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

Form T-8 (Rev. 2-2015)
Web and MV Manual

Georgia Department of Revenue - Motor Vehicle Division
Limited Power of Attorney - Motor Vehicle Transactions

SUBMISSION OF THIS FORM MUST BE ACCOMPANIED BY A COPY OF THE APPOINTED ATTORNEY-IN-FACT'S DRIVER'S LICENSE OR STATE ISSUED IDENTIFICATION.

This form can be electronically completed and printed for signing and submission from the Department of Revenue website, www.dor.ga.gov Except for signatures, this form may be typed, electronically completed and printed or printed legibly by-hand in blue or black ink. This form must be completed in its entirety, signed and notarized. **"It is a felony for any person to willfully enter false information on this form.** The Department of Revenue or the County Tag Office reserves the right to verify all information contained on this document before it is accepted.

NOTE: You **cannot** use a "limited" power of attorney when the seller/transferor and the buyer/transferee on the title assignment are the **same** person **or** agents of the same company or corporation when there is a requirement to disclose the motor vehicle's odometer reading.

PHOTOCOPIES ARE NOT ACCEPTABLE - ORIGINAL FORM MUST BE SUBMITTED. ANY ALTERATION OR CORRECTION VOIDS THIS FORM. PRIOR VERSIONS OF THIS FORM WILL NOT BE ACCEPTED AFTER 3/1/2015.

APPOINTMENT OF ATTORNEY-IN-FACT

I/We, Vehicle Owner(s) Full Legal Name(s): [redacted]

Appoint Full Legal Name of Appointed Attorney-in-Fact (Only One (1) Attorney-in-Fact may be appointed): TERRY REID BUICK GMC

As my/our attorney-in-fact, to represent me/us before the Georgia Department of Revenue or any of the County Tax Commissioners' offices in the state with respect to the following described vehicle:

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

Year: 2015 Make: GMC Model: CANYON SLT

Said attorney-in-fact is authorized to apply for an original or replacement certificate of title, to transfer title to said motor vehicle and to perform on my/our behalf any act or thing whatsoever concerning such motor vehicle in every aspect as I/we could do were I/we present.

This power-of-attorney revokes all earlier powers-of-attorney and shall be in full force and effect until written revocation is received by the Department of Revenue or Tax Commissioner, but in no event shall this power-of-attorney be valid beyond twelve (12) months from the date of its execution.

The undersigned owner(s) further certify that this power-of-attorney was completely filled in at the time of its execution.

Signed and attested this 30 **day of** JUNE , 2015 [redacted]

Owner(s) Full Legal Name(s): Printed or Typed [redacted] Owner(s) Signature(s): [redacted]

Owner's Address: [redacted] ROME, GA [redacted] Owner's Phone Number: [redacted]

ACKNOWLEDGEMENT OF NOTARY PUBLIC

The undersigned notary public does hereby certify that the above named owner of the vehicle identified in this appointment of an attorney-in-fact, executed this form in my presence and that said owner(s) was/were proven to be the person(s) named by the use of the following form of positive, picture identification **(a copy of the Owner(s) Driver's License must accompany this form):**

Owner(s) Valid Driver's License Number: Name(s) as listed on Driver's License: Name(s) of Issuing State:

Sworn to and subscribed before me this day of ,

Notary Public's Full Legal Name: Printed or Typed Notary Public's Signature:

Notary Public's Address: Notary Public Seal/Stamp:

Notary Public's Phone Number:

Date Notary Commission Expires:

Have a question? Visit our website at http://dor.georgia.gov/motor-vehicles or scan the QR code above for more information.

Date 06/30/2015 Customer [redacted] Stock No. G100187

ODOMETER DISCLOSURE STATEMENT

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

I, TERRY REID BUICK GMC (TRANSFEROR'S NAME, PRINT) of CARTERSVILLE, GA

Owner of Year 2015 Make GMC

Body Type TK Model CANYON SLT VIN 1GTG6CE34F1118752

License No. Sticker No. State Year

State that the odometer now reads 670 (no tenths) miles and to the be best of my knowledge that it reflects the actual mileage of the vehicle described above, unless one of the following statements is checked.

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

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

DATE OF STATEMENT 06/30/2015

TRANSFEROR'S NAME TERRY REID BUICK GMC (PRINTED NAME)

TRANSFEROR'S ADDRESS 125 South Dixie Avenue (STREET)

CARTERSVILLE, GA 30120 (CITY) (STATE) (ZIP CODE)

TRANSFEROR'S SIGNATURE [redacted]

TRANSFEREE'S NAME [redacted]

TRANSFEREE'S ADDRESS [redacted] (STREET)

ROME, GA [redacted] (CITY) (STATE) (ZIP CODE)

TRANSFEREE'S [redacted] (PRINTED NAME)

2015 CANYON 4WD SLT CREW LONG BOX — GENERAL MOTORS LLC
GAZ SUMMIT WHITE /V6G
KOK COCOA / DUNE
ORDER NO. KXBQ5G/TRK STOCK NO. 23275
VIN 1GT G6CE 34 F1[redacted]
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE 5AD22729516
**********0160******48*502748

MODEL & FACTORY OPTIONS	MSRP	INV AMT
T2V43 CANYON 4WD SLT CREW LONG BO	37250.00	35387.50
R25 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 XXXXX XXXXX
WFP-8 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	393.00
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 1GTG6CE34F1118752
$ 38794.10 INV 5AD22729516
DUE 09/30/14 DEALER 50-274

Date 06/30/2015 Customer [redacted] Stock No. G100187

ODOMETER DISCLOSURE STATEMENT

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

I, TERRY REID BUICK GMC (TRANSFEROR'S NAME, PRINT) of CARTERSVILLE, GA

Owner of Year 2015 Make GMC

Body Type TK Model CANYON SLT VIN 1GTG6CE34F[redacted]

License No. _____ Sticker No. _____ State _____ Year _____

State that the odometer now reads 670 (no tenths) miles and to the be best of my knowledge that it reflects the actual mileage of the vehicle described above, unless one of the following statements is checked.

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

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

DATE OF STATEMENT 06/30/2015

TRANSFEROR'S NAME TERRY REID BUICK GMC (PRINTED NAME)

TRANSFEROR'S ADDRESS 125 South Dixie Avenue (STREET)

CARTERSVILLE, GA 30120 (CITY) (STATE) (ZIP CODE)

TRANSFEROR'S SIGNATURE [redacted]

TRANSFEREE'S NAME [redacted]

TRANSFEREE'S ADDRESS [redacted] (STREET)

ROME, GA [redacted] (CITY) (STATE) (ZIP CODE)

TRANSFEREE'S [redacted] (PRINTED NAME)

TerryReid
AUTOMOTIVE GROUP

815 JF Harris Parkway
Cartersville, GA 30120
(678) 605-9500

Title Processing and VIN Verification / Follow - up

I have physically verified the VIN on my vehicle to be 1GTG6CE34F1 [redacted]
And the mileage to be 670

Title Processing

- You should receive an email confirmation or a confirmation letter within 20 days from the date of purchase to let you know your title has been processed. If for some reason you do not receive a confirmation within 20 days, please call the title clerk or your local title office for the status of your title
- You can purchase your tag at your local county tag office. If you are purchasing a new tag it will be $20 and if you are transferring a previous tag it will be $5.
- Please be aware that if you have a Post Office Box number as your address on your driver's license, we will need proof of residency from you. This should be a utility bill only. If you cannot provide a utility bill with your name on it, we will need a street address on your license. We apologize if this is inconvenient for you. This is not a Terry Reid Hyundai policy; this is from the State of Georgia.
- For your convenience, your sales associate will be introducing you to our service department and will guide you through making your first appointment. Your first service appointment is scheduled for _____.
- Contact information - Terry Reid Hyundai asks that an email address is provided by every customer so that one may be contacted regarding issues such as warranty, service, follow-up, campaigns and title information
  - Email [redacted]
  - _____ I do not have an email address
  - _____ No, under my own personal preference I wish not to provide my email address
  - Please provide the address where you receive your mail:
  - Please provide the best phone number to reach you: [redacted]

You can reach the title clerk by calling 678-605-9500 or email lcarter@terryreidgroup.com

I have physically verified and agree with the VIN and mileage written above and understand the content of this paper.

Buyer, Lessee, or Borrower Signature Date

X [redacted]

Form T-226 (Rev. 11-09)
WEB and MV Manual

APPLICATION TO EXTEND INITIAL REGISTRATION PERIOD FOR A MOTOR VEHICLE PURCHASED FROM A GEORGIA MOTOR VEHICLE DEALER

Date: _____

To: _____, County Tag Agent

I/we purchased the motor vehicle described in this application from a Georgia motor vehicle dealer. It has been at least twenty-five (25) days since the date of this purchase. I/we do not have a license plate for this motor vehicle and the title has not been issued in my/our name for this 1986 or newer motor vehicle that is required to be titled.

Attached to this application is a copy of the motor vehicle dealer's Invoice of Sale that I/we received when the vehicle was purchased and the temporary license plate that was issued when the vehicle was purchased.

Please extend the initial registration period for this vehicle and issue a County Tag Agent Temporary Operating Permit to expire thirty- (30) days from the expiration date of the temporary license plate issued by the dealer.

Owner(s)' Full Legal Name(s):	[redacted]
Owner(s)' Address:	
Owner(s)' City, State & Zip:	Rome GA [redacted]
Owner(s)' Daytime Telephone No:	
Insurance Company's Name:	GEICO Mutual
Insurance Policy #:	[redacted]
Selling Dealer's Name:	Terry [illegible] Hyundai
Selling Dealer's City:	Cartersville Georgia
Vehicle Year, Model, Make & Model Name or #:	
Vehicle Identification No:	Purchase Date: 06/30/2015
Own[redacted]:	

Attac[redacted] Vehicle dealer's Invoice of Sale Dealer's Temporary License Plate
Dealer's Temporary License Plate

AUG 14, 2015

Georgia Department of Revenue

GEORGIA TEMPORARY LICENSE NUMBER: [redacted]

VIN: 1GTG6CE34F[redacted] **YEAR:** 2015 **COLOR:** WHI/WHI

CONTROL [redacted] **MAKE:** GMC **MODEL:** CANYON SLT

TEMPORARY REGISTRANT INFORMATION

[redacted]

ROME, GA [redacted]

DEALER INFORMATION

TERRY REID BUICK GMC
125 SOUTH DIXIE AVENUE
CARTERSVILLE, GA 30120

ISSUED: JUN 30, 2015
EXPIRES: AUG 14, 2015

DEALER NO.: 001102799195

P 17/23

Terry 7703877357 >>

2018-01-31 13:24

HARDY CHEVROLET BUICK GMC

P.O. Box 580 Cedar, Georgia 30125 Telephone (770) 445-8411
1500 Charles Hardy Pkwy Cedar Georgia 30125

[redacted] GMC

SOLD TO: TERRY REID BUICK GMC
ADDRESS: 125 S DIXIE AVE
CARTERSVILLE, GA 30120 BARTON
PHONE: (770)382-5910

DATE	INVOICE NO.	STOCK NO.
03/26/15	[redacted]	5275

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2015	GMC	CANYON	NEW	1GTG6CE36F[redacted]

SALESMAN: HARDY,CHARLES KEY NOS.

INSURANCE COVERAGE INCLUDES

FIRE & THEFT ☐ PUBLIC LIABILITY - AMT.
COLLISION - AMT. DEDUCTIBLE ☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE
	LIEN:	

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The Seller, HARDY CHEVROLET-BUICK-GMC, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and HARDY CHEVROLET-BUICK-GMC, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

USED CAR TRADED

YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.
N/A			

BODY COLOR

PRICE OF CAR

CHEVROLET	
CAMARO	
CORVETTE	
BUICK	
TRUCKS RETAIL	XX
INV. CARS & TRKS.	
CONT. PROTEC. - GM	
CONT. PROTEC. OTHER	
U/C - RETAIL	
WHOLESALE	
U/T - RETAIL	
WHOLESALE	
[redacted]	[redacted]
SALES TAX	
LICENSE & TITLE	
TOTAL CASH PRICE	38794.1

SETTLEMENT

FINANCING	
INSURANCE	
TOTAL TIME PRICE	38794.1
	N/A
DEPOSIT	
CASH ON DELIVERY	
USED CAR ALLOWANCE	N/A
PAYMENTS	
MONTHS [redacted] .10 PER MONTH	38794.1
TOTAL	38794.1
[redacted]	[redacted]

Always Bring Your Car Here For Factory Authorized Service

The Reynolds and Reynolds Company

WARRANTY REPAIR ORDER

[redacted]

ROME, GA [redacted]

R/O Open Date	R/O Number
4/06/16	[redacted]
R/O Close Date	Cross Reference #
4/19/16	Original

Year	Make	Model	Body	Mileage In	Mileage Out
2015	GMC	CANYON SLT	CREW PICKUP	9449	9450

Vehicle Identifica	Color	License Number	Service Advisor	
1GTG6CE34F1 [redacted]	WHITE		Terry Hart	3507

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

G100187

DESCRIPTION OF SERVICE AND PARTS			COST	AMOUNT
Cell: [redacted]				
#1 - QL RECALL: CUSTOMER STATES PERFORM RECALL LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WIT 15439				
Cause: PERFORM RECALL AS PER GM INSTRUCTION				
Tech: 223/5305		0.30hrs @ 101.1	9.60	28.01
Sub-Total Labor:	9.60	28.01		
COMPLETED AS PER OP CODE 9101773				
#2 - QL RECALL: CUSTOMER STATES PERFORM RECALL 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE W 15304				
Cause: PERFORM RECALL AS PER GM INSTRUCTION				
Tech: 223/5305		0.40hrs @ 101.1	12.80	37.34
Sub-Total Labor:	12.80	37.34		
COMPLETED AS PER OP CODE 9101695				
#3 - QL RECALL: CUSTOMER STATES PERFORM RECALL EXCESSIVE WIRING HARNESS LENGTH **EXPIRES WITH BAS 15671				
Cause: PERFORM RECALL AS PER GM INSTRUCTION				
Tech: 223/5305		0.20hrs @ 101.1	6.40	18.67
Sub-Total Labor:	6.40	18.67		
COMPLETED RECALL AS PER OP CODE 9101976				
#4 - QL RECALL: CUSTOMER STATES PERFORM RECALL HOOD STRIKER CORROSION/FRACTURE 15116				
Cause: PERFROM RECALL AS P PER GM INSTRUCTION				
Tech: 223/5305		0.50hrs @ 101.1	16.00	46.68
Part: 23390992 :N-STRIKER KIT (08080-T)		1	21.53	30.14
Cost Difference:		1		
Sub-Total Labor:	16.00	46.68		
Sub-Total Parts:	21.53	30.14		
Sub-Total:	37.53	76.82		
COMPLETED REACALL AS PER OP CODE 9101683				
#5 - QL 0600743: GMC SCHEDULED MAINTENANCE				
Cause: PERFROM OIL AND FILTER CHANGE WIH TIRE				

ACCOUNT #	LABOR
	PARTS
METHOD	SUBLET
	SHOP SUPPLIES
	SALES TAX OR TAX I.D.
RECEIPT #	DEDUCTIBLE
	TOTAL DUE

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WARRANTY REPAIR ORDER

[redacted]

ROME, GA [redacted]

Work Phone [redacted]

R/O Open Date	R/O Number
4/06/16	[redacted]
R/O Close Date	Cross Reference #
4/19/16	Original

Year	Make	Model	Body	Mileage In	Mileage Out
2015	GMC	CANYON SLT	CREW PICKUP	9449	9450

Vehicle Identification Number	Color	License Number	Service Advisor	
1GTG6CE34F1[redacted]	WHITE		Terry Hart	3507

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

G100187

DESCRIPTION OF SERVICE AND PARTS				COST	AMOUNT
ROTATION					
Tech: 223/5305			0.70hrs @ 101.1	22.40	65.35
Part: 19303250 :SL-N-FILTER (01836-BOPCKT)			1	3.76	4.00
Part: 19293000 :N-OIL (08800-BOPCKT)			6	18.84	25.80
Cost Difference:			6	.42	.42
Sub-Total Labor:	22.40	65.35			
Sub-Total Parts:	23.02	30.22			
Sub-Total:	45.42	95.57			
COMPLETED					

ACCOUNT #	LABOR	67.20	196.05
	PARTS	44.55	60.36
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		-68.35
	TOTAL DUE	111.75	188.06

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WARRANTY REPAIR ORDER

[redacted]
ROME, GA [redacted]

Work Phone	R/O Open Date	R/O Number
[redacted]	7/18/15	[redacted]
	R/O Close Date	
	8/27/15	Original
Body	Mileage In	Mileage Out
CREW PICKUP	1083	1084

Year	Make	Model	License Number	Service Advisor	
2015	GMC	CANYON SLT		ASHLEY STEPHENS	302
Vehicle Identification Number		Color		Delivery Date	In-Service Date
1GTG6CE34F1 [redacted]		WHITE		6/30/15	6/30/15

G100187

DESCRIPTION OF SERVICE AND PARTS			COST	AMOUNT
Cell: [redacted]				
#4 - MR 9996: CUSTOMER STATES VEHICLE WILL ONLY MOVE IN REVERSE WILL NOT GO FOR WARD				
Cause: OPENED TAC CASE [redacted] (GARY KILMER) AND WA S TOLD TO ENTER VALVE BODY AND REPLACE SNAP RINGS				
Op: 8464670: (0341) (6017) Transmission Replacement				
Claim Type: F				
Tech: 208/5352	5.00hrs @ 101.1		120.00	466.75
Tech: 208/5352	5.00hrs @ 101.1		120.00	466.75
Sublet: GMATT18:IV#12029:MATTHEWS GARAGE			200.00	200.00
Part: 24240629 :SL-N-RING (04164-PCKT)		1	2.63	3.68
Part: 24225522 :SL-N-DAM (04166-CKT)		1	8.95	12.53
Part: 24241073 :SL-N-PISTON (04166-CKT)		1	17.67	24.74
Part: 24262872 :SL-N-HOUSING (04169-CKT)		1	34.61	48.45
Part: 24238560 :SL-N-PISTON (04164-CKT)		1	26.22	36.71
Part: 24263589 :SL-N-HOUSING (04169-CKT)		1	132.89	186.05
Part: 24267844 :N-TRANSMISSION (04003-C)		1	2099.00	2938.60
Part: 24267844-C :N-TRANSMISSION (04003-C) -		1	1000.00	1000.00
Part: 24267844-C :N-TRANSMISSION (04003-C) -		1-	-1000.00	-1000.00
Sub-Total Labor:	240.00	933.50		
Sub-Total Parts:	2321.97	3250.76		
Sub-Total Sublet:	200.00	200.00		
Sub-Total:	2761.97	4384.26		
(PARTIAL FLAG) FOUND VEHICLE WOULD NOT PULL AFTER DIAGNOSING INTERNALLY				
#5 * MR 9996: CUSTOMER STATES ADDED OPERATION CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE				
Cause: RECALL COMPLETED ADDED OPERATION				
Op: 9101548: ADDED OPERATION				
Claim Type: A				
Tech: 208/5352	0.50hrs @ 101.1		12.00	46.68
Sub-Total Labor:	12.00	46.68		

ACCOUNT #	LABOR
	PARTS
METHOD	SUBLET
	SHOP SUPPLIES
	SALES TAX OR TAX I.D.
RECEIPT #	DEDUCTIBLE
	TOTAL DUE

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WARRANTY REPAIR ORDER

[redacted]

ROME, GA [redacted]

Work Phone	R/O Open Date	R/O Number
	7/18/15	
	R/O Close Date	Cross Reference #
	8/27/15	Original

Year	Make	Model	Body	Mileage In	Mileage Out
2015	GMC	CANYON SLT	CREW PICKUP	1083	1084

Vehicle Identification Number	Color	License Number	Service Advisor	
1GTG6CE34F1 [redacted]	WHITE		ASHLEY STEPHENS	302

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

G100187

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
RECALL COMPLETED		
#6 * MR 9996: CUSTOMER STATES		
ADDED OPERATION		
VEHICLE WOULD NOT PULL AFTER DIAGNOSING INTERNALLY		
Cause: FOUND TWO GEARS LOCKED UP AND CONFIRMED THROUGH TA C THAT A NEW TRANSMISSION MUST GO IN VEHICLE		
ADDED OPERATION		
Op: 8464670: Transmission Replacement		
ADDED OPERATION		
Tech: 208/5352 8.60hrs @ 101.1	206.40	802.81
Sub-Total Labor: 206.40 802.81		
REPLACED TRANSMISSION ASSEMBLY		

ACCOUNT #			
	LABOR	458.40	1782.99
	PARTS	2321.97	3250.76
METHOD	SUBLET	200.00	200.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	2980.37	5233.75

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WARRANTY REPAIR ORDER

Inventoried Vehicle

Work Phone	R/O Open Date	R/O Number
	5/22/15	[redacted]
Home Phone	R/O Close Date	
	5/27/15	Original
Body	Mileage In	Mileage Out
CREW PICKUP	180	180

Year	Make	Model	License Number	Service Advisor
2015	GMC	CANYON SLT		Lisa Smith 6147

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

G100187

DESCRIPTION OF SERVICE AND PARTS			COST	AMOUNT
#1 - MR RECALL: CUSTOMER STATES PERFORM RECALL				
14888 FRONT-BRAKE CALIPER LEAK				
Cause: FRONT BRAKE CALIPER RECALL				
Op: 9101540:				
Claim Type: A				
Tech: 223/5305	1.20hrs @ 101.1		38.40	112.02
Part: 23341891 :SL-N-CALIPER (04665-CT)		1	74.60	104.44
Part: 23341892 :SL-N-CALIPER (04665-CT)		1	74.60	104.44
Part: 19299818 :N-FLUID (08800-BOPCKT)		2	9.74	13.64
Sub-Total Labor:	38.40	112.02		
Sub-Total Parts:	158.94	222.52		
Sub-Total:	197.34	334.54		
INSPECTED REPLACED CALIPER PER GM RECALL				

ACCOUNT #	LABOR	38.40	112.02
	PARTS	158.94	222.52
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	197.34	334.54

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TERRY REID GMC HYUNDAI
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
5/04/15	[redacted]
R/O Close Date	**Status**
5/05/15	
Mileage In	**Mileage Out**
176	176
Service Advisor / Tag #	
Lisa Smith	

Inventoried V00187

Work Phone	Vehicle Identification Number
	1GTG6CE34F1[redacted]
Home Phone	**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	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - MR RECALL: CUSTOMER STATES PERFORM RECALL 14818 BODY WIRE HARNESS CHAFE Caused by BODY WIRE HARNESS CHAFE RECALL Corrected by 9101458: Tech: FOWLER, MARK(223) INSPECTED HARNESS REROUTED HARNESS PER GM RECALL	Warranty
**********	
* 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.

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. - Dealership Application Group (800) 645-1028

Chevrolet - Recall Question On Vehicle I Own-Additional Info:Any recalls for 2016 Chevy Colorado for Power steering? Mine keeps intermittently shutting off. Makes it dangerous and hard to steer.

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

Caller English

System [3:39:28 PM]:

Welcome to chat.

Tyler [3:39:55 PM]:

Thank you for contacting Chevrolet Customer Assistance, Chuck! My name is Tyler! I would be happy to assist you any questions or concerns about recalls.

[redacted] [3:40:37 PM]:

any recalls on my truck for power steering?

Tyler [3:41:12 PM]:

We also have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls.

Tyler [3:41:53 PM]:

We are sorry to hear that you're having concern with the vehicles power steering. I would be happy to check for open recalls on your vehicle. To better assist you may I have your VIN and current mileage?

[redacted] [3:42:23 PM]:

VIN not accesible right now, miles are about 24000

Tyler [3:43:11 PM]:

I would need the VIN to check for recalls, as recalls are VIN specifc.

Tyler [3:43:25 PM]:

I would be happy to try and locate your VIN in our system.

[redacted] [3:43:31 PM]:

okay

Tyler [3:43:39 PM]:

Can you verify your full home mailing address, phone number and email address?

[redacted] [3:44:17 PM]:

[redacted], North Pole, AK.[redacted]

[redacted] [3:44:42 PM]:

[redacted]...[redacted]

Tyler [3:47:50 PM]:

Sadly I was not able to locate your VIN in our system.

[redacted] [3:49:23 PM]:

Well, I don't have mine on me, as I don't trust driving the truck on our icy roads if the power steering might fail. Don't feel much like dying this week.

Tyler [3:50:28 PM]:

If you don't feel safe driving the vehicle you can contact Chevrolet Roadside at 800-243-8971.

Tyler [3:50:50 PM]:

If the vehicle is still under the Powertrain Warranty they will be able to tow the vehicle to the nearest Chevrolet Dealership at no cost.

Tyler [3:51:13 PM]:

Is there another name listed on the vehicle?

[redacted] [3:51:23 PM]:

they did that once and could not find anything wrong. Try [redacted]

Tyler [3:52:05 PM]:

Thanks for this information; I was able to locate your VIN. There is currently no open recalls on the vehicle.

Tyler [3:52:50 PM]:

I see that you currently have an open case with a Senior Adviser.

[redacted] [3:53:21 PM]:

the NHTSA has 7 open problems with this make year and model truck for the same issue. Someone's going to get hurt.

Tyler [3:54:14 PM]:

The Senior Adviser working the case is Verenice. The Senior Adviser can be contacted at 1866-790-5600 Ext 5923743.

[redacted] [3:55:46 PM]:

you can understand my frustration here. I'll call her. Thanks.

Tyler [3:56:11 PM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with Chevrolet Customer Assistance. We are here to chat from Monday – Friday 8:00 am – 9:00 pm and Saturday 9:00 am – 9:00 pm EST. Have a great day!

Call Disconnected.

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

Caller English

System [4:54:05 PM]:

Welcome to chat.

Christopher Brian [4:54:26 PM]:

Thank you for contacting Chevrolet Customer Assistance. My name is Christopher.

Christopher Brian [4:55:14 PM]:

Hello good afternoon, [redacted]

[redacted] [4:56:29 PM]:

Trying to find out if the power steering and stabilizer are covered under drivetrain warranty

Christopher Brian [4:57:29 PM]:

I'm sad to hear that you are currently having a difficult time with your vehicle's power steering and stabilizer.

Christopher Brian [4:57:48 PM]:

I'd be glad to provide you with information.

Christopher Brian [4:58:11 PM]:

To better assist you may I have the current mileage?

[redacted] [4:58:22 PM]:

52000

Christopher Brian [4:58:55 PM]:

Thank you let me check your vehicle's warranty. This may take me 2-3 minutes.

[redacted] [4:59:11 PM]:

Ok thanks

Christopher Brian [4:59:23 PM]:

Welcome!

Christopher Brian [5:04:17 PM]:

Thank you for waiting, [redacted].

Christopher Brian [5:04:30 PM]:

I'm sorry for the hold time.

[redacted] [5:04:41 PM]:

No problem

Christopher Brian [5:06:07 PM]:

I found and verified the answers on the 2015 Chevrolet Warranty Manual.

[redacted] [5:07:00 PM]:

Ok

Christopher Brian [5:08:04 PM]:

The warranty says: All internally lubricated parts, final drive housings, axle shafts and bearings, constant velocity joints, propeller shafts and universal joints. All mounts, supports, seals, and gaskets as well as any electrical components internal to the drive axle. Also covered are any actuators directly connected to the drive axle.

Christopher Brian [5:09:05 PM]:

Exclusions: Excluded from the Powertrain coverage are all wheel bearings, drive wheel front and rear hub bearings, locking hubs, drive system cooling, lines, hoses, radiator, sensors, wiring, and electrical connectors related to drive systems as well as any drive system control module and/or module programming.

Christopher Brian [5:11:48 PM]:

With that said the power steering system on your vehicle has many components. We need to know the root component cause of your power steering issue by way of diagnosing the vehicle.

Christopher Brian [5:12:23 PM]:

That would be the best step the that we can do to determine if the issue is covered under warranty.

Christopher Brian [5:13:31 PM]:

About the Stabilizer, are you talking about the Stabilitrak?

[redacted] [5:14:33 PM]:

Ok I know that this issue is a recall on certain production months but My vin is not listed in recall

[redacted] [5:14:56 PM]:

Yes Stabiltrak

Christopher Brian [5:15:14 PM]:

Got it.

Christopher Brian [5:16:09 PM]:

The Stabilitrak is under the bumper to bumper warranty.

[redacted] [5:16:58 PM]:

Do not really understand how only certain months are recalled and my truck having exact problems I have read about but no recall

Christopher Brian [5:18:08 PM]:

I looked up your VIN for recalls and found none as well. We have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls

Christopher Brian [5:18:48 PM]:

Recalls and special coverages are VIN specific.

Christopher Brian [5:18:57 PM]:

GM is able to determine which vehicles were or were not built with the part being recalled and identifies that by the VIN and your vehicle is not included in the affected group.

[redacted] [5:19:02 PM]:

Yea I have been checking that to see and it hasn't showed up

Christopher Brian [5:20:50 PM]:

We would like to examine the vehicle for us to be able to determine if your vehicle power steering issue is covered under warranty.

[redacted] [5:21:30 PM]:

Okay thanks for your time,we have owned many GM products and sad to say this problem is very unsettling

Christopher Brian [5:21:51 PM]:

We do not have remote access to your vehicle to properly conduct a diagnosis, but we have our GM dealerships to do that for us.

Christopher Brian [5:22:51 PM]:

I understand what you mean. It is difficult to drive your vehicle without power steering and the Stabilitrak.

Christopher Brian [5:23:49 PM]:

Let me give you a service request number, [redacted].

Christopher Brian [5:24:16 PM]:

The benefit of going to GM dealers is that we have trained technicians that can diagnose and repair your vehicle correctly eliminating misdiagnosis and unnecessary or repeat repairs. GM bulletins assist dealers in fixing the problems efficiently and effectively.

[redacted] [5:24:26 PM]:

The problem is not consistent and comes up at different times and after restarting it goes away till it happens again has been as long as 30 days without s problem

Christopher Brian [5:25:22 PM]:

Yes agree. Intermittent symptoms are hard to duplicate and diagnose.

Christopher Brian [5:26:28 PM]:

May I ask the name of your GM dealership?

[redacted] [5:26:48 PM]:

Do not think this is a problem we should have to pay for diagnostic or repair, thanks for your time have a great day

[redacted] [5:27:55 PM]:

Purchased ft Audie Brown have repairs at Lumberton Chevrolet

Christopher Brian [5:28:16 PM]:

Thank you.

Christopher Brian [5:29:47 PM]:

Let me refer you to the Customer Experience Manager at Lumberton Chevrolet. His name is Joey Todd, phone number: (910) 739-7577.

Christopher Brian [5:30:21 PM]:

Or you may ask for his second in command, Sonia Blanks.

Christopher Brian [5:33:28 PM]:

I'm still here to assist you.

[redacted] [5:34:20 PM]:

Ok thanks

Christopher Brian [5:34:27 PM]:

Welcome!

Christopher Brian [5:35:10 PM]:

Please we just need an initial diagnosis in order for us to assess how we can help.

Christopher Brian [5:35:19 PM]:

If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Or you may call in at 1-866-790-5600. My name is Christopher and this is Chevrolet Customer Assistance, thank you for chatting with us. I hope you have a wonderful day!

Christopher Brian [5:36:06 PM]:

Please take care!

Call Disconnected.

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

CHECK No. [redacted]

VOID VOID VOID VOID VOID

DATE 02/22/18

664 *DOLLARS* 60 *CENTS* AMOUNT 664.60

NOT VALID AFTER
180 DAYS FROM DATE

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

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

[redacted]

VENDOR DUNS NO BB [redacted]

VENDOR NAME [redacted]

1

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

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 02/22/18

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[redacted]			00.0000	664.60	.00	664.60

VOID VOID VOID VOID VOID

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	664.60	.00	664.60

RON SMITH BUICK GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
2097255050
Cashier: Adriana

Transaction **100170**

Total **$1,850.33**

CREDIT CARD SALE $1,850.33
VIS[redacted]

Retain this copy for statement validation

09-Feb-2018 5:04:04P
$1,850.33
VISA CRED[redacted]
Ref #: 804
Auth #: 23
MID: ****
AID: A000
AthNtwkN
SIGNATUR[redacted]

Online: https://clover.com/p/D988CYJG5W4NE

RON SMITH
BUICK GMC

1900 AUTO CENTER DRIVE • MERCED, CA 95340
PHONE: (209) 725-5050

BAR# ARD-056102 EPA# CAL-000216218

CELL[redacted]

ADVISOR: TIM COCA 1346	TAG NO. 2491	INVOICE DATE 02/09/18	
LABOR RATE / LICENSE NO. [redacted]	MILEAGE 57,166	COLOR /4WD SLT	STOCK NO.
YEAR / MAKE / MODEL: 15/GMC/CANYON/CREW CAB 140.5 SLT		DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO.: 1 G T G 6 C E 3 5 F 1[redacted]		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO. / P[redacted]		R.O. DATE 02/06/18	
COMMENTS			

MO: 57166

TOTAL LABOR....	552.95
TOTAL PARTS....	1198.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	98.88
TOTAL INVOICE $	**1850.33**

PAID

FEB 09 2018

BY: [signature]

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE:
$ 105.- + Tax

AUTHORIZED REVISED ESTIMATE:
$ 1850.- + Tax

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X [signature]

I ACKNOWLED[redacted]LE AND I HAVE RECEIVE[redacted]CE.

CUSTOMER SIGNATURE X [signature]

You may[redacted]ve a question[redacted]cturer in the next[redacted]eason yo[redacted] "Co[redacted] please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

WARNING: Motor vehicles contain chemicals know to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemical know to the State of California to cause cancer and birth defects or other reproductive harm. **To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.** (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 *et seq.*) For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

The Reynolds and Reynolds Company ERAINTINVE

RON SMITH
BUICK GMC

1900 AUTO CENTER DRIVE • MERCED, CA 95340
PHONE: (209) 725-5050

BAR# ARD-056102 EPA# CAL-000216218

A NO. 9453	ADVISOR TIM COCA 1346	TAG NO. 2491	INVOICE DATE 02/09/18	CELL: [redacted]	
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 57,166	COLOR /4WD SLT	STOCK NO.
ATWATER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT		DELIVERY DATE	DELIVERY MILES	
[redacted]	VEHICLE I.D. NO. 1 G T G 6 C E 3 5 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O.	R.O. DATE 02/06/18		
BUSINESS PHONE	COMMENTS			MO: 57166	

JOB# 1 CHARGES----------

LABOR----------

J# 1 02BUZ DIAGNOSTIC TECH(S):1355 463.00

CUSTOMER REPORTS STABILITY, TRAC MESSAGES COME ON AND POWER STEERING GOES OUT. INSPECT
SCAN FOR CODES C0460 58 AND C0545 00, INSPECT CIRCUIT .
PERFORMED DIAGNOSIS AS OUTLINED BT SI. FAULTY TORQUE SENSOR CIRCUIT, SERVICED WITH STEERING GEAR ASSEMBLY..
REMOVED AND REPLACED STEERING GEAR ASSEMBLY WITH NEW. CLEAR DTCS AND PROGRAMED . SET UP FD803,PROGRAM 317FC

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	84168691	GEAR 6.508 Y	1348.50	1348.50
	-1	84168691	CORE RETURN	150.00	-150.00
				TOTAL - PARTS	1198.50

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

LABOR	463.00
PARTS	1198.50
JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL	1661.50

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

LABOR----------

J# 2+45BUZ05 *2 WHEEL ALIGNMENT TECH(S):1355 89.95

.2 WHEEL ALIGNMENT
REALIGNED FRONT END.

JOB# 2 TOTALS----------

LABOR	89.95
JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL	89.95

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $105.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $1850.00 (+TAX) ON 02/06/18 AT 03:30pm
BY ismael COMMENTS [redacted]

ORIGINAL ESTIMATE:

$

AUTHORIZED REVISED ESTIMATE:

$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

IMPORTANT

You may be selected to receive a questionnaire from the Manufacturer in the next few days. If, for any reason you cannot grade us "Completely Satisfied," please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

WARNING: Motor vehicles contain chemicals know to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemical know to the State of California to cause cancer and birth defects or other reproductive harm. **To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.** (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 *et seq.*) For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

[CONTINUED ON NEXT PAGE]
02:23pm

The Reynolds and Reynolds Company ERAINTINVE
SF669019 Q (06/17)

[redacted]

RON SMITH
BUICK GMC

1900 AUTO CENTER DRIVE • MERCED, CA 95340
PHONE: (209) 725-5050

BAR# ARD-056102 EPA# CAL-000216218

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TIM COCA 1346	TAG NO. 2491	INVOICE DATE 02/09/18	IN [redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 57,166	COLOR /4WD SLT	STOCK NO.
ATWATER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT		DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1 G T G 6 C E 3 5 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O.	R.O. DATE 02/06/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 57166

TOTALS----------

MO = MILEAGE OUT

THANK YOU FOR YOUR BUSINESS!!

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK

TOTAL LABOR....	552.95
TOTAL PARTS....	1198.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	98.88
TOTAL INVOICE $	**1850.33**

PAID

FEB 09 2018

BY: [signature]

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE:
$ 105.- + Tax

AUTHORIZED REVISED ESTIMATE:
$ 1850.- + Tax

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary"
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIA [redacted]

I ACKNOWLEDGE [redacted] I HAVE RECEIVED A [redacted]

CUSTOMER SIGNATURE X [redacted]

IN [redacted]
You may be [redacted] questionnair [redacted] in the next fe [redacted] you [redacted] "Com [redacted] please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

WARNING: Motor vehicles contain chemicals know to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemical know to the State of California to cause cancer and birth defects or other reproductive harm. **To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.** (Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 *et seq.*) For further information about Proposition 65: *http://www.oehha.org/prop65.html.*

The Reynolds and Reynolds Company ERAINTINVE
SF669019 Q (06/17)

RON SMITH BUICK GMC

1900 AUTO CENTER DRIVE
MERCED, CALIFORNIA 95340
(209)-725-5050
FAX: (209)-725-5065

FACSIMILE COVER SHEET

DATE: 2-13-18 TIME: 1:00 PST

SENDER: BOB BURNS PHONE

THE FOLLOWING DOCUMENTS ARE 36 PAGES.

PLEASE DELIVER THIS TRANSMISSION TO:

NAME: JODI BLACKFORD

FAX PHONE NUMBER:

LOCATION:

COMMENTS: COPY OF ALL REPAIR ORDERS

INTERNAL, CUSTOMER PAY, WARRANTY AND BODY SHOP

CASE # [redacted]

IF ANY OF THESE PAGES ARE NOT LEGIBLE, OR YOU DO NOT RECEIVE ALL PAGES, PLEASE CONTACT THE SENDER AS SOON AS POSSIBLE

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

BAR# AR [redacted]

CUSTOMER NO. [redacted]
[redacted]
ATWATER, CA [redacted]
[redacted]
BUSINESS PHONE

CELL: [redacted]

ADVISOR: DARRELL CORREIA 1563	TAG NO: 7465	INVOICE DATE: 05/13/15		
LABOR RATE	LICENSE NO: [redacted]	MILEAGE: 8,077	COLOR: /4WD SLT	
YEAR / MAKE / MODEL: 15/GMC/CANYON/CREW CAB 140.5 SLT			DELIVERY DATE	DELIVERY MILES
VEHICLE ID. NO.: 1 G T G 6 C E 3 5 F 1 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.	P.O.		R.O. DATE: 05/13/15	
COMMENTS				

MO: 8077

JOB# 1 CHARGES

LABOR

J# 1 00BUZ0600743GMC MAINTENANCE TECH(S):8902 WARRANTY
PERFORM LOF, TIRE ROTATE. MULTIPOINT INSPECTION
service completed

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		19303249	FILTER KI 1.836 Y		WARRANTY
	6		19293001	OIL5W30DE		WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 10BUZ13 DRIVEABILITY RECALL TECH(S):99 WARRANTY
#14818: Service Update for Inventory and Customer Vehicles - Body Wire Harness Chafe - Expires with Base Warranty - (Apr 23, 2015)
pending parts

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 10BUZ14 DRIVEABILITY RECALL TECH(S):99 WARRANTY
#15150: F/CMVSS Noncompliance - Front Seat Hooks Not Installed Into Underbody - (May 7, 2015)
pending parts

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 00BUZ005 TIRE PRESSURE TECH(S):99 WARRANTY
CUSTOMER REQUESTS PREFORM TIRE PRESSURE INSPECTION
PREFORMED TIRE PRESSURE INSPECTION

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

J# 5 00BUZ007 WASH TECH(S):99 WARRANTY
CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY
PREFORMED SPOT FREE RINSE AND HAND DRY

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

IMPORTANT
You may be selected to receive a questionnaire from the Manufacturer in the next few days. If, for any reason you cannot grade us "Completely Satisfied," please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

[CONTINUED ON NEXT PAGE]
10:27am

The Reynolds and Reynolds Company ERAINTWE
SF669020 Q (10/12)

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

BAR# A [redacted]

131

CUSTOMER NO. [redacted]	ADVISOR DARRELL CORREIA 1563	TAG NO. 7465	INVOICE DATE 05/13/15	CELL: [redacted]
[redacted]	LABOR RATE	MILEAGE 8,077	COLOR /4WD SLT	STOCK NO.
ATWATER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT		DELIVERY DATE	DELIVERY MILES
NOEMAIL@RONSMITHBUICK.COM	VEHICLE I.D. NO. 1 G T G 6 C E 3 5 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE / BUSINESS PHONE	F.T.E. NO. / P.O. [redacted]		R.O. DATE 05/13/15	
	COMMENTS			MO: 8077

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX BUCS JOB# 5 TOTAL 0.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THA [redacted]

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

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I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
CUSTOMER INITIAL X _____

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CUSTOMER SIGNATURE X _____

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THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

The Reynolds and Reynolds Company ERAINTINVC
SF669020 Q (10/12)

BUICK PONTIAC SERVICE

RON SMITH GMC

GMC [redacted]

1900 AUTO CENTER DRIVE • MERCED, CA 95340
PHONE: (209) 725-5050

BAR# ARD-056102 EPA# CAL-000216218

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

VEHICLE I.D. NO. 1GTG6CE35F[redacted]
YEAR/MAKE/MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT
PRODUCTION DATE
STOCK NO.
LICENSE NO. [redacted]
CUSTOMER NO. 9453
SERVICE CONTRACT
DELIVERY DATE
DELIVERY MILES
SELLING DEALER NO
R. O. DATE 05/13/15
ATWATER, CA [redacted]
COLOR 4WD SLT
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO. 7465
NOEMAIL@RONSMITHBUICK.COM
TURBO N | M/MC BUZZ | AIR COND. Y | P.S. Y | TRANS A | MILEAGE 8,077 | ADVISOR NO. 1563 | ADVISOR DARRELL CORREIA
RESIDENCE PHONE
BUSINESS PHONE
TIME RECEIVED 07:40am | DATE/TIME PROMISED 05/13/15 06:00pm | PRIORITY
I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other [redacted] delays caused by unavailability or delayed availability of parts or material [redacted] to assume for you any liability in connection with such repair; that you [redacted] articles left therein; in case of fire, theft or other cause beyond your control; [redacted] vehicle to secure the amount of repairs thereto; that your employees [redacted] the purpose of testing and/or inspecting such vehicle.
APPOINTMENT ☐ Yes ☒ No
CELL: [redacted]
LABOR RATE
JOB [redacted]

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

PRELIMINARY ESTIMATE $ _____

IZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

1 W 00BUZ0600743GMC ***MAINTENANCE***
PERFORM LOF, TIRE ROTATE, MULTIPOINT INSPECTION

2 W 10BUZ13 ***DRIVEABILITY RECALL***
#14818: Service Update for Inventory and Customer Vehicles - Body Wire Harness Chafe - Expires with Base Warranty - (Apr 23, 2015)

3 W 10BUZ14 ***DRIVEABILITY RECALL***
#15150: F/CMVSS Noncompliance - Front Seat Hooks Not Installed Into Underbody - (May 7, 2015)

4 W 00BUZ005 ***TIRE PRESSURE***
CUSTOMER REQUESTS PREFORM TIRE PRESSURE INSPECTION

5 W 00BUZ007 ***WASH***
CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

WARNING: Motor vehicles contain chemicals know to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. *(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.*

SF669016 Q (11/12)

A

COMPLAINT:

CAUSE:

CORRECTION: #8402 LOF, Parts

B

COMPLAINT:

CAUSE: Recalls # 14818 Awaiting Parts
15150 Awaiting Parts

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ /MM _____ % RF _____ /MM _____ %

LR _____ /MM _____ % RR _____ /MM _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

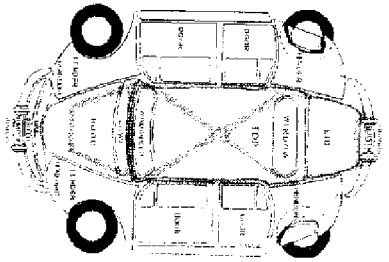
ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET	OFF 10	ON
FLAG SHEET	OFF 9	ON
FLAG SHEET	OFF 8	ON
FLAG SHEET	OFF 7	ON
FLAG SHEET	OFF 6	ON
FLAG SHEET	OFF 5	ON
FLAG SHEET	OFF 4	ON
FLAG SHEET	OFF 3	ON
FLAG SHEET	OFF 2	ON
FLAG SHEET	OFF 1	ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

BAR# AR [redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TIM COCA 1346	TAG NO. 8349	INVOICE DATE 08/11/15	T [redacted]	
[redacted]	LABOR RATE	LICENSE NO. 20998T1	MILEAGE 13,174	COLOR /4WD SLT	STOCK NO.
ATWATER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT		DELIVERY DATE	DELIVERY MILES	
[redacted]	VEHICLE I.D. NO. 1 G T G 6 C E 3 5 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	F. T. E. NO. / COMMENTS	P.O. NO.	R.O. DATE 08/11/15	

MO: 13174

JOB# 1 CHARGES

LABOR

J# 1 51BUZ17 BODY ELECT RECALL TECH(S):1302 WARRANTY
RECALL 14818
RECALL 14818.Body Wire Harness Inspection No Further Action Required
.910145 .2 T18

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 60BUZ10 SEATS TECH(S):1302 WARRANTY
RECALL 15150
RECALL 15150 .Inspect Left and Right Front Seat Installation (No Further Action Required.9101513 .2 T18

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 51BUZ01 BODY ELECT CONCERN TECH(S):99 WARRANTY
RECALL 14856
PARTS HAVE BEEN SPECIAL ORDERED FOR YOUR VEHICLE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	0	23391851	CLIP,WRG		WARRANTY
PART ON SPECIAL ORDER			** QUANTITY 1 IS SPECIAL ORDERED **		
	0	23391850	CLIP,WRG		WARRANTY
PART ON SPECIAL ORDER			** QUANTITY 1 IS SPECIAL ORDERED **		

TOTAL - PARTS 0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 40BUZ11 BRAKE RECALL TECH(S):1302 WARRANTY
RECALL 14888
RECALL 14888.Inspect Front Brake CalipersNo Further Action Required.9101517 .3 T18

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 0.00

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

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I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

IMPORTANT
You may be selected to receive a questionnaire from the Manufacturer in the next few days. If, for any reason you cannot grade us "Completely Satisfied," please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

The Reynolds and Reynolds Company GRAINTINVE SF669026 O (10/12)

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

[redacted]

BAR# [redacted]

13

CELL: [redacted]

CUSTOMER NO. 9453	ADVISOR TIM COCA 1346	TAG NO. 8349	INVOICE DATE 08/11/15		
[redacted]	LABOR RATE	LICENSE NO. [redacted]	MILEAGE 13,174	COLOR /4WD SLT	
ATWATER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT		DELIVERY DATE	DELIVERY MILES	
[redacted]	VEHICLE I.D. NO. 1 G T G 6 C E 3 5 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	P.T.E. NO. / P.O.	R.O. DATE 08/11/15		
	COMMENTS				

MO: 13174

JOB# 5 CHARGES

LABOR

J# 5 00BUZ005 TIRE PRESSURE TECH(S):99 0.00
CUSTOMER REQUESTS PREFORM TIRE PRESSURE INSPECTION
PREFORMED TIRE PRESSURE INSPECTION

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX BUCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR

J# 6 00BUZ007 WASH TECH(S):99 0.00
CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY
PREFORMED SPOT FREE RINSE AND HAND DRY

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX BUCS JOB# 6 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

X CU[redacted]

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

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CUSTOMER INITIAL X _____

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CUSTOMER SIGNATURE X _____

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THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

The Reynolds and Reynolds Company ERAINTINVE
SF669020 Q (10/12)

BUICK PONTIAC SERVICE

RON SMITH GMC

GMC [redacted]

1900 AUTO CENTER DRIVE • MERCED, CA 95340
PHONE: (209) 725-5050

BAR# ARD-056102 EPA# CAL-000216218

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/13/15	29461	8077	1563	8902	W	00BUZ0600743GMC	MAINTENANCE
				99	W	10BUZ13	DRIVEABILITY RECALL
				99	W	10BUZ14	DRIVEABILITY RECALL
				99	W	00BUZ005	TIRE PRESSURE
				99	W	00BUZ007	WASH

SALESPERSON NO.

SERVICE

VEHICLE I.D. NO. 1GTG6CE35F1 [redacted]
YEAR/MAKE/MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT
PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted]

[redacted]
ATWATER, CA [redacted]

CUSTOMER NO. 9453 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 08/11/15
COLOR 4WD SLT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 8349

TURBO	MMC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	BUZZ	Y	Y	A	13,174	1346	TIM COCA

RESIDENCE PHONE [redacted]

TIME RECEIVED 07:46am | DATE/TIME PROMISED 08/11/15 01:30pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

CELL: [redacted]

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL [redacted]

X

1	W 51BUZ17	BODY ELECT RECALL	park brake pedal
	RECALL 14818		
	Done		
2	W 60BUZ10	SEATS	9/05/13
	RECALL 15150		
	Done		
3	W 51BUZ01	BODY ELECT CONCERN	
	RECALL 14856		
			order part # 23391850 (Black)
4	W 40BUZ17	BRAKE RECALL	23391851 (Gray)
	RECALL 14888		9/05/13 .3
	Done		
5	C * 00BUZ005	TIRE PRESSURE	
	CUSTOMER REQUESTS PREFORM TIRE PRESSURE INSPECTION		
6	C * 00BUZ007	WASH	
	CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY		

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

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I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

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SF-659018 O (11/12)

TECH COPY

31623

COMPLAINT: 1302

CAUSE: Recall # 14818

A

CORRECTION: Inspect/ park brake switch for any contact with body harness.

COMPLAINT: Recall # 15150

CAUSE: Check both front seat track

B

CORRECTION: Check and order retainer clips for recall 14818

COMPLAINT:

CAUSE: Recall # 14888

C

CORRECTION: Inspect front brake calipers

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

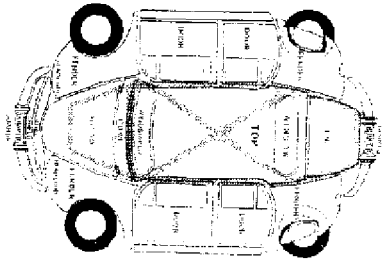
ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

	OFF	ON
FLAG SHEET	10	
FLAG SHEET	9	
FLAG SHEET	8	
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	
FLAG SHEET		

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Feb 13 2018 13:59 Ron Smith Buick GMC 2097255065 page 9

RON SMITH
BUICK - GMC

1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

[redacted]

BAR# A[redacted]

CUSTOMER NO. 9453	ADVISOR DARRELL CORREIA 1563	TAG NO. 9612	INVOICE DATE 10/01/15	INVOICE NO. [redacted]	
[redacted] ATWATER, CA [redacted]	LABOR RATE [redacted]	MILEAGE 15,162	COLOR /4WD SLT	STOCK NO.	
	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G T G 6 C E 3 5 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O.	R.O. DATE 10/01/15		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 15162

JOB# 1 CHARGES

LABOR

J# 1 00BUZ0600743GMC MAINTENANCE TECH(S):8902 WARRANTY
PERFORM LOF, TIRE ROTATE, MULTIPOINT INSPECTION
service completed

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	19303249	FILTER KI 1.836 Y		WARRANTY
	6	19293001	OIL5W30DE		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 00BUZ005 TIRE PRESSURE TECH(S):99 WARRANTY
CUSTOMER REQUESTS PREFORM TIRE PRESSURE INSPECTION
PREFORMED TIRE PRESSURE INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 00BUZ007 WASH TECH(S):99 WARRANTY
CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY
PREFORMED SPOT FREE RINSE AND HAND DRY

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

COMMENTS
recommend recalls has 3 open. declined at this time

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

IMPORTANT

You may be selected to receive a questionnaire from the Manufacturer in the next few days. If, for any reason you cannot grade us "Completely Satisfied," please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

 [CONTINUED ON NEXT PAGE] 03:12pm

The Reynolds and Reynolds Company ERAINTINVE
SF569020 Q (10/12)

[redacted]

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

BAR# AP[redacted]

13

CUSTOMER NO. [redacted]

[redacted]
ATWATER, CA [redacted]
[redacted]

ADVISOR: DARRELL CORREIA 1563	TAG NO.: 9612	INVOICE: 10[redacted]			
LABOR RATE	LICENSE NO.: 20998T1	MILEAGE: 15,162	COLOR: /4WD SLT	STOCK NO.	
YEAR / MAKE / MODEL: 15/GMC/CANYON/CREW CAB 140.5 SLT			DELIVERY DATE	DELIVERY MILES	
VEHICLE I.D. NO.: 1GTG6CE35F1[redacted]			SELLING DEALER NO.	PRODUCTION DATE	
F.T.E. NO.	P.O. [redacted]		R.O. DATE: 10/01/15		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 15162

TOTALS

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

THANK YOU FO[redacted]

CUSTO[redacted]

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

IMPORTANT

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THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

The Reynolds and Reynolds Company ERAINTINVE
SF669020 Q (10/12)

BUICK PONTIAC SERVICE

RON SMITH GMC

GMC [redacted]

1900 AUTO CENTER DRIVE • MERCED, CA 95340
PHONE: (209) 725-5050

BAR# ARD-056102 EPA# CAL-000216218

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/11/15	[redacted]	13174	1346	1302	W	51BUZ17	BODY ELECT RECALL
				1302	W	60BUZ10	SEATS
				99	W	51BUZ01	BODY ELECT CONCERN
				1302	W	40BUZ11	BRAKE RECALL
				99	C	00BUZ005	TIRE PRESSURE
				99	C	00BUZ007	WASH

SALESPERSON NO.

SERVICE

VEHICLE I.D. NO. 1GTG6CE35F1 [redacted]
YEAR/MAKE/MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT
PRODUCTION DATE
STOCK NO.
[redacted]
[redacted]
ATWATER, CA [redacted]
CUSTOMER NO. 9453
SERVICE CONTRACT
DELIVERY DATE
DELIVERY MILES
SELLING DEALER NO.
P. O. DATE 10/01/15
COLOR 4WD SLT
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO. 9612
[redacted]
RESIDENCE PHONE
BUSINESS PHONE

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	BUZZ	Y	Y	A	15,162	1563	DARRELL CORREIA

TIME RECEIVED 02:24pm
DATE/TIME PROMISED 10/01/15 06:00pm
PRIORITY

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, [redacted] fire, theft or other cause beyond your control; that we [redacted] may operate the [redacted] amount of repairs thereto; that your employees [redacted] of inspecting such vehicle.

APPOINTMENT ☒ Yes ☐ No
CELL: [redacted]
LABOR RATE
X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

COMMENTS :
recommend recalls has 3 open. declined at this time

1 **W** *00BUZ0600743GMC ***MAINTENANCE***
PERFORM LOF, TIRE ROTATE, MULTIPOINT INSPECTION

2 **W** *00BUZ005 ***TIRE PRESSURE***
CUSTOMER REQUESTS PREFORM TIRE PRESSURE INSPECTION

3 **W** *00BUZ007 ***WASH***
CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable cuality or that they will enable any vehicle or any of its systems to perform with reasonable safety efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

WARNING: Motor vehicles contain chemicals know to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. *(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.*

Reynolds and Reynolds © Company FR&R/TRADE SF669018 Q (11/12)

[redacted]

TECH COPY

COMPLAINT:

CAUSE:

A #8902 LOF, Rotor

CORRECTION:

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID ____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ /32 RF ____ /32

LR ____ /32 RR ____ /32

TIRE PRESSURE

LF ____ psi RF ____ psi

LR ____ psi RR ____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH ____

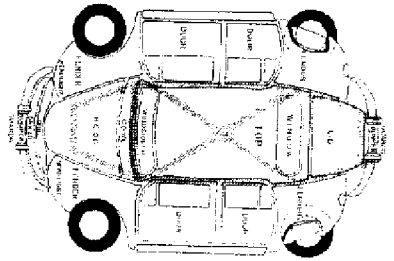
ASM ____

FOREMAN'S SIG. X ____

LABOR RECORD

	OFF	ON
FLAG SHEET	10	
FLAG SHEET	9	
FLAG SHEET	8	
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	
FLAG SHEET		

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

LB1TGFDP-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.rrsource.com 1-800-344-0996; fax 1-800-631-9055

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

[redacted]

BAR# AR

CUSTOMER NO. [redacted]		ADVISOR DARRELL CORREIA 1563	TAG NO. 3149	INVOICE 04	
[redacted] ATWATER, CA [redacted]		LABOR RATE	LICENSE NO. 20998T1	MILEAGE 22,024	COLOR /4WD SLT
		YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT		DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 1 G T G 6 C E 3 5 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
		R.T.E. NO.	P.O. NO.	R.O. DATE 04/12/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 22024

JOB# 1 CHARGES

LABOR
J# 1 00BUZ0600743GMC MAINTENANCE TECH(S):8902 WARRANTY
PERFORM LOF, TIRE ROTATE, MULTIPOINT INSPECTION
service completed

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	19303249	FILTER KI 1.836 Y		WARRANTY
	6	19293001	OIL5W30DE		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 51BUZ BODY ELECTRICAL TECH(S):1543 WARRANTY
#15671A: Service Update for Inventory and Customer Vehicles - Excessive Wiring Harness Length - Expires with Base Warranty - (Jan 22, 2016)
performed recall
To 9101976 .2 #22

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	23390992	STRIKER K 8.080 N		WARRANTY
			TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 51BUZ01 BODY ELECT CONCERN TECH(S):1543 WARRANTY
#14856: Service Update for Inventory and Customer Vehicles - Contact Between Electrical Harness and Brake Line - Expires with Base Warranty - (Jul 13
performed recall
To 9101548 .5 #22

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	23391851	CLIP 8.965 Y		WARRANTY
	1	23391850	CLIP 8.965 Y		WARRANTY
			TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4 51BUZ17 BODY ELECT RECALL TECH(S):1543 WARRANTY

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

IMPORTANT
You may be selected to receive a questionnaire from the Manufacturer in the next few days. If, for any reason you cannot grade us "Completely Satisfied," please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

The Reynolds and Reynolds Company ERAINTINVC
SF569020 O (10/12)

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

BAR# [redacted]

CUSTOMER NO. [redacted]	ADVISOR DARRELL CORREIA 1563	TAG NO. 3149	INVOIC C	
[redacted]	LABOR RATE	LICENSE NO. 20998T1	MILEAGE 22,024	COLOR /4WD SLT
ATWATER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT		DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1 G T G 6 C E 3 5 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	P.O.	R.O. DATE 04/12/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 22024

#15439: Service Update for Inventory and Customer Vehicles - Loss of Electric Power Steering Assist - Expires with Base Warranty - (Sep 22, 2015)
performed recall
To 9101773 .3 #22

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

J# 5 61BUZ21 EXT TRIM RECALL TECH(S):1543 WARRANTY
15116A: Customer Satisfaction - Hood Striker Corrosion/Fracture - (Jan 13, 2016)
Subject: 15116A Hood Striker Corrosion / Fracture
performed recall
To 9101683 .5 #22

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX BUCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------

J# 6 10BUZ13 DRIVEABILITY RECALL TECH(S):1543 WARRANTY
Document ID: 4278143
#15304: Service Update for Inventory and Customer Vehicles - 4WD Always Engaged in Cold Ambient Temperatures/Service 4WD Message Displayed, DTC C0398 Stored - Expires with Base Warranty - (Sep 17, 2015)
performed recall
To 9101695 .4 #22

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX BUCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES----------

LABOR----------

J# 7 00BUZ005 TIRE PRESSURE TECH(S):99 WARRANTY
CUSTOMER REQUESTS PERFORM TIRE PRESSURE INSPECTION
PERFORMED TIRE PRESSURE INSPECTION

JOB# 7 TOTALS----------

JOB# 7 JOURNAL PREFIX BUCS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES----------

LABOR----------

J# 8 00BUZ007 WASH TECH(S):99 WARRANTY
CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY
PERFORMED SPOT FREE RINSE AND HAND DRY

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

IMPORTANT

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THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

The Reynolds and Reynolds Company ERAINTWVE
SF669020 O (10/12)

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

[redacted]

BAR# [redacted]

13 C

CUSTOMER NO. [redacted]	ADVISOR DARRELL CORREIA 1563	TAG NO. 3149	INVOIC [redacted]		
[redacted]	LABOR RATE	LICENSE NO. 20998T1	MILEAGE 22,024	COLOR /4WD SLT	STOCK NO.
ATWATER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT			DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1GTG6CE35F1 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T. E. NO.	P.O. [redacted]		R.O. DATE 04/12/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 22024

JOB# 8 TOTALS----------

JOB# 8 JOURNAL PREFIX BUCS JOB# 8 TOTAL 0.00

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
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CUSTOMER INITIAL X _____

[redacted]

questionnaire from the Manufacturer in the next few days. If, for any reason you cannot grade us "Completely Satisfied," please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

The Reynolds and Reynolds Company ERAINTINVE
SF669020 Q (10/12)

BUICK PONTIAC SERVICE

RON SMITH GMC

GMC [redacted]

1900 AUTO CENTER DRIVE • MERCED, CA 95340
PHONE: (209) 725-5050

BAR# ARD-056102 EPA# CAL-000216218

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/01/15	[redacted]	15162	1563	8902	W	00BUZ0600743GMC	MAINTENANCE
				99	W	00BUZ005	TIRE PRESSURE
				99	W	00BUZ007	WASH
08/11/15		13174	1346	1302	W	51BUZ17	BODY ELECT RECALL
				1302	W	60BUZ10	SEATS
				99	W	51BUZ01	BODY ELECT CONCERN

SALESPERSON NO.

SERVICE

VEHICLE I.D. NO. 1GTG6CE35F1 [redacted]
YEAR/MAKE/MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT
PRODUCTION DATE | STOCK NO. [redacted]
CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 04/12/16
[redacted]
ATWATER, CA [redacted]
COLOR 4WD SLT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 3149
TURBO N | V/MC BUZZ | AIR COND. Y | P. S. Y | TRANS A | MILEAGE 22,024 | ADVISOR NO. 1563 | ADVISOR DARRELL CORREIA
RESIDENCE PHONE | BUSINESS PHONE
TIME RECEIVED 10:11am | DATE/TIME PROMISED 04/12/16 06:00pm | PRIORITY
APPOINTMENT ☐ Yes ☒ No | LABOR RATE
CELL [redacted]

[redacted] th to be done by you, together with the furnishing by you of the necessary parts and other t responsible for any delays caused by unavailability or delayed availability of parts or material ize any other person to assume for you any liability in connection with such repair; that you above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; iedged on the above vehicle to secure the amount of repairs thereto; that your employees ys or elsewhere for the purpose of testing and/or inspecting such vehicle.

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

1 **W** 00BUZ0600743GMC ***MAINTENANCE***
PERFORM LOF, TIRE ROTATE, MULTIPOINT INSPECTION DONE

2 **W** 51BUZ ***BODY ELECTRICAL*** #22
#15671A: Service Update for Inventory and Customer Vehicles - Excessive Wiring Harness Length - Expires with Base Warranty - (Jan 22, 2016)
9101976 0.2

3 **W** 51BUZ01 ***BODY ELECT CONCERN*** #22
#14856: Service Update for Inventory and Customer Vehicles Contact Between Electrical Harness and Brake Line - Expires with Base Warranty - (Jul 13
9101548 0.5

4 **W** 51BUZ17 ***BODY ELECT RECALL*** #22
#15439: Service Update for Inventory and Customer Vehicles Loss of Electric Power Steering Assist - Expires with Base Warranty - (Sep 22, 2015)
9101773 0.3

5 **W** 61BUZ21 ***EXT TRIM RECALL*** #22
15116A: Customer Satisfaction - Hood Striker Corrosion/Fracture - (Jan 13, 2016)
9101683 0.5

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

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AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

WARNING: Motor vehicles contain chemicals know to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. *(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.*

Trademarks and Property of Chrysler Group LLC SF6090018 Q (11/12)

BUICK PONTIAC SERVICE

RON SMITH GMC

GMC [redacted]

1900 AUTO CENTER DRIVE • MERCED, CA 95340
PHONE: (209) 725-5050

BAR# ARD-056102 EPA# CAL-000216218

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/01/15	[redacted]	15162	1563	8902	W	00BUZ0600743GMC	MAINTENANCE
				99	W	00BUZ005	TIRE PRESSURE
				99	W	00BUZ007	WASH
08/11/15		13174	1346	1302	W	51BUZ17	BODY ELECT RECALL
				1302	W	60BUZ10	SEATS
				99	W	51BUZ01	BODY ELECT CONCERN

SALESPERSON NO.

SERVICE

VEHICLE I.D. NO. 1GTG6CE35F1 [redacted]
YEAR/MAKE/MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT
PRODUCTION DATE
STOCK NO. [redacted]
[redacted]
ATWATER, CA [redacted]
CUSTOMER NO. [redacted]
SERVICE CONTRACT
DELIVERY DATE
DELIVERY MILES
R. O. DATE 04/12/16
COLOR 4WD SLT
CONTRACT NO.
EXPIRATION DATE
EXPIRATION MILES
TAG NO. 3149

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	BUZZ	Y	Y	A	22,024	1563	DARRELL CORREIA

RESIDENCE PHONE
BUSINESS PHONE
TIME RECEIVED 10:11am
DATE/TIME PROMISED 04/12/16 06:00pm
PRIORITY
APPOINTMENT ☐ Yes ☒ No
LABOR RATE
CELL: [redacted]

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

X _____

JOB

Subject: 15116A Hood Striker Corrosion / Fracture

6 W 10BUZ13 *DRIVEABILITY RECALL*
Document ID: 4278143

#15304: Service Update for Inventory and Customer Vehicles - 4WD Always Engaged in Cold Ambient Temperatures/Service 4WD Message Displayed, DTC C0398 Stored - Expires with Base Warranty - (Sep 17, 2015) #22

9101695 0-4

7 W 00BUZ005 *TIRE PRESSURE*
CUSTOMER REQUESTS PERFORM TIRE PRESSURE INSPECTION Done

8 W 00BUZ007 *WASH*
CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY Done

PRELIMINARY ESTIMATE $ _____
AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

WARNING: Motor vehicles contain chemicals know to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. *(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.*

SF869010 C (11/12)

TECH COPY

37554

COMPLAINT:

CAUSE:

A #8902 Lof, Botak

CORRECTION:

COMPLAINT: (#22) INSPECT CYL HEAD TO HARNESS CLEARANCE

CAUSE: CLC

B

CORRECTION: #22 PROGRAM POWER STEERING MODULE
WARRANTY CODE: 317FC

COMPLAINT:

CAUSE: #22 REROUTE CHASIS/BODY HARNESS

C

CORRECTION: #22 HOOD STRIKER KIT INSTALLATION

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

[redacted]

ENGINE: CID _____
4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐
TRANSMISSION:
3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____
ACCESSORIES:
P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32
LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi
LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %
LR ____ /MM ____ % RR ____ /MM ____ %

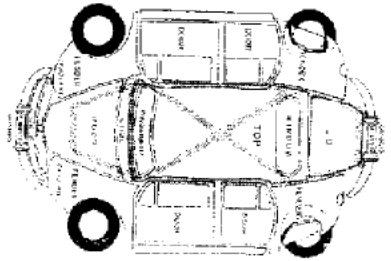
FUEL GAUGE
1/4 1/2 FULL

QUALITY CONTROL TECH _____
ASM _____
FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET	OFF	ON
FLAG SHEET	10	
FLAG SHEET	9	
FLAG SHEET	8	
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐
F ☐ R ☐
LF ☐ LR ☐

Feb 13 2018 14:06 Ron Smith Buick GMC 2097255065 page 20

A

COMPLAINT:

CAUSE: #22 POLARIZED TRANSFER CASE CONT MOVING WARRANTY CODE: 1AEEA SETUP CODE: FD746

CORRECTION:

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ /MM _____ % RF _____ /MM _____ %

LR _____ /MM _____ % RR _____ /MM _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

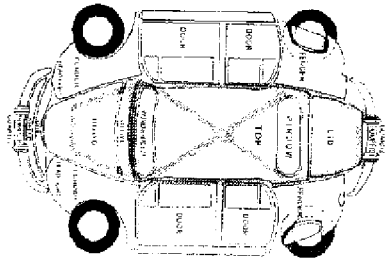
ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

	OFF	ON
FLAG SHEET	10	
FLAG SHEET	9	
FLAG SHEET	8	
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	
FLAG SHEET		

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

[redacted]

BAR# A

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: DARRELL CORREIA 1563	TAG NO: 2306	INVOICE DATE: 09/13/16		
[redacted]	LABOR RATE	LICENSE NO: 20998T1	MILEAGE: 29,667	COLOR: /4WD SLT	STOCK NO.
ATWATER, CA [redacted]	YEAR / MAKE / MODEL: 15/GMC/CANYON/CREW CAB 140.5 SLT			DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO.: 1 G T G 6 C E 3 5 F 1 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R. O. DATE: 09/13/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 29667

JOB# 1 CHARGES

LABOR

J# 1 00BUZ014 *LOF DEXO W ROTATE TECH(S):1005 15.00

CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE USING DEXSOS BLEND, TIRE ROTATION AND MULTI POINT VEHICLE INSPECTION
COMPLETED LUBE OIL AND FILTER CHANGE USING DEXOS BLEND, TIRE ROTATION AND MULTI POINT VEHICLE INSPECTION AS REQUESTED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		19303249	FILTER KI 1.836 Y	6.50	6.50
	6		19293001	OIL5W30DE	3.35	20.10
				TOTAL - PARTS		26.60

JOB# 1 TOTALS

LABOR	15.00
PARTS	26.60
JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL	41.60

JOB# 2 CHARGES

LABOR

J# 2 00BUZ QUICK SERVICE TECH(S):1005 WARRANTY

#27620: Customer Satisfaction Program - Incorrect Trailer Hitch
INSPECTED HITCH FOR PROPER RATING
LO 9102215 .2 #1005

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 00BUZ001 MULTI-POINT INSPECT TECH(S):99 0.00

CUSTOMER REQUESTS FREE MULTI-POINT INSPECTION
PERFORMED MULTI-POINT INSPECTION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 00BUZ005 TIRE PRESSURE TECH(S):99 0.00

CUSTOMER REQUESTS PERFORM TIRE PRESSURE INSPECTION
PERFORMED TIRE PRESSURE INSPECTION

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 0.00

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

IMPORTANT

You may be selected to receive a questionnaire from the Manufacturer in the next few days. If, for any reason you cannot grade us "Completely Satisfied," please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

 [CONTINUED ON NEXT PAGE] 10:17am

The Reynolds and Reynolds Company ERAINTINVC
SF669020 © (10/12)

BUICK PONTIAC SERVICE

RON SMITH GMC

GMC [redacted]

1900 AUTO CENTER DRIVE • MERCED, CA 95340
PHONE: (209) 725-5050

BAR# ARD-056102 EPA# CAL-000216218

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/12/16	[redacted]	22024	1563	8902	W	00BUZ0600743GMC	MAINTENANCE
				1543	W	51BUZ	BODY ELECTRICAL
				1543	W	51BUZ01	BODY ELECT CONCERN
				1543	W	51BUZ17	BODY ELECT RECALL
				1543	W	61BUZ21	EXT TRIM RECALL
				1543	W	10BUZ13	DRIVEABILITY RECALL

SALESPERSON NO.

SERVICE

VEHIC. I.D. NO. 1GTG6CE35F1 [redacted]
YEAR/MAKE/MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT
PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted] | R.O. NO.

[redacted]
ATWATER, CA [redacted]
[redacted]

CUSTOMER NO. 9453 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 09/13/16
COLOR 4WD SLT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 2306

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	BUZZ	Y	Y	A	29,667	1563	DARRELL CORREIA

RESIDENCE PHONE | BUSINESS PHONE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control. [redacted] on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

TIME RECEIVED 07:28am | DATE/TIME PROMISED 09/13/16 06:00pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

CELL [redacted]

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 42.00

X _____

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

1 C 00BUZ014 *LOF DEXO W ROTATE
CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE USING DEXSOS BLEND, TIRE ROTATION AND MULTI POINT VEHICLE INSPECTION

2 W 00BUZ QUICK SERVICE 9/07215 .2
#27620: Customer Satisfaction Program - Incorrect Trailer Hitch
O/L 7,500 lbs.

3 C 00BUZ001 MULTI-POINT INSPECT
CUSTOMER REQUESTS FREE MULTI-POINT INSPECTION

4 C 00BUZ005 TIRE PRESSURE
CUSTOMER REQUESTS PERFORM TIRE PRESSURE INSPECTION
35 psi all

5 C 00BUZ007 WASH
CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

WARNING: Motor vehicles contain chemicals know to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. *(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.*

SF66601B Q (11/12)

PAGE 1 OF 1

TECH COPY

[redacted]

COMPLAINT:

CAUSE: #20226 Performed LOF, rotated tires

A check and multipoint

CORRECTION: Recall # 27620

#1005 Inspect Hitch for Rattle

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ /MM _____ % RF _____ /MM _____ %

LR _____ /MM _____ % RR _____ /MM _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

ASM _____

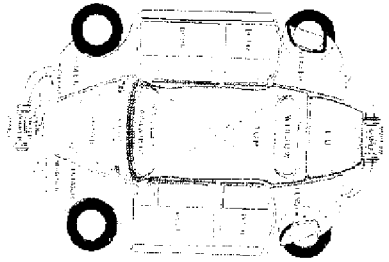
FOREMAN'S SIG. X _____

LB13CFDP-01 (01/12) The Reynolds and Reynolds Company TO ORDER: www.rrdirect.com (800) 343-8996, fax (800) 521-0022

LABOR RECORD

	OFF	ON
FLAG SHEET	10	
FLAG SHEET	9	
FLAG SHEET	8	
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

[redacted]

BAR# AP[redacted]

CUSTOMER NO. [redacted]	ADVISOR DARRELL CORREIA 1563	TAG NO. 3589	INVOICE 02[redacted]		
[redacted]	LABOR RATE	LICENSE NO. 20998T1	MILEAGE 35,877	COLOR /4WD SLT	STOCK NO.
ATWATER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT			DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE ID NO. 1GTG6CE35F1[redacted]			SELLING DEALER NO	PRODUCTION DATE
	F.T. E.NO.	P.O. NO.		R.O. DATE 02/24/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 35877

JOB# 1 CHARGES

LABOR

J# 1 00BUZ014 *LOF DEXO W ROTATE TECH(S):1005 15.00

CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE USING DEXSOS BLEND, TIRE ROTATION AND MULTI POINT VEHICLE INSPECTION
COMPLETED LUBE OIL AND FILTER CHANGE USING DEXOS BLEND, TIRE ROTATION AND MULTI POINT VEHICLE INSPECTION AS REQUESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	19303249	FILTER KI 1.836 Y	6.50	6.50
	6	88865638	OIL5W30DE 8.800 N	3.35	20.10
			TOTAL - PARTS		26.60

JOB# 1 TOTALS

LABOR	15.00
PARTS	26.60
JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL	41.60

JOB# 2 CHARGES

LABOR

J# 2 21BUZ AIR CONDITIONING TECH(S):1005 WARRANTY

#16019: Customer Satisfaction Program - HVAC Module Temp Door
PERFORMED RECALL
LO 9102576 .5#20226

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	25518880	NUT 8.948 Y		WARRANTY
			TOTAL - PARTS		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 00BUZ001 MULTI-POINT INSPECT TECH(S):99 0.00

CUSTOMER REQUESTS FREE MULTI-POINT INSPECTION
PERFORMED MULTI-POINT INSPECTION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 00BUZ005 TIRE PRESSURE TECH(S):99 0.00

CUSTOMER REQUESTS PERFORM TIRE PRESSURE INSPECTION
PERFORMED TIRE PRESSURE INSPECTION

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

IMPORTANT

You may be selected to receive a questionnaire from the Manufacturer in the next few days. If, for any reason you cannot grade us "Completely Satisfied," please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

[CONTINUED ON NEXT PAGE]
10:55am

The Reynolds and Reynolds Company ERAIN7INVF

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

[redacted]

BAR# AR[redacted]

13

C

CUSTOMER NO. [redacted]

[redacted]
ATWATER, CA [redacted]
[redacted]

RESIDENCE PHONE | BUSINESS PHONE

ADVISOR: DARRELL CORREIA 1563 | TAG NO.: 3589
LABOR RATE | LICENSE NO.: 20998T1 | MILEAGE: 35,877
YEAR/MAKE/MODEL: 15/GMC/CANYON/CREW CAB 140.5 SLT
VEHICLE I.D. NO.: 1GTG6CE35F1[redacted]
F.T.E. NO. | P.O. NO.
COMMENTS

INVOICE DATE: 02/24/17
COLOR: /4WD SLT
DELIVERY DATE
SELLING DEALER NO.
R.O. DATE: 02/24/17

CELL: [redacted]
STOCK NO
DELIVERY MILES
PRODUCTION DATE

MO: 35877

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------
J# 5 00BUZ007 WASH TECH(S):99 0.00
CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY
PERFORMED SPOT FREE RINSE AND HAND DRY

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX BUCS JOB# 5 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $42.00 (+TAX)

TOTALS----------

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

TOTAL LABOR....	15.00
TOTAL PARTS....	26.60
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.06
TOTAL INVOICE $	**43.66**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER IN[redacted]

I ACKNOWLE[redacted] LE AND I HAVE RECEIV[redacted] ICE.

CUSTOMER SIGNATURE X[redacted]

You may[redacted] ve a question[redacted] cturer in the next[redacted] reason yo[redacted]
"Completely Satisfied," please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

FEB 24 201[illegible]

BY: VISA

The Reynolds and Reynolds Company ERA4NTINVE

BUICK PONTIAC SERVICE

RON SMITH GMC

GMC

[redacted]

1900 AUTO CENTER DRIVE • MERCED, CA 95340
PHONE: (209) 725-5050

BAR# ARD-056102 EPA# CAL-000216218

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/13/16	[redacted]	29667	1563	1005	C	00BUZ014	*LOF DEXO W ROTATE
				1005	W	00BUZ	QUICK SERVICE
				99	C	00BUZ001	MULTI-POINT INSPECT
				99	C	00BUZ005	TIRE PRESSURE
				99	C	00BUZ007	WASH
04/12/16		22024	1563	8902	W	00BUZ0600743GMC	MAINTENANCE

SALESPERSON NO.

SERVICE

VEHICLE I.D. NO. 1GTG6CE35F1[redacted] | YEAR/MAKE/MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT | PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted] | P.O. NO.

[redacted] | CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 02/24/17

ATWATER, CA | COLOR 4WD SLT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 3589

[redacted] | TURBO N | M/MC BUZZ | AIR COND. Y | P.S. Y | TRANS A | MILEAGE 35,877 | ADVISOR NO. 1563 | ADVISOR DARRELL CORREIA

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED 07:30am | DATE/TIME PROMISED 02/24/17 06:00pm | PRIORITY

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

APPOINTMENT ☐ Yes ☒ No | CELL: [redacted] | LABOR RATE

X

JOB

[redacted] ESTIMATE: TOTAL 42.00

X

1 C *LOF DEXO W ROTATE
CU[redacted]UBE OIL AND FILTER CHANGE USING
DE[redacted]TATION AND MULTI POINT VEHICLE
INS[redacted]

2 W 21BUZ *AIR CONDITIONING*
#16019: Customer Satisfaction Program - HVAC Module Temp Door

3 C 00BUZ001 *MULTI-POINT INSPECT*
CUSTOMER REQUESTS FREE MULTI-POINT INSPECTION

4 C 00BUZ005 *TIRE PRESSURE*
CUSTOMER REQUESTS PERFORM TIRE PRESSURE INSPECTION

5 C 00BUZ007 *WASH*
CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

WARNING: Motor vehicles contain chemicals know to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. *(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.*

SF6R018 Q (11/12)

TECH COPY

44975

COMPLAINT:

CAUSE: #2226 ict, rotate, trans cleaning, & multipoint

A - Recall 16019 : 1 coach. Ole- installed #4 hose

CORRECTION: clamp.

COMPLAINT:

CAUSE:

B

CORRECTION:

COMPLAINT:

CAUSE:

C

CORRECTION:

COMPLAINT:

CAUSE:

D

CORRECTION:

COMPLAINT:

CAUSE:

E

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

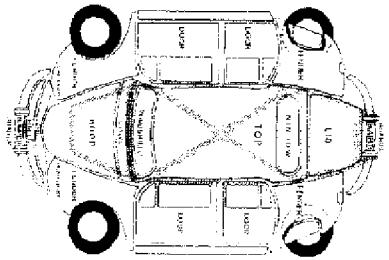
ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET	OFF 10	ON
FLAG SHEET	OFF 9	ON
FLAG SHEET	OFF 8	ON
FLAG SHEET	OFF 7	ON
FLAG SHEET	OFF 6	ON
FLAG SHEET	OFF 5	ON
FLAG SHEET	OFF 4	ON
FLAG SHEET	OFF 3	ON
FLAG SHEET	OFF 2	ON
FLAG SHEET	OFF 1	ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Feb 13 2018 14:13 Ron Smith Buick GMC 2097255065 page 1

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

BAR# A [redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TIM COCA 1346	TAG NO. 2126	INVOICE DATE 01/05/18	
[redacted]	LABOR RATE	LICENSE NO. 20998T1	MILEAGE 54,927	COLOR /4WD SLT	STOCK NO.
ATWATER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT			DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1GTG6CE35F1 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.		R.O. DATE 01/05/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 54927

JOB# 1 CHARGES----------

LABOR----------

J# 1 00BUZ014 OIL CHANGE/ROTATE TECH(S):1302 17.55

CUSTOMER REQUEST CHANGE ENGINE OIL AND OIL FILTER,
LUBRICATE CHASSIS (IF APPLICABLE) AND TIRE ROTATION
CHANGE ENGINE OIL AND OIL FILTER, LUBRICATE CHASSIS
(IF APPLICABLE) AND ROTATE TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	19355319	FILTER KI 1.836 Y	6.50	6.50
	6	88865638	OIL5W30DE 8.800 N	3.35	20.10
			TOTAL - PARTS		26.60

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

LABOR	17.55
PARTS	26.60

JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL 44.15

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

LABOR----------

J# 2 00BUZ027 *TRANSMISSION FLUSH TECH(S):1302 105.00

CUSTOMER REQUESTS TRANSMISSION FLUSH
COMPLETED TRANSMISSION FLUSH AS REQUESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	PK10210	TRANSMISSION FLUSH	79.95	79.95
	1	10210	TRAN FLUS	****	****
	16	88862155	ATF DEXRO	****	****
			TOTAL - PARTS		79.95

JOB# 2 TOTALS----------

LABOR	105.00
PARTS	79.95

JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL 184.95

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

LABOR----------

J# 3 00BUZ001 MULTI-POINT INSPECT TECH(S):99 0.00

CUSTOMER REQUESTS FREE MULTI-POINT INSPECTION
PERFORMED MULTI-POINT INSPECTION

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX BUCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4 00BUZ005 TIRE PRESSURE TECH(S):99 0.00

CUSTOMER REQUESTS PERFORM TIRE PRESSURE INSPECTION
PERFORMED TIRE PRESSURE INSPECTION

ORIGINAL ESTIMATE:

$

AUTHORIZED REVISED ESTIMATE:

$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

IMPORTANT

You may be selected to receive a questionnaire from the Manufacturer in the next few days. If, for any reason you cannot grade us "Completely Satisfied," please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

The Reynolds and Reynolds Company ERAINTINVE

[redacted]

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

BAR# A[redacted]

13

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TIM COCA 1346	TAG NO. 2126	INVOICE DATE 01/05/18	INV [redacted]	
[redacted]	LABOR RATE	LICENSE NO. 20998T1	MILEAGE 54,927	COLOR /4WD SLT	STOCK NO.
ATWATER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT			DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1 G T G 6 C E 3 5 F 1 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R. O. DATE 01/05/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 54927

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX BUCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES----------

LABOR----------

J# 5 008UZ007 WASH TECH(S):99 0.00
CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY
PERFORMED SPOT FREE RINSE AND HAND DRY

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX BUCS JOB# 5 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $235.00 (+TAX)
TOTALS----------

MO = MILEAGE OUT

THANK YOU FOR YOUR BUSINESS!!

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK

TOTAL LABOR....	122.55
TOTAL PARTS....	106.55
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.79
TOTAL INVOICE $	**237.89**

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X

I ACKNOWLE[redacted]E AND I HAVE RECEIV[redacted]CE.

CUSTOMER SIGNATURE X[redacted]

You may[redacted]ve a question[redacted]cturer in the next[redacted]eason y[redacted] "C[redacted] please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

CUSTOMER SIGNATURE

VISA

The Reynolds and Reynolds Company ERAINTINVF

RON SMITH BUICK GMC

[redacted]

1900 AUTO CENTER DRIVE • MERCED, CA 95340
PHONE: (209) 725-5050

BAR# ARD-056102 EPA# CAL-000216218

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/24/17	[redacted]	35877	1563	1005	C	00BUZ014	OIL CHANGE/ROTATE
				1005	W	21BUZ	AIR CONDITIONING
				99	C	00BUZ001	MULTI-POINT INSPECT
				99	C	00BUZ005	TIRE PRESSURE
09/13/16		29667	1563	99	C	00BUZ007	WASH
				1005	C	00BUZ014	OIL CHANGE/ROTATE

SALESPERSON NO.

SERVICE

VEHICLE I.D. NO. 1GTG6CE35F1[redacted]
YEAR/MAKE/MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT
PRODUCTION DATE | STOCK NO | LICENSE NO [redacted]
CUSTOMER NO. 9453 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO | R O DATE 01/05/18
[redacted] ATWATER, CA [redacted]
COLOR 4WD SLT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 2126
TURBO N | V-M-C BUZZ | AIR COND. Y | P.S. Y | TRANS A | MILEAGE 54,927 | ADVISOR NO. 1346 | ADVISOR TIM COCA
BUSINESS PHONE
TIME RECEIVED 08:35am | DATE/TIME PROMISED 01/05/18 03:30pm | PRIORITY
APPOINTMENT ☐ Yes X No
CELL: 559-304-6203
LABOR RATE

I hereby authorize the repair with therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or to any oil shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the [redacted] or elsewhere for the purpose of testing and/or inspecting such vehicle.

X [redacted]

JOB

ESTIMATE: TOTAL 235.00

X

1 C 00BUZ014 *OIL CHANGE/ROTATE*
CUSTOMER REQUESTS CHANGE ENGINE OIL AND OIL FILTER, LUBRICATE CHASSIS (IF APPLICABLE) AND TIRE ROTATION
DONE

2 C 00BUZ027 **TRANSMISSION FLUSH*
CUSTOMER REQUESTS TRANSMISSION FLUSH
DONE

3 C 00BUZ001 *MULTI-POINT INSPECT*
CUSTOMER REQUESTS FREE MULTI-POINT INSPECTION

4 C 00BUZ005 *TIRE PRESSURE*
CUSTOMER REQUESTS PERFORM TIRE PRESSURE INSPECTION

5 C 00BUZ007 *WASH*
CUSTOMER REQUESTS SPOT FREE RINSE AND HAND DRY

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

PRELIMINARY ESTIMATE $ _____
AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

WARNING: Motor vehicles contain chemicals know to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. *(Posted in accordance with Proposition 65 or Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.*

TECH COPY

[redacted]

A

COMPLAINT: 1302

CAUSE: LOF + Rotate

CORRECTION: Transmission system flush

B

COMPLAINT:

CAUSE:

CORRECTION:

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID ____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE ____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER ____

TIRE CONDITION

LF ____ /32 RF ____ /32

LR ____ /32 RR ____ /32

TIRE PRESSURE

LF ____ psi RF ____ psi

LR ____ psi RR ____ psi

BRAKE CONDITION

LF ____ /MM ____ % RF ____ /MM ____ %

LR ____ /MM ____ % RR ____ /MM ____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH ____

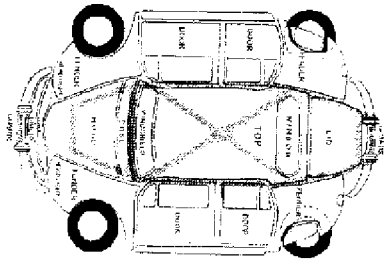
ASM ____

FOREMAN'S SIG. X ____

LABOR RECORD

	OFF	ON
FLAG SHEET	10	
FLAG SHEET	9	
FLAG SHEET	8	
FLAG SHEET	7	
FLAG SHEET	6	
FLAG SHEET	5	
FLAG SHEET	4	
FLAG SHEET	3	
FLAG SHEET	2	
FLAG SHEET	1	
FLAG SHEET		

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

RON SMITH
BUICK - GMC
1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

BAR# A[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR TIM COCA 1346	TAG NO. 2491	INVOICE DATE 02/09/18		
[redacted]	LABOR RATE	LICENSE NO. 20998T1	MILEAGE 57,166	COLOR /4WD SLT	STOCK NO.
ATWATER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT			DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1 G T G 6 C E 3 5 F 1 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/06/18		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 57166

JOB# 1 CHARGES----------

LABOR----------

J# 1 02BUZ DIAGNOSTIC TECH(S):1355 463.00

CUSTOMER REPORTS STABILITY, TRAC MESSAGES COME ON AND POWER STEERING GOES OUT. INSPECT
SCAN FOR CODES C0460 58 AND C0545 00, INSPECT CIRCUIT .
PERFORMED DIAGNOSIS AS OUTLINED BT SI. FAULTY TORQUE SENSOR CIRCUIT, SERVICED WITH STEERING GEAR ASSEMBLY..
REMOVED AND REPLACED STEERING GEAR ASSEMBLY WITH NEW. CLEAR DTCS AND PROGRAMED . SET UP FD803,PROGRAM 317FC

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	84168691	GEAR 6.508 Y	1348.50	1348.50
	-1	84168691	CORE RETURN	150.00	-150.00
			TOTAL - PARTS		1198.50

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

LABOR	463.00
PARTS	1198.50
JOB# 1 JOURNAL PREFIX BUCS JOB# 1 TOTAL	1661.50

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

LABOR----------

J# 2+45BUZ05 *2 WHEEL ALIGNMENT TECH(S):1355 89.95

.2 WHEEL ALIGNMENT
REALIGNED FRONT END.

JOB# 2 TOTALS----------

LABOR	89.95
JOB# 2 JOURNAL PREFIX BUCS JOB# 2 TOTAL	89.95

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $105.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $1850.00 (+TAX) ON 02/06/18 AT 03:30pm
BY ismael COMMENTS 5593046203

ORIGINAL ESTIMATE:
$

AUTHORIZED REVISED ESTIMATE:
$

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

CUSTOMER SIGNATURE X _____

IMPORTANT
You may be selected to receive a questionnaire from the Manufacturer In the next few days. If, for any reason you cannot grade us "Completely Satisfied," please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

The Reynolds and Reynolds Company ERAINTINVE

RON SMITH
BUICK - GMC

1900 AUTO CENTER DRIVE
MERCED, CA 95340
PHONE: (209) 725-5050

[redacted]

BAR# AR[redacted]

13

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR TIM COCA 1346	TAG NO. 2491	INVOICE DATE 02/09/18		
[redacted]	LABOR RATE	LICENSE NO. 20998T1	MILEAGE 57,166	COLOR /4WD SLT	STOCK NO.
ATWATER, CA [redacted]	YEAR / MAKE / MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT			DELIVERY DATE	DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 1GTG6CE35F1[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.T.S. NO.	P.O.		R.O. DATE 02/06/18	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 57166

TOTALS----------

MO = MILEAGE OUT

THANK YOU FOR YOUR BUSINESS!!

NOTICE TO CONSUMER:
PLEASE READ IMPORTANT INFORMATION ON BACK

TOTAL LABOR....	552.95
TOTAL PARTS....	1198.50
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	98.88
TOTAL INVOICE $	**1850.33**

ORIGINAL ESTIMATE:
$ 1795. - + Tax

AUTHORIZED REVISED ESTIMATE:
$ 1850. - + Tax

"By law, you may choose another smog check station to perform any needed repairs or adjustments that the smog check test indicates are necessary."
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.

CUSTOMER INITIAL X _____

I ACKNOWLEDG[redacted]ND I HAVE RECEIVED

CUSTOMER SIGNATURE X [redacted]

CUSTOMER SIGNATURE

You may [redacted]er questionna[redacted] in the next few days. If, for any reason you cannot grade us "Completely Satisfied," please contact Bob Burns.
THANK YOU
RON SMITH
BUICK GMC
(209) 725-5050

VISA

The Reynolds and Reynolds Company ERAINTINVE SERR0020 O (10/12)

[redacted]

RON SMITH

BUICK GMC

1900 AUTO CENTER DRIVE • MERCED, CA 95340
PHONE: (209) 725-5050

BAR# ARD-056102 EPA# CAL-000216218

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
01/05/18	[redacted]	54927	1346	1302	C	00BUZ014	OIL CHANGE/ROTATE
				1302	C	00BUZ027	*TRANSMISSION FLUSH
				99	C	00BUZ001	MULTI-POINT INSPECT
				99	C	00BUZ005	TIRE PRESSURE
				99	C	00BUZ007	WASH
02/24/17		35877	1563	1005	C	00BUZ014	OIL CHANGE/ROTATE

SALESPERSON NO.

SERVICE

VEHICLE I.D. NO. 1GTG6CE35F1[redacted] | YEAR/MAKE/MODEL 15/GMC/CANYON/CREW CAB 140.5 SLT | PRODUCTION DATE | STOCK NO. | LICENSE NO. [redacted]

[redacted]
ATWATER, CA [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. CLOSED 02/06/18

COLOR 4WD SLT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 2491

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	BUZZ	Y	Y	A	57,166	1346	TIM COCA

RESID. PHONE | BUSINESS PHONE

I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for [redacted] ...y delays caused by unavailability or delayed availability of parts or that you ...on to assume for you any liability in connection with such repair. If you ...articles left therein, in case of fire, theft or other cause beyond your ... ...ove vehicle to secure the amount of repairs thereto; that you may ... ...the purpose of testing and/or inspecting such vehicle.

TIME RECEIVED 07:27am | DATE/TIME PROMISED 02/06/18 04:30pm | PRIORITY

APPOINTMENT ☐ Yes ☒ No | LABOR RATE

CELL: 559-304-6203

X [redacted]

JOB [redacted]

...IMATE: TOTAL 105.00

PRELIMINARY ESTIMATE $

...IZED BY X

	DATE	MI	BY
ESTIMATE (1)	2/6/18	37	
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

X [redacted]

1 C 02 **DIAGNOSTIC**
CUSTOM ...LITY, TRAC MESSAGES COME ON AND POWER STEERIN ...CT

C0460 SYM 58 Steering whl angle Sensor
C0545 SYM 00 Steering whl Boys Sensor

105
12 oz
105
3 ft
9.
1235
1850

PSCM FD 603 317 FC

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X
CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and or accessories purchased, and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft of any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

WARNING: Motor vehicles contain chemicals know to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. In addition, motor vehicles emit engine exhaust and fumes, and when serviced, cleaned, or maintained generate used oil, waste fluids, fumes, grease, grime, and particulates from component wear, which contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. *(Posted in accordance with Proposition 65 per Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65: http://www.oehha.org/prop65.html.*

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON THE BACK.

TECH COPY

[redacted]

A

COMPLAINT: #1355 Found DTC C0545 + C0460

CAUSE: Found SL and SR from steering gear

CORRECTION: - replaced Steering gear assy

B

COMPLAINT:

CAUSE:

CORRECTION: #1355 Front end Alignment

C

COMPLAINT:

CAUSE:

CORRECTION:

D

COMPLAINT:

CAUSE:

CORRECTION:

E

COMPLAINT:

CAUSE:

CORRECTION:

ENGINE: CID _____

4 CYL ☐ 6 CYL ☐ V/6 ☐ V/8 ☐ DIESEL ☐ HYBRID ☐

TRANSMISSION:

3 SPEED ☐ 4 SPD ☐ 5 SPD ☐ AUTO ☐ TYPE _____

ACCESSORIES:

P/S ☐ P/B ☐ A/C ☐ AIR ☐ OTHER _____

TIRE CONDITION

LF _____ /32 RF _____ /32

LR _____ /32 RR _____ /32

TIRE PRESSURE

LF _____ psi RF _____ psi

LR _____ psi RR _____ psi

BRAKE CONDITION

LF _____ /MM _____ % RF _____ /MM _____ %

LR _____ /MM _____ % RR _____ /MM _____ %

FUEL GAUGE

1/4 1/2 FULL

QUALITY CONTROL TECH _____

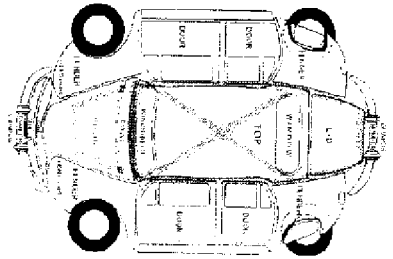
ASM _____

FOREMAN'S SIG. X _____

LABOR RECORD

FLAG SHEET	OFF 10	ON
FLAG SHEET	OFF 9	ON
FLAG SHEET	OFF 8	ON
FLAG SHEET	OFF 7	ON
FLAG SHEET	OFF 6	ON
FLAG SHEET	OFF 5	ON
FLAG SHEET	OFF 4	ON
FLAG SHEET	OFF 3	ON
FLAG SHEET	OFF 2	ON
FLAG SHEET	OFF 1	ON

INDICATE ANY DAMAGE CUSTOMER HAS ON VEHICLE PREVIOUS TO MAKING REPAIRS



PRIOR DAMAGE

RF ☐ RR ☐

F ☐ R ☐

LF ☐ LR ☐

Feb 13 2018 14:16 Ron Smith Buick GMC 2097255065

COML REGISTRATION VALID FROM 11/30/2017 TO 11/30/2018 TYPE 31 [redacted]

VEHICLE IDENTIFICATION NUMBER
1GTG6CE35F1[redacted]

BODY TYPE MODEL
PK

DATE ISSUED
11/19/2017

CYLS.	DATE FIRST SOLD	CLASS	MAKE *YR	Yr. Model
	00/00/2014	LA	GMC	2015

TYPE VEH.	MP	AX	WC	UNLADEN/GCGW	TOTAL FEES PAID
32P	G	2	D	04455	$384

2400

REGISTERED OWNER

[redacted]
ATWATER CA [redacted]

LIENHOLDER 0

MERCED SCHL EFCU
PO BX 1349
MERCED 95341

W0080
L0180

[redacted]

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

[redacted]

Jodi Blackford (C)

From: Rojelio Hernandez (C)
Sent: Friday, February 16, 2018 2:54 PM
To: Jodi Blackford (C)
Subject: RE: CA CEC - [redacted] - [redacted] - [redacted] - Reimbursement Request (Repair)

Expires: Monday, April 16, 2018 10:00 PM

Jodi,

I discussed this with DMA Taroyn Robinson. You have approval to reimburse the customer based off the calculator results for the dealer rate paid. (max $664.60 assistance)

Sincerely,
ROY HERNANDEZ

General Motors Customer Experience Manager
Business Resource Center|Customer Engagement Center
Alorica on behalf of General Motors
PH: (866) 790-5700 ext: 5911424 | Fax: (866) 873-4550

GENERAL MOTORS

From: Jodi Blackford (C)
Sent: Friday, February 16, 2018 10:28 AM
To: Rojelio Hernandez (C)
Subject: CA CEC - [redacted] - [redacted] - [redacted] - Reimbursement Request (Repair)

Hello and Happy Friday!!

I wanted to get some assistance with this case that I'm currently working, I requested looking into cost assistance for this customer on 2/8, but before the dlrship responded to my request, they released the vehicle from service and had the customer pay the full price without any assistance applied on 2/9. I would like to look into reimbursing him the amount that GM may have assisted with and I've gathered all the needed info, but I'm confused on the actual rates that were charged versus the warranty rates. The Service Manager, Bob Burns (not the CEM), did agree that cost assistance would have been avail. for him and sent me the policy cal. based on the warranty rates, but the customer paid full price and I would like to confirm if I should base the reimbursement off of those warranty rates or not. I've attached the RO and both policy cals. Can you steering me in the right direction with this one.

Customer : [redacted]
Vehicle/VIN/Mileage: 2015 Canyon / 1GTG6CE35F1[redacted] / 57K miles
Customer has been loyal to Ron Smith Buick GMC, continuing to have maintenance performed at the dlrship after the GMC 2 Year Scheduled Maintenance expired. Has not visited any other service center for issues.

VOI was purchased New from Ron Smith Buick GMC
Warranty that would of Covered: B2B Expired 11/26/2017 or 36,003

Thank you,

Jodi Blackford
Business Resource Center
General Motors on behalf of Alorica
PHONE: 1-866-790-5700, Ext. 5911382
FAX: 586-920-0876

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

General Motors - Policy Evaluation Tool

Date: 02/14/2018

Customer Information

First Name: [redacted]
Last Name:
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

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

Time

Component's Warranty End Date: 11/26/2017
Job Card Date: 02/09/2018
Days out of Warranty: 75

Mileage

Component's Warranty End Mileage (Miles): 36,003
Current Mileage: 57,000
Miles out of Warranty: 20,997

Repair

Total Repair Cost At Warranty Rates: $1,661.50
Repair Group: Electrical
Job Card / Repair Order : [redacted]

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: $332.30 - $664.60
Cust/Dlr Participation Amount: $996.90 - $1,329.20
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]

General Motors - Policy Evaluation Tool

Date: 02/15/2018

Customer Information

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

Dealer Information

BAC: 118729
Name: Bob Burns
Dealer: Ron Smith Buick Gmc

Vehicle/Coverage Information

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

Time

Component's Warranty End Date: 11/26/2017
Job Card Date: 02/06/2018
Days out of Warranty: 72

Mileage

Component's Warranty End Mileage (Miles): 36,003
Current Mileage: 57,166
Miles out of Warranty: 21,163

Repair

Total Repair Cost At Warranty Rates: $1,160.83
Job Card / Repair Order [redacted]
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: $232.17 - $464.33
Cust / Dlr Participation Amount: $696.50 - $928.66
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]

GM GlobalConnect

Bob Burns
February 15, 2018

Update My Profile
Logout

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

INTERFACE WITH CUSTOMER | PREPARE & SUBMIT TRANSACTIONS | RECONCILE RESULTS | ANALYZE WARRANTY | MANAGEMENT PLANNING | PREPARE PARTS RETURN | USER OPTIONS | CUSTOMER FOCUS

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
- Add a Repair Item
- Begin Transaction

- Investigate Major Assembly History

Vehicle Information

VIN: 1GTG6CE35F1[redacted] Model: T2V43-2015 CANYON
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

[redacted]

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	2016019	16019	HVAC Module Temp Door	10/18/2016	Closed
Customer Satisfaction Program	2027620	27620	Incorrect Trailer Hitch	06/10/2016	Closed
Service Update Bulletins	N150671	15671	EXCESSIVE WIRING HARNESS LENGTH **EXPIRES WITH BASE WARRANTY**	01/14/2016	Closed
Customer Satisfaction Program	N150116	15116	HOOD STRIKER CORROSION/FRACTURE	11/25/2015	Closed
Service Update Bulletins	N150439	15439	LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WITH BASE WARRANTY	09/21/2015	Closed
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed
Service Update Bulletins	N140856	14856	CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE EXPIRES WITH BASE WARRANTY	07/10/2015	Closed
Product Safety Recall	N140888	14888	FRONT-BRAKE CALIPER LEAK	05/19/2015	Closed
Noncompliance Recall	N150150	15150	FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY	05/08/2015	Closed
Service Update Bulletins	N140818	14818	BODY WIRE HARNESS CHAFE EXPIRES WITH BASE WARRANTY	04/22/2015	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	11/26/2014	3 MI	11/26/2017	36,003 MI
	Corrosion Limited Warranty	11/26/2014	3 MI	11/26/2020	100,003 MI
	Emission Limited Warranty	11/26/2014	3 MI	11/26/2017	50,003 MI
	Emission Select State Component Ltd Wty	11/26/2014	3 MI	11/26/2021	70,003 MI
	Powertrain Limited Warranty	11/26/2014	3 MI	11/26/2019	100,003 MI
	GMC 2 Year Scheduled Maintenance	11/26/2014	3 MI	11/26/2016	24,003 MI
	Emission Select Component Ltd Wty	11/26/2014	3 MI	11/26/2022	80,003 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/24/2017	[redacted]	ZFAT----Field Action Recall		9102576 - 202805 - Install Hex Head Worm Gear Clamp to Temperature Valve	35,877 MI
09/13/2016		ZFAT----Field Action Recall		9102215 - 2027620 - Inspect Only - No Repair Needed	29,667 MI
04/12/2016		ZFAT----Field Action Recall		9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	22,024 MI
04/12/2016		ZFAT----Field Action Recall		9101683 - N150116 - Hood Striker Kit Installation	22,024 MI
04/12/2016		ZFAT----Field Action Recall		9101548 - N140856 - Reroute Chassis/Body Harness & Install Retaining Clips	22,024 MI
04/12/2016		ZFAT----Field Action Recall		9101976 - 15671 - Inspect Cylinder Head To Harness Clearance	22,024 MI
04/12/2016		ZREG----Regular Vehicle Transaction		0600743 - GMC 2 Year Maintenance	22,024 MI
04/12/2016		ZFAT----Field Action Recall		9101773 - N150439 - Power Steering Control Module Reprogramming with SPS	22,024 MI
10/01/2015		ZREG----Regular Vehicle Transaction		0600743 - GMC 2 Year Maintenance	15,162 MI
08/11/2015		ZFAT----Field Action Recall		9101517 - N140888 - Inspect Front Brake Calipers—No Further Action Required	13,174 MI
08/11/2015		ZFAT----Field Action Recall		9101457 - N140818 - Body Wire Harness Inspection – No Further Action Required	13,174 MI

08/11/2015	ZFAT----Field Action Recall	9101513 - N150150 - Inspect Left and Right Front Seat Installation (No Further Action Required)	13,174 MI
05/13/2015	ZREG----Regular Vehicle Transaction	0600743 - GMC 2 Year Maintenance	8,077 MI
10/18/2014	ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

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General Motors - Policy Evaluation Tool

Date: 02/08/2018

Customer Information

First Name [redacted]
Last Name
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

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

Time

Component's Warranty End Date: 11/26/2017
Job Card Date: 02/08/2018
Days out of Warranty: 74

Mileage

Component's Warranty End Mileage (Miles): 36,003
Current Mileage: 57,000
Miles out of Warranty: 20,997

Repair

Total Repair Cost At Warranty Rates: $1,850.00
Job Card / Repair Order [redacted]
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: $370.00 - $740.00
Cust/Dlr Participation Amount: $1,110.00 - $1,480.00
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]

Carol Balgenorth

Executive Customer Assistance

Business Process Lead – Site Performance Lead

Warren Customer Engagement Center

carol.balgenorth@gm.com

810.429.2093

From: MICHAEL ARMSTRONG
Sent: Tuesday, February 06, 2018 10:09 AM
To: Satya Veerapaneni <satya.veerapaneni@gm.com>; Thomas A. Gallagher <thomas.a.gallagher@gm.com>; Stanley B. Ludlow <stanley.b.ludlow@gm.com>; George G Vandermeir <george.g.vandermeir@gm.com>
Cc: Carol Balgenorth <carol.balgenorth@gm.com>; Charles W. Hensley <charles.w.hensley@gm.com>
Subject: RE: [EXTERNAL] Fw: Fwd: 2016 Chevy

Tom, all –

Please see the text below highlighted in blue from our Brand Quality Manager, Charles Hensley. We have been advised to not contact any customers directly. I was doing this in a few cases and was asked to stop. Tom, suggest to use the process below. Once CAC is involved, my team can certainly be a part of the resolution if that is deemed necessary.

Copy to Carol/Charles in case I am understanding this process incorrectly.

Thanks.

Michael

Please advise your folks that all GM employees should be following the process that is found on GM Socrates on how to help a customer!! No one at the plant should be contacting customers. If you send these type cases to GM Executive CAC, Carol Balgenorth, she will assign someone on her team to work each and every case. This will prevent anyone from violating our customers' privacy rights which are protected by law and could carry huge fines.

[redacted]

The Do and Don't list is very helpful!!

BQ does not have any authority to contact customers, offer buybacks or approve warranty repairs! GM executive CAC can use their processes to touch and approve all of those.

From: Satya Veerapaneni
Sent: Tuesday, February 06, 2018 08:57
To: MICHAEL ARMSTRONG <michael.armstrong@gm.com>; Thomas A. Gallagher <thomas.a.gallagher@gm.com>; Stanley B. Ludlow <stanley.b.ludlow@gm.com>; George G Vandermeir <george.g.vandermeir@gm.com>
Subject: FW: [EXTERNAL] Fw: Fwd: 2016 Chevy

Tom – Thanks for bringing it to my attention.

Michael / Stan – Need your help to look in to this ASAP. Please advise if I can be any help.

Best Regards,

Satya Veerapaneni; Tel – 636-327-2100

From: Thomas A. Gallagher
Sent: Tuesday, February 06, 2018 8:53 AM
To: Satya Veerapaneni <satya.veerapaneni@gm.com>
Cc: George G Vandermeir <george.g.vandermeir@gm.com>
Subject: FW: [EXTERNAL] Fw: Fwd: 2016 Chevy

Satya,

I just wanted to share a customer concern with a 2016 Chev. Colorado Diesel.

You will see he has on-going ignition problems where the key gets stuck.

I was going to escalate to the Executive Support Service Center; thought I would share since it is a vehicle from your plant.

I you would like your team or the Vehicle PET to get involved; please let me know and I can hold off on requesting support through service.

Best Regards

Tom Gallagher

From: George G Vandermeir
Sent: Tuesday, February 06, 2018 9:04 AM
To: Thomas A. Gallagher <thomas.a.gallagher@gm.com>
Subject: Fwd: [EXTERNAL] Fw: Fwd: 2016 Chevy

Can we help this guy. My guess is that he has bought 10 vehicles already fro. GM. He called me this past weekend.

Sent via the Samsung Galaxy S7 active, an AT&T 4G LTE smartphone

-------- Original message --------

From: [redacted] [redacted]>

Date: 2/6/18 8:21 AM (GMT-05:00)

To: George G Vandermeir <george.g.vandermeir@gm.com>

Subject: [EXTERNAL] Fw: Fwd: 2016 Chevy

Get Yahoo Mail for Mobile

----- Forwarded Message -----

***From:** "[redacted]" <[redacted]>*

***To:** "[redacted]" <[redacted]>*

Cc:

Sent: *Tue, Feb 6, 2018 at 7:37 AM*

Subject: *Fwd: 2016 Chevy*

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Marion,OHIO [redacted]

Desk: [redacted]

Cell: [redacted]

---------- Forwarded message ----------
From: [redacted] >
Date: Mon, Feb 5, 2018 at 7:51 AM
Subject: 2016 Chevy
To: George.g.vandermier@gm.com

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Marion,OHIO [redacted]

Desk: [redacted]

Cell: [redacted]

NOTICE: Whirlpool Corporation e-mail is for the designated recipient only and may contain proprietary or otherwise confidential information. If you have received this e-mail in error, please notify the sender immediately and delete the original. Any other use or disclosure of the e-mail by you is unauthorized.

Brad,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. We are requesting you review this case and based on the information requested provide a resolution for the customer. Below are some relevant facts of the case:

- VIN: 1GCPTDE14G1[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]

Summary of Concern: Customers key keeps getting stuck in the ignition, in the auxiliary position and the dealership has been unable to resolve the issue. Customer is seeking $4,000 OLC

- Customer is the original owner of his 2016 Chevrolet Colorado. Customer states he's been a loyal GM customer for 25 years and has spent $1 million on GM vehicles primarily from Decosky Motor Holdings, Inc. EA was able to confirm customer has purchased 11 GM vehicles from Customer 360. Customer states he loves his vehicle design, features and how it drives (when working properly). He has been an advent GM supporter.
- Customer states approximately 4 months after he purchased his vehicle his key was stuck in the ignition (auxiliary position) and he was unable to take his wife out for her birthday because due to the key being stuck it ran down the battery and the vehicle wouldn't start.
- Customer states he has taken his vehicle to the dealership several times and they have been unable to resolve the intermittent key problem. The Dealership did reach out to TAC and there have been numerous repairs to his vehicle that have not resolved the problem.
- Customer states he works out- of-town in the construction business and his key has gotten stuck over 20 times. Customer states he has to ask co-workers, with older model Ford's and Chrysler's, to jump his battery and he is totally embarrassed. Customer states he is always promoting GM and at one point he encouraged one of his co-workers,

who had a Ford, to get a Chevrolet. Customer states he is now the laughing stock of his co-works.

- The most recent repair was 1/31/17; customer states lights started to flicker and lost power steering. The customer vehicle would not start and he had to wait 3 hours for tow truck in the freezing cold. Customer states he had to pay for new battery and alternator replaced. Customer states because he has had to have his vehicle jumped over 20 times, because of the key being stuck in auxiliary position, it has required him to get a new battery and alternator ($400). Customer states a vehicle should not have to be jumped over 20 times and it' causing other damage to his vehicle.

- Customer does not trust his vehicle. Customer states every time he drives the vehicle he has to be worried the key will get stuck in the auxiliary position. When the key does get stuck, he has to take all of his valuables out of the vehicle because it's still running and he can't lock the doors. Customer states the dealership has advised him not to bring the vehicle back to the dealership because they cannot resolve his issue. Customer does not understand how a dealership, he has spent $1 million purchasing cars from would tell him not to bring the vehicle back.

- Customer states at this point he wants to get out of his vehicle, but does not want his car not payment to increase from $534 a month. He states he spoke with Jr. Davis in the sales department and he request EA contact him also.

- EA contacted PRT and they stated the customers MSRP is $ 42,885.00. The Executive Department is requesting approval for $4,000 OLC.

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue. If it is more convenient for you to call, I may be reached by calling 855-880-

1500, extension 5914278

Sincerely,

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com



HI Brad,

I spoke with Junior at the dealership and they have performed repairs on the vehicle and were able to duplicate the key being stuck in the ignition. So the initial information received that no repairs had been performed and the dealership was not able to duplicate the problem was incorrect.

I just spoke with Mr. [redacted] The dealership has offered to have him bring his vehicle back to the dealership, for a 6th time, for diagnosis. Mr. [redacted] stated they tried replacing the sensor in 2016 (RO 4026050 - Nitrogen Oxides Sensor Replacement - Position 1). Additionally, the customer stated he brought his vehicle to the dealership with the key stuck in the ignition and the service tech dismantle the console and recommended replacing the lock cylinder, so the customer agreed and paid out of pocket for repairs.

Mr. [redacted] stated he has spent nearly $1,000 trying to get this issue resolved with no success. This is not to mention the over 20 times he has had to have his battery jump because he couldn't get the key out of the ignition.

EA was able to confirm customer has purchased 11 GM vehicles from Customer 360. Customer states he loves his vehicle design, features and how it drives (when working properly). He has been a GM customer all his life but he can't keep having this issue.

Mr. [redacted] feels frustrated stating he will have no choice but to trade his vehicle in for a Ford. Please note Brad, he never came off in a threatening way, like most customer that make that claim but I believe he really wants to remain a GM customer.

With the new information provided, would you reconsider approving the $4,000 OLC. If there is any additional information you require to make your decision, please don't hesitate to ask.

Thanks for your consideration.

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Brad Bryce
Sent: Wednesday, February 14, 2018 4:23 PM
To: Dawn Smith (C)
Subject: RE: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/ [redacted], Inc. /SR# [redacted] /VIN#1GCPTDE14G1[redacted] /Customer Concern: Customers key keeps getting stuck in the ignition, in the auxiliary position.

$4,000 seems excessive given the circumstances.

Dealer has never replicated this and has made no diagnoses and no repairs.

I have to be able to justify an OLC to the NCR management.

Thanks,

Brad Bryce MBA
Chevrolet District Manager
Customer Care & Aftersales
brad.bryce@chevrolet.com
317-509-2397

FIND NEW ROADS

From: Dawn Smith (C)
Sent: Wednesday, February 14, 2018 1:07 PM
To: Brad Bryce <brad.bryce@chevrolet.com>
Cc: [redacted] O) [redacted]
Subject: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/ [redacted] /SR# [redacted] /VIN#1GCPTDE14G [redacted] /Customer Concern: Customers key keeps getting stuck in the ignition, in the auxiliary position.

Brad,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. We are requesting you review this case and based on the information requested provide a resolution for the customer. Below are some relevant facts of the case:

- VIN: 1GCPTDE14G1 [redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]

Summary of Concern: Customers key keeps getting stuck in the ignition, in the auxiliary position and the dealership has been unable to resolve the issue. Customer is seeking $4,000 OLC

- Customer is the original owner of his 2016 Chevrolet Colorado. Customer states he's been a loyal GM customer for 25 years and has

spent $1 million on GM vehicles primarily from Decosky Motor Holdings, Inc. EA was able to confirm customer has purchased 11 GM vehicles from Customer 360. Customer states he loves his vehicle design, features and how it drives (when working properly). He has been an advent GM supporter.

- Customer states approximately 4 months after he purchased his vehicle his key was stuck in the ignition (auxiliary position) and he was unable to take his wife out for her birthday because due to the key being stuck it ran down the battery and the vehicle wouldn't start.
- Customer states he has taken his vehicle to the dealership several times and they have been unable to resolve the intermittent key problem. The Dealership did reach out to TAC and there have been numerous repairs to his vehicle that have not resolved the problem.
- Customer states he works out- of-town in the construction business and his key has gotten stuck over 20 times. Customer states he has to ask co-workers, with older model Ford's and Chrysler's, to jump his battery and he is totally embarrassed. Customer states he is always promoting GM and at one point he encouraged one of his co-workers, who had a Ford, to get a Chevrolet. Customer states he is now the laughing stock of his co-works.
- The most recent repair was 1/31/17; customer states lights started to flicker and lost power steering. The customer vehicle would not start and he had to wait 3 hours for tow truck in the freezing cold. Customer states he had to pay for new battery and alternator replaced. Customer states because he has had to have his vehicle jumped over 20 times, because of the key being stuck in auxiliary position, it has required him to get a new battery and alternator ($400). Customer states a vehicle should not have to be jumped over 20 times and it' causing other damage to his vehicle.
- Customer does not trust his vehicle. Customer states every time he drives the vehicle he has to be worried the key will get stuck in the auxiliary position. When the key does get stuck, he has to take all of his valuables out of the vehicle because it's still running and he can't lock the doors. Customer states the dealership has advised him not to bring the vehicle back to the dealership because they cannot resolve

his issue. Customer does not understand how a dealership, he has spent $1 million purchasing cars from would tell him not to bring the vehicle back.

- Customer states at this point he wants to get out of his vehicle, but does not want his car not payment to increase from $534 a month. He states he spoke with Jr. Davis in the sales department and he request EA contact him also.

- EA contacted PRT and they stated the customers MSRP is $ 42,885.00. The Executive Department is requesting approval for $4,000 OLC.

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue. If it is more convenient for you to call, I may be reached by calling 855-880-1500, extension 5914278

Sincerely,

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

$4,000 seems excessive given the circumstances.

Dealer has never replicated this and has made no diagnoses and no repairs.

I have to be able to justify an OLC to the NCR management.

Thanks,

Brad Bryce MBA
Chevrolet District Manager
Customer Care & Aftersales
brad.bryce@chevrolet.com
317-509-2397

FIND NEW ROADS

From: Dawn Smith (C)
Sent: Wednesday, February 14, 2018 1:07 PM
To: Brad Bryce <brad.bryce@chevrolet.com>
Cc: [redacted]
Subject: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/[redacted], Inc. /SR# 8-[redacted]/VIN#1GCPTDE14G1[redacted]/Customer Concern: Customers key keeps getting stuck in the ignition, in the auxiliary position.

Brad,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. We are requesting you review this case and based on the information requested provide a resolution for the customer. Below are some relevant facts of the case:

- VIN: [redacted]
- Customer Last Name: [redacted]

Summary of Concern: Customers key keeps getting stuck in the ignition, in the auxiliary position and the dealership has been unable to resolve the issue. Customer is seeking $4,000 OLC

- Customer is the original owner of his 2016 Chevrolet Colorado. Customer states he's been a loyal GM customer for 25 years and has spent $1 million on GM vehicles primarily from Decosky Motor Holdings, Inc. EA was able to confirm customer has purchased 11 GM vehicles from Customer 360. Customer states he loves his vehicle design, features and how it drives (when working properly). He has been an advent GM supporter.

- Customer states approximately 4 months after he purchased his vehicle his key was stuck in the ignition (auxiliary position) and he was unable to take his wife out for her birthday because due to the key being stuck it ran down the battery and the vehicle wouldn't start.

- Customer states he has taken his vehicle to the dealership several times and they have been unable to resolve the intermittent key problem. The Dealership did reach out to TAC and there have been numerous repairs to his vehicle that have not resolved the problem.

- Customer states he works out- of-town in the construction business and his key has gotten stuck over 20 times. Customer states he has to ask co-workers, with older model Ford's and Chrysler's, to jump his battery and he is totally embarrassed. Customer states he is always promoting GM and at one point he encouraged one of his co-workers, who had a Ford, to get a Chevrolet. Customer states he is now the laughing stock of his co-works.

- The most recent repair was 1/31/17; customer states lights started to flicker and lost power steering. The customer vehicle would not start and he had to wait 3 hours for tow truck in the freezing cold. Customer states he had to pay for new battery and alternator replaced. Customer states because he has had to have his vehicle jumped over 20 times, because of the key being stuck in auxiliary position, it has required him to get a new battery and alternator ($400). Customer states a vehicle should not have to be jumped over 20 times and it' causing other damage to his vehicle.

- Customer does not trust his vehicle. Customer states every time he drives the vehicle he has to be worried the key will get stuck in the auxiliary position. When the key does get stuck, he has to take all of his valuables out of the vehicle because it's still running and he can't

lock the doors. Customer states the dealership has advised him not to bring the vehicle back to the dealership because they cannot resolve his issue. Customer does not understand how a dealership, he has spent $1 million purchasing cars from would tell him not to bring the vehicle back.

- Customer states at this point he wants to get out of his vehicle, but does not want his car not payment to increase from $534 a month. He states he spoke with Jr. Davis in the sales department and he request EA contact him also.

- EA contacted PRT and they stated the customers MSRP is $ 42,885.00. The Executive Department is requesting approval for $4,000 OLC.

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue. If it is more convenient for you to call, I may be reached by calling 855-880-1500, extension 5914278

Sincerely,

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

We have been in contact with the customer and are working with him to resolve this issue to his satisfaction. We to feel it is important to retain him as a customer as well. If I have any further updates for you I will send them promptly.

Sent from my iPhone

On Feb 15, 2018, at 3:36 PM, Dawn Smith (C) <dawn.1.smith@gm.com> wrote:

Hi Billi,

I spoke with Mr. [redacted] and he stated when the 1/8/18 repair was done the key was stuck in the ignition when he brought the vehicle to the dealership.

Customer states a technician took the console a loose and the steering column and flipped a switch and the key released. Customer states when he hook up the diagnostic machine there were no codes, but the technician stated the only thing he could think the problem was is the lock cylinder. Customer stated he agreed because he didn't know what else to do. He has been dealing with the problem since he purchased the vehicle so he approved repairs customer pay.

If there is any way we can retain this customer, I think it would be benefit not only to GM but the dealership. The customer has purchased 11 GM vehicle, primarily from you dealership. He states his wife is in the process of trading in her Tahoe XLT for a 2018 Tahoe XLT ($70,000) but he will not purchase any more vehicles from the dealership it they are not willing to assist.

Thanks

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

<image001.png>

From: Dawn Smith (C)
Sent: Wednesday, February 14, 2018 2:34 PM
To: 'Billi Swihart'; Brad Bryce
[redacted]Charles Davis (JOHN DECOSKY PONT-BU-OLDS-CAD-GEO); [redacted]
Subject: RE: [EXTERNAL] Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/ [redacted]. /SR# [redacted]/VIN#1GCPTDE14G1[redacted]/Customer Concern: Customers key keeps getting stuck in the ignition, in the auxiliary p

Thanks for the detail information Billi.

I'll await for Brad's decision regarding the OLC. Thanks

Dawn Redding

General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

From: [redacted]
Sent: Wednesday, February 14, 2018 1:58 PM
To: Dawn Smith (C); Brad Bryce
Cc: Charles Davis (JOHN DECOSKY PONT-BU-OLDS-CAD-GEO); [redacted]
Subject: [EXTERNAL] Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/ [redacted], Inc. /SR# [redacted] /VIN#1GCPTDE14G1[redacted] /Customer Concern: Customers key keeps getting stuck in the ignition, in the auxiliary po...

Mrs. Smith,

In response to your email I have reviewed the customers service history and would like to inform you of the following. The first time the customer brought the vehicle into our dealership for this concern we found a PI (PI1429B) for transmission control level knob replacement, which we performed under warranty for the customer. This repair was made 9/29/17 with 34,188 miles on the vehicle. The customer then returned 10/30/17 with 42,220 miles on the vehicle stating that the vehicle was again having an issue with keys getting stuck. We kept the vehicle for several days and provided him with a loaner vehicle while we assessed his concern. We were unable to duplicate the problem for the customer and returned his vehicle and did not charge him for the time the technician worked on the vehicle since no problem could be found. The customer then returned 1/8/18 with 49,205 miles and stated the vehicle was still having issues and he wanted us to change the vehicles lock cylinder. We replace the lock cylinder per his request at that time, but were unable before or after the repair to duplicate his concern. The customer then returned 1/31/18 with 51,241 miles, his vehicle was being towed in with a no start complaint. After diagnostics were performed the technician found that the battery and alternator were in need of replacement. We informed the customer that we did not believe the alternator failure had any connection with the key/ignition concern but did offer him some assistance by using the customer enthusiasm calculator. We have never told the customer we did not want to work on his vehicle for his concerns, only that we were unable to repair the vehicle if we could not duplicate the problem. If there is any further information you need from us please let us know.

Thank you,

Billi Swihart and Junior Davis
DeCosky GM Center

On Wednesday, February 14, 2018 1:07 PM, Dawn Smith (C) <dawn.1.smith@gm.com> wrote:

Brad,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. We are requesting you review this case and based on the information requested provide a resolution for the customer. Below are some relevant facts of the case:

- VIN: 1GCPTDE14G1[redacted]

- SR Number: [redacted]
- Customer Last Name: [redacted]

Summary of Concern: Customers key keeps getting stuck in the ignition, in the auxiliary position and the dealership has been unable to resolve the issue. Customer is seeking $4,000 OLC

- Customer is the original owner of his 2016 Chevrolet Colorado. Customer states he's been a loyal GM customer for 25 years and has spent $1 million on GM vehicles primarily from Decosky Motor Holdings, Inc. EA was able to confirm customer has purchased 11 GM vehicles from Customer 360. Customer states he loves his vehicle design, features and how it drives (when working properly). He has been an advent GM supporter.
- Customer states approximately 4 months after he purchased his vehicle his key was stuck in the ignition (auxiliary position) and he was unable to take his wife out for her birthday because due to the key being stuck it ran down the battery and the vehicle wouldn't start.
- Customer states he has taken his vehicle to the dealership several times and they have been unable to resolve the intermittent key problem. The Dealership did reach out to TAC and there have been numerous repairs to his vehicle that have not resolved the problem.
- Customer states he works out- of-town in the construction business and his key has gotten stuck over 20 times. Customer states he has to ask co-workers, with older model Ford's and Chrysler's, to jump his battery and he is totally embarrassed. Customer states he is always promoting GM and at one point he encouraged one of his co-workers, who had a Ford, to get a Chevrolet. Customer states he is now the laughing stock of his co-works.
- The most recent repair was 1/31/17; customer states lights started to flicker and lost power steering. The customer vehicle would not start and he had to wait 3 hours for tow truck in the freezing cold. Customer states he had to pay for new battery and alternator replaced. Customer states because he has had to have his vehicle jumped over 20 times, because of the key being stuck in auxiliary position, it has required him to get a new battery and alternator ($400). Customer states a vehicle should not have to be jumped over 20 times and it' causing other damage to his vehicle.
- Customer does not trust his vehicle. Customer states every time he drives the vehicle he has to be worried the key will get stuck in the auxiliary position. When the key does get stuck, he has to take all of his valuables out of the vehicle because it's still running and he can't lock the doors. Customer states the dealership has advised him not to bring the vehicle back to the dealership because they cannot resolve his

issue. Customer does not understand how a dealership, he has spent $1 million purchasing cars from would tell him not to bring the vehicle back.

- Customer states at this point he wants to get out of his vehicle, but does not want his car not payment to increase from $534 a month. He states he spoke with Jr. Davis in the sales department and he request EA contact him also.

- EA contacted PRT and they stated the customers MSRP is $ 42,885.00. The Executive Department is requesting approval for $4,000 OLC.

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue. If it is more convenient for you to call, I may be reached by calling 855-880-1500, extension 5914278

Sincerely,

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

<image001.png>

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

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

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Good Morning All,

I have not received an feedback regarding customers request for OLC.

Unfortunately, if I don't hear anything today I will have to escalate the request to the MA. I have to provide an update to the customer and GM Executive today.

Brad if you're not in agreement with OLC amount I proposed, please let me know an amount you would be comfortable approving.

Thanks

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Dawn Smith (C)
Sent: Tuesday, February 27, 2018 11:06 AM
To: 'Billi Swihart'; Brad Bryce
Cc: [redacted]
Subject: RE: [EXTERNAL] Re: Re: Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/ [redacted], Inc. /SR# 8-[redacted]/VIN#1GCPTDE14G1[redacted]/Customer Concern: Customers key keeps getting stuck in the ignition, in the aux

Hi Bill,

Mr. [redacted] is back in town and I spoke with him regarding taking his vehicle back to the dealership.

Mr. [redacted] wants to know, what Is going to be done differently to resolve his issue. He is extremely frustrated. He states he has taken his vehicle to the dealership 5 times, he's spent $1,000 out of pocket and the issue has not been resolved. Additionally, the customer states his key has gotten stuck over 20 times and in most instances he has to get his battery jumped.

The customer has requested assistance on the down payment of a new vehicle (OLC). He states he doesn't trust his Chevrolet Colorado.

Brad will you approve $4,000 OLC? Customers MSRP $42,885.

- Customer is the original owner of his 2016 Chevrolet Colorado. Customer states he's been a loyal GM customer for 25 years and has spent $1 million on GM vehicles primarily from Decosky Motor

Holdings, Inc. EA was able to confirm customer has purchased 11 GM vehicles from Customer 360. Customer states he loves his vehicle design, features and how it drives (when working properly). He has been an advent GM supporter.

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Billi Swihart [redacted]
Sent: Monday, February 26, 2018 2:37 PM
To: Dawn Smith (C)
Subject: [EXTERNAL] Re: Re: Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/ [redacted], Inc. /SR# 8-[redacted]/VIN#1GCPTDE14G1[redacted]/Customer Concern: Customers key keeps getting stuck in the ignition, in the auxilia

Mrs. Smith,
We have contacted the customer but he was out of the state at the time and he said he would contact us when he got back. As soon as I have new information I will let you know.

Sent from my iPhone

On Feb 26, 2018, at 9:23 AM, Dawn Smith (C) <dawn.1.smith@gm.com> wrote:

Hello Billi,

Can you provide a detailed update on your diagnosis and repair?

Thanks

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

<image001.png>

From: Billi Swihart [redacted]
Sent: Thursday, February 15, 2018 4:37 PM
To: Dawn Smith (C)
Cc: Brad Bryce; Charles Davis (JOHN DECOSKY PONT-BU-OLDS-CAD-GEO); [redacted]
Subject: [EXTERNAL] Re: Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/ [redacted], Inc. /SR# 8[redacted]/VIN#1GCPTDE14G1[redacted]/Customer Concern: Customers key keeps getting stuck in the ignition, in the auxiliary p

We have been in contact with the customer and are working with him to resolve this issue to his satisfaction. We to feel it is important to retain him as a customer as well. If I have any further updates for you I will send them promptly.

Sent from my iPhone

On Feb 15, 2018, at 3:36 PM, Dawn Smith (C) <dawn.1.smith@gm.com> wrote:

Hi Billi,

I spoke with Mr. [redacted] and he stated when the 1/8/18 repair was done the key was stuck in the ignition when he brought the vehicle to the dealership.

Customer states a technician took the console a loose and the steering column and flipped a switch and the key released. Customer states when he hook up the diagnostic machine there were no codes, but the technician stated the only thing he could think the problem was is the lock cylinder. Customer stated he agreed because he didn't know what else to do. He has been dealing with the problem since he purchased the vehicle so he approved repairs customer pay.

If there is any way we can retain this customer, I think it would be benefit not only to GM but the dealership. The customer has purchased 11 GM vehicle, primarily from you dealership. He states his wife is in the process of trading in her Tahoe XLT for a 2018 Tahoe XLT ($70,000) but he will not purchase any more vehicles from the dealership it they are not willing to assist.

Thanks

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Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

<image001.png>

From: Dawn Smith (C)
Sent: Wednesday, February 14, 2018 2:34 PM
To: 'Billi Swihart'; Brad Bryce
Cc: Charles Davis (JOHN DECOSKY PONT-BU-OLDS-CAD-GEO); [redacted]
Subject: RE: [EXTERNAL] Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/

Exec CAC Case/ [redacted], Inc. /SR# [redacted]/VIN#1GCPTDE14G1[redacted]/Customer Concern: Customers key keeps getting stuck in the ignition, in the auxiliary p

Thanks for the detail information Billi.

I'll await for Brad's decision regarding the OLC. Thanks

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

<image001.png>

From: Billi Swihart [redacted]
Sent: Wednesday, February 14, 2018 1:58 PM
To: Dawn Smith (C); Brad Bryce
Cc: Charles Davis (JOHN DECOSKY PONT-BU-OLDS-CAD-GEO);[redacted]
Subject: [EXTERNAL] Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/ [redacted], Inc. /SR# [redacted]/VIN#1GCPTDE14G1[redacted]/Customer Concern: Customers key keeps getting stuck in the ignition, in the auxiliary po...

Mrs. Smith,

In response to your email I have reviewed the customers service history and would like to inform you of the following. The first time the customer brought the vehicle into our dealership for this concern we found a PI (PI1429B) for transmission control level knob replacement, which we performed under warranty for the customer. This repair was made 9/29/17 with 34,188 miles on the vehicle. The customer then returned 10/30/17 with 42,220 miles on the vehicle stating that the vehicle was again having an issue with keys getting stuck. We kept the vehicle for several days and provided him with a loaner vehicle while we assessed his concern. We were unable to duplicate the problem for the customer and returned his vehicle and did not charge him for the time the technician worked on the vehicle since no problem could be found. The customer then returned 1/8/18 with 49,205 miles and stated the vehicle was still having issues and he wanted us to change the vehicles lock cylinder. We replace the lock cylinder per his request at that time, but were unable before or after the repair to duplicate his concern. The customer then returned 1/31/18 with 51,241 miles, his vehicle was being towed in with a no start complaint. After diagnostics were performed the technician found that the battery and alternator were in need of replacement. We informed the customer that we did not believe the alternator failure had any connection with the key/ignition concern but did offer him some assistance by using the customer enthusiasm calculator. We have never told the customer we did not want to work on his vehicle for his concerns, only that we were unable to repair the vehicle if we could not duplicate the problem. If there is any further information you need from us please let us know.

Thank you,

Billi Swihart and Junior Davis
DeCosky GM Center

On Wednesday, February 14, 2018 1:07 PM, Dawn Smith (C) <dawn.1.smith@gm.com> wrote:

Brad,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. We are requesting you review this case and based on the information requested provide a resolution for the customer. Below are some relevant facts of the case:

- VIN: 1GCPTDE14G1[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]

Summary of Concern: Customers key keeps getting stuck in the ignition, in the auxiliary position and the dealership has been unable to resolve the issue. Customer is seeking $4,000 OLC

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- Customer states he has taken his vehicle to the dealership several times and they have been unable to resolve the intermittent key problem. The Dealership did reach out to TAC and there have been numerous repairs to his vehicle that have not resolved the problem.
- Customer states he works out- of-town in the construction business and his key has gotten stuck over 20 times. Customer states he has to ask co-workers, with older model Ford's and Chrysler's, to jump his battery and he is totally embarrassed. Customer states he is always promoting GM and at one point he encouraged one of his co-workers, who had a Ford, to get a Chevrolet. Customer states he is now the laughing stock of his co-works.
- The most recent repair was 1/31/17; customer states lights started to flicker and lost power steering. The customer vehicle would not start and he had to wait 3 hours for tow truck in the freezing cold. Customer states he had to pay for new battery and alternator replaced. Customer states because he has had to have his vehicle jumped over 20 times, because of the key being stuck in auxiliary position, it has required him to get a new battery and alternator ($400). Customer states a vehicle should not have to be jumped over 20 times and it' causing other damage to his vehicle.

- Customer does not trust his vehicle. Customer states every time he drives the vehicle he has to be worried the key will get stuck in the auxiliary position. When the key does get stuck, he has to take all of his valuables out of the vehicle because it's still running and he can't lock the doors. Customer states the dealership has advised him not to bring the vehicle back to the dealership because they cannot resolve his issue. Customer does not understand how a dealership, he has spent $1 million purchasing cars from would tell him not to bring the vehicle back.
- Customer states at this point he wants to get out of his vehicle, but does not want his car not payment to increase from $534 a month. He states he spoke with Jr. Davis in the sales department and he request EA contact him also.

- EA contacted PRT and they stated the customers MSRP is $ 42,885.00. The Executive Department is requesting approval for $4,000 OLC.

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue. If it is more convenient for you to call, I may be reached by calling 855-880-1500, extension 5914278

Sincerely,

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com



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I am ok if you want to offer and process an OLC.

Brad Bryce MBA
Chevrolet District Manager
Customer Care & Aftersales
brad.bryce@chevrolet.com
317-509-2397

FIND NEW ROADS

From: Dawn Smith (C)
Sent: Thursday, March 1, 2018 9:26 AM
To: Billi Swihart [redacted]; Brad Bryce <brad.bryce@chevrolet.com>
Cc: [redacted]
Subject: RE: [EXTERNAL] Re: Re: Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/ [redacted], Inc. /SR# 8-[redacted]/VIN#1GCPTDE14G1[redacted]/Customer Concern: Customers key keeps getting stuck in the ignition, in the aux

Good Morning All,

I have not received an feedback regarding customers request for OLC.

Unfortunately, if I don't hear anything today I will have to escalate the request to the MA. I have to provide an update to the customer and GM Executive today.

Brad if you're not in agreement with OLC amount I proposed, please let me know an amount you would be comfortable approving.

Thanks

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Dawn Smith (C)
Sent: Tuesday, February 27, 2018 11:06 AM
To: 'Billi Swihart'; Brad Bryce
Cc: [redacted]
Subject: RE: [EXTERNAL] Re: Re: Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet

Colorado/ Exec CAC Case/[redacted], Inc. /SR# 8-[redacted]/VIN#1GCPTDE14G1[redacted]/Customer Concern: Customers key keeps getting stuck in the ignition, in the aux

Hi Bill,

Mr. [redacted] is back in town and I spoke with him regarding taking his vehicle back to the dealership.

Mr. [redacted] wants to know, what Is going to be done differently to resolve his issue. He is extremely frustrated. He states he has taken his vehicle to the dealership 5 times, he's spent $1,000 out of pocket and the issue has not been resolved. Additionally, the customer states his key has gotten stuck over 20 times and in most instances he has to get his battery jumped.

The customer has requested assistance on the down payment of a new vehicle (OLC). He states he doesn't trust his Chevrolet Colorado.

Brad will you approve $4,000 OLC? Customers MSRP $42,885.

- Customer is the original owner of his 2016 Chevrolet Colorado. Customer states he's been a loyal GM customer for 25 years and has spent $1 million on GM vehicles primarily from Decosky Motor Holdings, Inc. EA was able to confirm customer has purchased 11 GM vehicles from Customer 360. Customer states he loves his vehicle design, features and how it drives (when working properly). He has been an advent GM supporter.

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Billi Swihart [redacted]
Sent: Monday, February 26, 2018 2:37 PM
To: Dawn Smith (C)
Subject: [EXTERNAL] Re: Re: Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/[redacted], Inc. /SR# 8-[redacted]/VIN#1GCPTDE14G1[redacted]/Customer Concern: Customers key keeps getting stuck in the ignition, in the auxilia

Mrs. Smith,

We have contacted the customer but he was out of the state at the time and he said he would contact us when he got back. As soon as I have new information I will let you know.

Sent from my iPhone

On Feb 26, 2018, at 9:23 AM, Dawn Smith (C) <dawn.1.smith@gm.com> wrote:

Hello Billi,

Can you provide a detailed update on your diagnosis and repair?

Thanks

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

<image001.png>

From: Billi Swihart [redacted]
Sent: Thursday, February 15, 2018 4:37 PM
To: Dawn Smith (C)
Cc: Brad Bryce; Charles Davis (JOHN DECOSKY PONT-BU-OLDS-CAD-GEO); [redacted]
Subject: [EXTERNAL] Re: Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/ [redacted], Inc. /SR# [redacted] /VIN#1GCPTDE14G1[redacted] /Customer Concern: Customers key keeps getting stuck in the ignition, in the auxiliary p

We have been in contact with the customer and are working with him to resolve this issue to his satisfaction. We to feel it is important to retain him as a customer as well. If I have any further updates for you I will send them promptly.

Sent from my iPhone

On Feb 15, 2018, at 3:36 PM, Dawn Smith (C) <dawn.1.smith@gm.com> wrote:

Hi Billi,

I spoke with Mr. [redacted] and he stated when the 1/8/18 repair was done the key was stuck in the ignition when he brought the vehicle to the dealership.

Customer states a technician took the console a loose and the steering column and flipped a switch and the key released. Customer states when he hook up the diagnostic machine there were no codes, but the technician stated the only thing he could think the problem was is the lock cylinder. Customer stated he agreed because he didn't know what else to do. He has been dealing with the problem since he purchased the vehicle so he approved repairs customer pay.

If there is any way we can retain this customer, I think it would be benefit not only to GM but the dealership. The customer has purchased 11 GM vehicle, primarily from you dealership. He states his wife is in the process of trading in her Tahoe XLT for a 2018 Tahoe XLT ($70,000) but he will not purchase any more vehicles from the dealership it they are not willing to assist.

Thanks

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

<image001.png>

From: Dawn Smith (C)
Sent: Wednesday, February 14, 2018 2:34 PM
To: 'Billi Swihart'; Brad Bryce
Cc: Charles Davis (JOHN DECOSKY PONT-BU-OLDS-CAD-GEO); [redacted]
Subject: RE: [EXTERNAL] Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/ [redacted], Inc. /SR# [redacted] /VIN#1GCPTDE14G1[redacted] /Customer Concern: Customers key keeps getting stuck in the ignition, in the auxiliary p

Thanks for the detail information Billi.

I'll await for Brad's decision regarding the OLC. Thanks

Dawn Redding
General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com

<image001.png>

From: Billi Swihart [redacted]]
Sent: Wednesday, February 14, 2018 1:58 PM
To: Dawn Smith (C); Brad Bryce
Cc: Charles Davis (JOHN DECOSKY PONT-BU-OLDS-CAD-GEO); [redacted]
Subject: [EXTERNAL] Re: REMINDER ACTION REQUIRED BY February 15/2016 Chevrolet Colorado/ Exec CAC Case/ [redacted], Inc. /SR# [redacted] /VIN#1GCPTDE14G1[redacted] /Customer Concern: Customers key keeps getting stuck in the ignition, in the auxiliary po...

Mrs. Smith,

In response to your email I have reviewed the customers service history and would like to inform you of the following. The first time the customer brought the vehicle into our dealership for this concern we found a PI (PI1429B) for

transmission control level knob replacement, which we performed under warranty for the customer. This repair was made 9/29/17 with 34,188 miles on the vehicle. The customer then returned 10/30/17 with 42,220 miles on the vehicle stating that the vehicle was again having an issue with keys getting stuck. We kept the vehicle for several days and provided him with a loaner vehicle while we assessed his concern. We were unable to duplicate the problem for the customer and returned his vehicle and did not charge him for the time the technician worked on the vehicle since no problem could be found. The customer then returned 1/8/18 with 49,205 miles and stated the vehicle was still having issues and he wanted us to change the vehicles lock cylinder. We replace the lock cylinder per his request at that time, but were unable before or after the repair to duplicate his concern. The customer then returned 1/31/18 with 51,241 miles, his vehicle was being towed in with a no start complaint. After diagnostics were performed the technician found that the battery and alternator were in need of replacement. We informed the customer that we did not believe the alternator failure had any connection with the key/ignition concern but did offer him some assistance by using the customer enthusiasm calculator. We have never told the customer we did not want to work on his vehicle for his concerns, only that we were unable to repair the vehicle if we could not duplicate the problem. If there is any further information you need from us please let us know.

Thank you,

Billi Swihart and Junior Davis
DeCosky GM Center

On Wednesday, February 14, 2018 1:07 PM, Dawn Smith (C) <dawn.1.smith@gm.com> wrote:

Brad,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. We are requesting you review this case and based on the information requested provide a resolution for the customer. Below are some relevant facts of the case:

- VIN: 1GCPTDE14G1[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]

Summary of Concern: Customers key keeps getting stuck in the ignition, in the auxiliary position and the dealership has been unable to resolve the issue. Customer is seeking $4,000 OLC

- Customer is the original owner of his 2016 Chevrolet Colorado. Customer states he's been a loyal GM customer for 25 years and has spent $1 million on GM vehicles primarily from Decosky Motor Holdings, Inc. EA was able to confirm customer has purchased 11 GM vehicles from Customer 360. Customer states he loves his vehicle design, features and how it drives (when working properly). He has been an advent GM supporter.
- Customer states approximately 4 months after he purchased his vehicle his key was stuck in the ignition (auxiliary position) and he was unable to take his wife out for her birthday because due to the key being stuck it ran down the battery and the vehicle wouldn't start.

- Customer states he has taken his vehicle to the dealership several times and they have been unable to resolve the intermittent key problem. The Dealership did reach out to TAC and there have been numerous repairs to his vehicle that have not resolved the problem.
- Customer states he works out- of-town in the construction business and his key has gotten stuck over 20 times. Customer states he has to ask co-workers, with older model Ford's and Chrysler's, to jump his battery and he is totally embarrassed. Customer states he is always promoting GM and at one point he encouraged one of his co-workers, who had a Ford, to get a Chevrolet. Customer states he is now the laughing stock of his co-works.
- The most recent repair was 1/31/17; customer states lights started to flicker and lost power steering. The customer vehicle would not start and he had to wait 3 hours for tow truck in the freezing cold. Customer states he had to pay for new battery and alternator replaced. Customer states because he has had to have his vehicle jumped over 20 times, because of the key being stuck in auxiliary position, it has required him to get a new battery and alternator ($400). Customer states a vehicle should not have to be jumped over 20 times and it' causing other damage to his vehicle.
- Customer does not trust his vehicle. Customer states every time he drives the vehicle he has to be worried the key will get stuck in the auxiliary position. When the key does get stuck, he has to take all of his valuables out of the vehicle because it's still running and he can't lock the doors. Customer states the dealership has advised him not to bring the vehicle back to the dealership because they cannot resolve his issue. Customer does not understand how a dealership, he has spent $1 million purchasing cars from would tell him not to bring the vehicle back.
- Customer states at this point he wants to get out of his vehicle, but does not want his car not payment to increase from $534 a month. He states he spoke with Jr. Davis in the sales department and he request EA contact him also.

- EA contacted PRT and they stated the customers MSRP is $ 42,885.00. The Executive Department is requesting approval for $4,000 OLC.

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue. If it is more convenient for you to call, I may be reached by calling 855-880-1500, extension 5914278

Sincerely,

Dawn Redding

General Motors Executive Customer Assistance
Concentrix on behalf of General Motors
Phone: 855-880-1400 Extension: 5914278
Fax : 586-920-0911
dawn.1.smith@gm.com



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MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 91785-
1079 W. FOOTHILL BLVD. • UPLAND, CALIFORN
PHONE (909) 985-2866 • FAX (909) 985-

[redacted]

BAR # AC215141
EPA # CAD981969892

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A
EPAIR ORDER. [redacted] UATION IS SUBJECT
O ALL THE CON[redacted] EPAIR ORDER

CELL: [redacted]

CUSTOMER NO	ADVISOR: GARY GAVARRETE 1073	TAG NO: 2371	INVOICE DATE: 02/03/18	[redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE: 49,907	COLOR: LASER BLUE/ [redacted]
UPLAND, CA [redacted]	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71		DELIVERY DATE: 10/11/15	DELIVERY MILES: 51
[redacted]	VEHICLE ID NO: 1 G C G S D E 3 3 G 1 [redacted]		SELLING DEALER NO: 10	PRODUCTION DATE
	PT'S NO	P.O. NO	R.O. DATE: 02/03/18	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 49909

LABOR

J# 4 01CVZDSERVICE DECLINE SERVICES TECH(S):1011 0.00
DECLINED REPAIRS
DECLINED REPAIRS
DECLINED REPAIRS

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $180.00 (+TAX)
TOTALS----------

TOTAL LABOR....	145.00
TOTAL PARTS....	32.68
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.99
TOTAL MISC DISC	0.00
TOTAL TAX.....	2.54
TOTAL INVOICE $	**182.21**

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

THANK YOU FOR YOUR BUSINESS!!
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE CONTACT YOUR SERVICE CONSULTANT OR OUR SERVICE MANAGER.

CUSTOMER SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 12:36pm

VI

SF613805 O (10/16)

MOUNTAIN VIEW CHEVROLET

P.O. BOX 758 • UPLAND, CALIF. 91785-
1079 W. FOOTHILL BLVD. • UPLAND, CALIFORN
PHONE (909) 985-2866 • FAX (909) 985

[redacted]

THIS FORM IS AN [redacted] AND IS PART OF A
REPAIR ORDER. T [redacted] UATION IS SUBJECT
TO ALL TYPE CONT [redacted] AIR ORDER

BAR # AC215141
EPA # CAD981969892

CELL: [redacted]

CUSTOMER NO	ADVISOR	TAG NO	PROMISE DATE
[redacted]	GARY GAVARRETE 1073	2371	02/03/18
[redacted] UPLAND, CA [redacted]	LABOR RATE / LICENSE NO / MILEAGE: 49,907	COLOR: LASER BLUE/	STOCK NO: 25150
[redacted]	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71	DELIVERY DATE: 10/11/15	DELIVERY MILES: 51
[redacted]	VEHICLE ID NO: 1 G C G S D E 3 3 G 1 [redacted]	SELLING DEALER NO: 10	PRODUCTION DATE
[redacted]	F.T.E NO / P [redacted]	R.O. DATE: 02/03/18	

RESIDENCE PHONE [redacted] COMMENTS

MO: 49909

JOB# 1 CHARGES----------

LABOR----------

J# 1 01CVZ0600723DEX LOF/DEXOS/ROTATE TECH(S):1011 20.00
LUBE, ENGINE OIL (DEXOS1) & FILTER CHANGE, ROTATE TIRES,
CHECK FLUID LEVELS, INSPEC UNDER CHASSIS, INSPEC EXTERIOR
LIGHTS,ADJUST TIRE PRESSURE(RESET TIRE MONITOR)
RESET OIL LIFE MONITOR
LOF
COMPLETED LUBE, OIL (DEXOS1), TIRES ROTATION & FILTER CHANGE
COMPLETED 27 POINT INSPECTION

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	19355319	FILTER KI 1.836	7.00	7.00
6	88865635	OIL 8.800	4.28	25.68
		TOTAL - PARTS		32.68

MISC CODE	DESCRIPTION	CONTROL NO	
HAZ	HAZARDOUS WASTE DISPOSAL FEE		1.99
	TOTAL - MISC		1.99

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

LABOR	20.00
PARTS	32.68
MISC	1.99
JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL	54.67

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

LABOR----------

J# 2 02CVZ DRIVABILITY TECH(S):1011 125.00
CUSTOMER STATES THAT POWER STEERING DISABLE AND STABILITY
TRACTION LIGHT GOES ON DISPLAY
PERFORM DIAGNOSIS FOUND CODE V0420
PEROFORM 31074 PROGRAMING P/S MODULE DO TO CODE V0420
TEST DROVE AND NOW PERFORM AS DESING

JOB# 2 TOTALS----------

LABOR	125.00
JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL	125.00

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

LABOR----------

J# 3 01CVZCLINIC 27 POINT INSPECTION TECH(S):1011 0.00
PERFORM 27 POINT INSPECTION
PERFORMED ON GROUND, UNDER HOOD AND ON HOIST INSPECTIONS PER
ATTACHED INSPECTION SHEET.

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL	0.00

JOB# 4 CHARGES----------

LABOR----------

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 12:36pm

The Reynolds and Reynolds Company (Form) (US)
SF613805.0 (10/16)

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 91785-
1079 W. FOOTHILL BLVD.• UPLAND, CALIFORN
PHONE (909) 985-2866 • FAX (909) 985
[redacted]

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BAR # AC215141
EPA # CAD981969892

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	JONATHAN PENA 1061	3386	01/25/17	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO
UPLAND, CA [redacted]		29,725	LASER BLUE/	25150
[redacted]	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71		10/11/15	51
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1 G C G S D E 3 3 G 1 [redacted]		10	
	F.T.E. NO.	P.O. NO.	R.O. DATE	
			01/21/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		
			MO: 29725	

JOB# 1 CHARGES

LABOR

J# 1 04CVZZZ 15A CAMPAIGN HOURS: 0.70 TECH(S):805 78.40

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
805	01/21/17	12.70	12.90	0.10	0.00	HOLD PARTS
805	01/21/17	13.80	15.90	0.70	0.00	FINISHED
805	01/21/17	0.00	0.00	0.00	0.70	FINISHED
		TOTAL TECH TIME		0.80	0.70	

RECALL 38210 38210 Aero Shutters Inoperative
CHASIS CONTROL MODULE REPLACEMENT AND REPROGRAMMING WITH
SPS. 13D4A

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		23365364 REPLENISH	MODULE 4.720 ***	69.88	69.88	97.83	97.83

COST TOTAL 69.88
TOTAL - PARTS 97.83

JOB# 1 TOTALS

LABOR	78.40
PARTS	97.83
JOB# 1 JOURNAL PREFIX CTWS JOB# 1 TOTAL	176.23

JOB# 2 CHARGES

LABOR

J# 2 04CVZZZZ 15A CAMPAIGN RECALL HOURS: 0.30 TECH(S):805 33.60

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
805	01/21/17	12.70	12.90	0.10	0.00	HOLD PARTS
805	01/21/17	13.80	15.90	0.70	0.00	FINISHED
805	01/21/17	0.00	0.00	0.00	0.30	FINISHED
		TOTAL TECH TIME		0.80	0.30	

RECALL 18460 RADIATOR SUPPORT FASTENERS MISSING THREADLOCKER
CAMPAIGN RECALL
APPLY THREAD LOCKER ON 2 UPPER BAR BOLTS

JOB# 2 TOTALS

LABOR	33.60
JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL	33.60

JOB# 3 CHARGES

LABOR

J# 3 01CVZGENERAL GENERAL CONCERN HOURS: 0.50 TECH(S):805 56.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
805	01/21/17	12.70	12.90	0.00	0.00	HOLD PARTS
805	01/21/17	13.80	15.90	0.20	0.00	FINISHED
805	01/21/17	0.00	0.00	0.00	0.50	FINISHED
		TOTAL TECH TIME		0.20	0.50	

PERFORM RECALL 16019 HVAC Module Temp Door
INSTALL HEX HEAD WORM GEAR CLAMP TO TEMPERATURE VALVE

The Reynolds and Reynolds Company ERAINTINVE
SF613805 O (10-16)

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 91785-
1079 W. FOOTHILL BLVD.• UPLAND, CALIFORNI
PHONE (909) 985-2866 • FAX (909) 985-

[redacted]

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BAR # AC215141
EPA # CAD981969892

CEL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	JONATHAN PENA 1061	3386	01/25/17

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		29,725	LASER BLUE/	25150

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71	10/11/15	51

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G C G S D E 3 3 G 1 [redacted]	10	

F.T.E. NO.	P.O.	R.O. DATE
		01/21/17

[redacted] UPLAND, CA [redacted]

[redacted]

RESIDENCE PHONE [redacted] ENGINE/VIN [redacted]

COMMENTS

MO: 29725

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		25518880	NUT 8.948	1.62	1.62	2.27	2.27
				COST TOTAL		1.62		
						TOTAL - PARTS		2.27

JOB# 3 TOTALS

LABOR	56.00
PARTS	2.27
JOB# 3 JOURNAL PREFIX CTWS JOB# 3 TOTAL	58.27

COMMENTS
A/V

R/O TAX	0.00
R/O TOTALS	268.10

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	... TOTAL....
[redacted]	176.23
	33.60
	58.27
CLAIM TOTALS	268.10

APPROVED BY SIGNATURE

The Reynolds and Reynolds Company ERAINTINVE
SF613805 O (10/16)

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 9178[redacted]
1079 W. FOOTHILL BLVD.• UPLAND, CALIFOR[redacted]
PHONE (909) 985-2866 • FAX (909) 98[redacted]

[redacted]

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. TH[redacted]TION IS SUBJECT TO ALL THE COND[redacted]AIR ORDER

BAR # AC215141
EPA # CAD981969892

CELL: [redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	
[redacted]	JONATHAN PENA	1061	3386	01/25/17	[redacted]
	LABOR RATE / LICENSE NO.		MILEAGE	COLOR	
			29,725	LASER BLUE/	25150
	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
UPLAND, CA [redacted]	16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71			10/11/15	51
	VEHICLE I.D. NO			SELLING DEALER NO	PRODUCTION DATE
[redacted]	1 G C G S D E 3 3 G 1 [redacted]			10	
	F.T.E. NO.	P.O. NO.		R.O. DATE	
				01/21/17	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS				
[redacted]					MO: 29725

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GCGSDE33G1[redacted]	REPAIRING BAC	177168
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	01/21/2017
ODOMETER	29725	SERVICE ADVISOR GMIN	571531984
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZFAT		260616-1	001320289149	0002

JOB COMPLETION DATE: 01/21/2017
TECHNICIAN GMIN: 055261170

LABOR OPERATION	BASE HOURS
9102157	0.7

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: CHASIS CONTROL MODULE REPLACEMENT AND REPROGRAMMING WITH SPS. 13D4A

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
23365364	1	69.88			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	27.95		
PARTS	69.88	0.00	97.83
LABOR	78.40	0.00	78.40
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	176.23	0.00	176.23

The Reynolds and Reynolds Company ERAINTNVE
SF613805 O (10/16)

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 91785
1079 W. FOOTHILL BLVD.• UPLAND, CALIFORN
PHONE (909) 985-2866 • FAX (909) 98

[redacted]

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BAR # AC215141
EPA # CAD981969892

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	JONATHAN PENA 1061	3386	01/25/17	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO
UPLAND, CA [redacted]		29,725	LASER BLUE/	25150
[redacted]	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71		10/11/15	51
	VEHICLE I.D. NO		SELLING DEALER NO	PRODUCTION DATE
	1 G C G S D E 3 3 G 1 [redacted]		10	
	F.T.E. NO.	P.O.	R.O. DATE	
			01/21/17	
[redacted]	COMMENTS			
			MO: 29725	

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GCGSDE33G1 [redacted]	REPAIRING BAC	177168
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	01/21/2017
ODOMETER	29725	SERVICE ADVISOR GMIN	571531984
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZFAT		260616-2	001320289154	0002

JOB COMPLETION DATE: 01/21/2017
TECHNICIAN GMIN: 055261170

LABOR OPERATION	BASE HOURS
9102149	0.3

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: APPLY THREAD LOCKER ON 2 UPPER BAR BOLTS

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	33.60	0.00	33.60
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	33.60	0.00	33.60

The Reynolds and Reynolds Company ERAINTNVC
SF613805.Q (10/16)

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 91785-
1079 W. FOOTHILL BLVD.• UPLAND, CALIFORN
PHONE (909) 985-2866 • FAX (909) 985-

[redacted]

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. T[redacted]UATION IS SUBJECT TO ALL THE COND[redacted]EPAIR ORDER

BAR # AC215141
EPA # CAD981969892

CELL: [redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE
[redacted]	JONATHAN PENA	1061	3386	01/25/17
	LABOR RATE / LICENSE NO / MILEAGE: 29,725		COLOR: LASER BLUE/	STOCK NO: 25150
UPLAND, CA [redacted]	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71		DELIVERY DATE: 10/11/15	DELIVERY MILES: 51
[redacted]	VEHICLE I.D. NO: 1 G C G S D E 3 3 G 1 [redacted]		SELLING DEALER NO: 10	PRODUCTION DATE
	F.T.E. NO / P.O. [redacted]		R.O. DATE: 01/21/17	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			MO: 29725

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

JOB CARD [redacted]

VIN	1GCGSDE33G[redacted]	REPAIRING BAC	177168
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	01/21/2017
ODOMETER	29725	SERVICE ADVISOR GMIN	571531984
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZFAT		260616-3	001320289262	0002

JOB COMPLETION DATE: 01/21/2017
TECHNICIAN GMIN: 055261170

LABOR OPERATION	BASE HOURS
9102576	0.5

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: INSTALL HEX HEAD WORM GEAR CLAMP TO TEMPERATURE VAL VE

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
25518880	1	1.62			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.65		
PARTS	1.62	0.00	2.27
LABOR	56.00	0.00	56.00
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	58.27	0.00	58.27

The Reynolds and Reynolds Company ERAINTINVC
SF613805 Q (10/16)

MOUNTAIN VIEW CHEVROLET
UPLAND
P.O. BOX 758 • UPLAND, CALIFORNIA 91785-0758
1079 W. FOOTHILL BLVD. • UPLAND, CALIFORNIA 91786-3731
PHONE (909) 985-2866 • FAX (909) 946-5989
CHEVROLET
BAR # AC215141
EPA # CAD981969892

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. TH[redacted]ATION IS SUBJECT TO ALL THE COND[redacted]D ORDER

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	THOMAS DANIELS 1019	2825	08/24/16	C[redacted]
	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	ST
		22,235	LASER BLUE/	25150
[redacted]	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
UPLAND, CA [redacted]	16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71		10/11/15	51
[redacted]	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1 G C G S D E 3 3 G 1 [redacted]		10	
	F.T.E. NO.	P.O. [redacted]	R.O. DATE	
			08/20/16	
RESIDENCE PHONE [redacted]	COMMENTS			
			MO: 2223	

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

LABOR----------

J# 2 03CVZ QUICK SERVICE HOURS: 0.20 TECH(S):1029 21.85

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1029	08/20/16	8.50	9.20	0.00	0.20	ENTERED IN INVOICING
1029	08/20/16	9.50	9.50	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.20	

PLEASE INSPECT HITCH FOR RECALL LETTER
OPEN CAMPAIGN #27620 INCORRECT TRAILER HITCH
VEHICLE WAS INSPECTED AND WAS FOUND TO HAVE THE CORRECT
TRAILER HITCH REATED AT 7,000LBS
LABOR OPERATION 9102215

JOB# 2 TOTALS----------

LABOR	21.85
JOB# 2 JOURNAL PREFIX CTWS JOB# 2 TOTAL	21.85

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

LABOR----------

J# 3 04CVZ001 15A DIAGNOSIS HOURS: 0.00 TECH(S):1029 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1029	08/20/16	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
1029	08/20/16	9.50	9.50	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER STATES THAT THE TRUCK HESITATES ON ACCEL PASSING
SPEEDS
NPF

JOB# 4 CHARGES----------

LABOR----------

J# 4 03CVZ001 QUICK SERVICE HOURS: TECH(S):1029 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
1029	08/20/16	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
1029	08/20/16	9.50	9.50	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

REPLACE CABIN AIR FILTER
NO WORK PERFORMED AT THIS TIME

R/O TAX	0.00
R/O TOTALS	21.85

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

CLAIM#	... TOTAL....
[redacted]	21.85
CLAIM TOTALS	21.85

The Reynolds and Reynolds Company ERAINTR
SF613805 Q (12/

CTWS250154

MOUNTAIN VIEW CHEVROLET
UPLAND
P.O. BOX 758 • UPLAND, CALIF. 91785-0758
1079 W. FOOTHILL BLVD. • UPLAND, CALIFORNIA 91786-3731
PHONE (909) 985-2866 • FAX (909) 946-5989

CHEVROLET

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE COND[redacted] REPAIR ORDER

BAR # AC215141
EPA # CAD981969892

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR THOMAS DANIELS 1019	TAG NO. 2825	INVOICE DATE 08/24/16	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 22,235	COLOR LASER BLUE/	STOCK NO. 25150
UPLAND, CA [redacted]	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71		DELIVERY DATE 10/11/15	DELIVERY MILES 51
[redacted]	VEHICLE I.D. NO. 1 G C G S D E 3 3 G 1 [redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	F.T.E. NO.	P.O. [redacted]	R.O. DATE 08/20/16	
[redacted]	COMMENTS			MO: 2223

APPROVED BY SIGNATURE

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GCGSDE33G1 [redacted]	REPAIRING BAC	177168
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/20/2016
ODOMETER	22235	SERVICE ADVISOR GMIN	451506955
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZFAT		250154-2	001300389496	0002

JOB COMPLETION DATE: 08/20/2016
TECHNICIAN GMIN: 345720563

LABOR OPERATION	BASE HOURS
9102215	0.2

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: VEHICLE WAS INSPECTED AND WAS FOUND TO HAVE THE COR RECT TRAILER HITCH REATED AT 7,000LBS LABOR OPERATION 9102215

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	21.85	0.00	21.85
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	21.85	0.00	21.85

SERVICE FILE COPY-W

[END OF INVOICE] 03:30pm

The Reynolds and Reynolds Company ERAINTIN
SF613805 Q (12/

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 91785-07
1079 W. FOOTHILL BLVD. • UPLAND, CALIFORNIA
PHONE (909) 985-2866 • FAX (909) 946-5
[redacted]

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER

BAR # AC215141
EPA # CAD981969892

[redacted]

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	ALBERT CEBALLOS 816	3920	04/14/16

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		15,063	LASER BLUE/	25150

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71	10/11/15	51

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G C G S D E 3 3 G 1 [redacted]	10	

F. T. E. NO.	P.O.	R. O. DATE
	[redacted]	04/13/16

[redacted]

COMMENTS

MO: 15075

JOB# 5 CHARGES----------

LABOR----------

J# 5 02CVZ002 DRIVABILITY CONCERN TECH(S):855 WARRANTY

CUSTOMER STATES VEHICLE FEELS LIKE IT STARTS IN1 4TH GEAR
FROM A STOP - CHECK AND ADVISE
NO PROBLEMS FOUND DURING TIME OF INSPECTION -
RECOMMEND RECOMMEND GUEST TO DRIVE WITH TECHNICIAN
TO VERIFY -

JOB# 5 TOTALS----------

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES----------

LABOR----------

J# 6 03CVZ QUICK SERVICE TECH(S):855 WARRANTY

CUSTOMER STATES VEHICLE FEELS SLUGGISH - MOST AT
ACCELARATION FROM A PREVIOUS HIGH SPEED - CHECK
NO PROBLEMS FOUND DURING INSPECTION -
RECOMMENDED TO HAVE GUEST DRIVE WITH TECHNICIAN AND VERIFY
UNABLE TO DUPLICATE ANY PROBLEM - NO FAULT CODEES DETECTED

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX CTCS JOB# 6 TOTAL 0.00

TOTALS----------

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

THANK YOU FOR YOUR BUSINESS!!
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE CONTACT YOUR SERVICE [redacted]

The Reynolds and Reynolds Company ERAINTINVE
SF613805 O (12/12)

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 91785-
1079 W. FOOTHILL BLVD. • UPLAND, CALIFORN
PHONE (909) 985-2866 • FAX (909) 946
[redacted]

THIS FORM IS [redacted] AND IS PART OF A REPAIR ORDE[redacted]ATION IS SUBJECT TO ALL THE C[redacted]PAID ORDER

BAR # AC215141
EPA # CAD981969892

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR ALBERT CEBALLOS 816	TAG NO. 3920	INVOICE DATE 04/14/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 15,063	COLOR LASER BLUE/	STOCK NO. 25150
UPLAND, CA [redacted]	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71		DELIVERY DATE 10/11/15		DELIVERY MILES 51
[redacted]	VEHICLE I.D. NO. 1 G C G S D E 3 3 G 1 [redacted]		SELLING DEALER NO. 10		PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 04/13/16		
[redacted]	COMMENTS				MO: 15075

JOB# 1 CHARGES

LABOR

J# 1 01CVZ0600723DEX LOF/DEXOS/ROTATE TECH(S):855 WARRANTY

LUBE, ENGINE OIL (DEXOS1) & FILTER CHANGE, ROTATE TIRES, CHECK FLUID LEVELS, INSPEC UNDER CHASSIS, INSPEC EXTERIOR LIGHTS, ADJUST TIRE PRESSURE (RESET TIRE MONITOR), COURTESY WASH.
RESET OIL LIFE MONITOR
LOF
COMPLETED LUBE, OIL (DEXOS1), TIRES ROTATION & FILTER CHANGE
COMPLETED 27 POINT INSPECTION

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		19303249	FILTER KI 1.836		WARRANTY
	6		19293000	OIL 8.800		WARRANTY
				TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 02CVZ DRIVABILITY TECH(S):855 WARRANTY

INSPECT MUFFLER (DRAINS EXCESSIVE MOISTURE)
MUFFLER CONDINSATION DRAIN WORKING VERY GOOD

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 04CVZ001 15A DIAGNOSIS TECH(S):855 WARRANTY

CUSTOMER REQUEST TO INSPECT AND ADVISE WHEN HILL ASSIST IS OFF AND VEHICLE IS IN DRIVE TRANSMISSION DOWNSHIFTS -
VEHICLE IS WORKING AS DESIGNED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 02CVZ001 DRIVABILITY CONCERN TECH(S):855 WARRANTY

CUSTOMER STATES ENGINE SPUTTERS WHEN ACCELARATING AT SPEEDS FROM 50-65 MPH
NO FAULTS DETECTED - MONITORED WITH DIAGNOTICS SYSTEM
NO PROBLEMS FOUND -= RECOMMEND TO HAVE GUEST DRIVE WITH TECHNICIAN FOR FURTHER VERIFICATION

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

[CONTINUED ON NEXT PAGE]
03:09pm

The Reynolds and Reynolds Company ERAINTINVE
SF613805 Q (12/12)

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 91785-
1079 W. FOOTHILL BLVD. • UPLAND, CALIFORN
PHONE (909) 985-2866 • FAX (909) 946
[redacted]
BAR # AC215141
EPA # CAD981969892

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER

[redacted]

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	ALBERT CEBALLOS 816	3840	01/06/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 8,604		COLOR: LASER BLUE/	STOCK NO.: 25150
UPLAND, CA [redacted]	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71		DELIVERY DATE: 10/11/15	DELIVERY MILES: 51
[redacted]	VEHICLE I.D. NO.: 1 G C G S D E 3 3 G 1 [redacted]		SELLING DEALER NO.: 10	PRODUCTION DATE
[redacted]	F.T.E. NO. / P.O. NO.		R.O. DATE: 01/06/16	
[redacted]	COMMENTS			MO: 8604

JOB# 1 CHARGES----------

LABOR----------

J# 1 04CVZZZ 15A CAMPAIGN TECH(S):148 WARRANTY
15116 HOOD STRIKER CORROSION/FRACTURE
148/PERFORMED RECALL 15116(9101683).5

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	23390993	STRIKER K 8.080		WARRANTY
			TOTAL - PARTS		0.00

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

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS----------
A/V

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

THANK YOU FOR YOUR BUSINESS!!
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE CONTACT YOUR SERVICE CONSULTANT OR OUR SERVICE MANAGER.

[redacted]

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINVNVE
SF613805 Q (12/12)

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 91785
1079 W. FOOTHILL BLVD. • UPLAND, CALIFORN
PHONE (909) 985-2866 • FAX (909) 94[redacted]

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. [redacted] UATION IS SUBJECT TO ALL THE CONDI[redacted] ERNO ORDER

BAR # AC215141
EPA # CAD981969892

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	EDWARD JOHNSON 428	1164	12/23/15

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		7,712	LASER BLUE/	25150

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71	10/11/15	51

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G C G S D E 3 3 G 1 [redacted]	10	

F. T. E. NO.	P.O.	R. O. DATE
	[redacted]	12/23/15

[redacted]
UPLAND, CA [redacted]
[redacted]
RESIDENCE PHONE [redacted]

COMMENTS
MO: 7712

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
* *
****

THANK YOU FOR YOUR BUSINESS!!
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS ASKING YOU TO GRADE YOUR SERVICE VISIT WITH US. IF WE HAVE NOT EARNED A "COMPLETELY SATISFIED" SCORE FROM YOU, PLEASE CONTACT YOUR SERVIC[redacted]

The Reynolds and Reynolds Company ERAINTINVE
SF613805 Q (12/12)

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 91785
1079 W. FOOTHILL BLVD. • UPLAND, CALIFORN
PHONE (909) 985-2866 • FAX (909) 94

[redacted]

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. T[redacted]ATION IS SUBJECT TO ALL THE CON[redacted]R ORDER

BAR # AC215141
EPA # CAD981969892

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	EDWARD JOHNSON 428	1164	12/23/15
	LABOR RATE / LICENSE NO. / MILEAGE: 7,712		COLOR: LASER BLUE/ 25150
UPLAND, CA[redacted]	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/Z71 SHORT BOX/Z71		DELIVERY DATE: 10/11/15 — DELIVERY MILES: 51
[redacted]	VEHICLE I.D. NO.: 1 G C G S D E 3 3 G 1 [redacted]		SELLING DEALER NO.: 10 — PRODUCTION DATE:
[redacted]	F.T.E. NO. / P.O. NO.		R.O. DATE: 12/23/15
[redacted]	COMMENTS		MO: 7712

JOB# 1 CHARGES----------

LABOR----------

J# 1 01CVZ0600723DEX LOF/DEXOS/ROTATE TECH(S):958 WARRANTY

LUBE, ENGINE OIL (DEXOS1) & FILTER CHANGE, ROTATE TIRES,
CHECK FLUID LEVELS, INSPEC UNDER CHASSIS, INSPEC EXTERIOR
LIGHTS, ADJUST TIRE PRESSURE (RESET TIRE MONITOR), COURTESY
WASH.
RESET OIL LIFE MONITOR
LOF
COMPLETED LUBE, OIL (DEXOS1), TIRES ROTATION & FILTER CHANGE
COMPLETED 27 POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	19303249	FILTER KI 1.836		WARRANTY
	6	19293000	OIL 8.800		WARRANTY
			TOTAL - PARTS		0.00

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

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

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

LABOR----------

J# 2 01CVZCLINIC 27 POINT INSPECTION TECH(S):958 WARRANTY

PERFORM 27 POINT INSPECTION
PERFORMED ON GROUND, UNDER HOOD AND ON HOIST INSPECTIONS PER
ATTACHED INSPECTION SHEET.

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

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

LABOR----------

J# 3 03CVZ QUICK SERVICE TECH(S):958 WARRANTY

CHECK FOR WATER DRIPPING FROM MUFFLER AND FRONT EXHAUST
BOLT AFTER DRIVING AND AT A STOP.
VEHICLE OPERATING AS PER DESIGN NORMAL CONDENSATION
NO LEAKS FOUND

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

The Reynolds and Reynolds Company ERAINTINVE
SF613805 Q (12/12)

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

Dealer Number _____ Contract Number _____ R.O.S. Number 9 Stock Number 25150

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted] UPLAND CA [redacted] SAN BERNARDINO	N/A	MOUNTAIN VIEW CHEVROLET, INC. 1079 W. FOOTHILL BLVD. UPLAND CA 91786 SAN BERNARDINO

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	CHEVROLET TRU Z71 SHORT BOX	51	1GCGSDE33G1 [redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of 4558.18
3.40 %	$ 4702.07 (e)	$ 37294.57	$ 41996.64 (e)	$ 40552.82 is $ (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
83	499.96	Monthly beginning 11/19/2015
N/A	N/A	N/A
One final payment	499.96	DUE ON 10/19/2022

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

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

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 32840.00 (A)
     - 1. Cash Price Vehicle $ 32840.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) IAS REPLACEMENT $ 305.00 (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 2706.00 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) GENERAL SYS SOLUTION $ 26.00; WARRANTY SOLUTIONS $ 3995.00 (K)
   - L. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
   - M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
   - N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
   - O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
   - P. (Optional) Service Contract (to whom paid) _____ $ _____ (P)
   - Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)
     (see downpayment and trade-in calculation)
   - R. (Optional) Gap Contract (to whom paid) GAP 1 $ 895.00 (R)
   - S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
   - T. Other (to whom paid) N/A For N/A $ N/A (T)

   Total Cash Price (A through T) $ 41447.00 (1)
2. **Amounts Paid to Public Officials**
   - A. Vehicle License Fees ESTIMATED $ 214.00 (A)
   - B. Registration/Transfer/Titling Fees ESTIMATED $ 181.00 (B)
   - C. California Tire Fees $ 8.75 (C)
   - D. Other N/A $ N/A (D)

   Total Official Fees (A through D) $ 403.75 (2)
3. **Amount Paid to Insurance Companies**
   (Total premiums from Statement of Insurance column a + b) $ N/A (3)
4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ N/A (4)
5. **Subtotal** (1 through 4) $ 41850.75 (5)
6. **Total Downpayment**
   - A. Agreed Trade-In Value Yr 2010 Make CHEVROLET Model CAMARO Odom 71325 VIN 2G1FE1EV1A9214016 $ 10000.00 (A)
   - B. Less Prior Credit or Lease Balance (e) ALLY $ 5443.82 (B)
   - C. Net Trade-In (A less B) (indicate if a negative number) $ 4556.18 (C)
   - D. Deferred Downpayment $ N/A (D)
   - E. Manufacturer's Rebate $ N/A (E)
   - F. Other N/A $ N/A (F)
   - G. Cash $ N/A (G)

   Total Downpayment (C through G) $ 4556.18 (6)
   (If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)
7. **Amount Financed** (5 less 6) $ 37294.57 (7)

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A installments of $ N/A $ N/A
from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
☐ **Name of autobroker receiving fee, if applicable:** N/A

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not [redacted] dit.

Buyer _____
Co-Buyer _____
Seller X _____

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

Application for Optional Credit Insurance

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

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

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

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

Date N/A Buyer Signature X N/A Age N/A
Date _____ Co-Buyer Signature X _____ Age _____

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1R of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.
Term 84 Mos. GAP 1 Name of Gap Contract
I want to bu[redacted]
Buyer Signs[redacted]

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L,1M, 1N, 1O, and/or 1P.
1L Company WARRANTY SOLUTIONS
Term 84 Mos. or 100000 Miles
1M Company N/A
Term N/A Mos. or _____ Miles
1N Company N/A
Term N/A Mos. or _____ Miles
1O Company N/A
Term N/A Mos. or _____ Miles
1P Company [redacted]
Ter[redacted] Miles
Buy[redacted]

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract [redacted] and we must sig[redacted]
Buyer Sig[redacted]
Co-Buyer [redacted]

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to ass[redacted]
X [redacted] X N/A
Buy[redacted] Co-Buyer

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbit[redacted] vision for additional information concerning the agreement to arbitrate.
Buyer Signs[redacted] Co-Buyer Signs X N/A

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

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.
FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
[redacted] HE/SHE UNDERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.
S/S[redacted] X N/A

Tra[redacted] you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this c[redacted] gated to pay the Prior Credit or Lease Balance shown in 6B or any refund.
Buyer Signature [redacted] Co-Buyer Signature X N/A

Notice to buyer [redacted] you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

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

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION
California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway moto[redacted] ia law. See the vehicle contract cancellation option agreement for details.

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

Buyer Signature [redacted] Date 10/11/15 Co-Buyer Signature X N/A Date N/A
Co-Buyers and Other [redacted] 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 t[redacted] curity interest in the vehicle given to us in this contract.
Other Owner Signature X _____ Address _____

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

Guarantor X _____ Date _____ Guarantor X _____ Date _____
Address _____ Address _____

MOUNTAIN VIEW CHEVROLET, INC. 10/11/15
Seller Signs _____ Date _____ By [redacted] MCR Title _____

LAW FORM NO. 553-CA-ARB (REV. 7/13) U.S. PATENT NO. D460,782
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DEALER COPY

OTHER IMPORTANT AGREEMENTS

1. FINANCE CHARGE AND PAYMENTS

a. How we will figure Finance Charge. We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed. Seller - Creditor may receive part of the Finance Charge.

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 the Amount Financed 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 the front 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 the unpaid part of the Amount Financed at any time. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment. As of the date of your payment, if the minimum finance charge is greater than the earned Finance Charge, you may be charged the difference; the minimum finance charge is as follows: (1) $25 if the original Amount Financed does not exceed $1,000, (2) $50 if the original Amount Financed is more than $1,000 but not more than $2,000, or (3) $75 if the original Amount Financed is more than $2,000.

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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.

GAP LIABILITY NOTICE

In the event of theft or damage to your vehicle that results in a total loss, there may be a gap between the amount you owe under this contract and the proceeds of your insurance settlement and deductible. THIS CONTRACT PROVIDES THAT YOU ARE LIABLE FOR THE GAP AMOUNT. An optional gap contract (debt cancellation contract) for coverage of the gap amount may be offered for an additional charge.

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 installed 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 as the law allows. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.

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 for the insurance and a finance charge computed at the Annual Percentage Rate shown on the front of this contract or, at our option, 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 get a refund of insurance, maintenance, service, or other contract charges, you agree that we may subtract the refund from what you owe.

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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 the front. 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, subject to any right the law gives you to reinstate this contract. 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;
- The vehicle is lost, damaged or destroyed; or
- You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed 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. You will pay our reasonable costs to collect what you owe, including attorney fees, court costs, collection agency fees, and fees paid for other reasonable collection efforts. You agree to pay a charge not to exceed $15 if any check you give to us is dishonored.

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). You may redeem the vehicle by paying all you owe, or you may have the right to reinstate this contract and redeem the vehicle by paying past due payments and any late charges, providing proof of insurance, and/or taking other action to cure the default. We will provide you all notices required by law to tell you when and how much to pay and/or what action you must take to redeem 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 the Annual Percentage Rate shown on the face of this contract, not to exceed the highest rate permitted by law, 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.

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4. WARRANTIES SELLER DISCLAIMS

If you do not get a written warranty, and the Seller does not enter 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. If the Seller has sold you a certified used vehicle, the warranty of merchantability is not disclaimed.

---

5. 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.

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6. Servicing and Collection Contacts.

You agree that we may try to contact you in writing, by e-mail, or using prerecorded/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.

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7. Applicable Law

Federal law and California law apply to this contract. 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.

---

8. Warranties of Buyer. You promise you have given true and correct information in your application for credit, and you have no knowledge that will make that information untrue in the future. We have relied on the truth and accuracy of that information in entering into this contract. Upon request, you will provide us with documents and other information necessary to verify any item contained in your credit application.

You waive the provisions of Calif. Vehicle Code Section 1808.21 and authorize the California Department of Motor Vehicles to furnish your residence address to us.

CREDIT DISABILITY INSURANCE NOTICE
CLAIM PROCEDURE

If you become disabled, you must tell us right away. (You are advised to send this information to the same address to which you are normally required to send your payments, unless a different address or telephone number is given to you in writing by us as the location where we would like to be notified.) We will tell you where to get claim forms. You must send in the completed form to the insurance company as soon as possible and tell us as soon as you do.

If your disability insurance covers all of your missed payment(s), WE CANNOT TRY TO COLLECT WHAT YOU OWE OR FORECLOSE UPON OR REPOSSESS ANY COLLATERAL UNTIL THREE CALENDAR MONTHS AFTER your first missed payment is due or until the insurance company pays or rejects your claim, whichever comes first. We can, however, try to collect, foreclose, or repossess if you have any money due and owing us or are otherwise in default when your disability claim is made or if a senior mortgage or lien holder is foreclosing.

If the insurance company pays the claim within the three calendar months, we must accept the money as though you paid on time. If the insurance company rejects the claim within the three calendar months or accepts the claim within the three calendar months on a partial disability and pays less than for a total disability, you will have 35 days from the date that the rejection or the acceptance of the partial disability claim is sent to pay past due payments, or the difference between the past due payments and what the insurance company pays for the partial disability, plus late charges. You can contact us, and we will tell you how much you owe. After that time, we can take action to collect or foreclose or repossess any collateral you may have given.

If the insurance company accepts your claim but requires that you send in additional forms to remain eligible for continued payments, you should send in these completed additional forms no later than required. If you do not send in these forms on time, the insurance company may stop paying, and we will then be able to take action to collect or foreclose or repossess any collateral you may have given.

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 and assign the contract. You agree that if Seller is unable to assign the contract to any one of the financial institutions with whom Seller regularly does business under an assignment acceptable to Seller, Seller may cancel the contract.

b. Seller shall give you written notice (or in any other manner in which actual notice is given to you) within 10 days of the date this contract is signed if Seller elects to cancel. Upon receipt of such notice, you must immediately return the vehicle to Seller in the same condition as when sold, reasonable wear and tear excepted. Seller must give back to you all consideration received by Seller, including any trade-in vehicle.

c. If you do not immediately return the vehicle, you shall be liable for all expenses incurred by Seller in taking the vehicle from you, including reasonable attorney's fees.

d. While the vehicle is in your possession, all terms of the contract, including those relating to use of the vehicle and insurance for the vehicle, shall be in full force and you shall assume all risk of loss or damage to the vehicle. You must pay all reasonable costs for repair of any damage to the vehicle until the vehicle is returned to Seller.

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.

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.

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

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

Seller _____ By _____ Title _____

Policy Evaluation Tool

Fields with an "*" are required

Customer Information

Owned By Business: Yes / No

*First Name [redacted]

*Last Name

Phone Number

Vehicle / Coverage

Dealer BAC

*Full VIN 1GTG5CE36F1[redacted]

Make GMC

*Component Warranty Coverage: Bumper to Bumper Coverage

*Repair Group: Steering

Time

*Component's Warranty End Date: 01/16/2018

*Job Card Date: 02/15/2018

Days Out of Warranty: 30

Mileage

*Component's Warranty End Mileage: 36,708

*Current Mileage: 46,000

Miles Out of Warranty: 9,292

Reasons For Policy Adjustment

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

Repair Information

*Total Repair Cost (Warranty Rates): $1,800.00

*Job Card / Repair Order #: Tier2

Results

GM Participation Amount	$720.00	Customer / Dealer Participation Amount	$1,080.00 / 60%
Agreed Upon Customer / Dealer Participation Amount			

Print Reset Edit Home

Click Print button to generate printable form or save as PDF for attaching to Warranty Claim or Pre-approval request.

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

Caller English

System [11:48:51 AM]:

Welcome to chat.

Christopher Brian [11:49:06 AM]:

Thank you for contacting GMC Customer Assistance. My name is Christopher.

Christopher Brian [11:50:08 AM]:

Thank you for chatting. I am here to assist you.

[redacted] [11:50:33 AM]:

I purchased the car from Revere Chevrolrtt in Tampa around nov 1ST.I Live in Jacksonville and the truck has serious steering wheel problems and it will cost 1400 dollars.

Christopher Brian [11:51:08 AM]:

I'm sad to hear that you are currently having a difficult time with your vehicle's steering system.

Christopher Brian [11:51:28 AM]:

I'd be glad to help.

Christopher Brian [11:51:48 AM]:

To better assist you, may I have the current mileage?

[redacted] [11:51:50 AM]:

The car has had a lot of issues with steering wheel according to the dealer and my warranty ran out about 15 days before this break down

[redacted] [11:52:37 AM]:

65211 is the mileage. Why can’t someone extend the warranty knowing this has been an issue many times.

Christopher Brian [11:54:06 AM]:

I understand your frustrations,[redacted]

Christopher Brian [11:55:47 AM]:

I looked up your VIN for recall information, but found no open recalls related to the steering system on your vehicle. We have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls

Christopher Brian [11:57:09 AM]:

The warranty can't be extended due to the mileage of the vehicle.

Christopher Brian [11:58:21 AM]:

I'm sad to say that the expense would be at expense.

Christopher Brian [11:58:59 AM]:

We still want to recommend you to continue working with your GM dealership.

Christopher Brian [11:59:20 AM]:

The benefit of going to GM dealers is that we have trained technicians that can diagnose and repair your vehicle correctly eliminating misdiagnosis and unnecessary or repeat repairs. GM bulletins assist dealers in fixing the problems efficiently and effectively.

Caller [redacted] left the call.

Call Disconnected.

GMC - Concern On a Vehicle I Own-Additional Info:I purchased a 2015 Canyon in Nov 2017 and now it has power steering issues which I am told will cost me 1400 dollars.

Now I find out there was a recal on this particular issues and a lot of work has been done however my dealers can not help as it was over warranty by a few days.

Please help,I don't have 1400 dollars. Thx

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

Caller English

System [11:30:36 AM]:

Welcome to chat.

Alyssa [11:30:53 AM]:

Thank you for contacting GMC Customer Assistance, Farzin. My name is Alyssa. I am sorry to hear that you are experiencing a vehicle concern. How may I assist you with your concerns today? Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

Alyssa [11:31:33 AM]:

I do apologize that you are having concerns with the power steering. In order to better assist you, can you please provide the VIN and mileage?

[redacted] [11:31:57 AM]:

Can you please find out what all the problems have been and if it was a recall why do I have to pay for the repairs.

Alyssa [11:32:37 AM]:

I can look into seeing if there are any recalls on your vehicle. We also have a great self-service tool on our website where you can check your vehicle for Recalls at:my.gm.com/recalls.

[redacted] [11:33:18 AM]:

Vin is 1GTG5be37f1[redacted]

Alyssa [11:34:44 AM]:

Thank you,[redacted] Can you please confirm your contact information entered in the pre-chat is correct, along with your home mailing address?

[redacted] [11:35:53 AM]:

Ok,it all correct and Home address is[redacted],Atlantic Beach,Fl,[redacted]

Alyssa [11:37:21 AM]:

Thank you. What dealership did you take your vehicle to for this concern?

Alyssa [11:40:01 AM]:

Are you still there? I'm still here to answer any questions you may have.

Alyssa [11:42:02 AM]:

Here is your case number from today, [redacted]. I am ending this chat session due to no response. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. and Saturday from 9:00 a.m. to 9:00 p.m. Eastern time. You may also call in at 1-866-790-5600. Thanks for contacting GMC Customer Assistance. Have a good day!

Call Disconnected.



General Motors - Policy Evaluation Tool

Date: 03/05/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGSBE33F1169665 **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 02/06/2018
Job Card Date: 03/05/2018
Days out of Warranty: 27

Mileage

Component's Warranty End Mileage (Miles): 36,000
Current Mileage: 68,000
Miles out of Warranty: 32,000

Repair

Total Repair Cost At Warranty Rates: $2,000.00
Repair Group: Steering
Job Card / Repair Order [redacted]

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: $0.00 *
Cust/Dlr Participation Amount: $2,000.00
Agreed upon Customer/Dealer Participation Amount:

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**

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]

Print

General Motors - Policy Evaluation Tool

Date: 03/20/2018

Customer Information

First Name: [redacted]
Last Name:
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGSCE36F1[redacted]
Make: Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 02/14/2018
Job Card Date: 03/20/2018
Days out of Warranty: 34

Mileage

Component's Warranty End Mileage (Miles): 36,029
Current Mileage: 30,000
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $1,200.00
Repair Group: Steering
Job Card / Repair Order : CACTIER2

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: $600.00
Cust/Dlr Participation Amount: $600.00 / 50%
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.

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

Caller English

System [3:15:36 PM]:

Welcome to chat.

Marie [3:15:45 PM]:

Welcome to GMC Customer Assistance. My name is Mary.

Marie [3:15:48 PM]:

Please allow me 2-3 minutes to review your concern.

Marie [3:16:32 PM]:

How may I help you today?

[redacted] 3:16:38 PM]:

Hello Marie,

Marie [3:17:00 PM]:

Hi, [redacted]. You stated about recall on the vehicle.

Marie [3:17:31 PM]:

Are you having issues on the vehicle right now?

Marie [3:18:30 PM]:

I'm still here to assist you. Are you still there?

[redacted] [3:19:53 PM]:

My power steering went out on Sunday March 4, 2018. I contacted the dealer who said a recall was issued but expired at 36,000 miles I don't recall getting a recall on this, however the vehicle was serviced at MMM Motors, who should have been aware of it and fixed it. They have no record of fixing the problem, help please

Marie [3:20:29 PM]:

I know how important that your vehicle is in good condition and your safety is important to us. Thank you for sharing this information so we can determine the course of action.

Marie [3:20:40 PM]:

Do you know the approximate mileage on the vehicle?

Marie [3:21:12 PM]:

You mentioned it is 36,000 miles, is that correct?

Marie [3:22:19 PM]:

Hi, [redacted]. Are you still there?

Marie [3:22:51 PM]:

By the way, you can also visit www.my.gm.com/recalls for recall update & information.

[redacted] [3:22:53 PM]:

Let me check

Marie [3:23:03 PM]:

It's fine. I'll wait here.

[redacted] [3:23:08 PM]:

70,000

Marie [3:23:15 PM]:

Thank you.

Marie [3:23:22 PM]:

To ensure that you will receive all mails and notifications from GM, may I have your mailing address?

[redacted] [3:23:41 PM]:

[redacted]

Marie [3:24:14 PM]:

Thank you for the email. Would you like me to add your mailing address on file?

[redacted] [3:24:28 PM]:

[redacted]

[redacted] [3:24:36 PM]:

Brandon, MS[redacted]

Marie [3:25:06 PM]:

I've got it!

Marie [3:25:16 PM]:

Please allow me 2-3 minutes to check this information.

Marie [3:27:31 PM]:

Thank you for waiting.

Marie [3:28:24 PM]:

I have checked your VIN and see here that there are no open recalls on your vehicle at this time. However, it doesn't mean that we don't take your concern seriously.

Marie [3:29:33 PM]:

Upon checking, it shows that there's a Customer Satisfaction Program on the vehicle for HVAC Module Temp Door and Incorrect Trailer Hitch.

Marie [3:30:31 PM]:

I know this is not the reason why you chat with us. Please allow me to provide you it's condition before we move forward.

Marie [3:31:18 PM]:

For HVAC Module Temp Door, certain 2015-2016 model year Chevrolet Colorado and 2015-2016 model year GMC Canyon vehicles, may have a condition in which a crack in the heating and cooling module temperature door control shaft may form and result in inconsistent air discharge temperature control. If the shaft cracks, the air discharge temperature may be up to 33 degrees Fahrenheit (20 degrees Celsius) cooler than the requested values, depending on the HVAC mode selected.

Marie [3:32:04 PM]:

For Incorrect Trailer Hitch, certain 2015-2016 model year Chevrolet Colorado and GMC Canyon vehicles, equipped with heavy-duty trailering package (RPO Z82), which includes a trailer hitch rated at 7,000 lb, may have been built with a 3,500 lb trailer hitch. If a 3,500 lb trailer hitch is used to tow more than 3,500 lb, cracks could develop at the hitch. Over time these cracks could potentially spread and fatigue the hitch. If the vehicle is being operated with a trailered load, a fatigued trailer hitch could allow the trailer to separate from the tow vehicle.

[redacted] 3:32:26 PM]:

When was there a recall on the power steering?

Marie [3:32:54 PM]:

It shows that there's no recall on the vehicle at this time.

Marie [3:33:04 PM]:

I recommend to have the vehicle checked by our certified GM Dealer. They are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverage that may apply. Any repairs or service may be at your cost, but I hope you consider working with our dealership. They are in the best position to evaluate the situation further and check the best option that we have.

Marie [3:33:29 PM]:

Do you have a preferred dealership or would you like me to locate the nearest GM Dealer for you?

Marie [3:34:04 PM]:

By the way, I created a case report regarding this matter. Here's the case number, [redacted]

[redacted] [3:34:39 PM]:

We will do that. Yes, we will check with Triple M dealership in Carthage, MS

[redacted] [3:34:49 PM]:

Thanks for your help.

Marie [3:35:18 PM]:

You're welcome. Do you have the dealer's telephone number?

Marie [3:36:39 PM]:

I was able to search the information. Here's Triple M telephone number, 6012677331.

Marie [3:36:59 PM]:

I hope everything goes well. Is there anything else?

[redacted] [3:37:10 PM]:

Thanks again

Marie [3:37:19 PM]:

You're welcome. Thank you for contacting GMC Customer Assistance. Have a great day!

Call Disconnected.

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

GM

CHECK No. [redacted]

VOID VOID VOID VOID

DATE
04/18/18

1,076 DOLLARS 30 CENTS

AMOUNT
1,076.30

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]
Mesquite TX [redacted]

General Motors LLC
Disb [redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

[redacted]

VENDOR [redacted] 1
DUNS NO B[redacted]
VENDOR NAM[redacted]

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

DETACH BEFORE DEPOSITING CHECK
CHECK NO 902197263
PAYMENT DATE 04/18/18

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1[redacted]			00.0000	1,076.30	.00	1,076.30

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	1,076.30	.00	1,076.30

CREDIT UNION OF TEXAS

P.O. Box 515719, Dallas, TX 75251-5719

LOANLINER

LOAN AND SECURITY AGREEMENTS AND DISCLOSURE STATEMENT

LOAN DATE	LOAN NUMBER	[redacted]MBER	GROUP POLICY NUMBER	MATURITY DATE
2/4/2017	L4	[redacted]	[redacted]	4/5/2022

BORROWER 1	BORROWER 2
NAME AND ADDRESS [redacted] MESQUITE TX [redacted]	NAME (AND ADDRESS IF DIFFERENT FROM BORROWER 1)

TRUTH IN LENDING DISCLOSURE 'e' means an estimate

ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
The cost of your credit as a yearly rate.	The dollar amount the credit will cost you.	The amount of credit provided to you or on your behalf.	The amount you will have paid after you have made all payments as scheduled.	The total cost of your purchase on credit is $ N/A which includes your downpayment of $ N/A.
3.540%	$2,791.62	$27,577.05	$32,288.91 e	

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	
59	$538.15	Monthly	Beginning 5/5/2017
1	$538.06		Ending 4/5/2022

Prepayment: If you pay off early you will not have to pay a penalty.

Required Deposit: The Annual Percentage Rate does not take into account your required deposit, if any.

Demand: ☐ This obligation has a demand feature.
☐ All disclosures are based on an assumed maturity of one year.

Property Insurance: You may obtain property insurance from anyone you want that is acceptable to the credit union. If you get the insurance from us, you will pay

Late Charge:
If a payment is more than 10 days late you will be charged $50 or 5% of the unpaid portion of the installment that is due, whichever is less.

Filing Fees	Non-Filing Insurance
$33.00	

Security: Collateral securing other loans with the credit union may also secure this loan. You are giving a security interest in your shares and dividends and, if any, your deposits and interest in the credit union; and the property described below:

Collateral	Property/Model	Year	I.D. Number	Type	Value	Key Number
	CHEVROLET TRUCK	2015	1GCGSBE32F1222811	COLORADO	24900	

Other (Describe)
Pledge of Shares in Account No. in Account No.

See your contract documents for any additional information about nonpayment, default, and any required repayment in full before the scheduled date.

SIGNATURES

By signing or otherwise authenticating as Borrower, you agree to the terms of the Loan Agreement. If property is described in the "Security" section of the Truth in Lending Disclosure, you also agree to the terms of the Security Agreement. If you sign or otherwise authenticate as "Owner of Property" you agree only to the terms of the Security Agreement.

CAUTION: IT IS IMPORTANT THAT YOU THOROUGHLY READ THE AGREEMENT BEFORE YOU SIGN IT.

X [redacted] (SEAL) DATE

BORROWER 2

X (SEAL) DATE

X (SEAL) DATE

☐ OTHER BORROWER ☐ OWNER OF PROPERTY ☐ WITNESS

X (SEAL) DATE

☐ OTHER BORROWER ☐ OWNER OF PROPERTY ☐ WITNESS

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DTCU33.REQ

CREDIT UNION OF TEXAS
8131 LBJ FREEWAY SUITE 500 PO BOX 517028 DALLAS, TX

10 APR 2018 12:29PM PAGE: 1

[redacted]

CLIENT NO. [redacted]

MESQUITE, TX [redacted]

BRANCH - 6 MESQUITE DEPT - 99 NON PAYROLL

LISTING OF TRANSACTIONS FROM 01 JAN 2018 THROUGH 10 APR 2018

L4 - PRE-OWNED AUTO ACCOUNT

Br	Op	Eff. Date	Posted	Transaction	Fin.Chg	Late Chg	Debits	Credits	A/c Balance	Chk No	Not Stm
83	15		31JAN18	PAYMENT PROTECTION			45.76		23,754.05		
9	500		06FEB18	MULTIPLE DEPOSIT TR#527	89.70			448.45	23,305.60		
				Transfers 810.57							
9	807		27FEB18	MULTIPLE DEPOSIT TR#1253	47.47			490.68	22,814.92		
				Off-Us 800.00							
83	15		28FEB18	PAYMENT PROTECTION			44.03		22,858.95		
6	823		30MAR18	MULTIPLE DEPOSIT TR#2075	68.72			469.43	22,389.52		
				Transfers 10.57 Off-Us 800.00							
83	15		31MAR18	PAYMENT PROTECTION			43.21		22,432.73		
	Balance on 10APR18								22,432.73		

SHOULD YOU HAVE ANY INQUIRIES
PLEASE CONTACT (972) 263-9497
DURING NORMAL OFFICE HOURS.

TxDMV

VEHICLE REGISTRATION RENEWAL NOTICE

IF YOU NO LONGER OWN THIS VEHICLE PLEASE COMPLETE THE VEHICLE TRANSFER NOTIFICATION ONLINE AT TxDMV.gov.

Renew online @ www.texas.gov

VEHICLE INFORMATION

LICENSE PLATE NUMBER	[redacted]
VEHICLE IDENT. NO.	1GCGSBE32F1[redacted]
YEAR/MAKE/BODY STYLE	2015/CHEV/PK
CURRENT EXP. MON YR	MAY 2018
TOTAL FEE DUE	$ 74.75

A passing vehicle inspection is required to obtain registration. Your vehicle inspection status will be verified electronically. Please go to TwoStepsOneSticker.com for more information and to renew online.

Send bottom part of form, proof of insurance, and correct fee to your county tax office in the enclosed envelope. Make check or money order payable to your local tax assessor-collector. Allow 15 days for processing by mail. Driver's license number required on checks.

[redacted]

FOR QUESTIONS CALL YOUR LOCAL TAX ASSESSOR-COLLECTOR: 214-653-7811

YOUR CHECK MAY BE CONVERTED TO AN ELECTRONIC FUND TRANSFER.

CUSTOMER COPY

▲ KEEP TOP SECTION FOR YOUR RECORDS▲

▼MAIL SECTION BELOW FOR CONVENIENT PROCESSING▼

AFTER RENEWED, THIS REGISTRATION WILL EXPIRE THE LAST DAY OF: MAY 2019

VEHICLE INFORMATION

VEH. CLASS.	TRK<=1
VEH. IDENT. NO.	1GCGSBE32F[redacted]
YR/MAKE/BODY STYLE	2015/CHEV/PK
FUEL TYPE	
EMPTY WEIGHT	4200
CARRYING CAPACITY	1000
GROSS WEIGHT	5200
UNIT NO.	
TOTAL FEE	$ 74.75

VEHICLE OWNER NAME(S) & ADDRESS:

[redacted]

MESQUITE, TX [redacted]

LICENSE NO. [redacted]

SEND THIS PART OF FORM, PROOF OF INSURANCE, & CORRECT FEE TO:

RENEWAL RECIPIENT NAME AND ADDRESS:

[redacted]

MESQUITE, TX [redacted]

JOHN R. AMES
DALLAS CNTY TAX ASSESSOR-COL
PO BOX 139033
DALLAS, TX 75313-9033

VEHICLE TITLES AND REGISTRATION DIVISION

☐ [redacted]

MARK "X" FOR ADDRESS CHANGE

[redacted]

☆☆☆ UPDATE ADDRESSES HERE ☆☆☆

OWNERS ADDRESS:

RENEWAL RECIPIENT ADDRESS:

DATE PRINTED: 02/22/2018PM VER: 06 B 042453

COUNTY COPY
VTR-39-A (REV. 11/2017) DHT 153619

OVER

LICENSE NO.	[redacted]
PLT	PASSENGER-TRUCK PLT
REGIS. EXP. MON YR	MAY 2019
VEH/REG CL	TRK<=1/TRUCK-LESS/EQL. 1 TON
PLATE TYPE/STICKER TYPE	PSP/WS
YEAR/MAKE/BODY STYLE	2015/CHEV/PK
REGISTRATION FEE	$ 51.75
LOCAL FEE	10.00
INSPECTION FEE	8.25
PROCESSING AND HANDLING FEE	4.75
TOTAL FEE	$ 74.75
Donate to Support TX Veterans	$_____
Donate $5 (or more) to State Parks	$_____
Donate $1 (or more) to Donate Life	$_____
Grand Total Due in Fees & Donations	$_____

FRIENDLY CHEVROLET

2754 N. STEMMONS FWY.
DALLAS, TEXAS 75207-2213
(214) 920-1900 MAIN
(214) 920-1920 SERVICE
www.friendlychevrolet.com

[redacted]

CUSTOMER NO.	ADVISOR		TAG NO.		
90573	ROBERT	2316	3586		
	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
			71,470	BLUE/JET BL	F2606
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES	
	15/CHEVROLET TRUCK/COLORADO/CREW CAB		05/04/15	3	
MESQUITE, TX [redacted]	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE	
	1 G C G S B E 3 2 F 1 [redacted]				
[redacted]	F. T. E. NO.	P. O. NO.	R. O. DATE		
			01/08/18		
	COMMENTS				
			MO: 71480		

JOB# 10 CHARGES----------

LABOR----------
J#10+40CVZS011 SUSPENSION NOISE TECH(S):1956 115.00
Added Operation (ROBERT @ 02/09/2018 14:25)
REPLACE DRIVE SHAFT
found propeller shaft popping upon acceleration, internal flex causing popping. replaced propeller shaft assembly and torqued down within specs. test drove vehicle and all checked ok operating as designed.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	-1	84168690	CORE RETURN	150.00	150.00	-150.00
	1	84059647	SHAFT 5.544	510.28	510.28	510.28
		ORDERED BY SONNY				
					TOTAL - PARTS	360.28

JOB# 10 TOTALS----------

LABOR	115.00
PARTS	360.28
JOB# 10 JOURNAL PREFIX CVCS JOB# 10 TOTAL	475.28

JOB# 11 CHARGES----------

LABOR----------
J#11+40CVZS01 STEERING CONCERN TECH(S):1956 WARRANTY
Added Operation (YBAYONA @ 02/15/2018 15:53)
?WARRANTY PARTS REPLACEMENT STEERING GEAR
parts replacement steering gear internal failure.
after steering gear was replaced would not progran found internal failure in gear assembly, parts replacement on steering gear assembly and after repairs reprogrammed and checked ok operating as designed set vehicle on certified aligner and set toe end only. steering operating as designed.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	84168690	GEAR 6.508			WARRANTY
		SOBO G02274741				
	-1	84168690	CORE RETURN			WARRANTY
					TOTAL - PARTS	0.00

JOB# 11 TOTALS----------

JOB# 11 JOURNAL PREFIX CVCS JOB# 11 TOTAL	0.00

JOB# 12 CHARGES----------

LABOR----------
J#12+70CVZ16 FULL DETAIL-UNISEAL TECH(S):60 0.00
Added Operation (ROBERT @ 04/03/2018 15:25)
FULL DETAIL

MISC	CODE	DESCRIPTION	CONTROL NO	
	B9	UNISEAL - FULL DETAIL		69.95

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Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

X _____
Signature of Person Responsible or Agent for Person Responsible for Payment

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

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

The Reynolds and Reynolds Company ERAINTINVE
SF680271 Q (03/15)

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(214) 920-1900 MAIN
(214) 920-1920 SERVICE
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CEL [redacted]

CUSTOMER NO. [redacted]	ADVISOR ROBERT	2316	TAG NO. 3586	INVOICE DATE 04/04/18	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 71,470	COLOR BLUE/JET BL	STOCK NO. F2606
MESQUITE, TX [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB			DELIVERY DATE 05/04/15	DELIVERY MILES 3
[redacted]	VEHICLE I.D. NO. 1 G C G S B E 3 2 F 1 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 01/08/18	
	COMMENTS				MO: 71480

JOB# 1 CHARGES

LABOR

J# 1 40CVZS0 STEERING CONCERN TECH(S):1956 184.00

?CUSTOMER STATES TRAC STABIL SYSTEM ON ABS LIGHT COMES AND GOES CUSTOMER HAS EXT ALL STATE
FOUND RF HUB ERRATIC.
CHECKED AND FOUND RF HUB ERRATIC ABS AND TRAC LIGHTS ON CHECKED ABS CONNECTOR AND CHECKED OK TERMINALS CHECKED OK, REPLACED RF HUB ASSEMBLY AND TORQUED DOWN WITHIN SPECS. TEST DROVE VEHICLE AND ALL CHECKED OK OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	23251497	HUB 6.307 *	217.58	217.58	217.58
					TOTAL - PARTS	217.58

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	39229	654	04/03/18	UPTOWN RENTAL INV #249574	245.00
				TOTAL - SUBLET	245.00

JOB# 1 TOTALS

LABOR	184.00
PARTS	217.58
SUBLET	245.00
JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL	646.58

JOB# 2 CHARGES

LABOR

J# 2 40CVZS003 SUSPENSION CONCERN TECH(S):1956 345.00

CUSTOMER STATES SUSPENSION NOISY OVER BUMPS FRONT LEFT EXT WARRANTY ALL STATE
FOUND UPPER CONTROL ARMS BALL JOINTS LOOSE.
INSTALLED CHASSIS EARS AND FOUND UPPER CONTROL ARRM BALL JOINTS WORN, REPLACED BOTH UPPER CONTROL ARMS AND TORQUED DOWN WITHIN SPECS, TEST DROVE VEHICLE AND ALL CHECKED OK.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	94772427 SO41	ARM 6.168	159.88	129.82	129.82
	1	94772428 SO41	ARM 6.168	159.88	129.82	129.82
					TOTAL - PARTS	259.64

JOB# 2 TOTALS

LABOR	345.00
PARTS	259.64
JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL	604.64

JOB# 3 CHARGES

LABOR

J# 3 40CVZS010 SUSPENSION NOISE TECH(S):1956 276.00

?CUSTOMER STATES REAR LEAF SPRING STILL MAKING NOISE CHECK HISTORY

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ARBITRATION CLAUSE: This Arbitration Clause Significantly affects your rights in any dispute with us. Please read the Arbitration Clause carefully before you sign.

A. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT.
B. IF A DISPUTE IS ARBITRATED, YOU AND WE WILL EACH GIVE UP OUR RIGHT TO A JURY TRIAL OR A TRIAL IN COURT.
C. IF A DISPUTE IS ARBITRATED, YOU GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US. YOUR CLAIM SHALL NOT BE CONSOLIDATED WITH ANY OTHER PERSON'S CLAIM.
D. INFORMATION OBTAINED FOR ARBITRATION IS USUALLY MORE LIMITED THAN MIGHT BE AVAILABLE IN COURT.
E. EVEN IF A DISPUTE IS ARBITRATED WE MAY STILL REPOSSESS YOUR VEHICLE OR SEEK PROFESSIONAL REMEDIES FROM A COURT.

The Reynolds and Reynolds Company ERAINTINVE CC725200 Q (07/16)

FRIENDLY CHEVROLET

2754 N. STEMMONS FWY.
DALLAS, TEXAS 75207-2213
(214) 920-1900 MAIN
(214) 920-1920 SERVICE
www.friendlychevy.com

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR ROBERT 2316	TAG NO. 3586	INVOICE DATE 04/04/18		
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 71,470	COLOR BLUE/JET BL	STOCK NO. F2606
MESQUITE, TX [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE 05/04/15	DELIVERY MILES 3	
[redacted]	VEHICLE I.D. NO. 1 G C G S B E 3 2 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P.O. NO.	R. O. DATE 01/08/18		

COMMENTS

MO: 71480

FOUND REAR LEAF SPRINGS MAKING NOISE.
CHECKED HISTORY AND LEAF SPRINGS WERE LUBE AND DID NT FIX
CONCERN REPLACED BOTH REAR LEAF SPRINGS AND RETESTED SYSTEM
WHILE DRIVING AND ALL CHECKED OK NO FURTHER NOISE PRESENT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	2	23401825	SPRING 7.503	206.68	206.68	413.36
					TOTAL - PARTS	413.36

JOB# 3 TOTALS

LABOR	276.00
PARTS	413.36
JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL	689.36

JOB# 4 CHARGES

LABOR

J# 4 20CVZ09 NO HEAT TECH(S):21 92.00

CUSTOMER STATES NO HEAT FROM HEATER ONLY WHEN GIVING
VEHICLE GAS AND DRIVING CUSTOMER GETS HEAT FLOW WHEN HE
STOPS VEHICLE STARTS TO BLOW COLD AGAIN EXT WARRANTY ALL
STATES
tech 21.. found the cooling system had no coolant in it.
refilled the cooling system and pressure tested. found the
surge tank had stress cracks causing a coolant leak.
tech 21.. repalced the surge tank and 2 hose clamps.
refilled the cooling
system. test drove to check operation.tested heater
operation.

JOB# 4 TOTALS

LABOR	92.00
JOB# 4 JOURNAL PREFIX CVCS JOB# 4 TOTAL	92.00

JOB# 5 CHARGES

LABOR

J# 5 20CVZ16 COOLING SYSTEM NOISE TECH(S):21 0.00

CUSTOMER HEARS WATER RUNNING THROUGH DASH AREA CHECK AND
ADVISE CUSTOMER HAS ALL STATE EXT WARRANTY
tech 21.. cooling system low on coolant. related to line 4.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	23144522 YNG	TANK 1.240	134.06	134.06	134.06
	2	1470030	CLAMP 8.948	5.00	5.00	10.00
	1	12346290	COOLANT 8.800	19.74	18.92	18.92
					TOTAL - PARTS	162.98

JOB# 5 TOTALS

PARTS	162.98
JOB# 5 JOURNAL PREFIX CVCS JOB# 5 TOTAL	162.98

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(SIGNED) (DATE)
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The Reynolds and Reynolds Company ERAINTNVE CC725200 Q (07/16)

FRIENDLY CHEVROLET

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DALLAS, TEXAS 75207-2213
(214) 920-1900 MAIN
(214) 920-1920 SERVICE
www.friendlychevy.com

CEL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	ROBERT 2316	3586	04/04/18
	LABOR RATE / LICENSE NO. / MILEAGE: 71,470	COLOR: BLUE/JET BL	STOCK NO.: F2606
MESQUITE, TX [redacted]	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB	DELIVERY DATE: 05/04/15	DELIVERY MILES: 3
[redacted]	VEHICLE I.D. NO.: 1 G C G S B E 3 2 F 1 [redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.	R. O. DATE: 01/08/18	
	COMMENTS		MO: 71480

JOB# 6 CHARGES----------

LABOR----------

J# 6 70CVZ04 CUST LOANER TECH(S):60 0.00

CUSTOMER LOANER
CUSTOMER PAY LOANER VEHICLE PROVIDED

JOB# 6 TOTALS----------

JOB# 6 JOURNAL PREFIX CVCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES----------

LABOR----------

J# 7 00CVZWASH CARWASH TECH(S):60 INTERNAL

CUSTOMER STATES PERFORM CARWASH
CARWASH COMPLETED

JOB# 7 TOTALS----------

JOB# 7 JOURNAL PREFIX CVCS JOB# 7 TOTAL 0.00

JOB# 8 CHARGES----------

LABOR----------

J# 8 87CVZ0 MULTI POINT INSPECT TECH(S):21 INTERNAL

MULTI POINT
MULTI
MULTI

JOB# 8 TOTALS----------

JOB# 8 JOURNAL PREFIX CVCS JOB# 8 TOTAL 0.00

JOB# 9 CHARGES----------

LABOR----------

J# 9+40CVZS001 STEERING CONCERN TECH(S):1956 264.50

Added Operation (ROBERT @ 02/09/2018 14:24)
VEHICLE PULLS TO LEFT STEERING GEAR WONT RESET SPOKE TO
SCOTT AT ALL STATE GAVE OK TO REPLACE GEAR IF THIS SOLVES
THE ISSUE AT HAND
found internal failure in steering gear.
checked and found slight pull to the left causing by
internal failure from gear, replaced steering gear assembly
and reprogrammed and set toe end only. test drove vehicle
and all checked ok operating as designed.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	84168690	GEAR 6.508	1348.00	1348.00	1348.00
					TOTAL - PARTS	1348.00

JOB# 9 TOTALS----------

LABOR	264.50
PARTS	1348.00

JOB# 9 JOURNAL PREFIX CVCS JOB# 9 TOTAL 1612.50

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The Reynolds and Reynolds Company ERAINTINVE CC7252000 Q (07/16)

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CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR ROBERT 2316	TAG NO. 3586	INVOICE DATE 04/04/18		
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 71,470	COLOR BLUE/JET BL	F2606
MESQUITE, TX [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE 05/04/15	DELIVERY MILES 3	
[redacted]	VEHICLE I.D. NO. 1 G C G S B E 3 2 F 1 [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.	P. O	R. O. DATE 01/08/18		
	COMMENTS			MO: 71480	

JOB# 10 CHARGES----------

LABOR----------

J#10+40CVZS011	SUSPENSION NOISE	TECH(S):1956	115.00

Added Operation (ROBERT @ 02/09/2018 14:25)
REPLACE DRIVE SHAFT
found propeller shaft popping upon acceleration, internal flex causing popping. replaced propeller shaft assembly and torqued down within specs. test drove vehicle and all checked ok operating as designed.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	-1	84168690	CORE RETURN	150.00	150.00	-150.00
	1	84059647	SHAFT 5.544	510.28	510.28	510.28
		ORDERED BY SONNY				
					TOTAL - PARTS	360.28

JOB# 10 TOTALS----------

LABOR	115.00
PARTS	360.28
JOB# 10 JOURNAL PREFIX CVCS JOB# 10 TOTAL	475.28

JOB# 11 CHARGES----------

LABOR----------

J#11+40CVZS01	STEERING CONCERN	TECH(S):1956	WARRANTY

Added Operation (YBAYONA @ 02/15/2018 15:53)
?WARRANTY PARTS REPLACEMENT STEERING GEAR
parts replacement steering gear internal failure.
after steering gear was replaced would not program found internal failure in gear assembly, parts replacement on steering gear assembly and after repairs reprogrammed and checked ok operating as designed set vehicle on certified aligner and set toe end only. steering operating as designed.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	84168690	GEAR 6.508			WARRANTY
		SOBO G02274741				
	-1	84168690	CORE RETURN			WARRANTY
					TOTAL - PARTS	0.00

JOB# 11 TOTALS----------

JOB# 11 JOURNAL PREFIX CVCS JOB# 11 TOTAL	0.00

JOB# 12 CHARGES----------

LABOR----------

J#12+70CVZ16	FULL DETAIL-UNISEAL	TECH(S):60	0.00

Added Operation (ROBERT @ 04/03/2018 15:25)
FULL DETAIL

MISC	CODE	DESCRIPTION	CONTROL NO	
	B9	UNISEAL - FULL DETAIL		69.95

DISCLAIMER OF WARRANTIES:

The factory warranty constitutes all of the warranties with respect to the sales 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.

Notice Pursuant to §70.001, Texas Property Code
I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dis-honored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

X _____
Signature of Person Responsible or Agent for Person Responsible for Payment

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) (DATE)
DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

ARBITRATION CLAUSE: This Arbitration Clause Significantly affects your rights in any dispute with us. Please read the Arbitration Clause carefully before you sign.

A. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT.
B. IF A DISPUTE IS ARBITRATED, YOU AND WE WILL EACH GIVE UP OUR RIGHT TO A JURY TRIAL OR A TRIAL IN COURT.
C. IF A DISPUTE IS ARBITRATED, YOU GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US. YOUR CLAIM SHALL NOT BE CONSOLIDATED WITH ANY OTHER PERSON'S CLAIM.
D. INFORMATION OBTAINED FOR ARBITRATION IS USUALLY MORE LIMITED THAN MIGHT BE AVAILABLE IN COURT.
E. EVEN IF A DISPUTE IS ARBITRATED WE MAY STILL REPOSSESS YOUR VEHICLE OR SEEK PROFESSIONAL REMEDIES FROM A COURT.

The Reynolds and Reynolds Company ERAINTINVE CC725200 Q (07/16)

FRIENDLY CHEVROLET

2754 N. STEMMONS FWY.
DALLAS, TEXAS 75207-2213
(214) 920-1900 MAIN
(214) 920-1920 SERVICE
www.friendlychevy.com

CELL [redacted]

CUSTOMER NO. [redacted]

[redacted]

MESQUITE, TX [redacted]

[redacted]

ADVISOR: ROBERT 2316	TAG NO.: 3586	INVOICE DATE: 04/04/18	
LABOR RATE	LICENSE NO.	MILEAGE: 71,470	COLOR: BLUE/JET BL
STOCK NO.: F2606			
YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE: 05/04/15	DELIVERY MILES: 3
VEHICLE I.D. NO.: 1 G C G S B E 3 2 F 1 2 2 2 8 1 1		SELLING DEALER NO.	PRODUCTION DATE
F. T. E. NO.	P. O. NO.	R. O. DATE: 01/08/18	

COMMENTS: MO: 71480

TOTAL - MISC 69.95

JOB# 12 TOTALS----------
MISC 69.95

JOB# 12 JOURNAL PREFIX CVCS JOB# 12 TOTAL 69.95

COMMENTS----------
++LOANER++

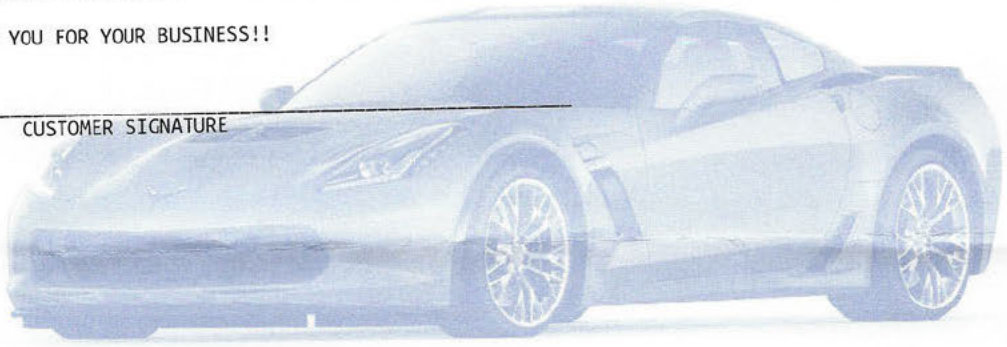
TOTALS----------

TOTAL LABOR....	1276.50
TOTAL PARTS....	2761.84
TOTAL SUBLET...	245.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	69.95
TOTAL MISC DISC	0.00
TOTAL TAX.....	227.85
TOTAL INVOICE $	**4581.14**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



DISCLAIMER OF WARRANTIES:
The factory warranty constitutes all of the warranties with respect to the sales 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.

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I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dis-honored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

X _____
Signature of Person Responsible or Agent for Person Responsible for Payment

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The Reynolds and Reynolds Company EHAINTINVE CC725200 Q (07/16)

CUSTOMER COPY

[END OF INVOICE] 04:18pm

Evaluation Tool

Fields with an "*" are required

Customer Information

Owned By Business: ○ Yes ◉ No

*First Name [redacted]

*Last Name

Phone Number

Vehicle / Coverage

*Full VIN 1GCGTCE3XF1 [redacted]

Make Chevrolet

*Component Warranty Coverage

Bumper to Bumper Coverage

*Repair Group

Steering

Time

*Component's Warranty End Date 11/13/2017

*Job Card Date 03/23/2018

Days Out of Warranty 130

Mileage

*Component's Warranty End Mileage 36009

*Current Mileage 55455

Miles Out of Warranty 19,446

Reasons For Policy Adjustment

*Primary reason for policy adjustment: Loyal new vehicle sales and service customer

Repair Information

*Total Repair Cost (Warranty Rates) 1232.94

*Job Card / Repair Order # 190558

Results

GM Participation Amount	Customer / Dealer Participation Amount
$308.24 - $554.82	$678.12 - $924.70
Agreed Upon Customer / Dealer Participation Amount	801.41

Print Reset Edit Home

Click Print button to generate printable form or save as PDF for attaching to Warranty Claim or Pre-approval request.

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.

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

System [9:25:18 AM]:

Welcome to chat.

Mon Jayson [9:25:31 AM]:

Thank you for chatting with GMC Customer Assistance! My name is Jayson.

[redacted] [9:25:33 AM]:

Info[redacted], I was driving on the interstate this morning and my power steering and traction control failed. almost wrecked trying to exit the interstate with the steering wheel being very hard to manipulate. turned the truck off and looked under the hood for any glaring issues. re-started the truck and the issue went away. I checked the recall and there is one for vehicles manufactured JAN15-MAR15. My truck(according to the VIN) was manufactured in APR14. The problem is the exact same and I feel the recall should be expanded to include my vehicle since the problem is identical. Thanks, please contact me with any questions.

Mon Jayson [9:27:37 AM]:

Hi. [redacted] I'm sorry to hear about the power steering and traction control issue. I will go ahead and check for any service bulletin for this vehicle regarding this.

Mon Jayson [9:27:59 AM]:

What is the approximate mileage of the vehicle?

[redacted] [9:28:17 AM]:

68k

Mon Jayson [9:29:25 AM]:

Thank you! Kindly give me 1-3 minutes to check this information.

Mon Jayson [9:31:30 AM]:

To make sure,[redacted] what is the year, make and model of the vehicle?

[redacted] [9:31:36 AM]:

2015

[redacted] [9:33:50 AM]:

gmc canyon

Mon Jayson [9:34:22 AM]:

Thank you!

Mon Jayson [9:35:35 AM]:

I do not see any service bulletin associate to this issue on this vehicle, but, have you've been to the dealership about this?

[redacted] [9:36:25 AM]:

yes, do see the issue for the jan15 canyon?

Mon Jayson [9:38:33 AM]:

No, [redacted] recalls are VIN specific, I can only see it if I have a VIN.

Mon Jayson [9:38:55 AM]:

Does the dealership already have a diagnosis?

[redacted] [9:40:59 AM]:

General Motors is recalling the 2015 Chevrolet Colorado and GMC Canyon midsize pickup trucks over an issue that can cause the loss of power steering assist. The defect: a poor electrical connection within the steering gear connector may cause a loss of power steering assist. The hazards: a loss or reduction in power steering assist may increase the risk of a crash. Affected vehicles: ▪2015 Chevrolet Colorado manufactured January 6, 2015 to March 17, 2015 ▪2015 GMC Canyon manufactured January 6, 2015 to March 19, 2015 Number of vehicles affected: 2,988 (United States figure). The fix: GM will notify owners, and dealers will replace the steering gear pinion sensor cover assembly, free of charge. The manufacturer has not yet provided a notification schedule. Owners should: customers looking to find out if their vehicle is included in this Chevrolet Colorado and GMC Canyon recall should visit recalls.gm.com. There, owners will be able to enter their Vehicle Identification Number (VIN) to see any open recall

[redacted] [9:41:29 AM]:

talked to the dealer and he said I could pay $125 to have it checked out.

[redacted] [9:42:02 AM]:

im not paying to have someone tell there is an issue that I already know about and is documented on the GMC website

[redacted] [9:42:49 AM]:

this recall needs to be expanded to include earlier manufacturing dates

[redacted] [9:43:01 AM]:

specifically MAY14

Mon Jayson [9:45:02 AM]:

I understand what you are trying to say. But we need a diagnosis from our certified technician to verify what exactly is causing the issue on the vehicle.

[redacted] [9:45:43 AM]:

its the same issue

[redacted] [9:46:14 AM]:

then trouble shoot it for free, not $125

Mon Jayson [9:49:57 AM]:

I will open a case about this, Jon, and my recommendation is to get a diagnosis. As your vehicle has not yet been assessed by one of our specialists this is the best step to take first.

Mon Jayson [9:50:19 AM]:

GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverages that may apply.

Mon Jayson [9:51:13 AM]:

For your reference, the service request number is 8-4058809757.

[redacted] [9:51:41 AM]:

I agree, but if I know the problem, im not paying for it to be diagnosed.

[redacted] [9:52:27 AM]:

if there wasn't a recall for this exact issue, I would have it looked at. GMC made the recall window too tight and it needs to be expanded

Mon Jayson [9:57:25 AM]:

I understand and that is the reason why I'm opening a case about this for GM to review it and also the reason why we need a diagnosis.

Mon Jayson [9:59:27 AM]:

The dealership is our eyes and hands outside and we rely on their expertise about diagnosing your vehicle, assess the situation and any policies or coverages that may apply.

[redacted] [9:59:31 AM]:

then gmc should pay for it

[redacted] [10:02:04 AM]:

its their issue

Mon Jayson [10:05:22 AM]:

Recalls are VIN specific, Jon, because different parts came from different manufacturer.

[redacted] [10:07:22 AM]:

its still broke, expand the recall

Mon Jayson [10:08:31 AM]:

I'm sorry again for any inconvenience and I understand that unexpected expense can be frustrating but please understand that we won't be able to provide any assistance just because we think that the vehicle is doing the same issue.

Mon Jayson [10:08:50 AM]:

I still recommend that you take the vehicle to the dealership for a diagnosis so we can review what type of assistance GM can provide base on the dealership assessment.

[redacted] [10:09:15 AM]:

perfect, ill trade it in for something different. excellent service

Mon Jayson [10:10:08 AM]:

I'm sorry again. Is there anything else that you might want to check?

General Motors - Policy Evaluation Tool

Date: 04/18/2018

Customer Information

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

Dealer Information

BAC: 223286
Name: Warren Brooks
Dealer: Ferman Buick Gmc

Vehicle/Coverage Information

VIN: 1GCGTCE37F[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 11/28/2017
Job Card Date: 04/12/2018
Days out of Warranty: 135

Mileage

Component's Warranty End Mileage (Miles): 36,008
Current Mileage: 34,121
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $1,371.44
Job Card / Repair Order : [redacted]
Repair Group: Steering

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)
Additional Comments: Just out of warranty by time and not by mileage

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

GM Participation Amount: $0.00 *
Cust / Dlr Participation Amount: $1,371.44
Agreed upon Customer/Dealer Participation Amount:

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**

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: 04/18/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGTCE37F1[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 11/28/2017
Job Card Date: 04/18/2018
Days out of Warranty: 141

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 34,122
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $1,322.00
Job Card / Repair Order : [redacted]
Repair Group: Steering

Reasons For Policy Adjustment

Primary reason for policy adjustment: Previous similar repair performed under warranty

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

GM Participation Amount: $661.00
Cust/Dlr Participation Amount: $661.00 / 50%
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.

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

Caller English

System [4:05:26 PM]:

Welcome to chat.

Armin Angel [4:05:40 PM]:

Thank you for chatting with GMC Customer Assistance, my name is Min. Can you give me 2-3 minutes to review your concern?

[redacted] **[4:06:20 PM]:**

yes

Armin Angel [4:07:11 PM]:

Thank you for your patience. I understand how frustrating this situation is for you. I appreciate you taking the time to chat with us today.

[redacted] **[4:07:58 PM]:**

in doing some research, it seems that there have been quite a few failures. Is this why the parts are so hard to get?

[redacted] **[4:08:20 PM]:**

I took it in on April 12

Armin Angel [4:10:53 PM]:

Thank you. Can you tell me which dealership was the vehicle taken to, please?

[redacted] **[4:11:07 PM]:**

Cavender GMC San Antonio Texas

[redacted] **[4:11:14 PM]:**

Cavender North

Armin Angel [4:12:12 PM]:

Perfect! Can you also give me the current mileage of the vehicle, please?

[redacted] **4:12:21 PM]:**

about 41,000

Armin Angel [4:14:06 PM]:

Thank you. Let me go ahead and work on the case for you. How long has it been since the vehicle was taken to the dealership?

[redacted] **[4:14:28 PM]:**

i dropped it off on April 12

[redacted] **[4:14:49 PM]:**

I talked to the service manager yesterday

Armin Angel [4:16:04 PM]:

Thank you. I know how inconvenient this situation is for you. I appreciate you taking the time to reach out to us today despite your busy schedule.

Armin Angel [4:16:33 PM]:

By the way, can you verify your current mailing address, please?

[redacted] **[4:16:51 PM]:**

[redacted] **Schertz TX** [redacted]

Armin Angel [4:18:07 PM]:

Thank you. Can you give me 2-3 minutes to check this, please?

[redacted] **[4:18:48 PM]:**

yes, but I need to step away from my computer. Are we able to resume if we don't close this out?

[redacted] **[4:20:23 PM]:**

my cell number is [redacted]

Armin Angel [4:21:37 PM]:

Thank you for your patience.

Armin Angel [4:21:44 PM]:

Based on the information that you have shared with me, I need to endorse your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle concerns. Please know that all the information you have provided me will be available to them as

well. I will forward your case to them and both Senior Advisor and Dealer will review your case and vehicle details then contact you within 2 business days to assist you further.

Armin Angel [4:22:02 PM]:

I created a case number for your reference: [redacted]

[redacted] **[4:22:03 PM]:**

great!

Armin Angel [4:22:08 PM]:

Is there anything else that I can help you with today?

[redacted] **[4:22:19 PM]:**

no

[redacted] **[4:22:21 PM]:**

thanks you

Armin Angel [4:22:37 PM]:

You're welcome! Thank you for chatting with GMC Customer Assistance Center! Again, this is Min and I hope you have a great day! If you have additional questions, please feel free to contact us again.

Call Disconnected.

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

Caller English

System [9:49:42 AM]:

Welcome to chat.

Lorena [9:49:49 AM]:

Welcome to GMC Customer Assistance Center, my name is Lorie.

Lorena [9:49:57 AM]:

Hi, [redacted].

[redacted] [9:49:58 AM]:

Hello Lorie

Lorena [9:50:46 AM]:

Let me check how I can assist you.

[redacted] [9:51:02 AM]:

Ok, thank you

Lorena [9:51:37 AM]:

This is for your 2015 GMC Canyon. Am I correct?

[redacted] [9:51:44 AM]:

Yes, that is correct

Lorena [9:53:37 AM]:

Upon checking, there is a scheduled call for you today at around 1:00 PM. The senior advisor is currently working with the dealership and the update from the dealership can be best discussed by Kimberly, your senior advisor.

[redacted] [9:54:26 AM]:

Ok, thank you for the information. I really appreciate you letting me know.

Lorena [9:54:30 AM]:

I will send an urgent notification to Kimberly now, and I will request her to call you as soon as possible.

[redacted] [9:54:37 AM]:

Thank you

Lorena [9:55:23 AM]:

You're welcome, [redacted].

Lorena [9:55:23 AM]:

Thank you for chatting GMC Customer Assistance Center. You have a great day, [redacted]

[redacted] [9:55:37 AM]:

You too

Call Disconnected.

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

Caller English

System [11:13:35 AM]:

Welcome to chat.

Tyler [11:13:53 AM]:

Thank you for contacting GMC Customer Assistance, Charles! My name is Tyler! I would be happy to assist you any questions or concerns about recalls.

[redacted] [11:14:56 AM]:

Hello Tyler, I spoke with someone yesterday about a recall issue that I am having with my truck and they told me a Senior Advisor would contact me, and I have not heard from anyone yet?

Tyler [11:15:50 AM]:

Yes, you would need to allow one to two business days to be contact by the Senior Adviser or Customer Experience Manager at the dealership.

[redacted] [11:16:08 AM]:

Do you happen to know who that person would be?

Tyler [11:16:37 AM]:

The Senior Adviser or Customer Experience Manager?

[redacted] [11:17:16 AM]:

Yes, the reason I asked the person I chatted with yesterday say they didn't have name yet, but would. So I was just curious if someone has already been assigned to my particular issue.

Tyler [11:18:21 AM]:

An agent has been assigned your case, but we would like to give them time to review the case and speak with the dealership.

[redacted] [11:18:41 AM]:

ok, thanks for your help

Tyler [11:18:48 AM]:

You're welcome! Is there anything else I can assist you with at this time?

Caller [redacted] left the call.

Call Disconnected.

System [8:03:18 AM]:

Welcome to chat.

Mon Jayson [8:03:28 AM]:

Thank you for chatting with GMC Customer Assistance! My name is Jayson.

Mon Jayson [8:03:35 AM]:

H[redacted]. How can I help?

[redacted] [8:04:09 AM]:

Hello Jayson, I have a question regarding my vehicle and a recal on power steering for my particular model. The recall number is 15595

Mon Jayson [8:05:39 AM]:

I'll be glad to check this recall for you. What is the year, make and model of the vehicle?

[redacted] [8:06:39 AM]:

My vehicle was manufacter ins 2014 and the recall states that vehicles that quality for this recall were manufactored from the dates January 6, 2015, to March 17, 2015. My vehicle which is the same type of vehicle is experiencing the same problem exact problem with the power steering. I took it to a GMC service center and they said it would cost $1500 to fix because it doesn't fall with in the dates manufactored. I think that is BS because the same model is experiencing the same problem. How can I get this covered under that recall because this is starting to happen more frequently and I have a son that rides with me all the time, and this is very dangerous when it happens.

Mon Jayson [8:10:18 AM]:

I'm sorry to hear about the Powersteering concern. Recalls are VIN specific because different parts came from different manufacturer.

Mon Jayson [8:11:48 AM]:

If the vehicle does not have the particular concern, it means that the part do not came from the same manufacturer where GM identified the issue.

[redacted] [8:12:14 AM]:

Yeah, but the same issue is happening....

Mon Jayson [8:12:19 AM]:

I mean, if the vehicle does not have the particular recall.

Mon Jayson [8:13:28 AM]:

It's possible to have the same issue for any vehicle, [redacted]

Mon Jayson [8:13:48 AM]:

When was the last time you've been to the dealership about this?

[redacted] [8:16:29 AM]:

a few weeks ago

Mon Jayson [8:17:39 AM]:

Thank you! Let me check what we can do about this to further assist you.

Mon Jayson [8:18:13 AM]:

What is the year, make and model of the vehicle and the approximate mileage of the vehicle?

Mon Jayson [8:20:37 AM]:

Thank you for chatting. I am here to assist you.

Mon Jayson [8:21:39 AM]:

I am ending this chat session due to no response. Thank you for contacting GM Customer Assistance. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. Or you may call in at 1-866-790.3600. Thanks for visiting us. Have a great day!

General Motors - Policy Evaluation Tool

Date: 04/28/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGTCE35F1[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 01/16/2018
Job Card Date: 04/28/2018
Days out of Warranty: 102

Mileage

Component's Warranty End Mileage (Miles): 36,290
Current Mileage: 46,602
Miles out of Warranty: 10,312

Repair

Total Repair Cost At Warranty Rates: $1,726.95
Repair Group: Steering
Job Card / Repair Order : TIER2

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: $345.39 - $690.78
Cust/Dlr Participation Amount: $1,036.17 - $1,381.56
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.

Fremont Cadillac, Buick, GMC

5939 Automall Pkwy, Fremont, CA 94538
510-445-8700 FAX:

Fax Cover Letter

Date: 5/29/18

TO: GMCACU (Case # GMC [redacted]

Fax Number: (586) 900-0876

From: **(Service Department Cashier)** / Taalib Jabbar / Julia Lopez

Pages#:

Comments:

Fax Number 510-824-5313

cadillaccashier@cacargroup.com

Julia Lopez

From: Taalib Jabar [TaalibJ@cacargroup.com]
Sent: Friday, May 25, 2018 7:25 AM
To: 'Julia Lopez'
Subject: FW: Customer Assistance Alert - Action Required: Case # GMC, [redacted] VIN 1GTP6EE11J1[redacted] Mileage 10

TAALIB JABBAR
" T "
SERVICE DIRECTOR
FREMONT CADILLAC GMC BUICK
5939 AUTO MALL PKWY
FREMONT, CA 94538
OFFICE 510 933 7777
DIRECT [redacted]
www.fremontcadillac.com
www.fremontbuickgmc.com

-----Original Message-----
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Thursday, May 24, 2018 12:56 PM
To: taalibj@cacargroup.com
Subject: Customer Assistance Alert - Action Required: Case # GMC, [redacted] VIN 1GTP6EE11J1[redacted] Mileage 10

I wanted to reach out and verify if this vehicle is still currently being serviced at this time for issues pertaining to the steering wheel. If so, can you send us either a pre-invoice copy of the repair order, if released at this time, please sent the closed out repair order.

Customer: [redacted]
Vehicle/VIN: 2018 GMC Canyon / 1GTP6EE11J1[redacted]

Fax: 586-920-0876

Thank you.

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SF[redacted]

05/29/2018 09:21AM 510-824-5313 FREMONT BUICK GMC PAGE 02/12

Julia Lopez

From: Taalib Jabar [TaalibJ@cacargroup.com]
Sent: Friday, May 25, 2018 7:25 AM
To: 'Julia Lopez'
Subject: FW: Customer Assistance Alert - Action Required: Case # GMC, [redacted] VIN 1GTP6EE11J[redacted] Mileage 10

TAALIB JABBAR
" T "
SERVICE DIRECTOR
FREMONT CADILLAC GMC BUICK
5939 AUTO MALL PKWY
FREMONT, CA 94538
OFFICE 510 933 7777
DIRECT [redacted]
www.fremontcadillac.com
www.fremontbuickgmc.com

-----Original Message-----
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Thursday, May 24, 2018 12:56 PM
To: taalibj@cacargroup.com
Subject: Customer Assistance Alert - Action Required: Case # GMC, [redacted] VIN 1GTP6EE11J[redacted], Mileage 10

I wanted to reach out and verify if this vehicle is still currently being serviced at this time for issues pertaining to the steering wheel. If so, can you send us either a pre-invoice copy of the repair order, if released at this time, please sent the closed out repair order.

Customer: [redacted]
Vehicle/VIN: 2018 GMC Canyon / 1GTP6EE11J[redacted]

Fax: 586-920-0876

Thank you.

https://gmnacontactcenter.autopartners.net/edealer_enu_gc

[SI[redacted]

05/29/2018 09:21AM 510-824-5313 FREMONT BUICK GMC PAGE 03/12

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

FREMONT CADILLAC GMC BUICK CHEVROLET
5939 AUTO MALL PARKWAY
FREMONT, CA 94538
(510) 933-7777
www.FremontCadillac.com

INC. LOCKSMITH EMERGENCY SOLUTIONS
218 WILLIAM MANLY ST UNIT 5
SAN JOSE, CA 95136
HOME:
BUS:
CONT
CELL [redacted]

SERVICE ADVISOR: 79377 TERRENCE L PRICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GPA DARK S	18	GMC CANYON	1GTP6EE11J[redacted]		138/138	T7971

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20APR18 DD			17:00 18MAY18		0.00	CASH	18MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK:G31434
15:16 27APR18	16:17 18MAY18	ENG:LWN 2.8L DURAMAX TURBO-DIESEL TRN:MYB 6-SPEED AUTOMATIC AXL:GU6 3.42 REAR AXLE

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

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

138 UNABLE TO VERIFY ANY CUT HAND. INSPECT STEERING WHEEL, FOUND ACCENT TRIM LOOSE, EDGE EXPOSED. APPLY PRESSURE TO SEAT STEERING WHEEL TRIM, OK NOW. and removing steering wheel and air bag to check trin install steering wheel trim replace steering wheel and test work ok

****

D Moved to: 953067C Line: B
00 Moved to: 953067C Line: B
999 IDUE (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

E Moved to: 953067C Line: C
00 Moved to: 953067C Line: C
999 IDUE (N/C)

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

****

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#953067C ***

A Moved to: 953067C Line: A
D Moved to: 953067C Line: B
E Moved to: 953067C Line: C

DISCLAIMER OF WARRANTIES

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X _____
CUSTOMER SIGNATURE

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

BAR # ARD273695 EPA # CAL000384872

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted] Cadillac GMC BUICK CHEVROLET

INVOICE

FREMONT CADILLAC GMC BUICK CHEVROLET

5939 AUTO MALL PARKWAY
FREMONT, CA 94538
(510) 933-7777
www.FremontCadillac.com

INC. LOCKSMITH EMERGENCY SOLUTIONS
218 WILLIAM MANLY ST UNIT 5
SAN JOSE, CA 95136
HOME:
BUS:

CONT: [redacted]
CELL

PAGE 1

SERVICE ADVISOR: 79377 TERRENCE L PRICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GPA DARK S	18	GMC CANYON	1GTP6EE11J[redacted]		138/138	T7971

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO [redacted]	RATE	PAYMENT	INV. DATE
20APR18 DD			17:00 18MAY18		0.00	CASH	18MAY18

R.O. OPENED	READY	OPTIONS: SOLD-STK:G31434 ENG:LWN 2.8L DURAMAX TURBO-DIESEL TRN:MYB 6-SPEED AUTOMATIC AXL:GU6 3.42 REAR AXLE
15:16 27APR18	16:17 18MAY18	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A Moved to: 953067C Line: A
00 Moved to: 953067C Line: A
999 IDUE (N/C)

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

****

B CUSTOMER STATES THERE IS A RATTLE NOISE COMING FROM THE DASH. CUSTOMER STATES THIS ONLY HAPPENS WHEN DRIVING SLOW PLEASE CHECK AND ADVISE (CUSTOMER HAS VIDEO)

CAUSE: F
4039949 ENGINE COOLING - CUSTOMER CONCERN NOT DUPLICATED (CCND) (N/C)
79093 WG1B
FC: 9099 PART#: COUNT:
CLAIM TYPE:
AUTH CODE:

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

138 UNABLE TO VERIFY CONCERN, ONLY NOISE HEARD IS ENGINE RUNNING (DIESEL), CHECK ENGINE OIL LEVEL, GOOD. CHECK FOR ECM DTC'S, NONE STORED. PERFORM ROAD TEST, NO ABNORMAL NOISE HEARD.

****

C CUSTOMER STATE STHE STEERING WHEEL IS CUTTING HIS HAND PLEASE CHECK AND ADVISE

CAUSE: F
7440130 STEERING WHEEL REPLACEMENT (N/C)
79093 WG1B (N/C)
1 84394043 F-WHEEL (N/C)
1 Z5001 VIP BUY
84394043
FC: 6049
PART#: 84394043
COUNT: 1
CLAIM TYPE:
AUTH CODE:

DISCLAIMER OF WARRANTIES

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

X _____
CUSTOMER SIGNATURE

BAR # ARD273695 EPA # CAL000384872

CUSTOMER COPY

05/29/2018 09:21AM 510-824-5313 FREMONT BUICK GMC PAGE 05/12

Fremont Cadillac, Buick, GMC

5939 Automall Pkwy, Fremont, CA 94538
510-445-8700 FAX:

Fax Cover Letter

Date: 5/29/18

TO: GMCACU (CASE# GMC [redacted]

Fax Number: (586) 920-0976

From: **(Service Department Cashier)** /Taalib Jabbar/ Julia Lopez

Pages#:

Comments:

Fax Number 510-824-5313

cadillaccashier@cacargroup.com

Julia Lopez

From: Taalib Jabar [TaalibJ@cacargroup.com]
Sent: Friday, May 25, 2018 7:20 AM
To: 'Julia Lopez'
Subject: FW: Customer Assistance Alert - Action Required: Case # GMC [redacted] VIN 1GTG5BE34F[redacted] Mileage 30000

TAALIB JABBAR
" T "
SERVICE DIRECTOR
FREMONT CADILLAC GMC BUICK
5939 AUTO MALL PKWY
FREMONT, CA 94538
OFFICE 510 933 7777
DIRECT [redacted]
www.fremontcadillac.com
www.fremontbuickgmc.com

-----Original Message-----
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Thursday, May 24, 2018 10:42 AM
To: taalibj@cacargroup.com
Subject: Customer Assistance Alert - Action Required: Case # GMC, [redacted] VIN 1GTG5BE34F[redacted] Mileage 30000

This is a request for confirmation only. Please do not reach out to the customer at this time.

We have received a CA CEC case that pertains to one of our mutual customers.
Please confirm the following information:

Customer: [redacted]
Vehicle/VIN: 2015 GMC Canyon / 1GTG5BE34F1[redacted]

Customer Concern: This customer contacted GM to get assistance with a loaner/rental. She did state that she is working with her SA regarding this, but I have made her aware that the B2B has expired and due to this, GM would not be able to authorize a loaner/rental at this time. The customer did understand this information.

I would like to get the details on the actual repair, what was found on the vehicle? What needed to be replaced?

Please provide the needed information within 24 hours.

Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer, you can fax to 586-920-0876.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

[redacted]

05/29/2018 09:21AM 510-824-5313 FREMONT BUICK GMC PAGE 07/12

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

FREMONT CADILLAC GMC BUICK CHEVROLET
5939 AUTO MALL PARKWAY
FREMONT, CA 94538
(510) 933-7777
www.FremontCadillac.com

[redacted]
NEWARK, CA
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 79377 TERRENCE L PRICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	15	GMC CANYON	1GTG5BE34F1[redacted]		33026/33026	T7138

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
20MAR15 DD			18:00 17MAY18		0.00	CASH	22MAY18

R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter_SIDI_DOHC
08:21 17MAY18	16:42 22MAY18	

LINE OPCODE TECH TYPE HOURS — LIST — NET — TOTAL

A CUSTOMER STATE STHE ANTI SKID LIGHT COMES ON AND THE STEERING WHEEL FREEZEES PLEASE CHECK AND ADVISE (THIS HAPPEN THREE TIMES FROM SAN JOSE TO HERE)

23 DEFAULT
79331 CPB — 270.00 — 270.00

PARTS: 0.00 LABOR: 270.00 OTHER: 0.00 TOTAL LINE A: 270.00

33026 concern was there is a anti skid light comes on, test drove the car wouldn't duplicate problem. scan for codes there is a code U04220 42 invalid data received from power steering control module. correction reprogram the power steering control module, warranty claim 314E9. test drove the car again no light came on.

****

B** CUSTOMER AUTHORIZES VISUAL MULTI POINT VEHICLE INSPECTION

CAUSE: TECHNICIAN PERFORMED MVPI - SEE ADVISOR FOR DETAILS.

MPVI CUSTOMER AUTHORIZES VISUAL MULTI POINT VEHICLE INSPECTION
79331 ISAB — (N/C) 0.00

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

33026 performed multi-point inspection.

****

C** CUSTOMER REQUESTS TIRE PRESSURE CHECK AND INFLATE SERVICE-SET TO FACTORY PLACE CARD LF__ RF__ LR__ RR__

AIR CUSTOMER REQUESTS TIRE PRESSURE CHECK AND INFLATE SERVICE-SET TO FACTORY PLACE CARD LF__ RF__ LR__ RR__
79331 ISAB — (N/C) 0.00

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

****

EST: 180.00 17MAY18 08:21 SA: 79377

BDC APPT CREATED 2018-05-15 01:55:00PM TAKEN BY KATIE THURMAN

DISCLAIMER OF WARRANTIES

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

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	270.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	270.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	270.00

BAR # ARD273695 EPA # CAL000384872

CUSTOMER COPY

Fremont Cadillac, Buick, GMC

5939 Automall Pkwy, Fremont, CA 94538
510-445-8700 FAX:

Fax Cover Letter

Date: 5/29/18

TO: GMCACU (Case# Cadillac [redacted]

Fax Number: (516) 920-0876

From: **(Service Department Cashier)** Toalib Jaffar / Julia Lopez

Pages#:

Comments:

Fax Number 510-824-5313

cadillaccashier@cacargroup.com

Julia Lopez

From: Taalib Jabar [TaalibJ@cacargroup.com]
Sent: Friday, May 25, 2018 7:17 AM
To: 'Julia Lopez'
Subject: FW: Customer Assistance Alert - Action Required: Case # Cadillac [redacted] VIN 1GYS4CKJ9GR[redacted] Mileage 21782

TAALIB JABBAR
" T "
SERVICE DIRECTOR
FREMONT CADILLAC GMC BUICK
5939 AUTO MALL PKWY
FREMONT, CA 94538
OFFICE 510 933 7777
DIRECT[redacted]
www.fremontcadillac.com
www.fremontbuickgmc.com

-----Original Message-----
From: GMCACUpdate@gm.com [mailto:GMCACUpdate@gm.com]
Sent: Thursday, May 24, 2018 8:10 AM
To: taalibj@cacargroup.com
Subject: Customer Assistance Alert - Action Required: Case # Cadillac, [redacted] VIN 1GYS4CKJ9GR[redacted] Mileage 21782

This is a request for confirmation only.

We have received a CA CEC case that pertains to one of our mutual customers.
Please confirm the following information:

Customer: [redacted]
Vehicle/VIN: 2016 Cadillac Escalade / 1GYS4CKJ9GR[redacted]

Customer Concern: This customer made us aware that they are waiting for a phone call from a Sales Manager at Fremont Buick GMC regarding some issues with the console on the vehicle stating that this was damaged during a service visit. Can you please have someone reach out to this customer to assist in resolving that matter.

Please provide the needed information within 24 hours.

Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads. If you prefer, you can fax to 586-920-0876.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

[redacted]

05/29/2018 09:21AM 510-824-5313 FREMONT BUICK GMC PAGE 10/12

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

FREMONT CADILLAC GMC
BUICK CHEVROLET
5939 AUTO MALL PARKWAY
FREMONT, CA 94538
(510) 933-7777
www.FremontCadillac.com

[redacted]
SAN JOSE, CA [redacted]
HOME:
BUS:
CONT [redacted]
CELL

SERVICE ADVISOR: 79360 EDGAR A CERDAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE	1GYS4CKJ9GF[redacted]		23803/23803	T461

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31OCT16 DL		31OCT2020	17:00 25APR18		0.00	CASH	30APR18

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
07:36 25APR18	17:50 30APR18	

LINE OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
			INFLATE SERVICE-SET TO FACTORY PLACE CARD				
			LF__ RF__ LR__ RR__				
			79329 ISAB				(N/C)
PARTS:			0.00 LABOR:	0.00 OTHER:	0.00	TOTAL LINE C:	0.00

****

D** CUSTOMER AUTHORIZES VISUAL MULTI POINT VEHICLE INSPECTION
CAUSE: TECHNICIAN PERFORMED MVPI - SEE ADVISOR FOR DETAILS.

			MPVI CUSTOMER AUTHORIZES VISUAL MULTI POINT				
			VEHICLE INSPECTION				
			79329 ISAB				(N/C)
PARTS:			0.00 LABOR:	0.00 OTHER:	0.00	TOTAL LINE D:	0.00

****

DISCLAIMER OF WARRANTIES

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

X _____
CUSTOMER SIGNATURE

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

BAR # ARD273695 EPA # CAL000384872

CUSTOMER COPY

PAGE 11/12 FREMONT BUICK GMC 510-824-5313 05/29/2018 09:21AM

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

FREMONT CADILLAC GMC BUICK CHEVROLET

5939 AUTO MALL PARKWAY
FREMONT, CA 94538
(510) 933-7777
www.FremontCadillac.com

[redacted]
SAN JOSE, CA [redacted]
HOME:
BUS:
CONT [redacted]
CEL

SERVICE ADVISOR: 79360 EDGAR A CERDAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	CADILLAC ESCALADE	1GYS4CKJ9GE[redacted]		23803/23803	T461

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31OCT16 DD		31OCT2020	17:00 25APR18		0.00	CASH	30APR18

R.O. OPENED	READY	OPTIONS: ENG:6.2_Liter_SFI
07:36 25APR18	17:50 30APR18	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A ON LAST SERVICE THE WOOD TRIM AROUND THE CENTER CONSOLE WAS DAMAGED, REPLACING PART.

CAUSE: .

1030870 INSTRUMENT PANEL CENTER TRIM PLATE APPLIQUE REPLACEMENT (N/C)
999 WG1B (N/C)
79329 WG1B (N/C)
1 23358969 PLATE

FC: 2021
PART#: 23358969
COUNT: 1
CLAIM TYPE:
AUTH CODE:

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

23803 REPLACED TRIM

****

B CLIENT HAD CRUISE CONTROL AT 70MPH, CLIENT FELT THE ACCLERATOR SLOWING DOWN, BUT DID NOT FEEL THE BRAKES KICK IN. CLIENT WOULD LIKE TO ENSURE THAT THE FRONTAL IMPACT SYSTEM IS WORKING CORRECTLY. PLEASE CHECK AND ADVISE.

CAUSE: .

00 MAINTENANCE (N/C)
79329 ISAB

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

23803 TEST DROVE VEHICLE AT DIFFERENT SPEEDS, AND DIFFERENT LOCATIONS. BOTH ON FREEWAY AND CITY STREETS. TESTED AUTO BRAKING FUNCTION. FOUND IT WORKING PER FACTORY SPECIFICATIONS. RAN DTC DIAGNOSTIC TO ENSURE ELECTRICAL COMPONENTS ARE WORKING AND VERIFIED THEM TO BE WORKING CORRECTLY.

****

C** CUSTOMER REQUESTS TIRE PRESSURE CHECK AND INFLATE SERVICE-SET TO FACTORY PLACE CARD LF__ RF__ LR__ RR__
AIR CUSTOMER REQUESTS TIRE PRESSURE CHECK AND

DISCLAIMER OF WARRANTIES

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

X _____
CUSTOMER SIGNATURE

BAR # ARD273695 EPA # CAL000384872

CUSTOMER COPY

05/29/2018 09:21AM 510-824-5313 FREMONT BUICK GMC PAGE 12/12

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

Caller English

System [1:22:51 PM]:

Welcome to chat.

Bien [1:22:58 PM]:

Welcome to GMC Customer Assistance. My name is Bien. May I have two to three minutes of your time to read your concern?

[redacted]s [1:23:16 PM]:

Yes

Bien [1:24:16 PM]:

I'm sorry to hear that you are having issues with the steering.

Bien [1:24:30 PM]:

How many times have you taken the vehicle at the dealer regarding this issue?

[redacted] [1:25:29 PM]:

One time to the Fremont, CA dealership.

Bien [1:25:36 PM]:

When was that?

[redacted] [1:27:00 PM]:

I think it was end of April.

Bien [1:27:22 PM]:

What did they do to your vehicle that time?

[redacted] [1:27:22 PM]:

I forgot but I have the paper at home.

Bien [1:28:31 PM]:

Let us see what we can do to assist you.

Bien [1:28:38 PM]:

May I know the current mileage of your vehicle?

[redacted] [1:28:50 PM]:

Ok. Thank you.

Bien [1:28:57 PM]:

You're welcome.

[redacted] [1:30:32 PM]:

After I get home I can get exact odometer reading.

Bien [1:30:51 PM]:

Any approximate will do.

[redacted] [1:31:06 PM]:

It barely has 30,000 miles.

Bien [1:31:54 PM]:

Thank you.

Bien [1:32:02 PM]:

Did you purchase the vehicle new?

[redacted] [1:32:49 PM]:

No, bought it used at a dealership that has Car Fax.

Bien [1:33:24 PM]:

I see. May I know when was your first experience regarding the issue on the steering?

[redacted] [1:33:40 PM]:

Does this make a big difference on how the truck functions, & gets repaired??

Bien [1:34:31 PM]:

Because the vehicle was purchased pre-owned, it is very difficult to determine what kind of treatment & maintenance the car received prior to your ownership.

Bien [1:35:06 PM]:

While checking your vehicle information, may you please provide me your mailing address in case we send an important notice?

[redacted] [1:35:32 PM]:

Ok. What do you suggest on how I can get this problem taken care of??

[redacted] [1:35:55 PM]:

Your advice is what I will do.

[redacted] [1:36:24 PM]:

My address:

[redacted] [1:36:30 PM]:

[redacted]

Bien [1:36:35 PM]:

Can you verify for me your mailing address while I'm doing my research?

[redacted] [1:36:39 PM]:

[redacted]

[redacted] [1:36:50 PM]:

Newark, CA [redacted]

Bien [1:37:02 PM]:

Thank you.

[redacted] [1:37:04 PM]:

Sorry

Bien [1:37:06 PM]:

To best assist you, I would like to get you connected to our GM dealer service department. As your vehicle has not yet been assessed by one of our specialists this is the best step to take first. GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverages that may apply. Any repairs or service may be at your cost, but let's get you connected with the dealer to evaluate the vehicle.

[redacted] [1:37:39 PM]:

Yes. Thank you.

[redacted] [1:37:51 PM]:

Please give me Information

Bien [1:38:55 PM]:

I can send you the link to schedule your appointment online or would you prefer a phone number?

[redacted] [1:39:40 PM]:

Treatment from dealership seems to be much better when they know we have contacted you.

Bien [1:40:14 PM]:

We are very sorry to hear that you are having issues with the steering and we will further look at your case. I have created a case and will be escalating this to our California Customer Engagement Center and one of our specialty advisors is going to contact you within the one business day.

[redacted] [1:40:24 PM]:

A phone number is good.

Bien [1:41:28 PM]:

The phone number of Fremont Chevrolet is (510) 445-8700.

[redacted] [1:41:34 PM]:

Ok. Thank you do much for your time, patience and understanding.

Bien [1:41:40 PM]:

You may also visit http://www.mycertifiedservice.com/tools/dealer-locator.extapp.html to contact them online.

Bien [1:41:46 PM]:

After you click on the link, you will search for the dealership in your area. Then click the Schedule Service button.

[redacted] [1:41:58 PM]:

Thank you

Bien [1:42:00 PM]:

You're welcome. Your reference number is [redacted].

Bien [1:42:10 PM]:

Is there anything else that I may assist you with?

[redacted] [1:42:57 PM]:

No. Thank you again.

Bien [1:43:20 PM]:

You're welcome. Thank you for using GMC Webchat. If you have any other questions, please don't hesitate to come back and chat with us. We are here to chat from Monday to Friday at 8:00 a.m. to 9:00 p.m. Eastern Time, and Saturday 9:00 a.m. to 9:00 p.m. You may also call us at 866-790-5600. Thank you for visiting us.

Call Disconnected.

Policy Evaluation Tool

Fields with an "*" are required

Customer Information

Owned By Business: ○ Yes ◉ No

* First Name [redacted]

* Last Name

Phone Number

Vehicle / Coverage

* Full VIN 1GCGSBE34F1 [redacted]

Make Chevrolet

* Component Warranty Coverage

Bumper to Bumper Coverage

* Repair Group

Steering

Time

* Component's Warranty End Date 12/18/2017

* Job Card Date 05/22/2018

Days Out of Warranty 155

Mileage

* Component's Warranty End Mileage 36000

* Current Mileage 46972

Miles Out of Warranty 10,972

Reasons For Policy Adjustment

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

Repair Information

* Total Repair Cost (Warranty Rates) 1309.14

* Job Card / Repair Order # [redacted]

Results

GM Participation Amount	$0.00 *	Customer / Dealer Participation Amount	$1,309.14
Agreed Upon Customer / Dealer Participation Amount			

Print | Reset | Edit | Issue PreApproval | Home

Click Print button to generate printable form or save as PDF for attaching to Warranty Claim or Pre-approval request.

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.

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**
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 - Claim Pre-approval Request - [redacted]

Request Status: SUBMITTED
Create Date: 05/16/2018
Approver: EVERT DE WYN
Status Date: 05/16/2018
Region: WESTERN REGION
Role: DISTRICT MGR AFTERSALES CHEVROLET

Customer Information

Nam [redacted]
Pho

Dealer Information

BAC: 293879
Dealer: SIMPSON CHEVROLET OF IRVINE
Requestor: ROGER ABBOTT

Vehicle Information

VIN: 1GC1KYE82BF[redacted]
Mileage: 93,917
Year: 2011
Make: CHEVROLET
Model: SILVERADO

Service Event Information

Reason: Policy
Job Card #[redacted] **Non-GM Parts:** No
Labor Op: 4080558 - Diagnose and Clean/Repair Complete Fuel System - Includes Engine Removal from Vehicle
Base Time: 20.0 **OLH:** **Total:** 20.0 **Rental Days:** 00

Total Repair Cost:	$12190.88
Customer/Dealer Participation:	$12190.88
GM Participation:	$0.00
Requested GM Participation:	$6,100.00

Business Reason

customer is seeking assistance on replacing his diesel injection system. He had the injection pump fail and send metal throughout the system.

DMA Comments

ROGER ABBOTT [05/16/2018 14:21:42]: [AUTO] Created from Policy Tool
ROGER ABBOTT [05/16/2018 14:21:42]: [AUTO] Form Created

[redacted]