
Valuation 31829F $12810
Title Numbe [redacted]
County: 009 District: 02 Mill Rate:
Farm Vehicle? N GVW: 6000
Classification: PASSENGER CAR/LIGHT TRUCKS
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: [redacted]

Expires: 10/06/2017
Tag Fee: 20.00
Equip. No:
Fuel: G
Color: WHI/WHI

Customer 2 No: [redacted]

[redacted]
ROME GA [redacted]

Signature: _____

TerryReid GROUP

SALESPERSON [redacted] DATE 06/[redacted]

BUYER [redacted] BIRTH DATE [redacted] DR. LIC.# [redacted]

HOME PHONE [redacted] BUS. PHONE [redacted] S.S. # [redacted]

CO-BUYER [redacted] BIRTH DATE [redacted] DR. LIC.# [redacted]

STREET [redacted] S.S.# [redacted]

CITY [redacted] STATE GA ZIP [redacted] COUNTY [redacted]

I hereby offer to purchase from you under the terms and conditions specified the following: EMAIL N/A

STOCK NO.	MILEAGE	COLOR	TRIM
[redacted]	N/A	[redacted]	[redacted]

NEW OR USED	YEAR MODEL	NO. CYL.	MAKE	MODEL	STYLE OR GVW	MANUFACTUER'S SERIAL NO.
NEW	[redacted]	[redacted]	GMC	[redacted]	[redacted]	[redacted]

INSURANCE INFORMATION

Ins. Co. [redacted]

Agent [redacted]

Address [redacted]

City [redacted] State [redacted] Zip [redacted]

Phone [redacted]

Policy N[redacted]

Effective [redacted]

[redacted]

USED CAR TRADE-IN AND/OR OTHER CREDITS

Make N/A Model N/A

Year N/A Mileage N/A

Color N/A

Serial# N/A

Balance Owed To N/A Amount $ N/A

Address N/A

You will be offered a credit of $ N/A on the above described trade-in, LESS NET PAYOFF OF ALL LIENS AGAINST IT, which you represent to be $ N/A, payable to N/A.

Customer agrees to pay any difference between the actual payoff and the payoff indicated herein within 24 hours of notice by dealership.

[redacted]ATION

Lien To [redacted]

Address [redacted]

Lien Code # [redacted]

PRICE OF VEHICLE	(1)	38794.00
ACCESSORIES (DEALER INSTALLED)	(2)	N/A
[redacted]	$	1250.00
SUBTOTAL		40,044.00
LESS GROSS TRADE ALLOWANCE	$	N/A
TRADE DIFFERENCE	$	40,044.00
ADMINISTRATIVE SERVICE FEE	$	599.00
TAXABLE PRICE	$	40,643.00
STATE SALES TAX	$	2845.01
TITLE FEE	$	21.00
LOST TITLE SERVICE 75.00	$	N/A
TOTAL PRICE INCLUDING TAX AND FEES	$	43509.01
BALANCE OWED ON TRADE	$	N/A
TOTAL DUE	$	43,509.01
DOWN PAYMENT	$	12,500.00
REBATE	$	N/A
[redacted]	$	2250.00
N/A	$	N/A
N/A	$	N/A
N/A	$	N/A
TOTAL BALANCE DUE	$	33,259.01

**For the purpose of securing credit from you, I/We certify that the above information is true and complete to the best of my/our knowledge. Applicant(s) further certify that I/We have attained the age of majority. Applicant(s) authorized you to check my/our credit and employment history and to provide and/or obtain information about credit and employment history.

BUYER ACCEPTAN[redacted]

CO-BUYER ACCEPTAN[redacted]

SALES MGR.

BUSINESS MGR. [redacted]

TERMS AND CONDITIONS

As used in this Agreement the terms (a) "Dealer" shall mean the authorized dealer designated in this Agreement, (b) "Purchaser" shall mean the party(ies) executing this Agreement, whether for purchase or lease, and (c) "Manufacturer" still mean the Corporation that manufactured the vehicle or chassis, it being understood by the Purchaser and Dealer that Dealer is in no respect the agent of the Manufacturer. The Dealer and Purchaser are the sole parties to this Agreement. Any reference to Manufacturer herein is for the purpose of explaining generally certain contractual relationships existing between Dealer and

TerryReid GROUP

SALESPERSON _____ DATE _____

BUYER _____ BIRTH DATE _____ DR. LIC.# _____

HOME PHONE _____ BUS. PHONE _____ S.S. # _____

CO-BUYER _____ BIRTH DATE _____ DR. LIC.# _____

STREET _____ S.S.# _____

CITY _____ STATE _____ ZIP _____ COUNTY _____

I hereby offer to purchase from you under the terms and conditions specified the following: EMAIL _____

STOCK NO.	MILEAGE	COLOR	TRIM

NEW OR USED	YEAR MODEL	NO. CYL.	MAKE	MODEL	STYLE OR GVW	MANUFACTUER'S SERIAL NO.

INSURANCE INFORMATION

Ins. Co.

Agent

Address

City State Zip

Phone

Policy No.

Effective Dates

USED CAR TRADE-IN AND/OR OTHER CREDITS

Make _____ Model _____

Year _____ Mileage _____

Color _____

Serial# _____

Balance Owed To _____ Amount $ _____

Address _____

You will be offered a credit of $_____ on the above described trade-in, LESS NET PAYOFF OF ALL LIENS AGAINST IT, which you represent to be $_____, payable to_____.

Customer agrees to pay any difference between the actual payoff and the payoff indicated herein within 24 hours of notice by dealership.

TITLE INFORMATION

Lien To _____

Address _____

Lien Code # _____

PRICE OF VEHICLE (1)	
ACCESSORIES (DEALER INSTALLED) (2)	
	$
SUBTOTAL	( )
LESS GROSS TRADE ALLOWANCE	$
TRADE DIFFERENCE	$
ADMINISTRATIVE SERVICE FEE	$ 599.00
TAXABLE PRICE	$
STATE SALES TAX	$
TITLE FEE	$
LOST TITLE SERVICE 75.00	$
TOTAL PRICE INCLUDING TAX AND FEES	$
BALANCE OWED ON TRADE	$
TOTAL DUE	$
DOWN PAYMENT	$
REBATE	$
	$
	$
	$
	$
TOTAL BALANCE DUE	$

**"For the purpose of securing credit from you, I/We certify that the above information is true and complete to the best of my/our knowledge. Applicant(s) further certify that I/We have attained the age of majority. Applicant(s) authorized you to check my/our credit and employment history and to provide and/or obtain information about credit and employment history.

BUYER ACCEPTANCE _____

CO-BUYER ACCEPTANCE _____

SALES MGR.	BUSINESS MGR.

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SIMPLE FINANCE CHARGE

Dealer Number N/A Contract Number _____

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address)
[redacted]	[redacted]	[redacted]

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

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	GMC CANYON SLT	[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 12,[illegible] is $ [illegible]
8.360 %	$ 3,286.67	$ 33,259.01	$ [illegible]	$ [illegible]

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	660.39	Monthly beginning 05/14/15

Or As Follows: N/A N/A

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of $ 50.00 or 5 % of the part of the payment that is late, whichever is less.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including taxes of $ 3,845.01) $ 41,639.01 (1)

2 Total Downpayment =

Trade-In _____ (Year) (Make) (Model)

Gross Trade-In Allowance	$ N/A	
Less Pay Off Made By Seller	$ N/A	
Equals Net Trade In	$ N/A	
+ Cash	$ 12,[illegible]	
+ Other N/A	$ N/A	
(If total downpayment is negative, enter "0" and see 4I below)		$ 12,[illegible] (2)

3 Unpaid Balance of Cash Price (1 minus 2) $ 29,[illegible] (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.		
Life	$ N/A	
Disability	$ N/A	$ N/A
B Vendor's Single Interest Insurance Paid to Insurance Company		$ N/A
C Other Optional Insurance Paid to Insurance Company or Companies		$ N/A
D Optional Gap Contract		$ N/A
E Official Fees Paid to Government Agencies		
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell such insurance in Georgia. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life $ N/A

Credit Disability $ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

Insurance Company Name N/A

Home Office Address N/A

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

Insurance Company Name N/A

Home Office Address N/A

to		for	$
to	TERRY REID BUICK GMC	for ADMIN FEE	$ 599.00
to	UTILITY WARRANTY	for SERVICE CONTRACT	$ 2,250.00
to	N/A	for N/A	$ N/A
to	TERRY REID BUICK GMC	for BODY SHIELD	$ 760.00
to	TERRY REID BUICK GMC	for ROAD HAZARD TIRE	$ 560.00
to	N/A	for N/A	$ N/A
to	N/A	for N/A	$ N/A
to	N/A	for N/A	$ N/A

Total Other Charges and Amounts Paid to Others on Your Behalf $ 4,120.00 (4)

5 Amount Financed (3 + 4) $ 33,259.01 (5)

Co-Buyer Signature Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

Returned Check Charge: You agree to pay a charge equal to the greater of $30 or 5% of the check amount if any check you give us is dishonored and we make written demand that you do so.

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is $** N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

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

I want to buy a gap contract.

Buyer Signs X

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the enti[redacted]d us relating to this contract. A[redacted]ct must be in writing and we must sign it. No oral changes are binding. Buyer Signs X[redacted] Co-Buyer Signs X[redacted] If any part of this contract is not valid, all other parts stay valid. We may delay[redacted]of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

NOTICE TO THE BUYER: Do not sign this contract before you read it or if it contains any blank spaces. You are entitled to an exact copy of the contract you sign.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You acknowledge that you have read both sides of t[redacted]ng the arbitration clause on the reverse[redacted]elow. You confirm that you received a cor[redacted]py when you signed it.

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

Co-Buyers and Othe[redacted]n who is responsible for paying the entire debt. An other ow[redacted]is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

N/A

Other owner signs here X TERRY REID BUICK GMC Date 06/30/15 Address

Seller signs [redacted] Date By X Title

GM FINANCIAL

Seller assigns its interest in this contract to XX (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☐ Assigned without recourse ☐ Assigned with limited recourse

TERRY REID BUICK GMC

Seller By Title

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CUSTOMER/TRUTH IN LENDING COPY

Dent Wizard International Corporation

Ding Shield Service Plan Registration Form [redacted]

SERVICE PLAN HOLDER

Vehicle Buyer/Lessee [redacted]

Address [redacted] Apt

City ROME State GA Zip 30161

Phone Work ([redacted] Phone Home ([redacted]

Email N/A

VEHICLE INFORMATION

Vehicle: Year 2015 Make GMC Model CANYON SLT

[X] New [ ] Pre-Owned* [ ] Leased VIN 1GTG6CE34F[redacted] Mileage 670

*Applies only to vehicles which have been inspected and reconditioned prior to sale and authorized by a Dent Wizard representative to be free of any pre-existing damage at time of sale.

SERVICE PLAN INFORMATION

Appearance Plan Term (Enter Months) [60]

Appearance Plan (Choose 1)

[ ] Ding Shield Plus(DSP) [X] Ding Shield Ultimate (DSU)

Optional Cosmetic Alloy Wheel Protection (Choose 1) [XX] No Coverage [ ] 4 Wheels (4WH) [X] 8 Wheels (8WH)

Cosmetic Alloy Wheel Protection is only available with the purchase of Ding Shield Plus or Ding Shield Ultimate. Wheel count is total number of wheels for the term of the Agreement.

TOTAL PURCHASE PRICE $ 700.00

DEALER INFORMATION

Dealer TERRY REID BUICK GMC Dealer#

Address 125 S Dixie Ave

City Cartersville State GA Zip 30120

Phone (770)382-5910 Email N/A

By ROBERT GOODLIN Title

Signed [redacted]

LENDING INSTITUTION

Name GM FINANCIAL

Address P.O. BOX 182673

City ARLINGTON State TX Zip 76096

You are not required to enter into this **Agreement** in order to purchase, lease, or obtain financing for the Vehicle. **You** should read this **Agreement** carefully. It contains the entire agreement between **You** and **Us**. It takes precedence over any other written or oral statement made to **You** with respect to this **Agreement**. Any modifications, alterations, or changes to the preprinted terms and conditions of this **Agreement** are invalid and of no force or effect. Review the Special State Requirements/Disclosures located on the reverse for any rights, privileges, and conditions that govern this **Agreement** in **Your** state.

W. C. /

06/20/15

Carefree Car Protection®

MECHANICAL FAILUR SERVICE CONTRAC

VEHICLE INFORMATION

CONTRACT NUMBER		SERIAL NUMBER	
[redacted]		[redacted]	
YEAR	MAKE	MODEL	CURRENT ODOMETER READING
[illegible]	GMC	[illegible]	[illegible]

DEALER INFORMATION

SELLING DEALER			FWS DEALER #
[illegible]			N/A
DEALER ADDRESS	CITY	STATE	ZIP
[illegible]	[illegible]	NA	[illegible]
LIENHOLDER	ADDRESS		
GM FINANCIAL	[illegible]		

SERVICE CONTRACT HOLDER INFORMATION

FIRST NAME	LAST NAME		
[redacted]	[redacted]		
ADDRESS	CITY	STATE	ZIP
[illegible]	[illegible]	[illegible]	[redacted]
PHONE	EMAIL ADDRESS		
[illegible]	N/A		

SERVICE CONTRACT INFORMATION

TERM / MILEAGE SELECTED

TERM [ ] YEARS MILEAGE [illegible] MILES

SEE "SERVICE CONTRACT PERIOD" TO DETERMINE EXPIRATION DATE AND MILES

COVERAGE PLAN SELECTED

POWERTRAIN (PTR)	[ ]	GOLD (PUG)	[ ]
SILVER (PUS)	[ ]	GOLD PLUS (PGP)	[ ]
		PLATINUM (PNP)	[ ]

LIGHT DUTY COMMERCIAL USE COVERAGE

ONLY FOR VEHICLES WITH LESS THAN 35,000 MILES

[ ] (LCU)

SERVICE CONTRACT PURCHASE DATE	SERVICE CONTRACT PURCHASE PRICE
[illegible]	[illegible]

DEDUCTIBLE SELECTED

$0 (ZRD)	[ ]	$100** (ZR1)	[ ]
$100 (Z1H)	[ ]	$250 (ZTF)	[ ]

** REDUCING DEDUCTIBLE - WAIVED IF REPAIRS ARE MADE AT SELLING DEALER

YOU UNDERSTAND THAT THE PURCHASE OF THIS SERVICE CONTRACT IS NOT REQUIRED IN ORDER TO OBTA FINANCING OR TO PURCHASE THIS VEHICLE, HAS A STANDARD $100 DEDUCTIBLE AND MAY PROVIDE CERTA COVERAGES WHICH ALREADY MAY BE INCLUDED IN ANY APPLICABLE MANUFACTURER'S WARRANTY.

*NOTICE TO SERVICE CONTRACT HOLDER: **YOU** are required to obtain authorization prior to beginning any repairs covered this Service Contract except as noted in #2 of **HOW TO MAKE A CLAIM**. This Service Contract is subject to the **ARBITRATIC** section contained herein. Please see **STATE AMENDMENTS** section for additional state provisions.*

[ ] Washington Residents Only: By initialing this box, **YOU** acknowledge **YOU** have reviewed with Selling Dealer the sections of this Servi Contract titled: **SERVICE CONTRACT PERIOD, SERVICE CONTRACT COVERAGE, MECHANICAL BREAKDOWN, VEHICI COVERED PARTS, DEDUCTIBLE AND UNCOVERED COSTS, CANCELLATION, EXCLUSIONS FROM COVERAGE, YOU RESPONSIBILITIES [redacted] CLAIM**, and **IMPLIED WARRANTY**. CONTRACTUAL LIABILITY POLICY # CL-02-09

[redacted] [redacted]

CUSTOMER SIGNATURE DATE DEA[redacted] DATE

SERVICE COMPANY AND ADMINISTRATOR:

FIDELITY WARRANTY SERVICES, INC.

P.O. BOX 8567 ▼ DEERFIELD BEACH, FL 33443 ▼ 1-800-327-5172

COPY 1 - FWS ▼ COPIES 2 & 3 - DEALER ▼ COPY 4 - LIENHOLDER ▼ COPY 5 - CUSTOMER

The Georgia Lemon Law
Statement of Consumer Rights

Governor's Office of Consumer Protection
2 M. L. King Jr. Drive, Suite 356
Atlanta, GA 30334
(404) 656-3790

The information presented on this rights statement is a general summary of the law. To obtain materials which explain the Georgia Lemon Law in much greater detail and include sample notification forms, you can visit our website at www.consumer.ga.gov.

The Georgia Lemon Law:

- The vehicle must be purchased, leased, or registered in Georgia.
- Covers new motor vehicles or demonstration vehicles, if titled as new.
- Covers new trucks up to 12,000 pounds gross vehicle weight rating and the self-propelled and chassis portion of new motor homes.
- Covers nonconformities first reported within the lemon law rights period, which is the first two years or 24,000 miles of operation of the vehicle, whichever occurs first.
- A vehicle may qualify under the lemon law after the manufacturer or its authorized dealer has been given a reasonable number of attempts to repair the same nonconformity within the lemon law rights period, but has not been able to repair the nonconformity.
- Under the lemon law, a reasonable number of attempts is deemed to be: (a.) **one attempt**, if the nonconformity is a serious safety defect; (b.) **three attempts**, if the nonconformity, although not a serious safety defect, substantially impairs the use, value, or safety of the vehicle; or, (c.) **a cumulative total of 30 days** during which the vehicle is out of service for repair of one or more nonconformities.
- After a reasonable number of attempts to repair a serious safety defect or any other nonconformity (**either a. or b. above**), the consumer must notify the manufacturer and provide the manufacturer with a final opportunity to repair the nonconformity.
- If the manufacturer fails to correct the nonconformity after the final repair attempt, or if the vehicle is out of service by reason of repair of one or more nonconformities for a cumulative total of 30 days, the consumer may be eligible for a refund for the purchase price of the vehicle or a replacement vehicle.
- It is **very important** to keep copies of all work orders, reports (such as vehicle inspection, diagnosis, or test drive reports) and written correspondence with the manufacturer. Remember, you are entitled to receive a fully itemized and legible statement or repair order each time you take your vehicle in for diagnosis or repair.
- To assert your rights under the law, other requirements may apply. For further information, contact the Governor's Office of Consumer Protection.

[redacted] 06/30/15

Consumer Signature *Date*

JEFFERSON M CARNEY

Printed Name

This Statement of Consumer Rights delivered by ROBERT GOODWIN [redacted]

(Printed Name of Dealer Representative), as required by law on 06/30/15 *(Date).*

GA-92-NCW / REV. 09/11

GMC
PROFESSIONAL GRADE

Monday, February 26, 2018

[redacted]

Rome, GA [redacted]

Straight Settlement Letter

Subject: Repurchase of 2015 GMC Canyon
VIN: 1GTG6CE34F[redacted]
Ref SR[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2015 GMC Canyon, VIN **1GTG6CE34F1**[redacted] and that our attempts to resolve your concerns have not met your expectations. GMC will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied GMC customer. GMC will repurchase your vehicle for **$48,665.89.** This offer was calculated by using the following figures:

Total Repurchase Amount	$48,665.89
Base Price	$38,794.00
Aftermarket	$1,250.00
Registration/License/Title Fees	$21.00
Sales Tax	$2,845.01
Finance Charges	$5,507.00
Doc Fees	$599.00
Less Usage	$350.12
Less Payoff of Original Vehicle-Good until 03/22/18	$21,802.11
Total Amount to Customer	**$26,863.78**

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

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

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at **866-802-[redacted]** or concerns.

[redacted] 2-26-18 [redacted] 2-26-18

[redacted] Co-Customer's Signat[redacted]

[redacted]

[redacted] Co-Customer's Printe[redacted]

The requirements of the straight repurchase are as follows:

[redacted]

GMC

PROFESSIONAL GRADE

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment
- ⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes)*
- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** – needs to be intact and functional.
- ⇒ **Title** – if no lien, a free and clear title must be provided at time of repurchase.
- ⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds.

*Please return this signed document to fax number **866-802-6668** by* Thursday March 1, 2018

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

[redacted]

February 26, 2018

Dealer Confirmation Letter-Straight

TERRY REID BUICK GMC
125 S DIXIE AVE
CARTERSVILLE, GA 30120

Subject: 2015 GMC Canyon
Customer [redacted]
VIN: 1GTG6CE34F[redacted]
Ref SR[redacted]

Dear John Kuniskis:

General Motors will issue a check in the amount of $26,863.78 made payable to [redacted] and [redacted] Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $21,802.11 to GM Financial. Please be sure to return the repurchase documents to General Motors RVDC immediately for completion of the repurchase. Do not wait for the final repair order. The repair order may be faxed once the repair has been completed.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

***If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

If you are in agreement with this offer, please sign and date below and return this agreement to my attention at the following fax # [redacted] arch 1, 2018. If you have any questions you m[redacted]

[redacted], GM.
TERRY REID BUICK GMC 288908 Management Agent's Signature and Title.

JOHN A. KUNISKIS III, GM
TERRY REID BUICK GMC 288908 Management Agent's Printed Name and Title.

[redacted]



Case Number: [redacted]

Originator Name: Shawn Welborn shawn.welborn@gm.com
Created Date: 02/13/2018

Vehicle Info

***VIN:**	1GTG6CE34F1[redacted]	**MSRP:**	40305.0	***TAC #:**	[redacted]
Year:	2015	**Make:**	GMC	**Model:**	Canyon

Vehicle Comments & TAC Explanation:
rattle when driving in the engine area

***Date Reviewed with Customer:**	02/08/2018	***Repurchase Mileage:**	28738
Original Purchase Date:	06/30/2015	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Joint Owners				
***Names(s) on Title:**	[redacted]	***Title State:**	GA		
***Primary Owner:**	[redacted]	***Secondary Owner:**	[redacted]		
***Address**	[redacted]				
***City**	Rome	***State**	GA	***ZIP Code:**	[redacted]
***Day Phone:**	[redacted]	***Home Phone:**		***Cell Phone:**	[redacted]
***E-mail:**	[redacted]	***Fax Phone:**		***Exec Init Repurchase:**	N

***Reason Repurchase** trans only go in reverse, Eng noise, steering locks up, recalls

UCC Codes (K3003) Transmission - Automatic - Inoperative
(J0112) Engine - General - Noise
(M0105) Steering - General - Inoperative

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	***Company:**	GM Financial	**Account #:**	
Contact or Attention:					
Address					
City		**State**	GA	**ZIP Code:**	
Day Phone:	(000) 000-0000	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	288908	**Dealer Name:**	TERRY REID BUICK GMC		
Region:	30	**District:**	3212		
***Phone:**	(770) 382-5910	**Fax:**	(770) 387-7359		
***Contact Name:**	John Kuniskis	***Contact Title:**	General Manager	**E-Mail:**	jkuniskis@terryreid..

Repurchasing Dealer: -

Repair

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

Vehicle Location: -



Case Number: [redacted]

Originator Name: Shawn Welborn shawn.welborn@gm.com
Created Date: 02/13/2018

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	GA	*** Type:**	Straight Repurchase
Source:	ADR Mediated		
Replacement VIN:			-
Compliance Date:	2018-03-13	**Compliance Type:**	State Mediated
MSRP:	0.0	**Order #:**	

Repurchase:

Per GA LL - Usage at 1083 miles

*** Processing Instructions:**

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

GEORGIA MVD - RECEIPT (COPY)

[redacted]

2015 GMC TK [redacted] STANDARD TAG FEE 20.00
TOTAL FEES PAID 20.00

0090 10/03/2016 LDP
BANK

PURCH DT: 06/30/2015
REG DT: 10/03/2016

MOTOR VEHICLE REGISTRATION

1GTG6CE34F[redacted] 2015 GMC CANYON SLT TK

Tag Number: [redacted] Expires: 10/06/2017
Valuation 31829F $12810 Tag Fee: 20.00
Title Number: [redacted] Equip. No:
County: 009 District: 02 Mill Rate: Fuel: G
Farm Vehicle? N GVW: 6000 Color: WHI/WHI
Classification: PASSENGER CAR/LIGHT TRUCKS
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: [redacted] Customer 2 No: [redacted]

[redacted]
ROME GA [redacted]

Signature: _____

31872884

KEVIN PAYNE
FLOYD COUNTY TAX COMMISSIONER
PO BOX 26
ROME GA 30162-0026
(706) 291-5150

JEFFERSON MICHAEL CARNEY
2015 GMC TK STANDARD TAG FEE 20.00
1GTG6CE34F1118752 TOTAL FEES PAID 20.00
77270815205963
0090 10/03/2016 LDP

PURCH DT: 06/30/2015
[redacted]

BANK

THIS IS NOT A BILL
THIS IS YOUR RECEIPT
*** RETAIN FOR TAX PURPOSES ***

STATE OF GEORGIA
MOTOR VEHICLE REGISTRATION

1GTG6CE34[redacted] 2015 GMC CANYON SLT TK

Tag Number: [redacted] Expires: 10/06/2017
Valuation 31829F $12810 Tag Fee: 20.00
Title Number [redacted] Equip. No:
County: 009 District: 02 Mill Rate: Fuel: G
Farm Vehicle? N GVW: 6000 Color: WHI/WHI
Classification: PASSENGER CAR/LIGHT TRUCKS
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: [redacted] Customer 2 No: [redacted]

[redacted]
ROME GA [redacted]

Signature: _____

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number
8-3840325207

Customer Name
Jefferson M Carney and Kevin T Carney

Worksheet Filled Out By:
Tracy Ehrlinger

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

Vehicle VIN:
1GTG6CE34F1[redacted]

Date:
February 22, 2018

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE		
1	**Usage**		1	Base Price	$38,794.00	1	Down Pmt / Cap Cost Reduction	$0.00
2	Lemon Law usage must be calculated for every		2	Conversion / Upfit cost	$1,250.00	2	Pmts (includes 1st month if lease)	$0.00
3	case. Only fill out USAGE CHARGED section if		3	Reg./Lic./Title Fees	$21.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4	case originator instructions differ from LL.		4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**USAGE USING LEMON LAW**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6			6	Sales Tax	$2,845.01	6	Other-Explain	$0.00
7	**Usage Using Base Price**		7	Finance Charges	$5,507.00	7	Other-Explain	$0.00
8	Base Price/Total Repurch Price	$38,794.00	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	Mileage	1,083	9	doc fees	$599.00	9	Other-Explain	$0.00
10	Denominator	120,000	10	**Total Purchase Price**	**$49,016.01**	10	**Total Additions**	**$0.00**
11	**Usage**	**$350.12**	11			11		
12			12	*** Usage/Depreciation**	**$350.12**	12	*** Usage/Depreciation**	**$350.12**
13	**Usage Using Cents/Mile**		13	Damage	$0.00	13	Damage	$0.00
14	Mileage	0	14	Late charges	$0.00	14	Late charges	$0.00
15	Cents per mile	$0.000	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	**Usage**	**$0.00**	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17			17	Incentives	$0.00	17	Incentives	$0.00
18	**USAGE CHARGED**		18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**Usage - Negotiated**	$0.00	20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21			21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**Usage Using Base Price**		22	**Total Deductions**	**$350.12**	22	**Total Deductions**	**$350.12**
23	Base Price/Total Repurch Price	$0.00	23			23		
24	Mileage	0	24	**Repurchase Subtotal**	**$48,665.89**	24	**Total Refund to Customer**	**-$350.12**
25	Denominator	100,000	25	Loan Payoff good thru 03/22/18	$21,802.11	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	**Usage**	**$0.00**	26	**Total Refund to Customer**	**$26,863.78**	26	(GMAC=DL quote) good thru xx/xx/xx	
27			27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	**Usage Using Cents/Mile**		28	**Total Repurchase**	**$48,665.89**	28	**Total Repurchase**	**-$350.12**
29	Mileage	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	Cents per mile	$0.000	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31	**Usage**	**$0.00**	31	**Projected Loss**	**$48,665.89**	31	**Projected Loss**	**-$350.12**

PURCHASE PRICE (before t/t/t)	$ 38,794.00		TRADE ALLOWANCE		
MSRP (FROM BARS INVOICE)	$ 40,305.00		PAYOFF OF TRADE	$ -	
DIFFERENCE	$ (1,511.00)		DIFFERENCE	$ -	
if positive look for over allowance			if negative=negative equity		
			TRADE ALLOWANCE	$ -	
PURCHASE PRICE	$ 38,794.00		ACV OF TRADE		
INCENTIVE* (from BARS)	$ -		DIFFERENCE	$ -	
OVERALLOWANCE	$ -		ACV=actual cash value		
ACTUAL PRICE	$ 38,794.00				

LEMON LAW COMPARISON

USAGE PER LEMON LAW	$ 350.12
USAGE CHARGED	$ 350.12
LEMON LAW VARIANCE	$ -

Form Rev June 1, 2017

471.73			
174.33			
224.5			
236.78			
288.88			
329.78			
470.74			
366.3	204.87	missed	
156.17			
231.18			
259.91			
118.89			
172.71			
188.4			
179.56			
162.42			
193.89			
162.74			
165.41			
159.63	156.67	missed	
155.74			
204.87	??	Cannot find	
275.77	accrued		
156.67			
5507			

Columbus Copy Document requested by UJP71 at 9:32:01 AM on 1/31/2015

W LONG BOX GENERAL MOTORS LLC
GAZ SUMMIT WHITE /V6G
H0K COCOA / DUNE RENAISSANCE CENTER
ORDER NO. RXBQ5G/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GT G6CE 34 F1[redacted] VEHICLE INVOICE [redacted]
**********0160******48*50274S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
T2V43 CANYON 4WD SLT CREW LONG BO	37250.00	35387.50
E25 CHROME TUBULAR ASSIST STEPS (DEALER INSTALLED)	725.00	638.00
FE9 50-STATE EMISSIONS	N/C	N/C
GU6 REAR AXLE - 3.42 RATIO	N/C	N/C
IO6 AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ NAVIGATION & INTELLILINK	495.00	435.60
LFX ENGINE, 3.6L DI DOHC V6 VVT * TOW/HAUL MODE	N/C	N/C
MYB TRANSMISSION, 6-SPD AUTOMATIC	N/C	N/C
R6J CUSTOMER DIALOG NETWORK	0.00	16.50
UQA AUDIO SYSTEM- PREMIUM BOSE	500.00	440.00
VK3 FRONT LICENSE PLATE BRACKET	15.00	13.20
VZX BED LINER (DEALER INSTALLED)	395.00	347.60

RETAIL - STOCK
INVOICE 09/24/14
SHIPPED 09/15/14
EXP I/T 09/30/14
INT COM 09/30/14
PRC EFF 09/15/14
KEYS Z0670 Z0670
WFP-S QTR OPT-1
BANK: ALLY - 340
CHG-TO 50-274

SHIP WT: 4535
HP: 32.9
GVWR: 6000
GAWR.FT: 3200
GAWR.RR: 3500
EMPLOY: 36912.26
SUPPLR: 38403.40
NTR: 1/2
EMPINC: 2267.17
SUPINC: 776.04

TOTAL MODEL & OPTIONS	39380.00	37278.40	ACT 237	37022.00
DESTINATION CHARGE	925.00	925.00	H/B 261	1181.40
DEALER IMR CONTRIBUTION		196.90	ADV 261	196.90
LMA GROUP CONTRIBUTION		393.80	EXP 65A	393.80
TOTAL	40305.00	38794.10	PAY 310	38794.10

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 37053.95

****

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

****

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

BILL SMITH BUICK-GMC, INC.

REMIT TO ALLY NO. 340
VIN [redacted]
$ 38794.10 INV [redacted]

Georgia New Motor Vehicle Arbitration Panel
c/o Department of Law, Consumer Protection Unit
2 Martin Luther King, Jr. Drive SE, Suite 356
Atlanta, Georgia 30334-9077
Phone: 404-651-9397
Fax: 404-656-3569

[redacted]

Consumer,

vs.

Case Number [redacted]

GENERAL MOTORS LLC,

Manufacturer.

ORDER GRANTING JOINT REQUEST FOR POSTPONEMENT FOR SETTLEMENT NEGOTIATIONS

After due consideration, the parties' joint request for postponement of the scheduled arbitration hearing due to settlement negotiations is HEREBY GRANTED.

Pursuant to O.C.G.A. § 10-1-780 *et seq.* and Rule 60-2-1-.26, the Georgia New Motor Vehicle Arbitration Panel will retain jurisdiction over the parties and subject matter of this case until all settlement obligations are fulfilled or until this matter is presented at hearing and a decision is rendered.

FURTHER ORDERED that if any party has subpoenaed witnesses, that party shall notify its witnesses of the postponement in the most effective manner.

SO ORDERED this 13th day of February, 2018.

/s/ C. Small-Simon
CAMILLE SMALL-SIMON
ARBITRATOR

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Shawn Welborn shawn.welborn@gm.com
Created Date: 02/13/2018

Vehicle Info

***VIN:**	1GTG6CE34F1[redacted]	**MSRP:**	40305.0	***TAC #:**	[redacted]
Year:	2015	**Make:**	GMC	**Model:**	Canyon

Vehicle Comments & TAC Explanation:
rattle when driving in the engine area

***Date Reviewed with Customer:**	02/08/2018	***Repurchase Mileage:**	28738
Original Purchase Date:	06/30/2015	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Joint Owners				
***Names(s) on Title:**	[redacted]	***Title State:**	GA		
***Primary Owner:**		***Secondary Owner:**	[redacted]		
***Address**					
***City**	Rome	***State**	GA	***ZIP Code:**	[redacted]
***Day Phone:**	[redacted]	***Home Phone:**		***Cell Phone:**	
***E-mail:**	[redacted]	***Fax Phone:**		***Exec Init Repurchase:**	N

***Reason Repurchase** trans only go in reverse, Eng noise, steering locks up, recalls

UCC Codes (K3003) Transmission - Automatic - Inoperative
(J0112) Engine - General - Noise
(M0105) Steering - General - Inoperative

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	***Company:**	GM Financial	**Account #:**	
Contact or Attention:					
Address					
City		**State**	GA	**ZIP Code:**	
Day Phone:	(000) 000-0000	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	288908	**Dealer Name:**	TERRY REID BUICK GMC		
Region:	30	**District:**	3212		
***Phone:**	(770) 382-5910	**Fax:**	(770) 387-7359		
***Contact Name:**	John Kuniskis	***Contact Title:**	General Manager	**E-Mail:**	jkuniskis@terryreid..

Repurchasing Dealer: -
Repair
***Contact Name:** ***Contact Title:**

Vehicle Location: -

Reacquired Vehicle Disclosure Center

Case Number: [redacted]
Originator Name: Shawn Welborn shawn.welborn@gm.com
Created Date: 02/13/2018

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	GA	*** Type:**	Straight Repurchase
Source:	ADR Mediated		
Replacement VIN:			-
Compliance Date:	2018-03-13	**Compliance Type:**	State Mediated
MSRP:	0.0	**Order #:**	

Repurchase:

Per GA LL - Usage at 1083 miles

*** Processing Instructions:**

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

Shawn Welborn (C)

From: Erik Nelson <ENelson@LAW.GA.GOV>
Sent: Tuesday, February 13, 2018 3:05 PM
To: [redacted]
Cc: [redacted]
Subject: [EXTERNAL] [redacted] v. General Motors LLC, Case # [redacted] - Postponement
Attachments: [redacted] Order.pdf

Dear Parties,

The arbitrator, Camille Small-Simon, has granted the joint request to postpone upcoming the arbitration for settlement negotiations. Please find the attached order. The hearing scheduled for Wednesday, February 28, 2018 has been cancelled. Please notify me once you have settled.

Best regards,

Erik Nelson
Lemon Law Specialist
Office of Attorney General Chris Carr
Consumer Protection Unit

Tel: 404-651-9397
Fax: 404-656-3569
enelson@law.ga.gov

Georgia Department of Law
2 Martin Luther King, Jr. Drive, SE
Suite 356
Atlanta, Georgia 30334

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Shawn Welborn (C)

From: Shawn Welborn (C)
Sent: Thursday, February 08, 2018 9:57 AM
To: [redacted]
Cc: Laurie Mesa (lmesa@rumberger.com)
Subject: RE: [redacted] v GM - GA Arbitration [RKC-ACTIVE.FID[redacted]

RE: Customer Last Name: [redacted]
Service Request: [redacted]
2015 GMC Canyon
Vehicle Identification Number: 1GTG6CE34F[redacted]

Good Morning Bobby,

This vehicle was out of service for over 30 days (due to a delay in parts) at 1,083 MI around 7/18/15 due to a transmission replacement. At that time, the customer requested a repurchase but was denied.

The vehicle has also had 11 recall/updates. The recent visit on 6/13/17 at 23,942 MI was for the Electric Belt Drive Rack and Pinion Steering Gear Replacement due to it being broken.

Is this a case you would like to settle before hearing on 2/28/18 (conflict date with another hearing)?

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

From: Bobby Qureshi
Sent: Tuesday, January 30, 2018 11:08 AM
To: Mesa, Laurie
Cc: Shawn Welborn (C)
Subject: RE: [redacted] v GM - GA Arbitration [RKC-ACTIVE.FI[redacted]

I put it down on my calendar for now. I just need to get through next week with GA cases to catch up. Thx.

PS: This flu is killing me….

Bobby Qureshi
Regional Business Resource Manager
General Motors Company US-SSM Southeast Regional Office
11700 Great Oaks Way, suite 400
Alpharetta, GA 30022
Tel: 678-240-9830 (Office)
[redacted] (Cell)

678-240-9952 (Fax)
Email: bobby.qureshi@gm.com

GENERAL MOTORS

Customers, Relationships & Excellence

From: Mesa, Laurie [mailto:lmesa@rumberger.com]
Sent: Tuesday, January 30, 2018 10:28 AM
To: Bobby Qureshi <bobby.qureshi@gm.com>
Cc: Shawn Welborn (C) <shawn.welborn@gm.com>
Subject: [EXTERNAL] [redacted] v GM - GA Arbitration [RKC-ACTIVE.FID[redacted]

Attached are the deadlines to notify the AG if you have a conflict with the Feb. 28 hearing date and for the Answer to be filed.

Bobby, once you are feeling better we can chat about who is handling, but check your availability for the 28th so we don't miss Thursday's deadline.

Laurie Mesa
Assistant to Charlie Mitchell,
Steve Klein and Gregory J. Mroz

Rumberger
KIRK & CALDWELL

[redacted] Direct
407.872.7300 Main
lmesa@rumberger.com
www.rumberger.com

300 South Orange Avenue | Suite 1400 | Orlando, FL 32801
Mail To: P.O. Box 1873 | Orlando, FL 32802-1873

The information in this e-mail message is legally privileged and confidential information. If you have received this e-mail in error, please delete from any device/media where the message is stored.

Shawn Welborn (C)

From:	Mesa, Laurie <lmesa@rumberger.com>
Sent:	Tuesday, January 30, 2018 10:28 AM
To:	Bobby Qureshi
Cc:	Shawn Welborn (C)
Subject:	[EXTERNAL] [redacted] v GM - GA Arbitration [RKC-ACTIVE.FID[redacted]
Attachments:	[redacted] GM (GA) - D/L to notify AG of conflict with 2.28 hrg date (2.1) [redacted] v GM (GA) D/L to file Manufacturer's Answer (2.14)
Follow Up Flag:	Follow up
Flag Status:	Flagged

Attached are the deadlines to notify the AG if you have a conflict with the Feb. 28 hearing date and for the Answer to be filed.

Bobby, once you are feeling better we can chat about who is handling, but check your availability for the 28th so we don't miss Thursday's deadline.

Laurie Mesa
Assistant to Charlie Mitchell,
Steve Klein and Gregory J. Mroz

Right-click here to download pictures. To help protect your privacy, Outlook prevented automatic download of this picture from the Internet.
Rumberger Kirk & Caldwell

[redacted] Direct
407.872.7300 Main
lmesa@rumberger.com
www.rumberger.com

300 South Orange Avenue | Suite 1400 | Orlando, FL 32801
Mail To: P.O. Box 1873 | Orlando, FL 32802-1873

The information in this e-mail message is legally privileged and confidential information. If you have received this e-mail in error, please delete from any device/media where the message is stored.

Georgia New Motor Vehicle Arbitration Panel
c/o Georgia Department of Law, Consumer Protection Unit
2 Martin Luther King, Jr. Drive SE, Suite 356
Atlanta, Georgia 30334-9077
Phone: 404-651-9397
Fax: 404-656-3569

[redacted]

Consumer,

vs.

Case Number [redacted]

GENERAL MOTORS LLC,

Manufacturer.

MANUFACTURER'S STATEMENT

*Pursuant to Rule 60-2-1-.17(1), this form is to be completed by you and **must be received**, with all attachments, by the Panel and the Consumer **no later than 20 days** from the date of your receipt of the Notice of Arbitration. If the Notice of Arbitration indicates the Consumer is represented by an attorney, send the Consumer's copy of this form and attachments to the attorney.*

Pursuant to Rule 60-2-1.17(2), the Manufacturer shall have a good faith basis for each defense or issue asserted.

*Pursuant to Rule 60-2-1-.17(3), any amendments to this Statement must be received by the Panel and the Consumer at least **5 days** prior to the date of the hearing.*

Pursuant to Rule 60-2-1-.17(4), the arbitrator(s) may refuse to consider any defense or issue that was not raised by the manufacturer or received by the parties or the panel in a timely manner.

INSTRUCTIONS: Check either choice A **or** B and *print your name* as the representative. Selection of choice B also requires that you indicate whether the Manufacturer wishes to view the Consumer's vehicle and whether the Manufacturer will be represented by an attorney at the hearing.

A. ☒ I (*print name*), Bobby Qureshi, representative of the Manufacturer, acknowledge receipt of the Consumer's State Arbitration Application and assert no defenses. In accordance with the provisions of O.C.G.A. § 10-1-784(b), the Manufacturer hereby offers to X repurchase or ___ replace the Consumer's vehicle. A written offer of settlement has been or will be provided to the Consumer or his or her attorney by no later than (*date*) 2/16/18.

B. ☐ I (*print name*), _____, representative of the Manufacturer, have carefully reviewed the Consumer's State Arbitration Application and supporting documents. The Manufacturer intends to raise the defenses and issues listed below at the arbitration hearing:

_____

_____

_____

_____

_____

(Attach an additional sheet if necessary.)

I ATTEST THAT THERE IS A GOOD FAITH BASIS FOR EACH OF THE DEFENSES OR ISSUES ASSERTED IN THIS STATEMENT.

Choice B (*continued*): *Check the box or boxes as applicable.*

☐ The Manufacturer requests to view the Consumer's vehicle prior to the hearing as prescribed at Rule 60-2-1-.19.

☐ The Manufacturer will be represented at the hearing by the attorney whose name and contact information appears below:

Attorney Name: _____ GA Bar Number: _____

Name of Law Firm: _____

Phone (Office): _____ Fax: _____

E-mail Address: _____

_____

Street/Mailing Address *City* *State* *ZIP Code*

I hereby certify that the information provided in this Manufacturer's Statement is true and correct to the best of my knowledge.

By [redacted] 2/8/18

Manufacturer's Representative or Attorney Signature Date

I hereby certify by checking the applicable boxes below that I sent the Manufacturer's Statement and all attachments to:

☒ The Consumer *or* ☐ the attorney for the Consumer, if applicable.

By: [redacted] 2/8/18

nature Date

AGCPU—LL10P—06/16

Shawn Welborn (C)

From: Shawn Welborn (C)
Sent: Thursday, February 08, 2018 1:31 PM
To: Andrew Jarrett
Subject: RE: SR [redacted] - ME State Case for [redacted], VIN 1GCVKRECXGZ[redacted]
Attachments: RO [redacted] -Goodwin Chevrolet.pdf

RE: Customer Last Name: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 1GCVKRECXGZ[redacted]

Good Afternoon Andrew,

The state just advised that the customer would like to proceed to hearing. I have attached the last RO where the dealership performed the bulletin that the customer brought to your attention. Please let me know how you would like to proceed.

Also, they are requesting dates that you would be available in April for a hearing.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

From: Andrew Jarrett
Sent: Monday, February 05, 2018 10:26 AM
To: Shawn Welborn (C)
Subject: RE: [redacted] - ME State Case for [redacted] VIN 1GCVKRECXGZ[redacted]

Yes, my apologies I forgot to update you. The customer brought up a bulletin that a friend had done on his Yukon, and I was able to find one that fit his truck, so I had Goodwin Chevrolet do the bulletin. I have not heard anything from the customer about how he felt after the bulletin, but the dealership told me that everything felt and looked fine and working as designed.

Thank You,

Andrew Jarrett
District Manager Aftersales Maine
General Motors Northeast Region
39 Old Ridgebury Rd., Suite 1

Danbury, CT 06810
C: [redacted]
E: andrew.jarrett@chevrolet.com



From: Shawn Welborn (C)
Sent: Monday, February 05, 2018 9:47 AM
To: Andrew Jarrett <andrew.jarrett@chevrolet.com>
Subject: RE: SR[redacted] - ME State Case for [redacted], VIN 1GCVKRECXGZ[redacted]

RE: Customer Last Name: [redacted]
Service [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 1GCVKRECXGZ[redacted]

Good Morning Andrew,

Just wanted to touch base with you on this case. It appears there was a continuance at the hearing?

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

From: Shawn Welborn (C)
Sent: Thursday, January 04, 2018 1:12 PM
To: Andrew Jarrett
Subject: RE: SR [redacted] - ME State Case for [redacted], VIN 1GCVKRECXGZ[redacted]

See Attached

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052

FX: 866-749-7729
shawn.welborn@gm.com

From: Andrew Jarrett
Sent: Thursday, January 04, 2018 12:47 PM
To: Shawn Welborn (C)
Subject: RE: SR[redacted] - ME State Case for [redacted], VIN 1GCVKRECXGZ[redacted]

Can you please send me any documentation that you received from the dealerships that looked at the vehicle.

Thank You,

Andrew Jarrett
District Manager Aftersales Maine
General Motors Northeast Region
39 Old Ridgebury Rd., Suite 1
Danbury, CT 06810
C:[redacted]
E: andrew.jarrett@chevrolet.com



From: Shawn Welborn (C)
Sent: Thursday, January 04, 2018 9:30 AM
To: Andrew Jarrett <andrew.jarrett@chevrolet.com>
Subject: RE: SR[redacted] - ME State Case for [redacted], VIN 1GCVKRECXGZ[redacted]

RE: Customer Last Name: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 1GCVKRECXGZ[redacted]

Good Morning Andrew,

Just wanted to check in with you to see if you need anything for arbitration hearing next week, Tuesday, January 9, 2018 at 10 AM. I have attached the hearing notice again for you.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729

shawn.welborn@gm.com

From: Shawn Welborn (C)
Sent: Thursday, November 30, 2017 4:22 PM
To: Andrew Jarrett
Subject: RE: SR [redacted] - ME State Case for Sharp, VIN 1GCVKRECXGZ[redacted]

RE: Customer Last Name: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 1GCVKRECXGZ[redacted]

Good Afternoon Andrew,

Attached is the hearing notice for Tuesday, January 9, 2018 at 10 AM.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

From: Andrew Jarrett
Sent: Wednesday, November 15, 2017 12:11 PM
To: Shawn Welborn (C)
Subject: RE: SR [redacted] - ME State Case for [redacted], VIN 1GCVKRECXGZ[redacted]

I can do, Tuesday, January 9th.

Thank You,

Andrew Jarrett
District Manager Aftersales Maine
General Motors Northeast Region
39 Old Ridgebury Rd., Suite 1
Danbury, CT 06810
[redacted]
E: andrew.jarrett@chevrolet.com

From: Shawn Welborn (C)
Sent: Wednesday, November 15, 2017 9:30 AM
To: Andrew Jarrett <andrew.jarrett@chevrolet.com>
Subject: RE: SR [redacted] - ME State Case for [redacted], VIN 1GCVKRECXGZ[redacted]

RE: Customer Last Name: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 1GCVKRECXGZ[redacted]

Good Morning Andrew,

The hearing site just called and advised that the csutomer would be unavailable for hearing in December due to having surgery. They are asking to reschedule any day the first or second week of January 2018. Please let me know what day is best for you. It would be at the same location in Topsham.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

From: Shawn Welborn (C)
Sent: Tuesday, November 14, 2017 4:50 PM
To: Andrew Jarrett
Subject: RE: SR [redacted] - ME State Case for [redacted], VIN 1GCVKRECXGZ[redacted]

RE: Customer Last Name: [redacted]
[redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 1GCVKRECXGZ[redacted]

Good Afternoon Andrew,

See attached hearing notice.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

From: Shawn Welborn (C)
Sent: Monday, November 13, 2017 9:49 AM

To: Andrew Jarrett
Subject: RE: SR [redacted] - ME State Case for [redacted] VIN 1GCVKRECXGZ[redacted]

RE: Customer Last Name: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 1GCVKRECXGZ[redacted]

Good Morning Andrew,

See attached Manufacturer's Response that was sent, along with repair orders, tech notes, rental receipts and the following bulletins/PI's:

[redacted]

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

From: Andrew Jarrett
Sent: Thursday, November 09, 2017 9:25 AM
To: Shawn Welborn (C)
Subject: Re: SR [redacted] - ME State Case for [redacted], VIN 1GCVKRECXGZ[redacted]

Yes, this date works

Thank You,

Andrew Jarrett

On Nov 9, 2017, at 9:20 AM, Shawn Welborn (C) <shawn.welborn@gm.com> wrote:

> RE: Customer Last Name: [redacted]
> Service Request: [redacted]
> 2016 Chevrolet Silverado 1500
> Vehicle Identification Number: 1GCVKRECXGZ[redacted]
>
> Good Morning Andrew,

Just wondering if you were able to review your calendar for the hearing for this case. The state is looking at Tuesday, 12/5/17 at 10 AM. I apologize that for the confusion but the hearing will be in Topsham (not Bangor). Please let me know ASAP if this date is acceptable for you.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

From: Shawn Welborn (C)
Sent: Wednesday, November 08, 2017 12:04 PM
To: Andrew Jarrett
Subject: RE: SR [redacted]- ME State Case for [redacted] 1GCVKRECXGZ[redacted]

RE: Customer Last Name: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 1GCVKRECXGZ[redacted]

Good Morning Andrew,

The Bureau of Motor Vehicles for the State of ME is looking to schedule the hearing for this case on Tuesday, 12/5/17 at 10 AM. Would you be available at that time? I believe the hearing would be in Bangor, ME.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

From: Andrew Jarrett
Sent: Tuesday, November 07, 2017 10:45 AM
To: Shawn Welborn (C)
Subject: Re: SR [redacted] - ME State Case for [redacted] VIN 1GCVKRECXGZ[redacted]

Shawn,

The service manager at Goodwin's is Chris Moore, and I would like to defend this at arbitration due to neither dealership has found anything out of normal operations for this truck.

Please let me know what you need from me.

Thank You,

Andrew Jarrett

On Nov 7, 2017, at 10:26 AM, Shawn Welborn (C) <shawn.welborn@gm.com> wrote:

RE: Customer Last Name: [redacted]
Service Request: [redacted]
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 1GCVKRECXGZ[redacted]

Good Morning Andrew,

I am currently reviewing this case. It appears that most of the customer's concerns have not been duplicated related to the transmission, suspension and engine. The customer has continued to take the vehicle to the dealership in regards to these concerns so he has five visits for the transmission concern. Is this a case you would like to defend at state arbitration or would you like me to offer a trade repurchase to settle?

Also, who is the service manager at Goodwin Chevrolet – Chris Moore or Richard Kimball? We would need to list witnesses on the manufacturer's response in order to defend the case at hearing.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

From: Andrew Jarrett
Sent: Thursday, November 02, 2017 2:21 PM
To: Shawn Welborn (C)
Cc: Bill McWhirk (QUIRK CHEVROLET); treardon@quirkauto.com
Subject: Re: SR[redacted] - ME State Case for [redacted] VIN 1GCVKRECXGZ[redacted]

The last I knew this customer was at Goodwins in Brunswick a while back and between the tech working on it and Technical assistance, they found the vehicle to be operating as designed. I will ask for the ROs from Goodwins and send them to you.

Bill/Tim,
Please provide the sales documents and service ROs, as soon as possible.

Thank You,

Andrew Jarrett

On Nov 2, 2017, at 2:17 PM, Shawn Welborn (C) <shawn.welborn@gm.com> wrote:

RE: Customer Last Name: [redacted]
[redacted]

2016 Chevrolet Silverado 1500
Vehicle Identification Number: 1GCVKRECXG[redacted]

Good Afternoon Andrew,

Just writing to see if you are aware of this customer and if you have an update?

Bill and/or Timothy – do you have any updates on this case? Also, I requested the sales and service documents in order for us to defend the case.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

From: Shawn Welborn (C)
Sent: Wednesday, November 01, 2017 3:16 PM
To: Andrew Jarrett
Cc: MILTON HAMILTON; 'bmcwhirk@quirkauto.com'; 'treardon@quirkauto.com'
Subject: SR [redacted] - ME State Case for [redacted] VIN 1GCVKRECXGZ[redacted]

RE: Customer Last Name: [redacted]
Service Request: [redacted]5
2016 Chevrolet Silverado 1500
Vehicle Identification Number: 1GCVKRECXGZ[redacted]

Good Afternoon Andrew,

This email is being sent to notify you that Mr. [redacted]p has filed for ME State arbitration due to the transmission abnormal shift and noise. The vehicle was purchased and serviced at Quirk Chevrolet. The vheicle has also been serviced at Goodwins Chevrolet. TAC has been involved, SR 8-[redacted] and [redacted]

Bill and/or Timothy – Can you please send the sales and service document. The following sales documents are needed:

- **Sales purchase and finance agreements**
- **The incentives acknowledgement form**
- **Copy of the Title Application and Registration**
- **The Actual Cash Value statement of any trade**
- **All Repair Orders, service bulletins**
- **All Rental and loaner agreements**

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

Shawn Welborn (C)

From: Shawn Welborn (C)
Sent: Monday, January 29, 2018 2:01 PM
To: Wyatt Dehnke
Cc: bobby.qureshi@gm.com; 'cwilliams@terryreidgroup.com'; 'msanders@terryreidgroup.com'; 'bmartin@heritagerome.com'; 'jharris@heritagerome.com'
Subject: SR[redacted] - GA State Case for[redacted], VIN 1GTG6CE34F1[redacted]

RE: Customer Last Name:[redacted]
Service Request:[redacted]
2015 GMC Canyon
Vehicle Identification Number: 1GTG6CE34F1[redacted]

Good Afternoon Wyatt,

This email is to notify you that Mr.[redacted] has filed for GA state arbitration due to transmission only go in reverse, engine noise, steering locks up, recalls. The vehicle was purchased and serviced at Terry Reid Buick GMC and has been serviced at Heritage Buick GMC. TAC has been involved, SR[redacted], [redacted] and [redacted].

At this time, the case is being handled by local counel, Rumberger Kirk & Caldwell, who may be in contact with you for further information.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

Shawn Welborn (C)

From: Shawn Welborn (C)
Sent: Tuesday, February 13, 2018 1:40 PM
To: Wyatt Dehnke
Cc: bobby.qureshi@gm.com; 'jkuniskis@terryreidgroup.com'
Subject: RE: SR[redacted] - GA State Case for [redacted] VIN 1GTG6CE34F1[redacted]

RE: Customer Last Name: [redacted]
Service Request: [redacted]
2015 GMC Canyon
Vehicle Identification Number: 1GTG6CE34F1[redacted]

Good Afternoon Wyatt,

This email is to notify you that this case has settled for a straight repurchase. The case has been submitted to the repurchase department for further handling. Thank you for your assistance with this case.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

From: Shawn Welborn (C)
Sent: Monday, January 29, 2018 2:01 PM
To: Wyatt Dehnke
Cc: bobby.qureshi@gm.com; 'cwilliams@terryreidgroup.com'; 'msanders@terryreidgroup.com'; 'bmartin@heritagerome.com'; 'jharris@heritagerome.com'
Subject: SR [redacted] - GA State Case for [redacted], VIN 1GTG6CE34F1[redacted]

RE: Customer Last Name: [redacted]
Service Request: [redacted]
2015 GMC Canyon
Vehicle Identification Number: 1GTG6CE34F1[redacted]

Good Afternoon Wyatt,

This email is to notify you that Mr. [redacted] has filed for GA state arbitration due to transmission only go in reverse, engine noise, steering locks up, recalls. The vehicle was purchased and serviced at Terry Reid Buick GMC and has been serviced at Heritage Buick GMC. TAC has been involved, SR[redacted], [redacted] and [redacted].

At this time, the case is being handled by local counel, Rumberger Kirk & Caldwell, who may be in contact with you for further information.

Sincerely,

Ms. Shawn Welborn | Mediation Liaison
General Motors*
Business Resource Center
Alorica on behalf of General Motors*
PH: 866-790-5700 ext. 592-1052
FX: 866-749-7729
shawn.welborn@gm.com

Shawn Welborn (C)

From: GM P2P File Delivery <noreply-p2pfd@gm.com>
Sent: Wednesday, February 07, 2018 2:51 PM
To: Shawn Welborn (C)
Subject: [redacted] downloaded package: Attached are the docs for the GA state [redacted] 2017-005

Dear Shawn Welborn,

[redacted] downloaded the following package:

Attached are the docs for the GA state [redacted], [redacted]-[redacted]

Download Package

From: Shawn Welborn on 01/29/18 03:53 PM
Size: 15.1 MB in 28 files

Note:
Attached are the docs for the GA state [redacted]. Please let me know if you need anything else. I have requested the sales and service documents.

Ms. Shawn Welborn | Mediation Liaison
General Motors | Business Resource Center
Phone: (866) 790-5700 x5921052
Fax: (866) 749-7729

Use these alternate addresses if needed:

[redacted]

- Download Package

John Kuniskis (TERRY REID BUICK GMC)

[redacted]

Buyer

Trades

PDI

Disclosure

Recap

Summary

Commissions

Forms

Business Office

[redacted]

530 DELLS FERRY RD, ROME, GA, 30161
Home: 678-986-0238 Cell: 678-986-0238
Email:
County: FLOYD

Stock # G100167
N 15 GMC CANYON SLT
1GTG6CE34F1[redacted]

Deal Information

Deal Status: Capped

Retail | Lease

List: 40305.00	Rebate:	AMO$/Opt: 1250.00	Sale Date: 06/30/15
Price: 38794.00	APR: 6.350	Insurance:	Deliver: 06/30/15
Down: 12500.00	Term: 72 Days: 45	Accessories:	First Payment: 08/14/15
Trade:	Tax: 2845.01	Serv Cont: 2250.00	Lender: GM FINANCIAL
Payoff:	Tax Group: GA TAX	Fee$/Lender: 620.00	Discount: 1511.00
Function:	Payment/Options: 590.89 M		

Other / Salespeople

Odometer: 670	Permit#/Exp:	Salesperson1: 214	F&I Manager: GRJ
Trade Desc:		Salesperson2:	Sales Manager: 234
PDI: GREATER MUTUAL			

[redacted]

[redacted]

Save Exit Cancel

t21 Georgia

Dealer: Terry Reid Buick GMC
User: John Kuniskis
Executed: 01/31/2018
Search Criteria: (VIN) 1GTG6CE34F1118752

Inquiry Results

Vehicle Information:

VIN: 1GTG6CE34F[redacted]
Year: 2015
Body Style: TK
Fuel Type: G
Current Odometer: 670

Vehicle Status: New
Make: GMC
Color: WHI/ WHI
Engine Type: CYLINDERS
Odometer Exception:

Purchase Date: 2015-06-30
Model: CANYON SLT
Gross Weight:
Cylinders: 6

Title Information:

ELT: N
Title Number: [redacted]

Title Status: OK
Back TAVT: $0.00

Title Date: 2015-08-24

Registration Information:

Plate Numb[redacted]
Expiration: 2018-10-06

Category: AA
Status: ACT

Use:

Owner Information:

Type: INDIVIDUAL
Name: [redacted]
Residential Address: [redacted]
ROME , GA [redacted]
FLOYD

ID: [redacted]

Mailing Address: [redacted]
ROME , GA [redacted]

Type: INDIVIDUAL
Name [redacted]
Residential Address [redacted]
ROME , GA [redacted]
FLOYD

ID [redacted]

Mailing Address:

Lien Information:

ELT: N
Customer I[redacted]
Residential Address: PO BOX 182673
ARLINGTON , TX 760962673

Lien Name: GM FINANCIAL
Mailing Address:

TitleTec.

[redacted]

Dealership: Terry Reid Buick GMC
Sale Date: 06/30/2015
Deal Type: Financed
Transfer Plate: No
Sales Tax Exempt:

Deal Information

Sale Price: $39,393.00
Trade-In: No
Transfer Plate #:
Georgia Sales Tax ID:

Deal #: G100187
Sales Tax:
Trade-In Amount: $0.00
Transfer Plate Type:
Purchaser Sales Tax ID:
Finalized Date: 07/24/2015

VIN: 1GTG6CE34F1[redacted]
Year: 2015
Body: TK
Body Color: WHI
GVW: 6000
Invoice #:
Shipping Weight: 4535
Title Brand 1:

Vehicle Information

Mileage: 670
Make: GMC
Engine Type: C
Roof Color: WHI
Fuel: G
Engine #:
Horse Power:
Title Brand 2:

Status: MSO
Model: CANYON SLT
Cylinders: 6
Farm Vehicle: No
Exemption:
Distributor Name:
MV-1 Required: No
Title Brand 3:

[redacted]formation

Owner Type: I Customer ID: [redacted]
Residential Address: [redacted]
ROME, GA [redacted]
Name: [redacted]
Mail[redacted]

Owner Type: I Customer ID: [redacted]
Residential Address: [redacted]
ROME, GA [redacted]
Nam[redacted]
Mail[redacted]

[redacted]formation

Lien Date: 06/30/2015 Customer ID: [redacted]
Residential Address: PO BOX 182673
ARLINGTON, TX 76096
Name: GM FINANCIAL
Mailing Address:

☐ ELT

Lien Date: Customer ID:
Residential Address:
Name:
Mailing Address:

Deal Fees

Title Reg: $38.00
TAVT: $2,757.51
TAVT Penalty: $0.00
Total Fees: $2,795.51

Submit the following completed documents (in order) as they apply to a particular vehicle sale.

- ✓ REQUIRED Title Tec T21 cover sheet
- ✓ REQUIRED Title / Tag application (MV-1)
- ✓ REQUIRED Georgia Title, Out of State Title, or MSO completed front and back
  - o Lien release (if not released on face of the title)
- ✓ Secure Dealer Reassignment – completed front and back
- ✓ Affidavits
  - o Affidavit of Corrections (T-11)
  - o Affidavit of Repossession (T-16)
  - o Affidavit of Odometer Discrepancy (T-107)
- ✓ Powers of Attorneys
  - o Limited Power of Attorney (T-8)
  - o Secure Power of Attorney (Green Original) (T-8S)
- ✓ All other documents to support the transfer of ownership
  - o Copy of Contract (if needed)
- ✓ REQUIRED Copy of Purchaser's Driver's License

Notes:

MV-1 (Revised 11-2013)

DOR - Motor Vehicle Title/Tag Application

Original Title Fee	$ 18.00
Replacement Title Fee	$ 8.00
Title Penalty Fee	$ 10.00
Expedited Title Fee	$ 10.00

*Expedited title processing is only available by mail or in person at DOR/Motor Vehicle Division for non Title Ad Valorem Tax vehicles.

Fair Market Value
*Rebates - 0.00
Trade In Value -
Taxable Value =
Taxable Value x Rate = 0.00 (TAVT)

* This value is applicable only for a new vehicle not listed in the MVD assessment manual.

Vehicle Section: Except for the signature, this application must be typed, electronically completed & printed or legibly hand printed in black or blue ink.

Vehicle Identification Number	Year	Make	Body Style	Model	Color	Cylinders	New or Used
1GTG6CE34F1[redacted]	2015	GMC	TK	CANYON SLT	WHITE	6	NEW

Date Purchased	Emission Certificate #	Current Title #	Current Title's State of Issue	GA County of Residence	District #
06/30/2015				FLOYD	

Odometer Reading: 670
Odometer reading is actual miles unless you check one of the following boxes: ☐ EXEMPT ☐ Exceeds Mechanical Limits of Odometer ☐ Not the Actual Mileage, Warning odometer discrepancy!
Fuel: GASOLINE

Complete For All Commercial Vehicles

Gross Vehicle Weight & Load: 6
Straight Truck? ☐ Yes ☐ No
Used For Hire? ☐ Yes ☐ No
Type of Trailer Pulled?
Product Hauled?
Is This A Farm Vehicle? ☐ Yes ☐ No

Number of Owners: 2

Owner Section Leased Vehicle? ☒ No ☐ Yes (Complete Lessee Section)

Owner # 1

Driver's License # (If individual)	State/Country of Issue*	Full Legal Name of Owner #1 First	Middle	Last	Suffix	Date of Birth
[redacted]	GA	[redacted]				[redacted]

If you purchased this vehicle from an out-of-state dealer/business, did you pick-up the vehicle out-of-state? ☐ Yes ☐ No

Full Legal Name of Business/Leasing Company's Name

Purchaser's GA Sales Tax # (when applicable)

Owner # 2

Driver's License # (If an individual)	State/Country of Issue*	Full Legal Name of Owner #2	Last	Suffix	Date of Birth
[redacted]	GA	[redacted]			

Full Legal Name of Business/Leasing Company's Name [redacted]

Address (Street address including city, state & zip)	Mailing Address (If different from street address including city, state & zip)
[redacted] ROME, GA [redacted]	[redacted] ROME GA [redacted]

Seller Section

GA Dealer's/Bank's 12 Digit Customer ID# (If Applicable)
001102799195

Full Legal Name or Business Name & Address:
TERRY REID BUICK GMC
125 SOUTH DIXIE AVENUE, CARTERSVILLE, GA 30120

If Georgia Seller, GA County Name: BARTOW
* Directly Financed Dealer Sale ☐

Lessee Section

Driver's License #, if individual*

Lessee's Full Legal Name & Address or Business Lessee's Full Name & Address:

Lessee's GA County Location

Number of Security Interests or Liens: 1 **Security Interests or Liens Section**

[redacted] Holder's ELT 12 Digit Customer ID #

Name & Address of 1st Security Interest Holder/Lien Holder:
GM FINANCIAL
PO BOX 182673, ARLINGTON, TX 76096-2673

Security Interest Holder's/Lien Holder's ELT 12 Digit Customer ID#

Name & Address of 3rd Security Interest Holder/Lien Holder:

Security Interest Holder's/Lien Holder's ELT 12 Digit Customer ID #

Name & Address of 2nd Security Interest Holder/Lien Holder:

Name & Mailing Address of Attorney-in-Fact - Attach original power of attorney if title is to be mailed to attorney-in-fact.

I do solemnly swear [redacted] ny for fraudulent use of a false or fictitious [redacted] false statement punishab [redacted] of up to five years, or both, that th [redacted]

Owner #1 Signatur [redacted] Owner #2 Signatur [redacted]
*A Georgia license [redacted] til the applicant presents, at the t [redacted] se or
Georgia Identification Card. Owner's E-mail Address

CERTIFICATE OF ORIGIN FOR A VEHICLE

[redacted]

GM

[redacted]
INVOICE NO.

DATE
09/24/14

VEHICLE IDENTIFICATION NO.
1GTG6CE34F1[redacted]

YEAR
2015

MAKE
GMC TRUCK

BODY TYPE
CANYON 4WD CREW LONG BOX

SHIPPING WEIGHT
4535

H.P. (S.A.E.)
32.9

G.V.W.R.
6000

NO. CYLS.
06

SERIES OR MODEL
T2V43

N.T.R.
1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

[redacted]

BILL SMITH BUICK-GMC, INC.
1940 SECOND AVE NW
CULLMAN AL 35055-5730

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

****
* THIS VEHICLE*
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *
****

[redacted]

GENERAL MOTORS LLC

BY: [redacted]
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

DETROIT MI 48243-1114
CITY - STATE

GM 511 REV. 10-04

2018-01-31 13:20 Terry 7703877357 >> DCWIPVMCAR019 P 6/23

Each undersigned seller certifies to the best of his knowledge information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle.

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1

NAME OF PURCHASER(S) [redacted]

ADDRESS [redacted]

I certify to the best of my knowledge that the odometer reading is [redacted]

DEALER [redacted]

State of [redacted]

County of [redacted]

Sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this [redacted] day of [redacted] 20__

Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2

NAME OF PURCHASER(S) TERRY REID BUICK GMC USE NOTARIZATION ONLY IF REQUIRED BY TITLING JURISDICTION

ADDRESS 125 S DIXIE AVE CARTERSVILLE, GA 30120

I certify to the best of my knowledge that the odometer reading is [redacted]

DEALER NAME OF DEALERSHIP HARDY CHEVROLET BUICK GMC DEALER'S LICENSE NUMBER

State of GEORGIA

County of PAULDING

By: [redacted]

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this [redacted] day of [redacted] 20[redacted]

[redacted] Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3

NAME OF PURCHASER(S) [redacted]

ADDRESS [redacted]

I certify to the best of my knowledge that the odometer reading is [redacted]

DEALER [redacted] NAME OF DEALERSHIP [redacted] DEALER'S LICENSE NUMBER [redacted]

State of [redacted]

County of [redacted]

By: [redacted]

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this [redacted] day of [redacted] 20__

[redacted] No Tenths

Notary Public

DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4

NAME OF PURCHASER(S) [redacted] USE NOTARIZATION ONLY IF REQUIRED BY TITLING JURISDICTION

ADDRESS [redacted]

I certify to the best of my knowledge that the odo meter reading is [redacted]

DEALER [redacted] NAME OF DEALERSHIP [redacted] DEALER'S LICENSE NUMBER [redacted]

State of [redacted]

County of [redacted]

By: [redacted]

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this [redacted] day of [redacted] 20__

[redacted] No Tenths

Notary Public

ODOMETER DISCLOSURE FOR RETAIL SALE

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.

I certify to the best of my knowledge that the odometer reading is [redacted] USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

Reading [redacted] NO Tenths ☐ The mileage stated is in excess of the mechanical limits ☐ This odometer reading is not the actual mileage. WARNING ODOMETER DISCREPANCY

Signature(s) of Seller(s) [redacted]

Printed Name(s) of Seller(s) [redacted] Dealer's No. [redacted]

Signature of Purchaser(s) [redacted] Date of Statement [redacted] Date of Sale [redacted]

Printed Name of Purchaser(s) [redacted] Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this [redacted] day of [redacted] 20__

Company Name (If Applicable) [redacted]

Address of Purchaser(s) [redacted]

State of [redacted]

County of [redacted]

Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

LIENHOLDER

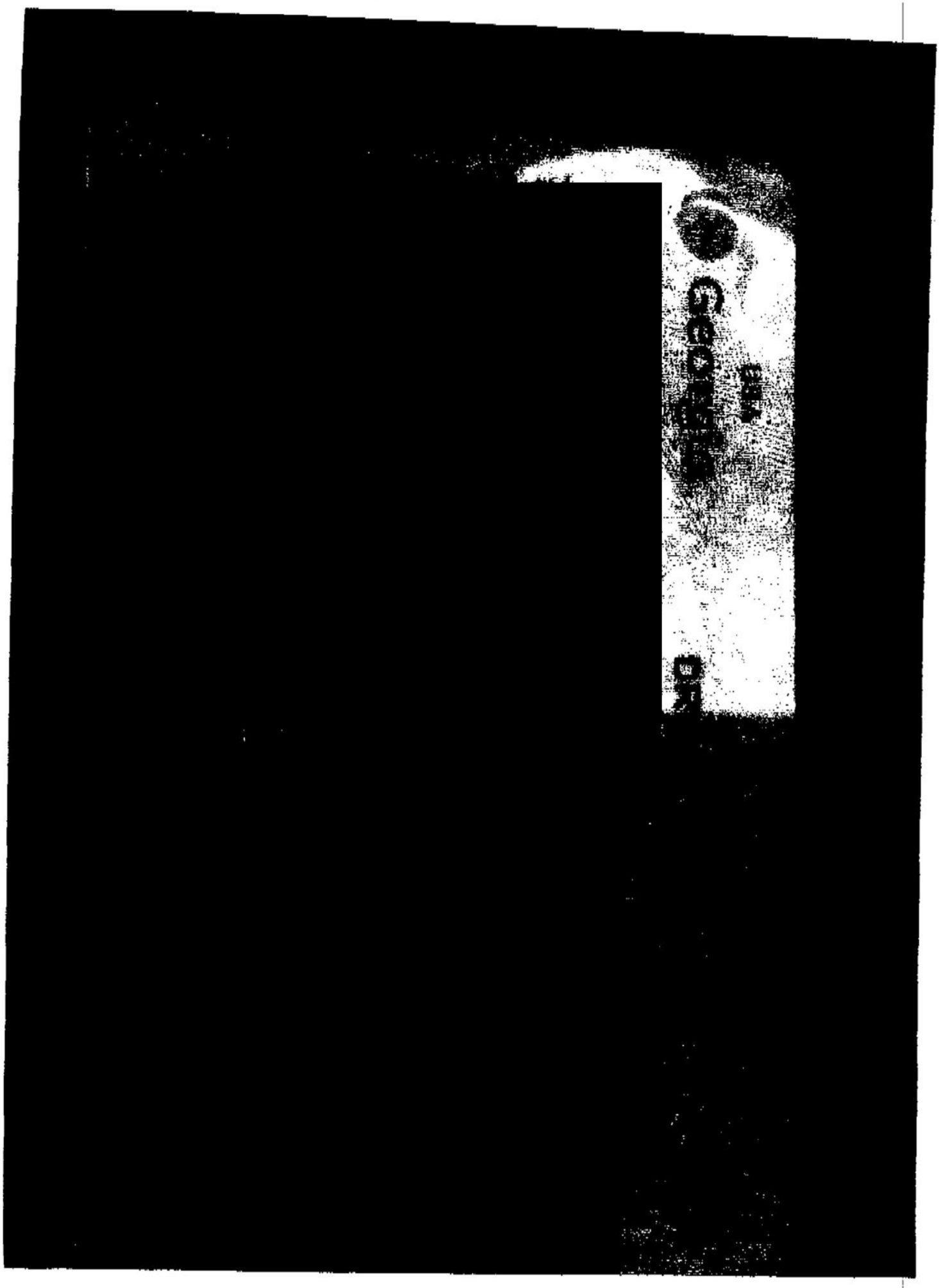
1st lien in favor of GM FINANCIAL

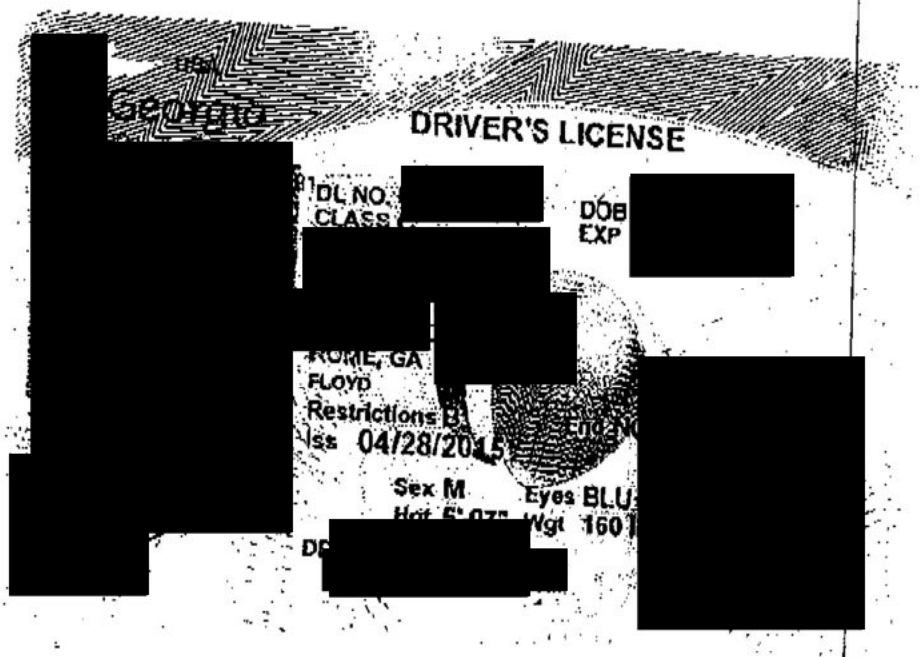
whose address is PO BOX 183853 ARLINGTON TX 76096

2nd lien in favor of [redacted]

whose address is [redacted]

GM521 REV. 1-2000




DRIVER'S LICENSE
DL NO
CLASS
DOB
EXP
FLOYD
Restrictions
Iss 04/28/2015
Sex M
Eyes BLU
Wgt 160