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Advertisement

2015 Chevrolet Colorado Crew Cab Pricing Report



Style: LT Pickup 4D 6 ft
Mileage: 34,212

Sell To Private Party

Private Party Range
$21,989 - $24,356
Private Party Value
$23,173



Valid for ZIP Code 30534 through 08/02/2018

Vehicle Highlights

Fuel Economy: City 18/Hwy 26/Comb 21 MPG	Max Seating: 5
Doors: 4	Engine: V6, VVT, 3.6 Liter
Drivetrain: 2WD	Transmission: Automatic, 6-Spd
EPA Class: Small Pickup Trucks	Body Style: Pickup
Country of Origin: United States	Country of Assembly: United States

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine
V6, VVT, 3.6 Liter

Transmission
Automatic, 6-Spd

Drivetrain
2WD

Braking and Traction
Hill Start Assist Control
Traction Control
StabiliTrak
ABS (4-Wheel)

Comfort and Convenience
Anti-Theft System
Keyless Entry
Air Conditioning
Power Windows
Power Door Locks
Cruise Control

Steering
Power Steering
Tilt & Telescoping Wheel

Entertainment and Instrumentation
AM/FM Stereo
Premium Sound
SiriusXM Satellite
Bluetooth Wireless
OnStar

Safety and Security
Backup Camera
Dual Air Bags
Side Air Bags
F&R Head Curtain Air Bags

Seats
Power Seat

Roof and Glass
Privacy Glass

Lighting
Daytime Running Lights

Cargo and Towing
Towing Pkg

Wheels and Tires
Premium Wheels

Exterior Color
✓ Red

Glossary of Terms

Kelley Blue Book® Trade-in Value - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options indicated.

Trade-In Range - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

Kelley Blue Book® Private Party Value - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

Private Party Range - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

Excellent Condition - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

Very Good Condition - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

Good Condition - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

Tip:
It's crucial to know your car's true condition when you sell it, so that you can price it appropriately. Consider having your mechanic give you an objective report.

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Charles Riffenburg (C)

From: Training Support <trainingsupport@trainingsupportadmin.com>
Sent: Thursday, August 02, 2018 4:20 PM
To: Charles Riffenburg (C)
Subject: [EXTERNAL] Product Assistance Claim has been Approved

Charles Riffenburg,

Your request for PAC File Number [redacted] has been approved, and is pending investigation.

Thank you,
Raytheon Professional Services

Ref: [redacted]

Charles Riffenburg (C)

From: Training Support <trainingsupport@trainingsupportadmin.com>
Sent: Thursday, August 02, 2018 4:20 PM
To: al.difalco@raytheon.com; jholmes@raytheon.com; Charles Riffenburg (C)
Subject: [EXTERNAL] New PAC Task for the GM NA PAC Project Lead group

PAC Case #: [redacted]
Investigator Assigned:
Phone:

Task: PACTASK0024377
Task Due Date: 2018-08-06 17:12:28 GMT

Task Description: Task 1: Select and Assign Investigator

Ref: [redacted]

Charles Riffenburg (C)

From: Training Support <trainingsupport@trainingsupportadmin.com>
Sent: Thursday, August 02, 2018 4:21 PM
To: al.difalco@raytheon.com; jholmes@raytheon.com; Charles Riffenburg (C)
Subject: [EXTERNAL] New PAC Task for the GM NA PAC Project Lead group

PAC Case #[redacted]
Investigator Assigned: Richard Pershell
Phone: 4799285001

Task: PACTASK0024378
Task Due Date: 2018-08-09 17:12:28 GMT

Task Description: Task 2: Update Investigation Completion Date

Ref[redacted]

Charles Riffenburg (C)

From: Training Support <trainingsupport@trainingsupportadmin.com>
Sent: Thursday, August 02, 2018 4:21 PM
To: richard.j.pershell@raytheon.com; Charles Riffenburg (C)
Subject: [EXTERNAL] You have been assigned to the PAC Case: [redacted]

Richard Pershell,

You have been assigned the following Investigation.
PAC File #: [redacted]

Task Due Date: 2018-08-06 17:12:28 GMT

Task Description: Task 1: Select and Assign Investigator

For questions related to the Investigation please contact the Project Lead assigned to this case: Albert DiFalco
Phone: (248) 688-7170
Email: al.difalco@raytheon.com

CASE DETAILS:

PAR Record Number:
undefined : undefined

Provided Information:
PAC File Number : [redacted]

Customer Information:
Customer First Name : [redacted]
Customer Last Name : [redacted]
Customer Address : [redacted]
Customer City : Batesville
Customer State : AR
Customer Zip Code : [redacted]
Customer Home Phone : [redacted]
Customer Work Phone :
Customer Cell Phone :

Vehicle Information:
VIN : 1GCGTBE37F1[redacted]
Vehicle Year : 2015
Vehicle Make : Chevrolet
Vehicle Model : Colorado
Vehicle Mileage : 34212

Vehicle Location Information:
Dealer/Salvage/Other : Dealer
POC Name : Greg Walton
POC Phone : (870) 793-8400

POC Email :
POC Cell Number :
Dealer BAC : 114249
Rental Authorized : Yes
Towing Authorized : Yes
Vehicle At Dealership : Yes
Name of Business : Stanley Wood Chevrolet Buick GMC
Vehicle Location Address : 1674 Batesville Blvd
Vehicle Location City : Bateville
Vehicle Location State : AR
Vehicle Location Zip Code : 72501

Customer Concerns:
No Air Bag Collision Concern : false
Air Bag Deployment Concern - No Collision : false
CDR Inspection Short Form : false
Accelerator/Throttle Concern : false
Brakes ABS Concern : false
Engine/Transmission/Drivetrain Concern : false
Fire/Flame Concern : false
Melt Concern : false
Smoke Concern : false
Seats/Seat Belt Concern : false
Steering/Suspension/Tire/Wheels Concern : true
Water/Moisture/Odor Concern : false
Additional Information Concern : Steering locked up upon acceleration from a stop. AR Release has been signed and received by PAC

CSR Information:
Requestor Name : Charles Riffenburg
Requestor Email : charles.riffenburg@gm.com
Requestor Phone : (866) 446-6963 X 5921673
Requestor Fax : 8662636939

Ref:MSGRPS02530017

Charles Riffenburg (C)

From: Training Support <trainingsupport@trainingsupportadmin.com>
Sent: Tuesday, August 07, 2018 12:44 PM
To: al.difalco@raytheon.com; jholmes@raytheon.com; Charles Riffenburg (C)
Subject: [EXTERNAL] New PAC Task for the GM NA PAC Editors group

PAC Case #: [redacted]
Investigator Assigned: Richard Pershell
Phone: 4799285001

Task: PACTASK0024392
Task Due Date: 2018-08-14 17:12:28 GMT

Task Description: Task 3: Review Investigation Documents

Ref:MSGRPS02534233

Charles Riffenburg (C)

From: Training Support <trainingsupport@trainingsupportadmin.com>
Sent: Monday, August 13, 2018 3:26 PM
To: Charles Riffenburg (C)
Subject: [EXTERNAL] Product Assistance Claim [redacted] has been Completed

Charles Riffenburg,

Your request for PAC File Number: [redacted] has been completed.

PAC Investigator Assigned Date: 2018-08-02 20:20:30 GMT
PAC Investigation Completed Date: 2018-08-07 16:43:42 GMT
PAC Report Available Date: 2018-08-10 12:32:52 GMT

Please retrieve the Investigation details from the FTP site https://ftp.raytr.com

Thank you,
Raytheon Professional Services

Ref:MSGRPS02539620

AUTHORIZATION AND RELEASE OF EDR DATA – ARKANSAS
(ATTORNEY OR REPRESENTATIVE)

Subject vehicle: Make [illegible]LET Model COLORADO Year 2015
VIN 1GCGTBE37F [redacted]
Incident Date [redacted] Incident Location

Check all that apply:

☑ I am the authorized representative (administrator or personal representative of the estate or attorney-in-fact) o[redacted]s the/ an owner of the subject vehicle on the incident date [redacted]

☐ I am the authorized representative (administrator or personal representative of the estate or attorney-in-fact) of who, on the incident date, was a lessee of the subject vehicle, under a lease agreement that was for three months or more.

☐ On the incident date, there were no other registered or titled owners, purchasers, or lessees of the subject vehicle.

The undersigned authorizes to retrieve EDR data from the subject vehicle, on behalf of the GM Product Allegation/GM Central Claims Unit and General Motors Corporation. The undersigned also authorizes the GM Product Allegation/GM Central Claims Unit and General Motors Corporation to use the retrieved data, pursuant to A.C.A. §27-37-103 and following statutes.

Name [redacted] te 08/01/2018

ACKNOWLEDGEMENT

On this 1st day of August, 2018, personally appeared before me the within named [redacted], who acknowledges he/she executed this document for the consideration and purpose mentioned.

JESSICA MCCOLLUM
Notary Public-Arkansas
Independence County
My Commission Expires 04-14-2024
Commission # 12398584

Jessica McCollum
NOTARY PUBLIC

My Commission Expires: 4/14/2024

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Inspector (First and last name): Richard Pershell
Number of photos below: 60

Section 1. Description

Photo #	Description Only	Damage (Yes/No)
1	VIN Plate	No
2	Door Plate (GVWR) Decal	No
3	Tire Plate Decal	No
4	RPO Plate	No
5	IP Cluster / Odometer 34,212 miles	No
6	Front (Exterior)	No
7	Passenger's Side (Exterior) Scrape/dent RR fender	Yes
8	Rear (Exterior)	No
9	Driver's Side (Exterior)	No
10	Under Hood	No
11	Driver's Side (Interior)	No
12	Passenger's Side (Interior)	No
13	Rear (Interior)	No
14	Trunk/Hatch/Cargo Area	No
15	Undercarriage	No
16	Undercarriage	No
17	Undercarriage	No
18	Undercarriage	No
19	Undercarriage	No
20	Undercarriage	No
21	Undercarriage	No
22	Undercarriage	No
23	Undercarriage	No
24	Undercarriage	no
25	Undercarriage	no
26	Undercarriage	No
27	Undercarriage	No
28	Undercarriage	No
29	Undercarriage	No
30	Tires	No
31	Tires	No
32	Tires	No
33	Tires	No
34	Tires – RR minor scuffing	Yes
35	Tires – RR minor scuffing	Yes
36	Tires – RR minor scuffing	Yes
37	Tires	No
38	Tires	No
39	Tires	No
40	Tires	No
41	Tires	No
42	Tires	No
43	Tires	No
44	Tires	No
45	Tires	No
46	Tires	No
47	Tire pressures	No
48	I/P	No
49	Center Stack	No
50	Shifter	No
51	Pedals	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description Only	Damage (Yes/No)
52	Throttle body	No
53	Throttle body	No
54	Engine w/engine silencer removed	No
55	Windshield cracked previously	Yes
56	Cracked windshield - The crack has been covered with a wax of some sort	Yes
57	Roof	No
58	Previous damage	Yes
59	Previous damage	Yes
60	Previous damage	Yes

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Section 2.
Description and Photos

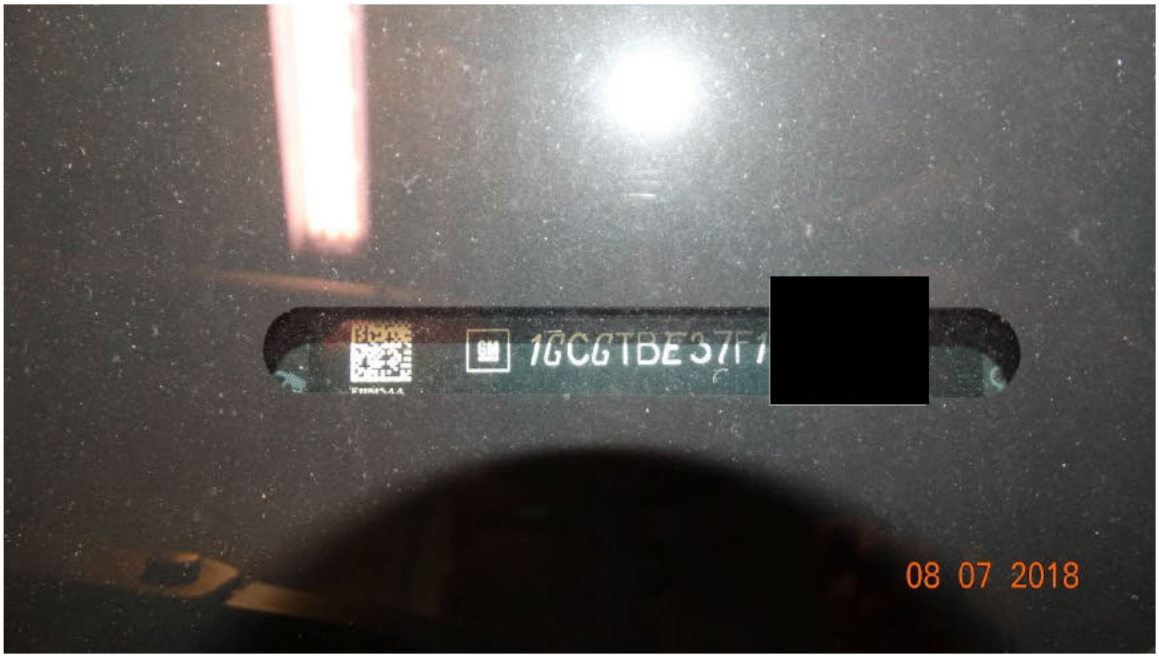
Photo #	Description / Photo	Damage (Yes/No)
1	VIN Plate 	No
2	Door Plate (GVWR) Decal 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

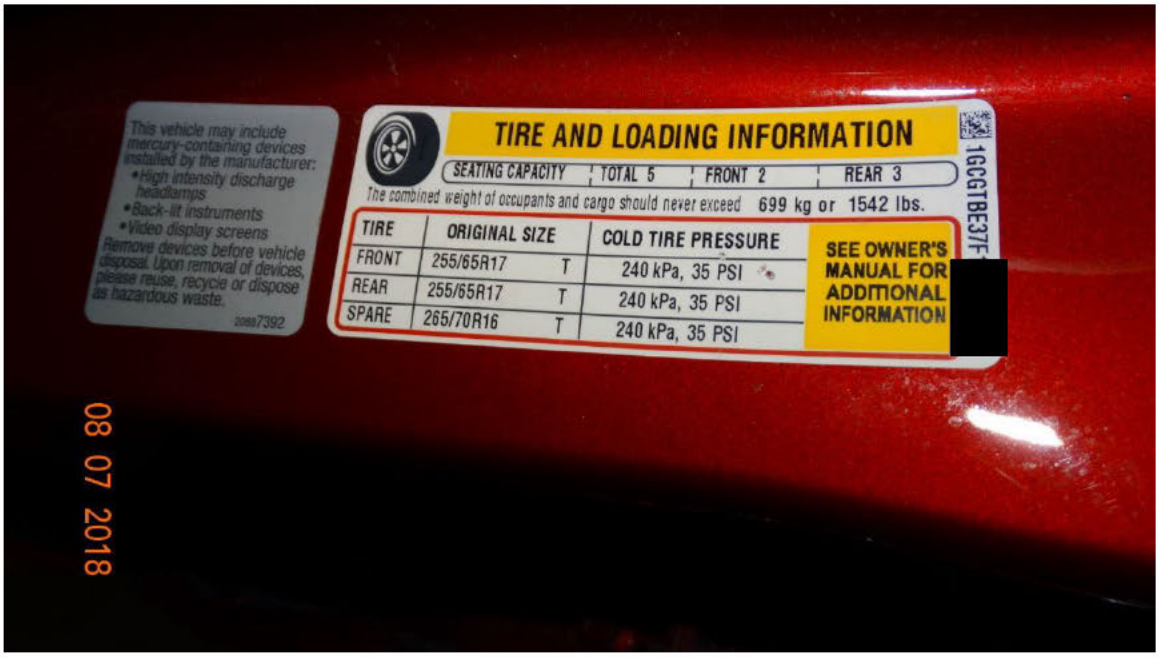
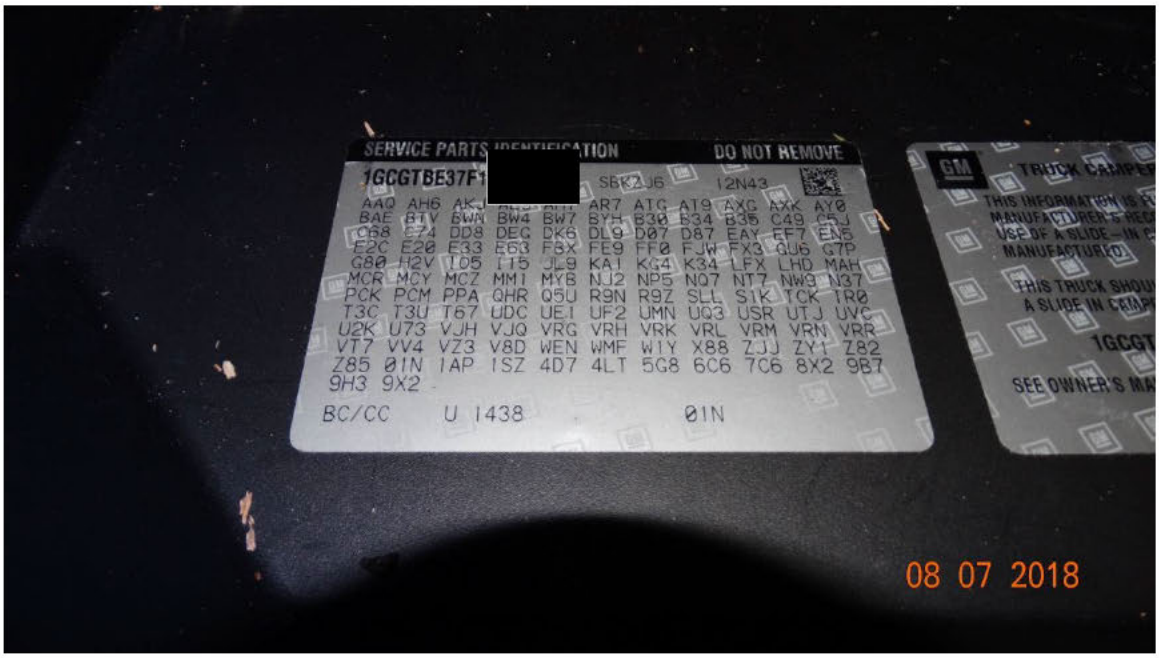
Photo #	Description / Photo	Damage (Yes/No)
3	Tire Plate Decal 	No
4	RPO Plate 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

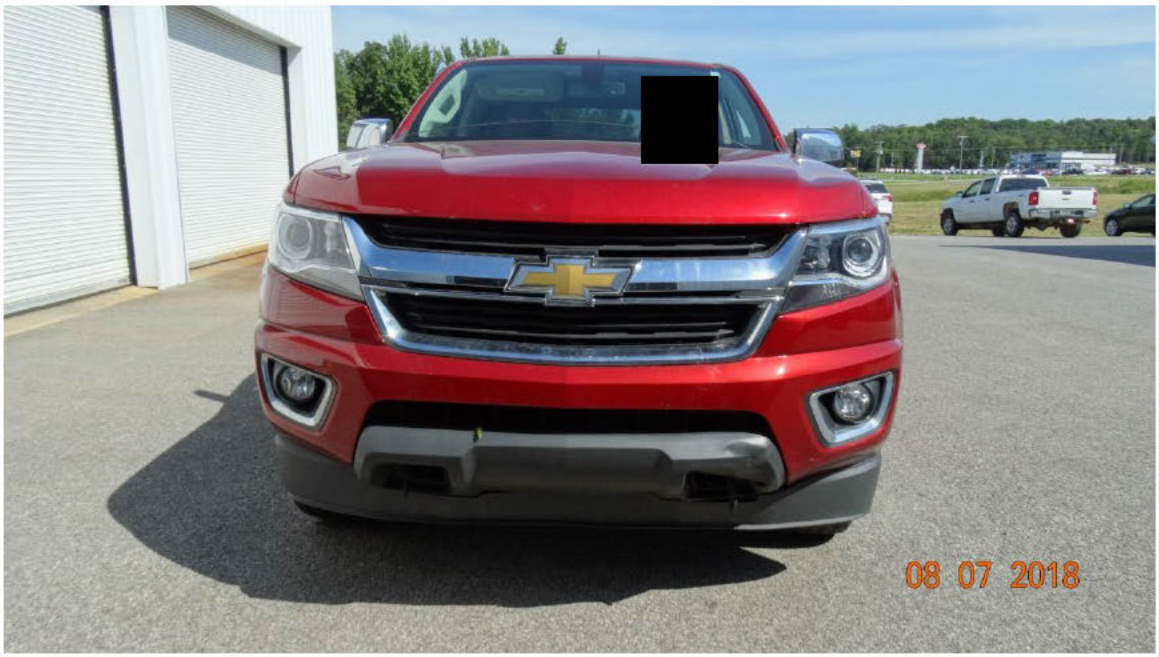
Photo #	Description / Photo	Damage (Yes/No)
5	IP Cluster / Odometer 34,212 miles 	No
6	Front (Exterior) 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

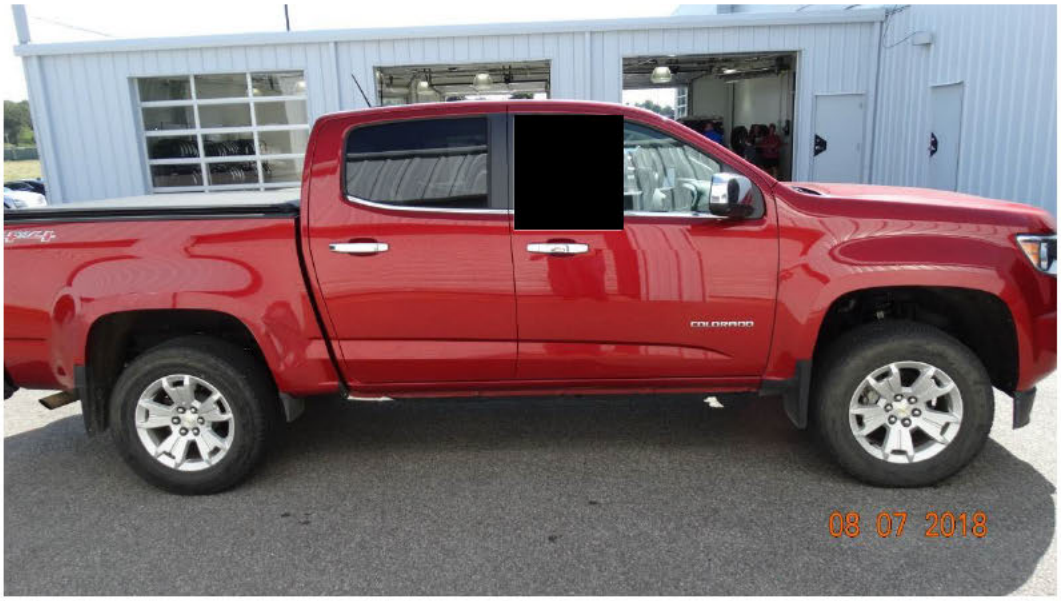
Photo #	Description / Photo	Damage (Yes/No)
7	Passenger's Side (Exterior) Scrape/dent RR fender 	Yes
8	Rear (Exterior) 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
9	Driver's Side (Exterior) 	No
10	Under Hood 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

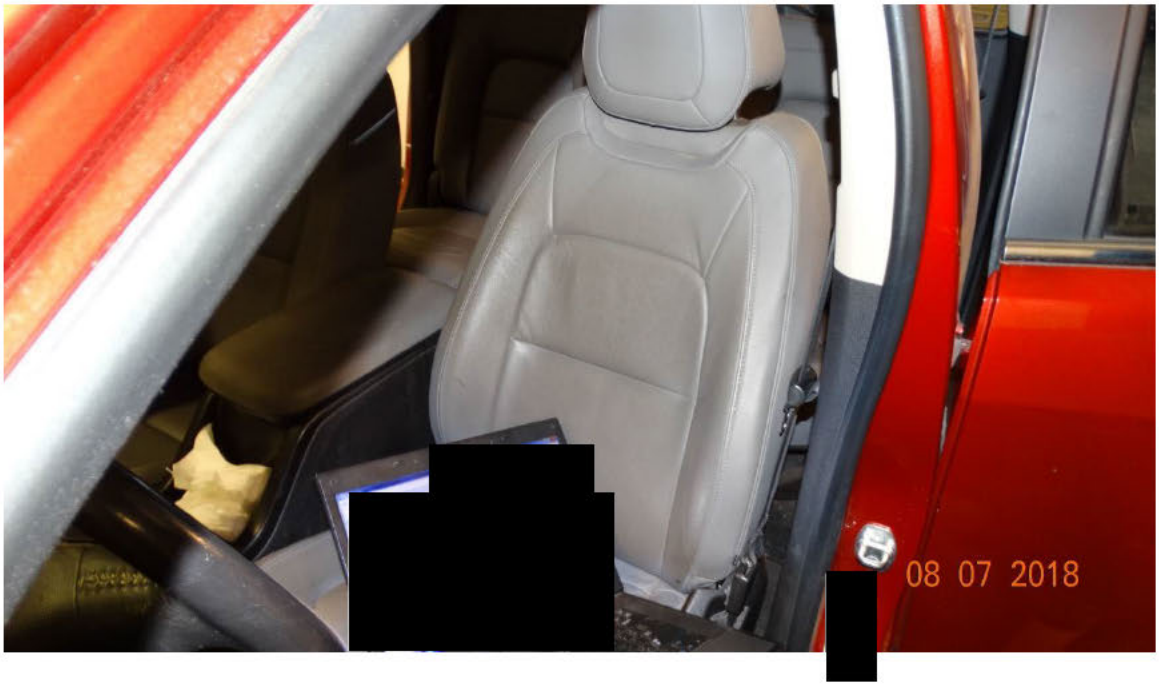
Photo #	Description / Photo	Damage (Yes/No)
11	Driver's Side (Interior) 	No
12	Passenger's Side (Interior) 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
13	Rear (Interior) 	No
14	Trunk/Hatch/Cargo Area 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
15	Undercarriage 	No
16	Undercarriage 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
17	Undercarriage 	No
18	Undercarriage 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
19	Undercarriage 	No
20	Undercarriage 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
21	Undercarriage 	No
22	Undercarriage 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
23	Undercarriage 	No
24	Undercarriage 	no

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

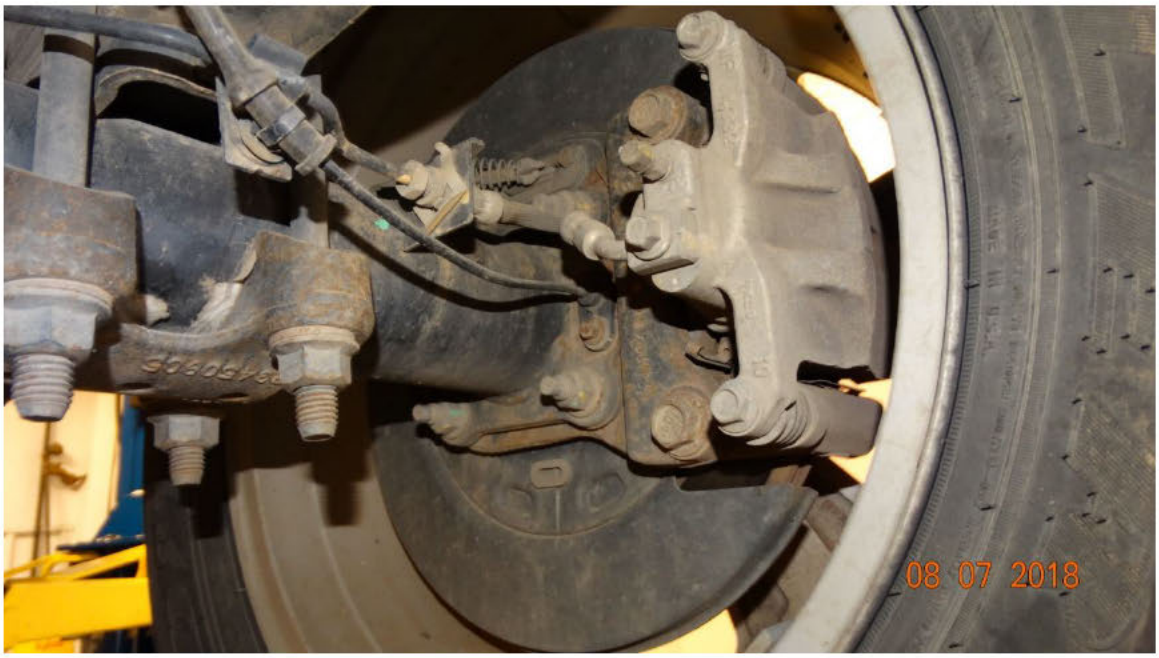
Photo #	Description / Photo	Damage (Yes/No)
25	Undercarriage 	no
26	Undercarriage 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

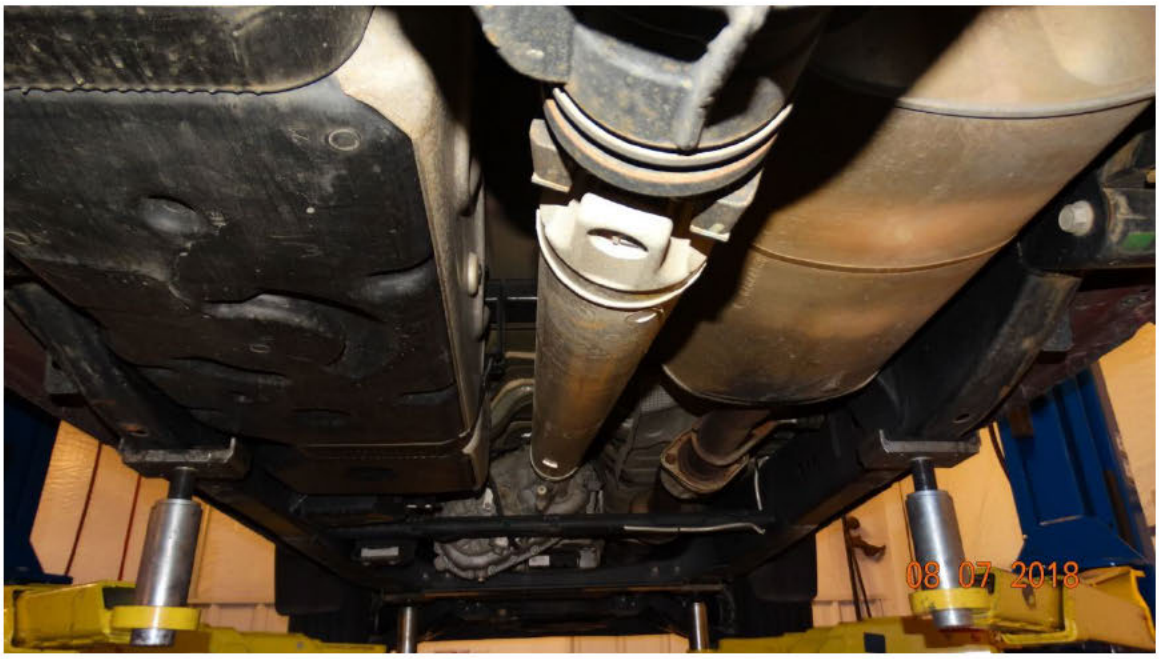
Photo #	Description / Photo	Damage (Yes/No)
27	Undercarriage 	No
28	Undercarriage 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
29	Undercarriage 	No
30	Tires 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

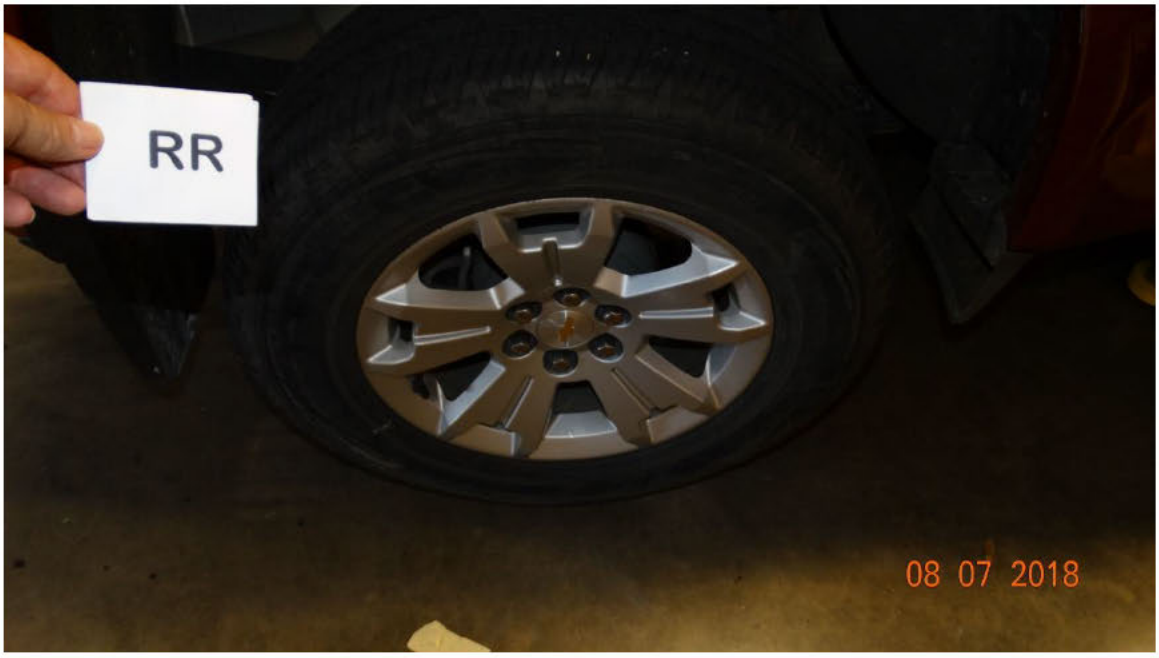
Photo #	Description / Photo	Damage (Yes/No)
31	Tires 	No
32	Tires 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
33	Tires 	No
34	Tires – RR minor scuffing 	Yes

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	8[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
35	Tires – RR minor scuffing 	Yes
36	Tires – RR minor scuffing 	Yes

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
37	Tires 	No
38	Tires 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
39	Tires 	No
40	Tires 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
41	Tires 	No
42	Tires 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
43	Tires 	No
44	Tires 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
45	Tires 	No
46	Tires 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
47	Tire pressures 	No
48	I/P 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
49	Center Stack 	No
50	Shifter 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

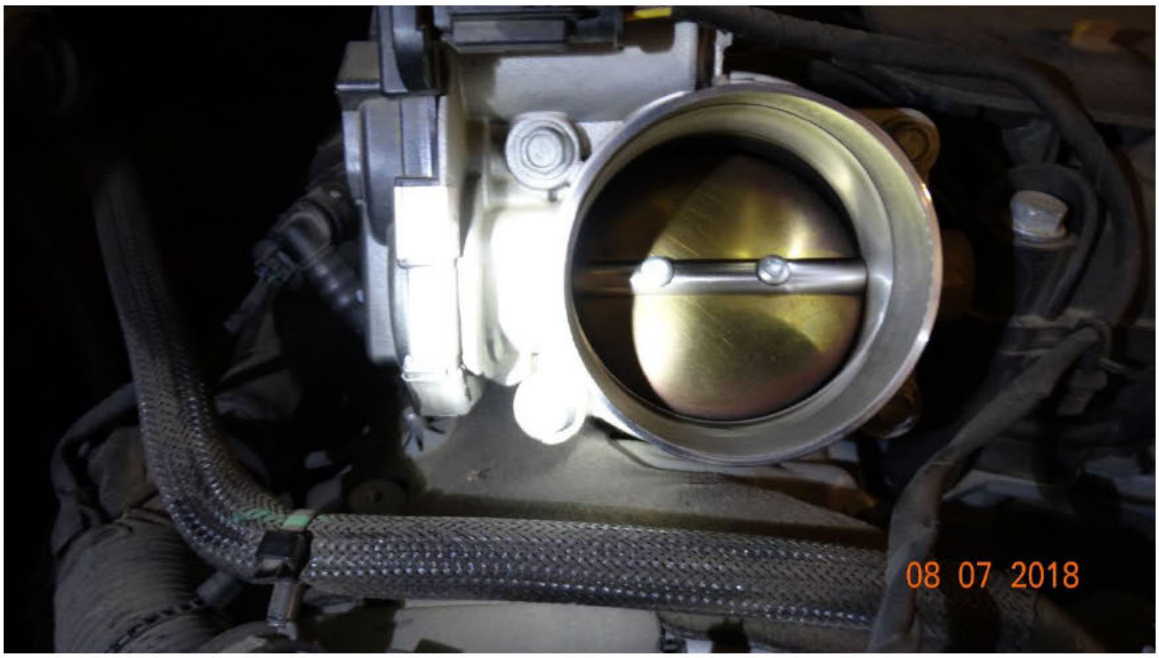
Photo #	Description / Photo	Damage (Yes/No)
51	Pedals 	No
52	Throttle body 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

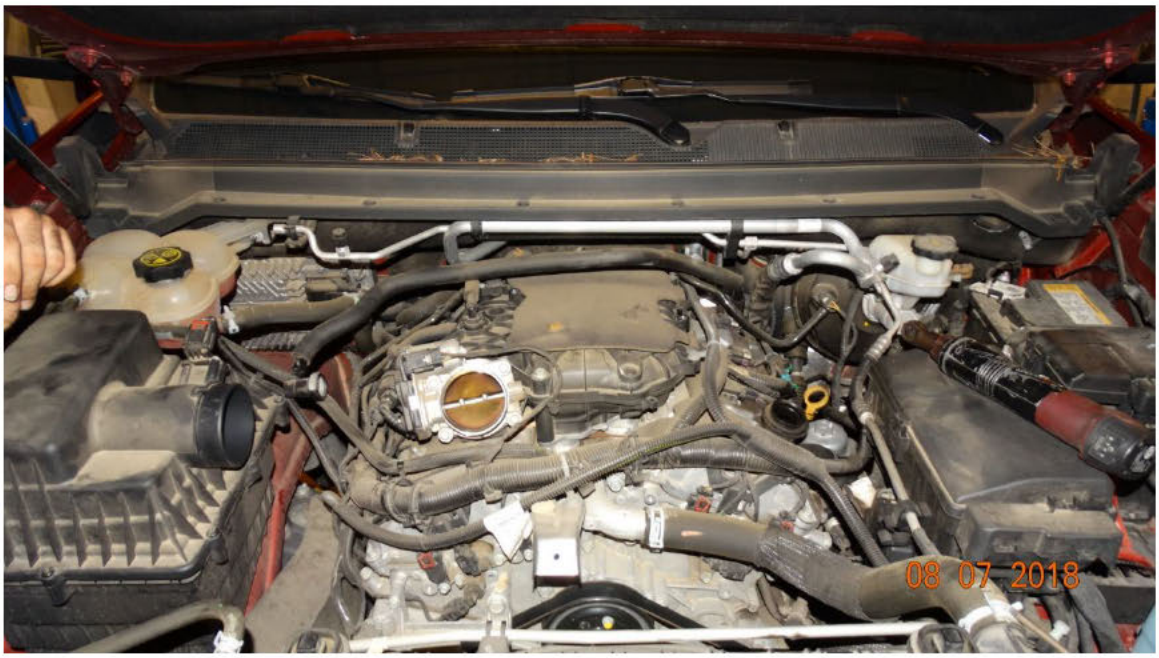
Photo #	Description / Photo	Damage (Yes/No)
53	Throttle body 	No
54	Engine w/engine silencer removed 	No

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

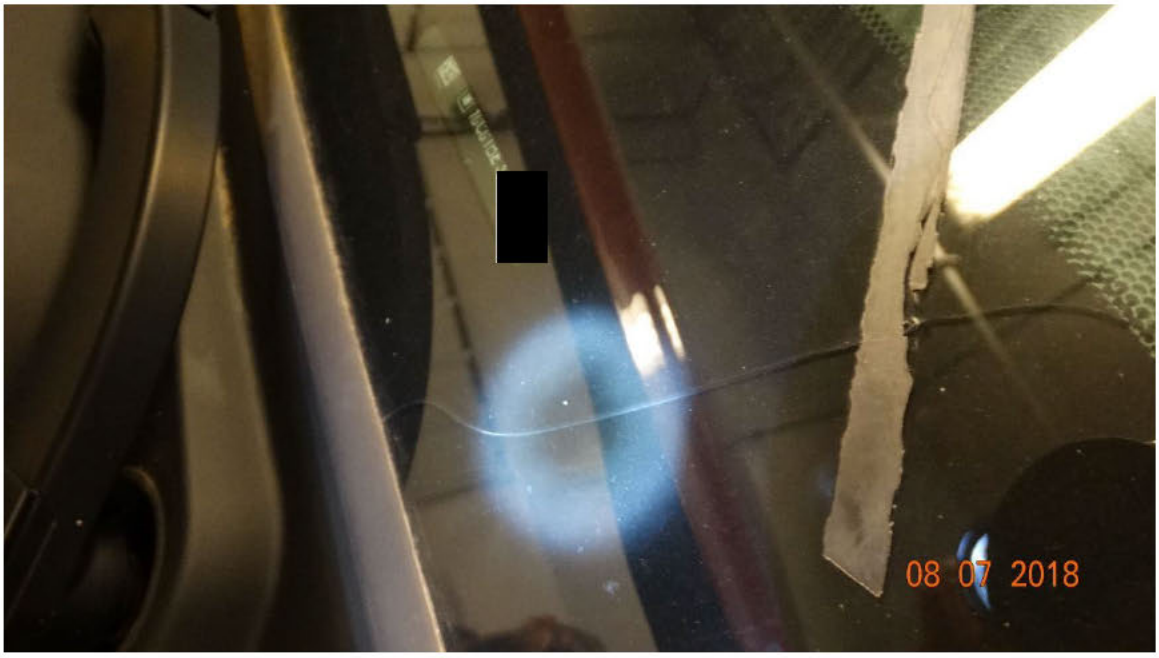
Photo #	Description / Photo	Damage (Yes/No)
55	Windshield cracked previously 	Yes
56	Cracked windshield - The crack has been covered with a wax of some sort 	Yes

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

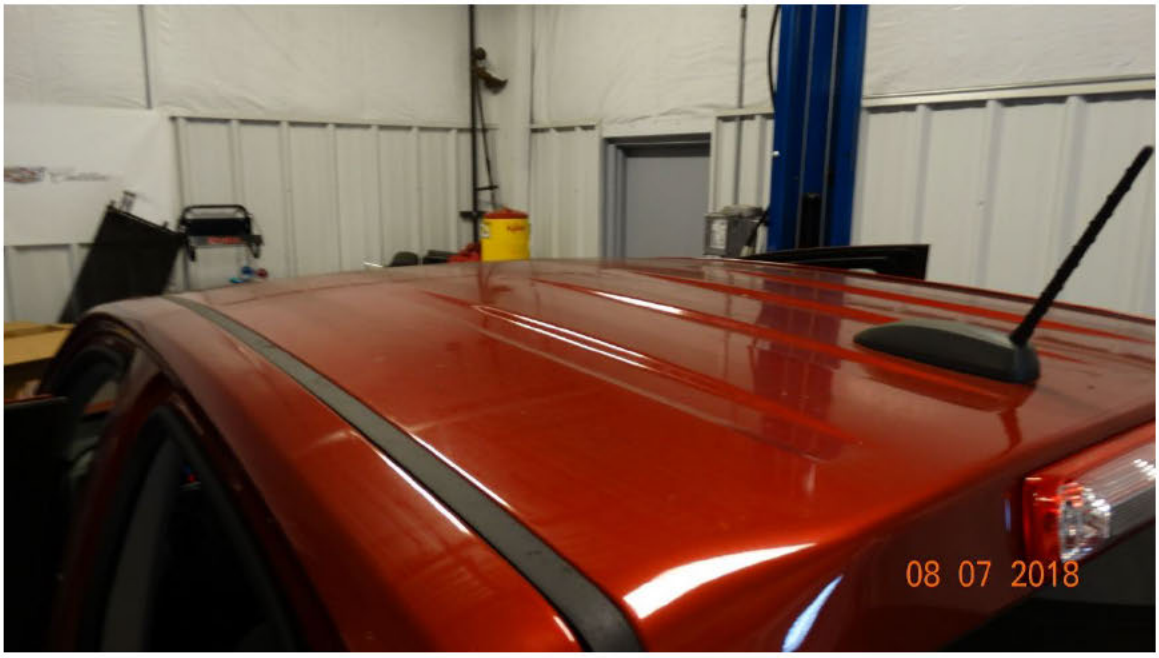
Photo #	Description / Photo	Damage (Yes/No)
57	Roof 	No
58	Previous damage 	Yes

Photo Log and Photos for Preliminary Inspection v.5			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Photo #	Description / Photo	Damage (Yes/No)
59	Previous damage 	Yes
60	Previous damage 	Yes

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 3

Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Mileage at inspection:	34,212	Inspection location:	Stanley Wood Chevrolet Buick GMC
Inspected by:	Richard Pershell	Address:	1674 Batesville Blvd
Inspector's phone number:	248-687-4323		Batesville AR 72501

Was a dealer technician used? [X] Yes [ ] No

If Yes, number of hours? 1.7

If possible, document the RO number: [redacted]

Maximum vehicle speed taken from CDR report: 4 MPH

Did CDR detect a rollover event? [ ] Yes [X] No

Number of photos: 60

Number of DTCs: 9

Section 1 INSPECTION SUMMARY

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

My wife[redacted] was driving my truck as her car was in the shop for repairs.

The steering locked up; she could not turn the wheel. The first time was at the drive-up window at our pharmacy. The vehicle would not steer, the steering was stuck straight ahead, and she jumped the curb. She finally turned it off and restarted;then the power steering worked again. Going home she needed to turn at College and 20th St. Again the steering would not turn (Locked up). She nursed it home and does not want to drive it again ever.

From his wife[redacted] Every time I think about it happening I get scared all over again.

Following the inspection, summarize the facts and observations:

The truck was inspected at Stanley Wood in Batesville, AR on August 7, 2018. No repairs had been performed. The vehicle was taken on a test drive and approximately 20 stops and accelerations were performed. I was not able to duplicate the customer concern. They have owned the truck for almost 4 years and this is the first time they have experienced this.

When I arrived at the dealer, the service manager noted that he had talked to the claimant earlier that day and was told that they are trading the truck in for a Toyota. I confirmed this when talking with claimant's wife. She does not want to drive it ever again. Per [redacted] it's his hunting and driving on the farm truck.

- The GDS was installed and report printed. The report scanned and is attached to this report.
- The Bosch Crash Data Retrieval (CDR) was installed and an image and PDF were obtained. These documents are attached to this report. There was a non-deployment event captured.
- Vehicle was put up on a hoist and inspected. No issues were observed on the undercarriage. The Electronic rack and pinion did not show any issues and its electrical connector was connected.
- Underhood – No issues were observed. The engine silencer was removed and the ETC was inspected. The throttle was opened and closed and had the normal soot/carbon but no hard buildup.
- Recall N150439 involving loss of EPS assist was performed on this vehicle on 5/13/2016 per IVH. A copy of this recall is attached.

Section 2 INTERVIEW - INCIDENT DETAILS

Interviewee name:	[redacted]
Address:	[redacted], Batesville, AR[redacted]
Phone number:	[redacted]
Date of interview:	8/6/18
Interview mode: (Telephone or In-Person)	Telephone

Police report? [ ] Yes [X] No

Fire report? [ ] Yes [X] No

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 3

Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Driver's Physical Description

Name:	[redacted]
Gender:	Female
Height:	5' 3"
Weight:	115
Disabilities:	None

Driver's Trip Information

Hours	Minutes	Distance	Driver's Estimated Speed
0	10	8 mi	3 mph

Exact Incident location: 20th and College St, Batesville, AR	**Exact incident date and time**: 7/24/2018 4:00 PM
Weather condition and visibility: Clear and Dry	**Approximate temp)**: High 80's ºF

Was there a collision? [ ] Yes [X] No

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

Occupant's Information (If Applicable)

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

Where were the other occupants seated?

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

If the vehicle is a truck or a car trailering cargo at the time of the incident, estimate total weight of cargo and trailer (lbs)

Load description:

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

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

If Yes, from where?

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

If Yes, what indicator?

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

If yes, how often?

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

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

If Yes, what was the outcome? Dlr instructed to do nothing but hold vehicle for inspection

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

Tilt steering wheel? [X] Yes [ ] No

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

Telescoping steering wheel? [X] Yes [ ] No

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 3			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

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

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

Adjustable pedals? [ ] Yes [X] No
If yes, position? [ ] Forward [ ] Middle [ ] Rearward

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

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

If yes, what was impacted?

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

Additional comments concerning the incident:

Section 3 VEHICLE HISTORY

Obtain information for this section from Driver / Claimant

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

Name:	
Address:	
Phone number:	
Relationship to claimant:	

Did the owner purchase the vehicle new? [X] Yes [ ] No
If yes, date of purchase? Dec 2014

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

Name:	
Address:	
Date of purchase:	

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

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

Date	Repair Description / By Whom? (dealer/non-dealer)
2015	Classic Collision - non-dealer - fender repair

VEHICLE REPAIR / SERVICE HISTORY

If the answer is "Yes" to any of the following questions, describe the repairs. Obtain copies of the repair order(s) if possible, and document the name of the service facility, its address, and telephone number.
Any repairs outside of warranty? [ ] Yes [X] No

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

Date	Repair Description / By Whom?

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 3			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

VEHICLE MODIFICATIONS / ALTERATIONS

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

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

If yes, describe component, who installed it, and capture photos: Tonneau cover over bed

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

If Yes, describe & make copies: IVH is attached

Section 4 VEHICLE / SYSTEM INSPECTION

---Note---

Do Not "Clear Codes" from any on board module(s)

Use the scan tool to capture all diagnostic trouble codes (current or history), and photograph the screens (if a scan tool was used).

DTC	Symptom	Description	Current	History
B0223	06	HVAC - Recirculate Position Command 1 circuit		X
B0223	06	HVAC - Air Flow Control Circuit		X
B0408	06	HVAC - Main Temp Control Circuit		X
C0545	00	PSCM - Steering wheel Torque Sensor		X
U0415	00	TCCM - Invalid Data Received from Electronic Brake Control Module		X
P2119	00	ECM - Throttle Closed Position Performance		X
U0102	00	ECM - Lost Communication with Transfer Case Control Module		X
U0121	00	IRSDM - Lost Communication with Electronic Brake Control Module		X
U0420	00	EBCM - Invalid Data Received from Power Steering Control Module		X

SDM Crash Data Collection:

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

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

NOTE: Some vehicles do not require the ignition key to be in the ignition "on" position in order to download the data

- OBTAIN DERM/SDM DOWNLOADS FOR ALL INADVERTENT DEPLOYMENT ALLEGATIONS
- IF POSSIBLE, AVOID CYCLING THE IGNITION KEY ON/OFF PRIOR TO OBTAINING THE DOWNLOAD
- PHOTOS OF THE CDR SCREEN ARE REQUIRED TO SHOW ANY ERROR MESSAGES

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

Was the CDR download available? X Yes ☐ No

If "**No**", describe:

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 3			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

How was download obtained?

X	ALDL / DLC
	Directly from module using adapter harness w/ Bosch CDR

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

DNA

Describe any damage to the vehicle body:

There is a scrape/dent on the RR side of the bed.

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

No damage observed.

Corner Assemblies - (Inspect and Note Observations):

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

Comments: No issues were observed on any suspension components

Under hood - Inspect and Record Observations

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

Comments: Vehicle has Electronic Power Steering. Connections were tight and performed as designed during the test drive

INTERIOR

Describe / photograph any damage to the vehicle interior:

No issues/damage to the interior found

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

Steering System:

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

Steering Linkage:

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

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 3			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Gear / Rack & Pinion:
Any sign of leakage, damage to boots on the rack, contact by foreign objects?

	Yes		No
		X	

Steering Column, Ignition Switch, Intermediate Shaft:

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

Steering Pump, Drive, Hoses, Connections, Flow, Pressure:
If possible, start the engine and rotate the steering wheel lock to lock. Is power assist normal?
If not, it may be necessary to check pressure and flow.

	X Yes		No

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

	Full		Clear		Normal Smell	X	Other: electronic PS

Steering Knuckle - All attachments secure and proper:	Yes
LF- Suspension components, strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	No issues observed
RF – Suspension components, strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Sway bars properly attached.	No issues observed
LR - Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Rear sway bars, trailing arms, properly attached and undamaged.	No issues observed
RR - Strut attachments, springs intact; control arms properly attached, deformed, broken, scraped, etc. Rear sway bars, trailing arms, properly attached and undamaged.	No issues observed
Rear axle assembly - deformed, signs of impact, properly located, seals, half shaft, etc…	No issues observed
Deformation of the frame.	No issues observed
Describe and photograph evidence of axle/ suspension/ tire contact with frame, body or components.	
Describe and photograph any contact of the under - carriage with the road surface (road, shoulder, curb, or grass).	No issues observed

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 3			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

Vehicle stability enhancement system/components - Check for codes with GM Scan Tool.: C0545 Steering Wheel Torque Sensor

Engine (normal, other) - Obtain codes using a GM scan tool.: P2119 Throttle Closed Position Performance
U0102 Lost Comm with TCCM

Warning lights/messages displayed? Describe and obtain codes using a GM Scan Tool.: No, All DTCs were historical

Electrical (normal, other).: Normal

Other:

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

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

TIRE AND WHEEL INSPECTION

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

	Tire Brand (Goodyear)	Tire Type / Style	Tire Size (P225/55/17)	Tire Pressure (PSI)	Ave. Tread Depth (32nds of Inch)	DOT Numbers*
LF	Goodyear	Wrangler	255/65R17	31	6/32	P522 Jh1R 3014
RF	Goodyear	Wrangler	255/65R17	30	6/32	P522 Jh1R 3014
LR	Goodyear	Wrangler	255/65R17	32	7/32	P522 Jh1R 3714
RR	Goodyear	Wrangler	255/65R17	34	7/32	P522 Jh1R 3014

* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.
TPC Number (if any): Not visible

Describe and photograph any tire damage:
No tire damage observed

TIRE PLACARD DATA:

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

Tire size: 255/65R17

Tire pressure: **36 psi**

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

RF:	
LF:	
RR:	Tire has light scuffing on outside sidewall
LR:	

Section 5 SITE INSPECTION

R003 Steering/Suspension/Axle/Wheel Systems Preliminary Inspection v. 3			
Customer's last name:	[redacted]	Inspection date:	8/7/2018
Vehicle brand:	Chevrolet	Year/model:	2015 Colorado
Case #:	[redacted]	VIN:	1GCGTBE37F1[redacted]

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

Was a site inspection performed? [ ] Yes [X] No
Comments? There was no collision.

Posted speed where the incident occurred? 25 (mph)

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

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

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

Section 6 COMMENT OVERFLOW

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

Section 7 OTHER REPORT INFORMATION

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

Attachments: (Check all that apply)

[X] Photographs [X] Data Downloads [ ] Other Records

Global Diagnostic System 2

Vehicle DTC Information

Overview

Vehicle Identification Number (VIN)	1GCGTBE37F1[redacted]
Report Creation Date	2018-08-07 10:22:41 CDT

Vehicle Configuration Property

Make	Chevrolet
Model	Colorado
Model Year	2015
Instrument Cluster Version	Enhanced Monochrome Driver Information Center (UDC)
Telematics Communication Interface Control Module Version	10
Engine Identifier	3.6L (LFX)

System Information Property

VCI Serial Number	MDI: 22001026
Vehicle Session Creation Date	2018-07-30 11:46:12
Test Start Time	2018-08-07 10:20:28 CDT

Control Module Name	Control Module Status	DTC Count	DLC Pin
Engine Control Module	DTCs Stored	2	6,14
Chassis Control Module	No DTCs Stored	0	6,14
Transmission Control Module	No DTCs Stored	0	6,14
Transfer Case Control Module	DTCs Stored	1	6,14
Electronic Brake Control Module	DTCs Stored	1	6,14
Power Steering Control Module	DTCs Stored	1	6,14
Body Control Module	No DTCs Stored	0	6,14
Inflatable Restraint Sensing and Diagnostic Module	DTCs Stored	1	1

Passenger Presence Module	No DTCs Stored	0	1
Instrument Cluster	No DTCs Stored	0	1
Radio	No DTCs Stored	0	1
Amplifier	No Communication	0	1
Human Machine Interface Control Module	No DTCs Stored	0	6,14
Telematics Communication Interface Control Module	No DTCs Stored	0	6,14
HVAC Control Module	DTCs Stored	3	1
Frontview Camera Module	No Communication	0	1

Control Module	DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
					History	
HVAC Control Module	B0223	06	Recirculate Position Command 1 Circuit	Low Voltage/Open	DTC Current Status	Not Current
					DTC History Status	History
					History	
HVAC Control Module	B0233	06	Air Flow Control Circuit	Low Voltage/Open	DTC Current Status	Not Current
					DTC History Status	History
					History	
HVAC Control Module	B0408	06	Main Temperature Control Circuit	Low Voltage/Open	DTC Current Status	Not Current
					DTC History Status	History
Power Steering Control Module	C0545	00	Steering Wheel Torque Sensor	- - -	History	
					This Ignition Cycle	Passed
					Last Test	Passed
					Since DTC Clear	Passed
						History

					DTC History Status	
					MIL Status	Not Requested
					History	
					This Ignition Cycle	Passed
Transfer Case Control Module	U0415	00	Invalid Data Received From Electronic Brake Control Module	- - -	DTC Current Status	Not Current
					DTC History Status	History
					MIL Status	Not Requested
					Passed and Failed	
					This Ignition Cycle	Passed
					Last Test	Passed
Engine Control Module	P2119	00	Throttle Closed Position Performance	- - -	Since DTC Clear	Passed and Failed
					DTC History Status	History
					MIL Status	Not Requested
					Passed and Failed	
					This Ignition Cycle	Passed
					Last Test	Passed
Engine Control Module	U0102	00	Lost Communication with Transfer Case Control Module	- - -	Since DTC Clear	Passed and Failed
					DTC History Status	History
					MIL Status	Not Requested

Inflatable Restraint Sensing and Diagnostic Module	U0121	00	Lost Communication with Electronic Brake Control Module	- - -	History DTC Current Status	Not Current
					DTC History Status	History
					MIL Status	Not Requested
					History This Ignition Cycle	Passed
					Last Test	Passed
Electronic Brake Control Module	U0420	42	Invalid Data Received From Power Steering Control Module	Calibration Not Programmed	Since DTC Clear	Passed
					DTC History Status	History
					MIL Status	Not Requested

Al DIFALCO

From: Al DIFALCO
Sent: Thursday, August 02, 2018 4:18 PM
To: Al DIFALCO
Subject: [redacted] GM Product Assistance - Claims Department (PAC) Request

PAC Information Provided:
PAR Record Number:
undefined : undefined

Provided Information:
PAC File Number : [redacted]
Rush-Rental : false
Rush-Other : false

Customer Information:
Customer First Name : [redacted]
Customer Last Name : [redacted]
Customer Address : [redacted]
Customer City : Batesville
Customer State : AR
Customer Zip Code : [redacted]
Customer Home Phone : [redacted]
Customer Work Phone :
Customer Cell Phone :

Vehicle Information:
VIN : 1GCGTBE37F1[redacted]
Vehicle Year : 2015
Vehicle Make : Chevrolet
Vehicle Model : Colorado
Vehicle Mileage : 34212

Vehicle Location Information:
Dealer/Salvage/Other : Dealer
POC Name : Greg Walton
POC Phone : (870) 793-8400
POC Email :
POC Cell Number :
Dealer BAC : 114249
Rental Authorized : Yes
Towing Authorized : Yes
Vehicle At Dealership : Yes
Name of Business : Stanley Wood Chevrolet Buick GMC
Vehicle Location Address : 1674 Batesville Blvd
Vehicle Location City : Bateville
Vehicle Location State : AR
Vehicle Location Zip Code : 72501

Location Comments :

Customer Concerns:
Air Bag Deployment Concern - In a Collision : false
Air Bag Deployment Concern - No Collision : false
CDR Inspection Short Form : false
Accelerator/Throttle Concern : false
Brakes ABS Concern : false
Engine/Transmission/Drivetrain Concern : false
Fire/Flame Concern : false
Melt Concern : false
Smoke Concern : false
Seats/Seat Belt Concern : false
Steering/Suspension/Tire/Wheels Concern : true
Water/Moisture/Odor Concern : false
Additional Information Concern : Steering locked up upon acceleration from a stop. AR Release has been signed and received by PAC

CSR Information:
Requestor Name : Charles Riffenburg
Requestor Email : charles.riffenburg@gm.com
Requestor Phone : (866) 446-6963 X 5921673
Requestor Fax : 8662636939

Ref:MSGRPS02529820

GlobalWarranty

Albert DiFalco

August 13, 2018

Logout

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

INTERFACE WITH CUSTOMER | USER OPTIONS

View Vehicle Summary

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

For this vehicle:

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

- → Investigate Major Assembly History

Vehicle Information

VIN: 1GCGTBE37F1[redacted] Model: 12N43-2015 COLORADO LT CREW CAB

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

Order Type: 60 - RETAIL - SOLD

Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	2016019	16019	HVAC Module Temp Door	10/18/2016	Closed
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
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

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

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	06/26/2018	12/09/2014	1 MI	12/09/2017	36,001 MI
	Powertrain Limited Warranty	06/26/2018	12/09/2014	1 MI	12/09/2019	100,001 MI
	Corrosion Limited Warranty	06/26/2018	12/09/2014	1 MI	12/09/2020	100,001 MI
	Emission Select Component Ltd Wty	06/26/2018	12/09/2014	1 MI	12/09/2022	80,001 MI
	Chevrolet 2 Year Scheduled Maintenance	06/26/2018	12/09/2014	1 MI	12/09/2016	24,001 MI
	Special Coverage 18029	06/26/2018	12/09/2014	1 MI	12/09/2024	120,001 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
07/26/2018	[redacted]	ZREG----Regular Vehicle Transaction		0600022 - ROADSIDE SERVICE (TOWING)	34,000 MI
12/08/2016	[redacted]	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	22,474 MI
12/08/2016	[redacted]	ZFAT----Field Action Recall		9102576 - 202805 - Install Hex Head Worm Gear Clamp to Temperature Valve	22,474 MI
07/20/2016	[redacted]	ZREG----Regular Vehicle Transaction		5430130 - Fuse Replacement	19,381 MI
07/20/2016	[redacted]	ZFAT----Field Action Recall		9102215 - 2027620 - Inspect Only - No Repair Needed	19,381 MI
05/13/2016	[redacted]	ZFAT----Field Action Recall		9101683 - N150116 - Hood Striker Kit Installation	17,679 MI
05/13/2016	[redacted]	ZFAT----Field Action Recall		9101976 - 15671 - Inspect Cylinder Head To Harness Clearance	17,679 MI
05/13/2016	[redacted]	ZFAT----Field Action Recall		9101773 - N150439 - Power Steering Control Module Reprogramming with SPS	17,679 MI
05/13/2016	[redacted]	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	17,679 MI
08/19/2015	[redacted]	ZFAT----Field Action Recall		9101540 - N140888 -Replace Front Brake Calipers (Incl. bleeding the hydraulic brake sys.and front caliper ins)	8,141 MI
05/20/2015	[redacted]	ZFAT----Field Action Recall		9101513 - N150150 - Inspect Left and Right Front Seat Installation (No Further Action Required)	5,183 MI
05/19/2015	[redacted]	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	5,183 MI

12/04/2014	[redacted]	ZPDI----Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

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Document ID: 4279884

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

Subject: **15439 – Service Update for Inventory and Customer Vehicles – Loss of Electric Power Steering Assist – Expires with Base Warranty**

Models: **2015 Chevrolet Colorado**
2015 GMC Canyon

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Purpose

This bulletin provides a service procedure to reprogram the electric power steering assist (EPS) software on **certain** 2015 model year Chevrolet Colorado and GMC Canyon vehicles. At vehicle start-up in below freezing temperatures, power steering assist may be inoperative.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period.

Vehicles Involved

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory can be found in GlobalConnect, under Departments, Service, Field Action Inventory Reports (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

Parts Information

No parts are required for this repair.

Service Procedure

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.

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- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select K43 Power Steering Control Module – Programming and follow the on-screen instructions.
4. At the end of programming, choose the "Clear All DTCs" function on the SPS screen.

Warranty Transaction Information

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101773	Power Steering Control Module Reprogramming with SPS	0.3

Dealer Program Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

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

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

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General Motors - Policy Evaluation Tool

Date: 08/28/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GTG5CE35F1[redacted] **Make:** GMC
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: 05/31/2018
Job Card Date: 08/28/2018
Days out of Warranty: 89

Mileage

Component's Warranty End Mileage (Miles): 36,000
Current Mileage: 60,000
Miles out of Warranty: 24,000

Repair

Total Repair Cost At Warranty Rates: $1,300.00
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: $325.00
Cust/Dlr Participation Amount: $975.00 / 75%
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.

Customer Information

wned By Business: ○ Yes ◉ No

st Name [redacted]

st Name

one Number

Vehicle / Coverage

Dealer BAC 167363

* Full VIN 1GTG6BE37F1 [redacted]

Make GMC

* Component Warranty Coverage Bumper to Bumper Coverage

* Repair Group Steering

Time

mponent's Warranty End Date 01/23/2018

b Card Date 09/05/2018

ys Out of Warranty 225

Mileage

* Component's Warranty End Mileage 36,000

* Current Mileage 47,781

Miles Out of Warranty 11,781

Reasons For Policy Adjustment

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

Repair Information

tal Repair Cost (Warranty Rates) $1,972.00

* Job Card / Repair Order # Tier2

Results

GM Participation Amount	$394.40 - $788.80	Customer / Dealer Participation Amount	$1,183.20 - $1,577.60

Agreed Upon Customer / Dealer Participation Amount

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

CHECK No. [redacted]

VOID VOID VOID VOID VOID

DATE	U.S FUNDS	AMOUNT
09/27/18	1,834 DOLLARS 90 CENTS	$ 1,834.90

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted] Dallas GA

[redacted]

JP Morgan Chase Bank N.A.
Syracuse NEW YORK 13201

AUDIT

[redacted]

VENDOR DUNS NO [redacted]
VENDOR NAME

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

DETACH B[redacted]G CHECK
CHECK.N
PAYMENT DATE 09/27/18

REGISTER NO. / DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	%-DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[redacted]			0.000	1,834.90	0.00	1,834.90
				U/P: 1,834.90	EXT:	1,834.90
			TOTAL	1,834.90	0.00	1,834.90

VOID VOID VOID VOID VOID

For payment inquiries, please use GM Supplier Portal via GM Supply Power or contact the Service Desk at gmnar2phelp@gm.com or 1-888-376-6115

General Motors - Policy Evaluation Tool

Date: 09/17/2018

Customer Information

First Name: [redacted]
Last Name:
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GTG5CE34F1[redacted] **Make:** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 12/11/2017
Job Card Date: 09/10/2018
Days out of Warranty: 273

Mileage

Component's Warranty End Mileage (Miles): 36,021
Current Mileage: 27,500
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $1,700.00
Repair Group: Steering
Job Card / Repair Order [redacted]

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

GM Participation Amount: $425.00 - $765.00
Cust/Dlr Participation Amount: $935.00 - $1,275.00
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.

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number 527327

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address)
[redacted] FORT BENNING GA MUSCOGEE	[redacted] FORT BENNING GA MUSCOGEE	SOUTHTOWNE MOTORS OF NEWNAN, INC. 695 BULLSBORO DRIVE NEWNAN, GA 30265

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

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	GMC CANYON	1GTG5CE34F [redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 750.00
2.99 %	$ 3639.90	$ 36495.60	$ 40135.50	$ 40885.50

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	535.14	Monthly beginning 02/03/15

Or As Follows: N/A

N/A

N/A

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

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

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

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

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including taxes of $ 2217.20)		$ 35277.10 (1)
2 Total Downpayment =		
Trade-in N/A (Year) (Make) (Model)		
Gross Trade-in Allowance	$ N/A	
Less Pay Off Made By Seller	$ N/A	
Equals Net Trade In	$ N/A	
+ Cash	$ 750.00	
+ Other REBATE		
(If total downpayment is negative, enter "0" and see 4I below)	$ 750.00	(2)
3 Unpaid Balance of Cash Price (1 minus 2)	$ 34527.10	(3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts)		
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies		
Life $ N/A		
Disability $ N/A	$ N/A	
B Vendor's Single Interest Insurance Paid to Insurance Company	$ N/A	
C Other Optional Insurance Paid to Insurance Company or Companies	$ N/A	
D Optional Gap Contract	$ 415.00	
E Official Fees Paid to Government Agencies		
to STATE OF GA for WARRANTY WRTS FEE	$ 3.00	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
F Government Taxes Not Included in Cash Price	$ N/A	
G Government License and/or Registration Fees	$ N/A	
H Government Certificate of Title Fees	$ 18.00	
I Other Charges (Seller must identify who is paid and describe purpose.)		
to N/A for Prior Credit or Lease Balance	$ N/A	
to N/A for N/A	$ N/A	
to SOUTHTOWNE MOTORS for Admin Fee	$ 488.50	
to WARRANTY SOLUTIONS for SERVICE CONTRACT	$ 995.00	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to N/A for N/A	$ N/A	
to SOUTHTOWNE MOTORS for ELECTRONIC FILING FEE	$ 49.00	
to N/A for N/A	$ N/A	
Total Other Charges and Amounts Paid to Others on Your Behalf	$ 1968.50	(4)
5 Amount Financed (3 + 4)	$ 36495.60	(5)

Insurance. You may buy the physical damage insurance this [illegible] required to obtain credit, except where insurance is required in the state where this vehicle is to be principally garaged. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life $ N/A

Credit Disability $ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

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

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

Insurance Company Name N/A

Home Office Address N/A

N/A

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

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

I want the insurance checked above.

X _____ Buyer Signature N/A Date

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

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

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

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

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

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

Term 75 Mos. 5 STAR Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

NO COOLING OFF PERIOD

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

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Fi[illegible]

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the en[illegible] to this con[illegible] in writing and we must sign it. No oral changes are binding. Buyer Signs X [redacted] Buyer Si[illegible] If any part of this contract is not valid, all other parts stay valid. We may dela[illegible] under this [illegible] we may extend the time for making some payments without extending the ti[illegible] See back for other important agreements.

NOTICE TO THE BUYER: Do not sign this contract before you read it or if it[illegible] are entitled to an exact cop[illegible]

You agree[illegible] rm that before you signe[illegible] u, and you were free to ta[illegible] received a completely fil[illegible]

Buyer Sig[illegible] te 12/11/14 Co-Buyer Sig[illegible] Date 12/11/14

Co-Buyers an[illegible] le for paying the entire debt. An ot[illegible] e to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

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

Seller signs _____ Date _____ By X _____ Title _____

Seller assigns its interest in this contract to SOUTHTOWNE MOTORS OF NEWNAN, INC12/11/14 PNC BANK (Assignee) under the terms of Seller's agreement(s) with Assignee.

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

SOUTHTOWNE MOTORS OF NEWNAN, INC.

Seller By Title

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CUSTOMER/TRUTH IN LENDING COPY

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) 985-4370

CHEVROLET

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. [redacted] ON IS SUBJECT TO ALL THE CON[redacted] R ORDER

BAR # AC215141
EPA # CAD981969802

CELL [redacted]

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE
75314	GUILLERMO GARCIA 412	4449	09/21/18

LABOR RATE	LICENSE NO	MILEAGE	COLOR	STOCK NO
	NONE	52,118	GREY/	5184

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/COLRALDO 4DRX4/CR	01/24/15	3,387

VEHICLE ID NO	SELLING DEALER NO	PRODUCTION DATE
1 G C G T C E 3 X F 1 [redacted]	10	

T T E NO	P	R O DATE
		09/20/18

[redacted]
LAKE ARROWHEAD, CA [redacted]

COMMENTS
MO: 52128

[redacted]

LABOR----------
J# 1 06CVZ001 STEERING CONCERN TECH(S):807 725.99
CUSTOMER STATES INTERMITTENTLY VEHICLE LOSES POWER STEERING
ASSIST, HAS HAPPEN 3X'S THIS WEEK ROAD TEST INSPECT AND
ADVISE.
TEST DROVE 10 MILES AND STEERING WENT INOP HAD CODE FOR TOUR
QE SENSOR
REPLACE STEERING RACK AND PEFORM ALINMENT TO CORRECT CONCERN
TEST DROVE TO VERRIFY REPAIRS
NO FURTHER ISSUES AT THIS TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		84494276	GEAR 6.508	1372.99	1372.99
	2		11589279	BOLT 8.900	10.99	21.98
	2		11570509	BOLT 5.806	16.99	33.98
	1		11610555	BOLT 6.525	6.99	6.99
	2		11609283	NUT 8.917	7.99	15.98
					TOTAL - PARTS	1451.92

JOB# 1 TOTALS----------
LABOR 725.99
PARTS 1451.92

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 2177.91

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

LABOR----------
J# 2 01CVZINSP GM MPVI TECH(S):807 INTERNAL
PERFORM COMPLIMENTARY GM MULTI-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 01CVZTIREREG TIRE INFLATION TECH(S):807 INTERNAL
TIRE PRESSURE CHECK AND INFLATE SERVICE
INFLATED TIRES TO FACTORY SPECIFICATIONS

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

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

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

LABOR----------
J# 4+70CVZ03 RENTAL TECH(S):807 INTERNAL
Added Operation (4VANESSA @ 09/21/2018 09:43)
CTP STOCK #33642 AGREEMENT #1364 APPROVED BY AP
COURTESY FOR CUSTOMER
LOANER

The Reynolds and Reynolds Company (ES4813)
SF613805.0 (10/16)

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 9178[redacted]
1079 W. FOOTHILL BLVD. • UPLAND, CALIFORNIA 91786-3731
PHONE (909) 985-2866 • FAX (909) 985-4370

CHEVROLET [redacted]

BAR # AC215141
EPA # CAD981969892

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDE[redacted] SUBJECT TO ALL THIS C[redacted]ER

CELL: [redacted]

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE
75514	GUILLERMO GARCIA 412	4449	09/21/18

[redacted]

LAKE ARROWHEAD, CA [redacted]

LABOR RATE	LICENSE NO	MILEAGE	COLOR	
	NONE	52,118	GREY/	5184

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/COLRALDO 4DRX4/CR	01/24/15	3,387

VEHICLE ID NO	SELLING DEALER NO	PRODUCTION DATE
1 G C G T C E 3 X F 1 [redacted]	10	

R.O. NO	P.O.	R.O. DATE
		09/20/18

[redacted]

COMMENTS

MO: 52128

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

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $145.99 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $2300.99 (+TAX) ON 09/20/18 AT 03:40pm
BY ANDREA COMMENTS APPROVED RACK
TOTALS----------

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

TOTAL LABOR....	725.99
TOTAL PARTS....	1451.92
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	112.53
TOTAL INVOICE $	**2290.44**

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

****

****

ACCOUNTING COPY

[END OF INVOICE] 01:58pm

The Reynolds and Reynolds Company (Form) SF-613805 O (10/16)

[redacted]

A Public Service Agency

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

EVIDENCE OF LIABILITY INSURANCE FROM YOUR INSURANCE COMPANY MUST BE PROVIDED TO THE DEPARTMENT WITH THE PAYMENT OF RENEWAL FEES. EVIDENCE OF LIABILITY INSURANCE IS NOT REQUIRED WITH REGISTRATION RENEWAL OF OFF-HIGHWAY VEHICLES, TRAILERS, VESSELS, OR IF YOU FILE A PNO ON THE VEHICLE.

WHEN WRITING TO DMV, ALWAYS GIVE YOUR FULL NAME, PRESENT ADDRESS, AND THE VEHICLE MAKE, LICENSE, AND IDENTIFICATION NUMBERS.

********** DO NOT DETACH - REGISTERED OWNER INFORMATION **********

[redacted]

[redacted]

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

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2015	2015	JW	32P	K2	9563WDP

BODY TYPE MODEL	MF	MO	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
PK	G	ZY	2	D	04432	1GCGTCE3XF1[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
COMMERCIAL	11/01/18	36	11/01/18	9

PR EXP DATE: 01/31/2019

AMOUNT PAID
$ 21.00

REGISTERED OWNER

[redacted]

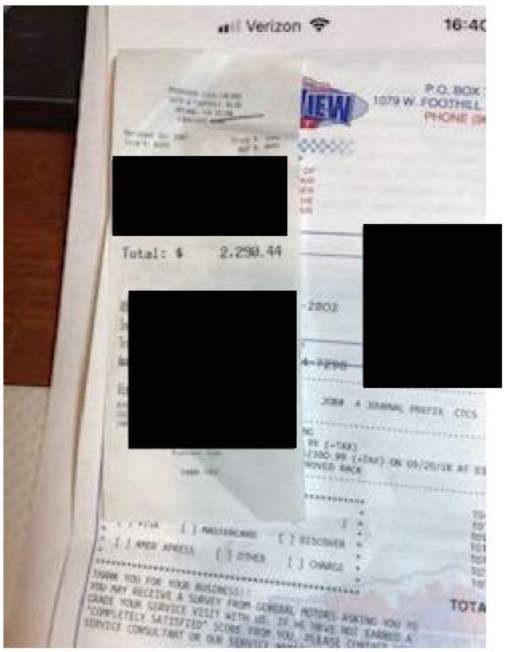
LK ARROWHEAD
CA [redacted]

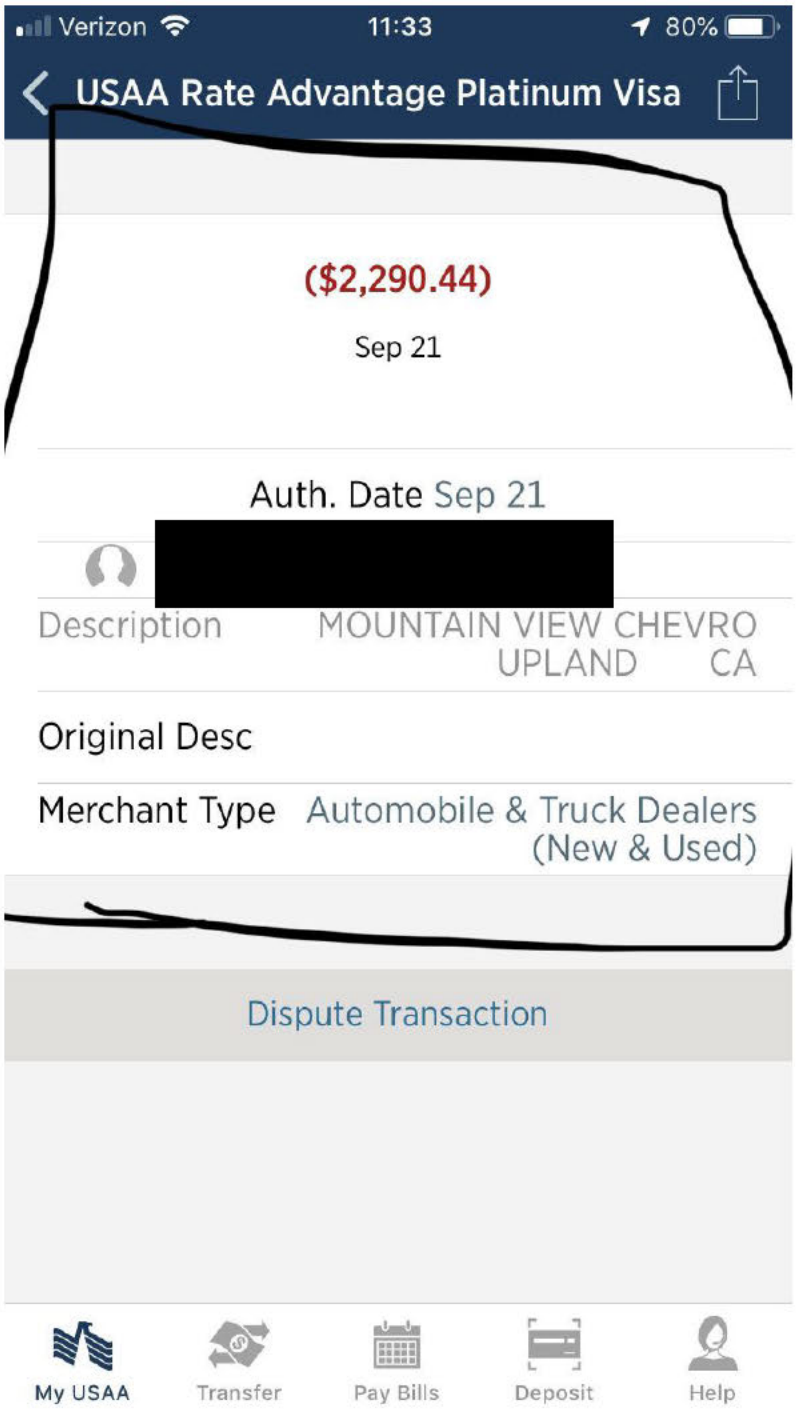
LIENHOLDER

AMOUNT DUE	AMOUNT RECVD	
$ 21.00	CASH :	
	CHCK :	21.00
	CRDT :	

[redacted]


CHEVROLET


Verizon
Total: $ 2,290.44


Verizon
11:33
80%
USAA Rate Advantage Platinum Visa
($2,290.44)
Sep 21
Auth. Date Sep 21
[redacted]
Description MOUNTAIN VIEW CHEVRO UPLAND CA
Original Desc
Merchant Type Automobile & Truck Dealers (New & Used)
Dispute Transaction
My USAA
Transfer
Pay Bills
Deposit
Help

General Motors - Policy Evaluation Tool

Date: 10/02/2018

Customer Information

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

Dealer Information

BAC: 177168
Name: Andrew Pringle
Dealer: Mountain View Chevrolet, Inc.

Vehicle/Coverage Information

VIN: 1GCGTCE3XF[redacted] **Make:** Chevrolet
Component Warranty Coverage: Certified Pre-Owned Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 02/10/2019
Job Card Date: 09/20/2018
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 48,000
Current Mileage: 52,118
Miles out of Warranty: 4,118

Repair

Total Repair Cost At Warranty Rates: $2,290.44 | **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:CUSTOMER ALREADY APPROVED REPAIR LAST MONTH ON JOB CARD 298701

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

GM Participation Amount: $916.18 | **Cust/Dlr Participation Amount:** $1,374.26 / 60%
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.


01/31/2017 TO 01/31/2018
CHEV
2015
01/28/2017
LK ARROWHEAD
VALIDATED REGISTRATION



ROBERT M. SILVERMAN[a,b]
CRAIG THOR KIMMEL[a,c]

[a] Member, PA Bar
[b] Member, NJ Bar
[c] Member, DE Bar
[d] Member, NY Bar
[e] Member, MA Bar
[f] Member, MD Bar
[g] Member, OH Bar
[h] Member, NH Bar
[i] Member, CT Bar
[j] Member, TN Bar
[k] Member, WY Bar
[l] Member, DC Bar
[m] Member, CA Bar
[n] Member, WI Bar
[o] Member FL Bar
[p] Member, AZ Bar
[q] Member, TX Bar

KIMMEL & SILVERMAN
P.C.

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005
NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 751-4152, F (856) 216-7344
DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476
NEW ENGLAND OFFICE, 5 Village Plaza Way, Box 2, North Scituate, RI 02857, P (401) 764-5566, F (401) 764-5567
NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515
BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689
CALIFORNIA OFFICE, 388 Market Street, Suite 1300, San Francisco, CA 94111, P (415) 947-7827, F (215) 540-8817
OHIO OFFICE, 4031 Colonel Glenn Highway, Beavercreek, OH 45431, P (937) 306-7220, F (215) 540-8817
BUCKS COUNTY OFFICE, 400 South Main Street, 1st Floor, New Hope, PA 18938, P (267) 468-7669, F (215) 540-8817
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

JACQUELINE C. HERRITT[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
ROBERT A. RAPKIN[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
ANGELA K. TROCCOLI[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
AMY L. BENNECOFF GINSBURG[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
W. CHRISTOPHER COMPONOVO[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
JASON L. GRESHES[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
SHANNON R. HARKINS[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
CHAD P. DOMAN[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
RACHEL R. STEVENS[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
JOSEPH C. HOEFFEL[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
RICHARD J. ALBANESE[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
KAREEM R. SEIFELDIN[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
ZACHARY A. ZAWROTNY[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]
STEPHEN D. SILVERMAN[a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q]

September 18, 2018

VIA FEDEX ONLY

General Motors, LLC
LEGAL STAFF - SERVICE OF PROCESS OFFICE
400 RENAISSANCE CENTER
MAIL CODE 482-038-210
Detroit, MI 48265

Re: **Mr. Randy A. Smith v. General Motors, LLC**
Vehicle: 2015 GMC Canyon
Date of Purchase: 12/20/2014
Place of Purchase: Patriot Buick GMC
VIN: 1GTG6CE31F1127988

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors, LLC pursuant to the PA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to th[redacted]ot hesitate to contact the undersigned.

RMS\ JH
cc: Randy A. Smith

PATRIOT GMC
1001 East Philadelphia Avenue P.O. Box 545
BOYERTOWN, PA 19512
(610) 367-8600
Schedule your appointment online at:
www.KingofGMC.com

135435 ALYSSA STANLEY 138672 4005 11/08/18 PM CELL: [redacted]

[redacted] 20,120 / 7988X

BOYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted] 11/07/18

[redacted] E# 3.6L V6 GAS MO: 20131

LABOR----------
J# 1 45PNZ STEERING/SUSPENSION TECH(S):144851 0.00
CUSTOMER STATES STEERING LOCKS UP WHILE MAKING SHARP TURNS.
CHECK AND ADVISE.
TEST DROVE VEHICLE IN PARKING LOT- COULD NOT DUPLICATE
PUT VEHICLE ON LIFT AND CHECKED FOR ANY LOOSE BOLTS OR NUTS
CHECKED FRONT END STEERING AND SUSPENSION FOR ANY PLAY
CHECKED MODULES FOR ANY SOFTWARE UPDATES- ALL ARE UP TO DATE
TOOK VEHICLE FOR 2ND TEST DRIVE THROUGH DEVELOPMENT- COULD
NOT DUPLICATE AT THIS TIME
NO FURTHER REPAIRS AT THIS TIME

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

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

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

LABOR----------
J# 2 00PNZ01 MULTI PT INSPECT* TECH(S):144851 0.00
Multi-Point Inspection
PERFORMED MULTI POINT INSPECTION, PLEASE SEE INVOICE FOR
ANY RECOMMENDED REPAIRS OR MAINTENANCE.

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

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

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

LABOR----------
J# 3 88PNZ CAMPAIGN TECH(S):144851 0.00

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

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

COMMENTS----------
X08D1Z2EG2:CUSTOMER REQUESTED A LOANER created 2018-10-30 11:25:00a
m taken by ALYSSA STANLEY

DISCLAIMER OF WARRANTIES

The only warranties in any applying to the parts or labor service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties either expressed or implied including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of the parts and or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, including without limitation damages for loss of use, loss of time, loss of profits or income or any other incidental damages.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE SERVICE REQUESTED ON THIS WORK ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS UNSATISFACTORY, TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

 [CONTINUED ON NEXT PAGE] 03:46pm

933 East Philadelphia Avenue P.O. Box 546
BOYERTOWN, PA 19512
(610) 367-8800
Schedule your appointment online at:
www.KingofGMC.com

PATRIOT GMC

CELL [redacted]

135435 ALYSSA STANLEY 138672 4005 11/08/18

[redacted] 20,120 / 7988X

BOYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

[redacted] 1 G T G 6 C E 3 1 F 1 [redacted]

11/07/18

E# 3.6L V6 GAS MO: 20131

LABOR----------
J# 1 4SPNZ STEERING/SUSPENSION TECH(S):144851 0.00
CUSTOMER STATES STEERING LOCKS UP WHILE MAKING SHARP TURNS.
CHECK AND ADVISE.
TEST DROVE VEHICLE IN PARKING LOT- COULD NOT DUPLICATE
PUT VEHICLE ON LIFT AND CHECKED FOR ANY LOOSE BOLTS OR NUTS
CHECKED FRONT END STEERING AND SUSPENSION FOR ANY PLAY
CHECKED MODULES FOR ANY SOFTWARE UPDATES- ALL ARE UP TO DATE
TOOK VEHICLE FOR 2ND TEST DRIVE THROUGH DEVELOPMENT- COULD
NOT DUPLICATE AT THIS TIME
NO FURTHER REPAIRS AT THIS TIME

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

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

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

LABOR----------
J# 2 00PNZ01 MULTI PT INSPECI* TECH(S):144851 0.00
Multi-Point Inspection
PERFORMED MULTI POINT INSPECTION, PLEASE SEE INVOICE FOR
ANY RECOMMENDED REPAIRS OR MAINTENANCE.

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

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

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

LABOR----------
J# 3 88PNZ CAMPAIGN TECH(S):144851 0.00

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

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

COMMENTS----------
X08D1Z2EG2:CUSTOMER REQUESTED A LOANER created 2018-10-30 11:25:00a
m taken by ALYSSA STANLEY

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the parts and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of the parts and or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income or any other incidental damages.

[redacted] HAS THIS OPPORTUNITY TO SERVICE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS NOT SATISFACTORY TELL YOUR FRIENDS. IF IT WAS TELL US. HOPEFULLY

 [CONTINUED ON NEXT PAGE] 03:46pm

955 East Philadelphia Avenue P.O. Box 545
BOYERTOWN, PA 19512
(610) 367-8800

Schedule your appointment online at:
www.KingofGMC.com

CELL [redacted]

135435

ALYSSA STANLEY 138672 4005 11/08/18

[redacted]
BOYERTOWN, PA [redacted]

20,120 / 7988X

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

11/07/18

E# 3.6L V6 GAS MO: 20131

$$$
$ P A Y M E N T M E T H O D $
$ $
$ [ ] Cash [ ] C/Card .... [ ] Check# .... $
$ $
$ [ ] Charge Recv by: .... Date: ...../...../..... $
$ $
$ [ ] WARRANTY SURVEY REVIEWED INT ..... $
$$$

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**

OUR GOAL IS COMPLETE SATISFACTION!
IF FOR AND REASON YOU ARE NOT 100% COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE, PLEASE CALL JAMES FROEBE, YOUR SERVICE DIRECTOR AT 610-367-2961
THANK YOU FOR YOUR BUSINESS!!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the product and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this product and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

[redacted]

[redacted]

135435 RACHEL 145527 1899 09/25/18

CELL [redacted]

[redacted] 18,747 / 7988X

[redacted]

BOYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

[redacted] 08/31/18

E# 3.6L V6 GAS MO: 18747

JOB# 1 CHARGES

LABOR

3# 1 CORRECT MULTI PT INSPECT HOURS: 0.00 TECH:39 139934 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
139934	09/05/18	12.50	12.50	0.00	0.00	FINISHED
139934	09/05/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

PERFORM MULTI POINT INSPECTION AT NO CHARGE AND ADVISE
CUSTOMER AS TO CONDITION OF VEHICLE.
$49.95 SAVINGS
PERFORMED MULTI POINT INSPECTION, PLEASE SEE INVOICE FOR
ANY RECOMMENDED REPAIRS OR MAINTENANCE.

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..
7988X		

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

APPROVED BY SIGNATURE

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 10:38am

[redacted]

[redacted]

CEL [redacted]

135435 RACHEL 145527 1899 09/25/18

[redacted] 18,747 / 7988X

BOYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted] 08/31/18

[redacted] E# 3.6L V6 GAS MO: 18747

JOB# 1 CHARGES

LABOR

3# 1 OPTECH MULTI PT INSPECT# HOURS 0.00 TECH(S) 139934 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
139934	09/05/18	12.50	12.50	0.00	0.00	FINISHED
139934	09/05/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

PERFORM MULTI POINT INSPECTION AT NO CHARGE AND ADVISE
CUSTOMER AS TO CONDITION OF VEHICLE.
$49.95 SAVINGS
PERFORMED MULTI POINT INSPECTION, PLEASE SEE INVOICE FOR
ANY RECOMMENDED REPAIRS OR MAINTENANCE.

TOTALS

CONTROL#	ACCOUNT NUMBER	AMOUNT..
7988X		

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**

APPROVED BY SIGNATURE

SEP/26/2018/WED 10:32 AM FAX No. P. 026

ARMS® PATRIOT BUICK-GMC - BOYERTOWN

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D605777-5742
Alternate Invoice Number: 3CDT29

Bill To: G80779
PATRIOT BUICK-GMC - BOYERTOWN
ATTN: RACHEL STINLEY
PO BOX 545
BOYERTOWN, PA 19512

RENTER INFORMATION:
Renter: [redacted]

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (5742)
501 WEST HIGH STREET
POTTSTOWN, PA 194646617
(610) 323-4444

ADDITIONAL CLAIM INFORMATION:
AP# or RO#/PO: [redacted]

Owner's Vehicle: 2015 GMC CANYO
Additional Driver:

Repair Facility:
PATRIOT BUICK-PONTIAC-GMC
BOYERTOWN, PA 19512
(610) 367-2961

RENTAL DETAIL:

Rental Period: 8/31/18 to 9/5/18 (6 days)
Billed Period: 8/31/18 to 9/5/18 (6 days)

Products and Services	Rate	Amount
6 DAYS @	38.00	$228.00
Taxes and Surcharges		
	Total Charges:	$228.00
	Less Amount Received:	$0.00
	Total Amount Due:	**$228.00**

VEHICLES RENTED:

Effective Date and Time	Year	Make	Model	VIN	Starting Mileage	Ending Mileage	Mileage	Rate Charged
8/31/18 8:32 AM	2018	CHEV	IMPA	2G1125S35J[redacted]	20157	20500	343	$38.00

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (5799)
2625 MARKET PLACE

HARRISBURG, PA 17110
Federal ID:43-0724835

Total Charges:	$228.00
Less Amount Received:	$0.00
Total Amount Due.....	**$228.00**

Please include on your check:
Invoice: D605777-5742

290.05

SEP/26/2018/WED 10:33 AM FAX No. P. 027

[redacted]

[redacted]

CELL: [redacted]

135435 RACHEL 145527 1899 09/25/18 [redacted]

[redacted] 18,747 / 7988X

BOYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

[redacted] 1 G T G 6 C E 3 1 F 1 [redacted]

08/31/18

[redacted] E# 3.6L V6 GAS MO: 18747

LABOR----------

JOB# 1 10RH201 DRIVEABILITY TO CONCERN HOURS: 0.00 TECH(S): 139934 02:03

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
139934	09/01/18	10.20	11.20	1.00	0.00	HOLD OTHER
139934	09/03/18	10.10	24.00	13.90	0.00	NON WORKING
139934	09/04/18	7.90	10.80	2.90	0.00	HOLD OTHER
139934	09/05/18	12.00	12.50	0.50	0.00	FINISHED
139934	09/05/18	0.00	0.00	0.00	2.00	OVERRIDE IN INVOICING
139934	09/05/18	0.00	0.00	0.00	0.50	ENTERED IN INVOICING
		TOTAL TECH TIME		18.30	2.50	

AFTER RECALL 18079 WAS PERFORMED CUSTOMER STATES VEHICLE HAS BEEN LOSING POWER STEERING - RANDOMLY LOCKS UP AND CUTS OUT TOTALLY
TECH BROUGHT VEHICLE IN TO SHOP AND CHECKED FOR CODES TO FIND NO CODES, TECH DROVE VEHICLE AND WAS UNABLE TO REPLICATE CONCERN. TECH CALLED TAC AND GOT CASE #8-4588355790 TAC INSTRUCTED TECH TO FIND OUT IF ANY LIGHTS ILLUMINATED DURING TIME OF CONCERN AND TO PULL APART CONNECTORS AND DRAG TEST PINS. TECH FOUND OUT NO LIGHTS ILLUMINATED SO TECH WENT TO CONNECTORS AND FOUND UPPER MOST CONNECTOR TO BE PACKED FULL OF DIELECTRIC LUBRICANT AND JAMMING UP CONNECTOR FROM SEATING OR CONTACTING PROPERLY. TECH CLEANED OUT CONNECTOR AND MADE SURE CONNECTOR WOULD CONNECT PROPERLY AFTER AND PINS WHERE UNDAMAGED, TECH THEN APPLIED PROPER AMOUNT OF ELECTRIC LUBRICANT TO CONNECTOR PINS AND DROVE VEHICLE 47MILES TO CONFIRM ISSUE WAS NOT HAPPENING.
5430922 Connector Reconnection
BULLETIN 18027-01CUSTOMER SATISFACTION PROGRAM - POWER STEERING LOSS OF ASSIST

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

15421		09/05/18 ENTERPRISE	228.00
		TOTAL - SUBLET	228.00

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

LABOR	62.05
SUBLET	228.00
JOB# 2 JOURNAL PREFIX PNWS JOB# 2 TOTAL	290.05

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

LABOR----------

JOB# 3 88RT2 CAMPAIGN HOURS: 0.00 TECH(S): 139934 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
139934	09/05/18	12.50	12.50	0.00	0.00	FINISHED
139934	09/05/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

SEP/26/2018/WED 10:33 AM FAX No. P. 028

[redacted]

[redacted]

135435 RACHEL 145527 1899 09/25/18

CELL [redacted]

[redacted] 18,747 / 7988X

BOYERTOWN, PA 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F [redacted] 08/31/18

[redacted] E# 3.6L V6 GAS MO: 18747

R/O TAX 0.00
R/O TOTALS 290.05

WARRANTY CLAIM DETAIL TOTALS----------

[redacted] ..... TOTAL....
290.05

CLAIM TOTALS 290.05

APPROVED BY SIGNATURE

SEP/26/2018/WED 10:33 AM FAX No. P. 029

[redacted]

[redacted]

CEL [redacted]

[redacted]

RACHEL 145527 1899 09/25/18

18,747 / 7988X

BOYERTOWN, PA [redacted]

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

08/31/18

E# 3.6L V6 GAS MO: 18747

JOB CARD [redacted]

VIN	1GTG6CE31F [redacted]	REPAIRING BAC	221763
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/31/2018
ODOMETER	18747	SERVICE ADVISOR GMIN	860832031
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		187186-2		

JOB COMPLETION DATE: 09/05/2018
TECHNICIAN GMIN: 257086986

LABOR OPERATION	BASE HOURS
5430922	0.5

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0312
COMPLAINT DESCRIPTION: AFTER RECALL 18079 WAS PERFORMED CUSTOMER STATES VEH ICLE HAS BEEN LOSING POWER STEERING - RANDOMLY LOCKS UP AND CUTS OUT TOTAL OTALLY

CAUSE CODE: 7083
CAUSE DESCRIPTION: TECH BROUGHT VEHICLE IN TO SHOP AND CHECKED FOR CODES TO FIND NO CODES, TECH DROVE VEHICLE AND WAS UNABLE TO REPLICATE CONCERN. TE . TECH CALLED TAC AND GOT CASE #8-4588355790 TAC INSTRUCTED TECH TO FIND O ND OUT IF ANY LIGHTS ILLUMINATED DURING TIME OF CONCERN AND TO PULL APART ART CONNECTORS AND DRAG TEST PINS. TECH FOUND OUT NO LIGHTS ILLUMINATED SO D SO TECH WENT TO CONNECTORS AND FOUND UPPER MOST CONNECTOR TO BE PACKED F ED FULL OF DIELECTRIC LUBRICANT AND JAMMING UP CONNECTOR FROM SEATING OR C OR CONTACTING PROPERLY.

CORRECTION DESCRIPTION: TECH CLEANED OUT CONNECTOR AND MADE SURE CONNECTOR WOULD CONNECT PROPERLY AFTER AND PINS WHERE UNDAMAGED, TECH THEN APPLIED P ED PROPER AMOUNT OF ELECTRIC LUBRICANT TO CONNECTOR PINS AND DROVE VEHICLE ICLE 47MILES TO CONFIRM ISSUE WAS NOT HAPPENING. 5430922 Connector Reconne onnection BULLETIN 18027-01CUSTOMER SATISFACTION PROGRAM - POWER STEERING ING LOSS OF ASSIST

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
228.00	NIC			2G1125S35J [redacted]	6	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	62.05	0.00	62.05
NET ITEMS	228.00	0.00	228.00
PARTICIPATION AMOUNT			(0.00)

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 10:37am

SEP/26/2018/WED 10:33 AM FAX No. P. 030

[redacted]

[redacted]

135435 RACHEL 145527 1899 09/25/18

CELL [redacted]

18,747 / 7988X

[redacted]

BUYERTOWN, PA [redacted]

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

08/31/18

[redacted]

E# 3.6L V6 GAS MO: 18747

290.05 0.00 290.05

ACCOUNTING COPY

[END OF INVOICE] 10:37am

SEP/26/2018/WED 10:34 AM FAX No. P. 031

[redacted]

[redacted]

135435 RACHEL 145527 1899 09/25/18

CELL: [redacted]

[redacted] 18,747 / 7988X

BOYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

[redacted] 1 G T G 6 C E 3 1 F 1 [redacted]

08/31/18

E# 3.6L V6 GAS MO: 18747

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

LABOR----------

JOB# 2 10P4Z1 DRIVEABILITY CONCERN HOURS: 0.50 TECH(S):139934 62.05

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
139934	09/01/18	10.20	11.20	1.00	0.00	HOLD OTHER
139934	09/03/18	10.10	24.00	13.90	0.00	NON WORKING
139934	09/04/18	7.90	10.80	2.90	0.00	HOLD OTHER
139934	09/05/18	12.00	12.50	0.50	0.00	FINISHED
139934	09/05/18	0.00	0.00	0.00	2.00	OVERRIDE IN INVOICING
139934	09/05/18	0.00	0.00	0.00	0.50	ENTERED IN INVOICING
		TOTAL TECH TIME		18.30	2.50	

AFTER RECALL 18079 WAS PERFORMED CUSTOMER STATES VEHICLE HAS BEEN LOSING POWER STEERING - RANDOMLY LOCKS UP AND CUTS OUT TOTALLY
TECH BROUGHT VEHICLE IN TO SHOP AND CHECKED FOR CODES TO FIND NO CODES, TECH DROVE VEHICLE AND WAS UNABLE TO REPLICATE CONCERN. TECH CALLED TAC AND GOT CASE #8-4588355790 TAC INSTRUCTED TECH TO FIND OUT IF ANY LIGHTS ILLUMINATED DURING TIME OF CONCERN AND TO PULL APART CONNECTORS AND DRAG TEST PINS. TECH FOUND OUT NO LIGHTS ILLUMINATED SO TECH WENT TO CONNECTORS AND FOUND UPPER MOST CONNECTOR TO BE PACKED FULL OF DIELECTRIC LUBRICANT AND JAMMING UP CONNECTOR FROM SEATING OR CONTACTING PROPERLY. TECH CLEANED OUT CONNECTOR AND MADE SURE CONNECTOR WOULD CONNECT PROPERLY AFTER AND PINS WHERE UNDAMAGED, TECH THEN APPLIED PROPER AMOUNT OF ELECTRIC LUBRICANT TO CONNECTOR PINS AND DROVE VEHICLE 47MILES TO CONFIRM ISSUE WAS NOT HAPPENING.
5430922 Connector Reconnection
BULLETIN 18027-01CUSTOMER SATISFACTION PROGRAM - POWER STEERING LOSS OF ASSIST

SUBLET----PO#-------VEND INV#-INV.DATE-DESCRIPTION----------

15421 09/05/18 ENTERPRISE 228.00

TOTAL - SUBLET 228.00

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

LABOR 62.05
SUBLET 228.00

JOB# 2 JOURNAL PREFIX PNWS JOB# 2 TOTAL 290.05

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

LABOR----------

JOB# 3 20PHZ CAMPAIGN HOURS: 0.00 TECH(S):139934 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
139934	09/05/18	12.50	12.50	0.00	0.00	FINISHED
139934	09/05/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

SEP/26/2018/WED 10:34 AM FAX No. P. 032

[redacted]

[redacted]

135435 RACHEL 145527 1899 09/25/18

CELL [redacted]

18,747 / 7988X

[redacted]

BOYERTOWN, PA

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

08/31/18

E# 3.6L V6 GAS MO: 18747

R/O TAX 0.00
R/O TOTALS 290.05

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#.....	TOTAL....
[redacted]	290.05
CLAIM TOTALS	290.05

APPROVED BY SIGNATURE

SEP/26/2018/WED 10:34 AM FAX No. P. 033

[redacted]

[redacted]

CELL: [redacted]

135435 RACHEL 145527 1899 09/25/18 P[redacted]

[redacted] 18,747 / 7088X

BOYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

[redacted] 1 G T G 6 C E 3 1 F 1[redacted]

08/31/18

E# 3.6L V6 GAS MO: 18747

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	1GTG6CE31F1[redacted]	REPAIRING BAC	221763
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	08/31/2018
ODOMETER	18747	SERVICE ADVISOR GMIN	860832031
NON-GM VEHICLE REFERENCE NUMBER	N	FOREIGN TOURIST	

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
2	W	ZREG		187186-2		

JOB COMPLETION DATE: 09/05/2018
TECHNICIAN GMIN: 257086986

LABOR OPERATION	BASE HOURS
5430922	0.5

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0312
COMPLAINT DESCRIPTION: AFTER RECALL 18079 WAS PERFORMED CUSTOMER STATES VEH ICLE HAS BEEN LOSING POWER STEERING - RANDOMLY LOCKS UP AND CUTS OUT TOTAL OTALLY

CAUSE CODE: 7083
CAUSE DESCRIPTION: TECH BROUGHT VEHICLE IN TO SHOP AND CHECKED FOR CODES TO FIND NO CODES, TECH DROVE VEHICLE AND WAS UNABLE TO REPLICATE CONCERN. TE . TECH CALLED TAC AND GOT CASE #8-4588355790 TAC INSTRUCTED TECH TO FIND O ND OUT IF ANY LIGHTS ILLUMINATED DURING TIME OF CONCERN AND TO PULL APART ART CONNECTORS AND DRAG TEST PINS. TECH FOUND OUT NO LIGHTS ILLUMINATED SO D SO TECH WENT TO CONNECTORS AND FOUND UPPER MOST CONNECTOR TO BE PACKED F ED FULL OF DIELECTRIC LUBRICANT AND JAMMING UP CONNECTOR FROM SEATING OR C OR CONTACTING PROPERLY.

CORRECTION DESCRIPTION: TECH CLEANED OUT CONNECTOR AND MADE SURE CONNECTOR WOULD CONNECT PROPERLY AFTER AND PINS WHERE UNDAMAGED, TECH THEN APPLIED P ED PROPER AMOUNT OF ELECTRIC LUBRICANT TO CONNECTOR PINS AND DROVE VEHICLE ICLE 47MILES TO CONFIRM ISSUE WAS NOT HAPPENING. 5430922 Connector Reconne onnection BULLETIN 18027-01CUSTOMER SATISFACTION PROGRAM - POWER STEERING ING LOSS OF ASSIST

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
228.00	NIC			2G1125S35J9145974	6	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	62.05	0.00	62.05
NET ITEMS	228.00	0.00	228.00
PARTICIPATION AMOUNT			(0.00)

SEP/26/2018/WED 10:34 AM FAX No. P. 034

[redacted]

[redacted]

135435 RACHEL 145527 1899 09/25/18 CEL [redacted]

[redacted] 18,747 / 7988X

BOYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

[redacted] 1 G T G 6 C E 3 1 F 1 [redacted]

08/31/18

E# 3.6L V6 GAS MO: 18747

TRANSACTION 290.05 0.00 290.05

PAGE 4 OF 4 SERVICE FILE COPY [END OF INVOICE] 10:37am

[redacted]

[redacted]

135435 RACHEL 145527 1899 09/05/18

CEL [redacted]

18,747 / 7988X

[redacted]

BOYERTOWN, PA [redacted]

15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

1 G T G 6 C E 3 1 F 1 [redacted]

08/31/18

E# 3.6L V6 GAS MO: 18747

TOTALS

PAYMENT METHOD		TOTAL LABOR....	0.00
[ ] Cash [ ] C/Card	[ ] Check#	TOTAL PARTS....	0.00
		TOTAL SUBLET...	0.00
		TOTAL G.O.G....	0.00
[ ] Charge Recv by:	Date: ...../...../.....	TOTAL MISC CHG.	0.00
		TOTAL MISC DISC	0.00
[ ] WARRANTY SURVEY REVIEWED INT		TOTAL TAX.....	0.00
		TOTAL INVOICE $	**0.00**

OUR GOAL IS COMPLETE SATISFACTION!
IF FOR ANY REASON YOU ARE NOT 100% COMPLETELY SATISFIED WITH YOUR SERVICE EXPERIENCE, PLEASE CALL JAMES FROEBE,
YOUR SERVICE DIRECTOR AT 610-367-2061

[redacted]

SEP/26/2018/WED 10:35 AM FAX No. P. 036

[redacted]

[redacted]

135435 RACHEL 145527 1899 09/05/18

CEL [redacted]

18,747 / 7988X

[redacted]

BOYERTOWN, PA [redacted] 15/GMC/CANYON/4WD CREW CAB 14 12/31/17 12,106

[redacted] 1 G T G 6 C E 3 1 F 1 [redacted]

08/31/18

E# 3.6L V6 GAS MO: 18747

LABOR----------

J# 1.00PNZ01 MULTI PT. INSPECT* TECH(S):139934 INTERNAL

PERFORM MULTI POINT INSPECTION AT NO CHARGE AND ADVISE
CUSTOMER AS TO CONDITION OF VEHICLE.
$49.95 SAVINGS
PERFORMED MULTI POINT INSPECTION, PLEASE SEE INVOICE FOR
ANY RECOMMENDED REPAIRS OR MAINTENANCE.

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

JOB# 1 JOURNAL PREFIX PNCS JOB# 1 TOTAL 0.00

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

LABOR----------

J# 2.10PNZ01 DRIVEABILITY CONCERN TECH(S):139934 WARRANTY

AFTER RECALL 18079 WAS PERFORMED CUSTOMER STATES VEHICLE HAS
BEEN LOSING POWER STEERING - RANDOMLY LOCKS UP AND CUTS OUT
TOTALLY
TECH BROUGHT VEHICLE IN TO SHOP AND CHECKED FOR CODES TO
FIND NO CODES, TECH DROVE VEHICLE AND WAS UNABLE TO
REPLICATE CONCERN. TECH CALLED TAC AND GOT CASE
#8-4588355790 TAC INSTRUCTED TECH TO FIND OUT IF ANY LIGHTS
ILLUMINATED DURING TIME OF CONCERN AND TO PULL APART
CONNECTORS AND DRAG TEST PINS. TECH FOUND OUT NO LIGHTS
ILLUMINATED SO TECH WENT TO CONNECTORS AND FOUND UPPER MOST
CONNECTOR TO BE PACKED FULL OF DIELECTRIC LUBRICANT AND
JAMMING UP CONNECTOR FROM SEATING OR CONTACTING PROPERLY.
TECH CLEANED OUT CONNECTOR AND MADE SURE CONNECTOR WOULD
CONNECT PROPERLY AFTER AND PINS WHERE UNDAMAGED, TECH THEN
APPLIED PROPER AMOUNT OF ELECTRIC LUBRICANT TO CONNECTOR
PINS AND DROVE VEHICLE 47MILES TO CONFIRM ISSUE WAS NOT
HAPPENING.
5430922 Connector Reconnection
BULLETIN 18027-01CUSTOMER SATISFACTION PROGRAM - POWER
STEERING LOSS OF ASSIST

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

15421 09/05/18 ENTERPRISE

WARRANTY

TOTAL - SUBLET 0.00

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

JOB# 2 JOURNAL PREFIX PNCS JOB# 2 TOTAL 0.00

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

LABOR----------

J# 3.88PNZ CAMPAIGN TECH(S):139934 WARRANTY

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

JOB# 3 JOURNAL PREFIX PNCS JOB# 3 TOTAL 0.00

SEP/26/2018/WED 10:35 AM FAX No. P. 037

General Motors - Claim Pre-approval Request [redacted]

Request Status: SUBMITTED
Approver: WARRANTY SUPPORT CENTER
Region: NORTHEAST REGION
Create Date: 09/04/2018
Status Date: 09/25/2018
Role: WARRANTY SUPPORT CENTER

Customer Information

Nam [redacted]
Phon

Dealer Information

BAC: 221763
Dealer: PATRIOT BUICK GMC
Requestor: PATTY MAUGER

Vehicle Information

VIN: 1GTG6CE31F1 [redacted]
Mileage: 18,747
Year: 2015
Make: GMC
Model: CANYON

Service Event Information

Reason: Rental
Extended Rental Reason: Other (document in Business Reason)
Job Card # [redacted] **Open Date:** 08/31/2018 **Close Date:** 09/05/2018
Part #: **Non-GM Parts:** No **SPAC #:** **TAC #:**
Labor Op: 5430922 - Connector Reconnection
Base Time: 0.5 **OLH:** **Total:** 0.5 **Rental Days:** 6

Enter the Total cost of the repair using warranty rates.Customer Participation is the exact dollar amount collected from customer.

Dealer participation is dollar amount dealer is contributing (not including repair at warranty rates).

Total Repair Cost:	$290.05
Customer Participation:	$0.00
Dealer Participation:	$0.00
Total GM Participation:	$290.05

Business Reason

see above

221763_PMAUGER5 [09/25/2018 10:33:16] see above

DMA Comments

SEP/26/2018/WED 10:35 AM FAX No. P. 038

PATTY MAUGER [09/04/2018 16:46:15]: [AUTO] Form Created

KRISTINA SIEG [09/05/2018 08:51:41]: [AUTO] Updated to status: REWORK COMMENTS: When completed: 1) updated with total rental days needed, 2) total rental dollars needed, 3) updated job card close date, 4) detailed dated day by day timeline, 5) Part/SPAC information as applicable. Thank you

PATTY MAUGER [09/25/2018 10:33:16]: see above

PATTY MAUGER [09/25/2018 10:33:16]: [AUTO] Form Edit - REWORK -> SUBMITTED

Daily Rental Activity

PATTY MAUGER [09/04/2018 04:46:15]: diagnoise on 0831 weekend 09/01 09/02 holiday 09/03 tac request customer concern verification sheet on 09/04/

PATTY MAUGER [09/25/2018 10:26:53]: tac cas[redacted]diag day 1 weekend weekend day 2-3 holiday day 4 tac request customer conern verification sheefound connector loose day 6

PATTY MAUGER [09/25/2018 10:33:16]: see above

SEP/26/2018/WED 10:36 AM FAX No. P. 039

[redacted]

PATRIOT BUICK GMC

Routes 73 & 100 P.O. Box 545
BOYERTOWN, PA 19512
(610) 326-6320 (610) 367-2961 (610) 689-5800

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	[redacted]	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/20/18		8004	145527	144851	I	00PNZ01	MULTI PT INSPECT*
				144851	W	88PNZ	CAMPAIGN
12/10/16		7414	138672	289	W	88PNZ4	RECALL CAMPAIGN
				289	I	00PNZ01	MULTI PT INSPECT*
07/22/16		5774	138345	398	W	88PNZ	CAMPAIGN
				398	I	00PNZ01	MULTI PT INSPECT*

SALESPERSON NO. 143783 MICHAEL S. HOLMWOOD **SERVICE** STATE REG# BC39

CASH ☐ VISA ☐ M/C ☐ CHARGE ☐ CHECK ☐ OK'D BY [redacted] CALL WHEN [redacted] ☐ YES ☐

VEHICLE VIN: 1GTG6CE31F[redacted] | YEAR/MAKE/MODEL: 15/GMC/CANYON/4WD CREW CAB 14 | PRODUCTION DATE | STOCK NO. 7988X | LICENSE NO. [redacted]

[redacted] BOYERTOWN, PA | SERVICE CONTRACT | DELIVERY DATE 12/31/17 | DELIVERY MILES 12,106 | SELLING DEALER 08/31/18

COLOR | CONTRACT NO. 1 | EXPIRATION DATE 12/27/23 | EXPIRATION MILES 97,106 | TAG NO. 1899

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	PNZZ	Y	Y	A	18,747	145527	RACHEL

TIME RECEIVED 07:50am | DATE/TIME PROMISED 08/31/18 09:00pm | PRIORITY 4

APPOINTMENT ☐ Yes ☒ No | E# 3.6L V6 GAS CELL: 610-656-0831 | LABOR RATE

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 v[redacted] and/or inspecting such vehicle.

X [redacted]

JOB [redacted] NO.

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

INS. CO. | EXP. DATE

I UNDERSTAND THAT IF I AUTHORIZE YOU TO BEGIN REPAIRS, BUT DO NOT AUTHORIZE ADDITIONAL, NECESSARY REPAIRS I WILL OWE FOR THE WORK COMPLETED OR FOR DIAGNOSTIC TIME THE SUM OF $

CUSTOMER SIGNATURE

ORIGINAL AUTHORIZATION	CUSTOMER'S ACCEPTANCE	AUTHORIZED ADDITIONS
$	INITIAL HERE	$

DATE TIME

AUTHORIZED BY

EMPLOYER

☐ I AUTHORIZE YOU TO COMPLETE THIS ABOVE REPAIRS
☐ I AUTHORIZE THE ABOVE REPAIRS UP TO $ _____
☐ DO NOT PERFORM ANY REPAIRS UNTIL I AM NOTIFIED OF THE EXACT NATURE OF THE REPAIRS AND THE TOTAL PRICE OF SUCH CHARGES $ _____

INITIAL YOUR CHOICE

1 I 00PNZ01 ***MULTI PT INSPECT***
PERFORM MULTI POINT INSPECTION AT NO CHARGE AND ADVISE CUSTOMER AS TO CONDITION OF VEHICLE.
$49.95 SAVINGS

2 W 10PNZ01 ***DRIVEABILITY CONCERN***
AFTER RECALL 18079 WAS PERFORMED CUSTOMER STATES VEHICLE HAS BEEN LOSING [redacted] LOCKS UP AND CUTS OUT TOTALLY

3 W 88PNZ [redacted]

[redacted]

[redacted]

This factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

ALL PARTS ARE NEW OR REMANUFACTURED EXCEPT AS NOTED

TIRE WEAR REMAINING	LF	RF	LR	RR
BRAKE LINING/ DISC. REMAINING	LF	RF	LR	RR

MILEAGE OUT 18,794

R.O. DATE OUT

RANDY A. SMITH

INITIAL DIAGNOSIS

Reynolds and Reynolds EPALZRNPO2NS

PAGE 1 OF 1 SERVICE FILE COPY [redacted]

SEP/26/2018/WED 10:36 AM FAX No. P. 040

View Vehicle Summary

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

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

Vehicle Information

VIN: 1GTG6CE31F1[redacted] Model: T2P43-2015 CANYON SLT/ALL TERRAIN/DENALI CREW CAB
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N172115610	16027	Power Steering Loss of Assist	06/21/2018	Closed
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	N140556	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	N140618	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
OnStar Vehicle Diagnostics: Y
XM Radio ID: DUVN6345
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	11/14/2014	21 MI	11/14/2017	36,021 MI
	Corrosion Limited Warranty	11/14/2014	21 MI	11/14/2020	100,021 MI
	Emission Select State Component Ltd Wty	11/14/2014	21 MI	11/14/2021	70,021 MI
	Emission Limited Warranty	11/14/2014	21 MI	11/14/2017	50,021 MI
	Powertrain Limited Warranty	11/14/2014	21 MI	11/14/2019	100,021 MI
	Emission Select Component Ltd Wty	11/14/2014	21 MI	11/14/2022	80,021 MI
	GMC 2 Year Scheduled Maintenance	11/14/2014	21 MI	11/14/2016	24,021 MI
	Special Coverage 18029	11/14/2014	21 MI	11/14/2024	120,021 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/20/2018	[redacted]	ZFAT---Field Action Recall		9103710 - 18027 - Electric Belt Drive Rack & Pinion Steering Gear Replacement (4WD)	8,004 MI
12/10/2016		ZFAT---Field Action Recall		9102576 - 202805 - Install Hex Head Worm Gear Clamp to Temperature Valve	7,414 MI
07/22/2016		ZFAT---Field Action Recall		9102215 - 2027620 - Inspect Only - No Repair Needed	5,774 MI
06/04/2016		ZREG---Regular Vehicle Transaction		0600743 - GMC 2 Year Maintenance	5,101 MI
06/04/2016		ZFAT---Field Action Recall		9101976 - 15671 - Inspect Cylinder Head To Harness Clearance	5,101 MI
12/18/2015		ZFAT---Field Action Recall		9101895 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	3,667 MI
12/18/2015		ZFAT---Field Action Recall		9101773 - N150439 - Power Steering Control Module Reprogramming with SPS	3,667 MI
12/18/2015		ZFAT---Field Action Recall		9101663 - N150116 - Hood Striker Kit Installation	3,667 MI
09/04/2015		ZFAT---Field Action Recall		9101540 - N140888 -Replace Front Brake Calipers (Incl. bleeding the hydraulic brake sys.and front caliper ins)	2,720 MI
08/06/2015		ZFAT---Field Action Recall		9101548 - N140858 - Reroute Chassis/Body Harness & Install Retaining Clips	4,501 MI

7421770
1.6
0:45.3

08/06/2015	[redacted]	ZFAT---Field Action Recall	9101513 - N150150 - Inspect Left and Right Front Seat Installation (No Further Action Required)	4,501 MI
08/06/2015		ZFAT---Field Action Recall	9101457 - N140818 - Body Wire Harness Inspection – No Further Action Required	4,501 MI
06/06/2015		ZREG---Regular Vehicle Transaction	0600743 - GMC 2 Year Maintenance	4,501 MI
10/28/2014		ZPDI---Pre-Delivery Inspection	0590052 - PDI Related Fluid Adds	3 MI
10/13/2014		ZPDI---Pre-Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

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PATRIOT | GMC

WALK AROUND FORM

DATE: 8/31

ADVISOR CHECKLIST...

- ☐ WALK AROUND VEHICLE WITH CUSTOMER
- ☐ CHECK TIRE DEPTH
- ☐ HAVE CUSTOMER SIGN

CUSTOMER SIG: [redacted]

VIN# F[redacted]

MILEAGE: 18747

STATE INSPECTION DUE DATE: 12/18

MINIMUM TREAD DEPTH

4MM - REC TIRE TREAD DEPTH

8/32 LEFT FRT	8/32 RIGHT FRT
9/32 LEFT REAR	9/32 RIGHT REAR

	RIGHT	LEFT
TIRE WEAR FRONT:		
TIRE WEAR REAR:		

EVEN = E
UNEVEN = U

OLM % _____

NITRO
- ☐ ~~YES~~
- ☐ NO

TIRE SIZE: _____

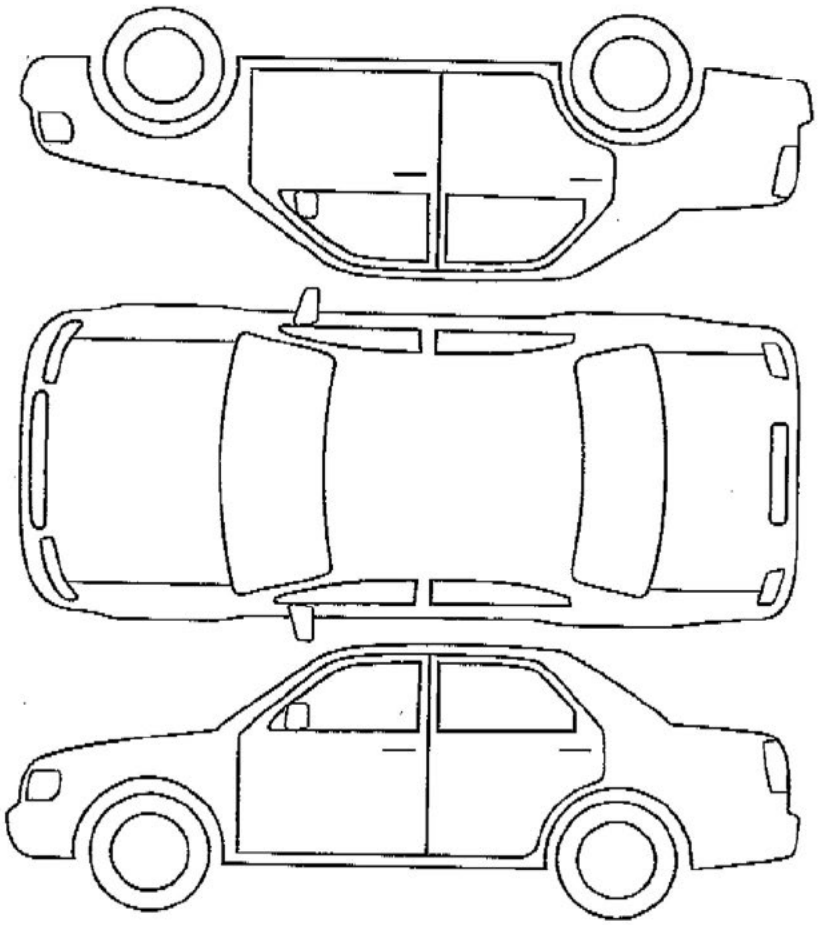
WHEEL LOCKS?
- ☐ ~~YES~~
- ☐ NO

WIPER CONDITION
- ☐ GOOD CONDITION
- ☐ POOR CONDITION

REMEMBER:
PLEASE KEEP ALL PERSONAL BELONGINGS WITH YOU WHILE YOUR CAR IS IN SERVICE.

INITIAL

NOTE BUMPS & BRUISES LS



GM Connect

Patty Mauger

September 21, 2018

Update My Profile
Logout

Global Warranty Management: Main > Prepare & Submit Transactions

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

Job Card Transaction Details

Header > Details > Result

This screen allows Service Agent Users to view the processing results returned from GM on a transaction submission.

Error 021 : Service Agent exceeded the allowed amount for ZPTI transaction type
Warning 124 : This transaction is being reviewed by a GM Service Manager.
Transaction Number: [redacted]
Transaction Status: Pending

OK | VIEW ERRORS | NEXT LINE

Global Warranty Management: Site Map

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[redacted]

SEP/26/2018/WED 10:38 AM FAX No. P. 045

General Motors - Claim Pre-approval Request [redacted]

Request Status: SUBMITTED
Create Date: 09/04/2018
Approver: WARRANTY SUPPORT CENTER
Status Date: 09/04/2018
Region: NORTHEAST REGION
Role: WARRANTY SUPPORT CENTER

Customer Information

Name: [redacted]
Phone: [redacted]

Dealer Information

BAC: 221763
Dealer: PATRIOT BUICK GMC
Requestor: PATTY MAUGER

Vehicle Information

VIN: 1GTG6CE31F[redacted]
Mileage: 18,747
Year: 2015
Make: GMC
Model: CANYON

Service Event Information

Reason: Rental
Extended Rental Reason: Other (document in Business Reason)
Job Card #: [redacted]
Open Date: 08/31/2018
Close Date:
Part #:
Non-GM Parts: No
SPAC #:
TAC #:
Labor Op: 7421770 - Electric Belt Drive Rack and Pinion Steering Gear Replacement
Base Time: 1.9
OLH:
Total: 1.9
Rental Days: 4

Enter the Total cost of the repair using warranty rates.Customer Participation is the exact dollar amount collected from customer.

Dealer participation is dollar amount dealer is contributing (not including repair at warranty rates).

Total Repair Cost:
Customer Participation:
Dealer Participation:
Total GM Participation:

Business Reason

see above

DMA Comments

PATTY MAUGER [09/04/2018 16:46:15]: [AUTO] Form Created

SEP/26/2018/WED 10:38 AM FAX No. P. 046

Daily Rental Activity

PATTY MAUGER [09/04/2018 04:46:15]: diagnoise on 0831 weekend 09/01 09/02 holiday 09/03 tac request customer concern verification sheet on 09/04/

SEP/26/2018/WED 10:38 AM FAX No. P. 047

Document ID: 5132550

#18027-01: Customer Satisfaction Program - Power Steering Loss of Assist - (Aug 13, 2018)

Subject: 18027-01 — Power Steering Loss of Assist

Models: 2015 Chevrolet Colorado
2015 GMC Canyon

Reference Number: N172115610	**Release Date:** August 2018
Revision:01	
Revision Description: This bulletin is being updated to revise the Parts section, adding a tie rod steering boot clamp to the chart. Please discard all previous copies of bulletin 18027.	

Attention:	**This program is in effect until June 30, 2020.**

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Colorado	2015	2015		
GMC	Canyon	2015	2015		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	Certain 2015 model year Chevrolet Colorado and GMC Canyon vehicles may have been built with a connector between the electric power steering motor and torque sensor that has a potential for fretting corrosion. If this condition exists, power steering may be lost, and the driver may experience unanticipated increased steering effort as the vehicle reverts to manual steering. A chime will also sound in the vehicle, and a "Service Power Steering" message will appear on the Driver Information Center (DIC). Manual steering functionality will be maintained but will require additional effort, particularly at lower speeds.
Correction	Dealers are to replace the complete power steering rack assembly.

Parts Information

Quantity	Part Name	Part No.

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SEP/26/2018/WED 10:38 AM FAX No. P. 048

Quantity	Part Name	Part No.
1	Electric Belt Drive Rack and Pinion Steering Gear	84494275
1	Electric Belt Drive Rack and Pinion Steering Gear	84494276
2	Steering Gear Bolt	11589279
2	Steering Gear Bolt (Rear)	11570509
1	Upper Intermediate Steering Shaft Upper Bolt	11610555
2	Steering Linkage Outer Tie Rod Bolt	11609283
1	Clamp - Tie Rod Steering Boot (4WD only)	12474081

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. Parts may have quantity limiters in effect.

Warranty Information

Labor Code	Description	Labor Time	Trans. Type	Net Item
9103709	Electric Belt Drive Rack & Pinion Steering Gear Replacement (2WD) ADD: Align front toe	1.6 0.7	ZFAT	N/A
9103710	Electric Belt Drive Rack & Pinion Steering Gear Replacement (4WD) ADD: Align front toe	1.7 0.7	ZFAT	N/A
9103711	Customer Reimbursement Approved - For USA and Canada dealers only	N/A	ZFAT	*
9103712	Customer Reimbursement Denied - For USA dealers only	N/A	ZFAT	**

Note: To avoid having to "H" route the customer reimbursement / floor plan transaction for approval, it must be submitted prior to the repair transaction.

* For USA and Canada: Submit the dollar amount reimbursed to the customer in Net/Reimbursement. Submit $20.00 administrative allowance in Net/Admin Allowance.

** Submit $10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

1. Replace the Electric Belt Drive Rack and Pinion Steering Gear. Refer to *Electric Belt Drive Rack and Pinion Steering Gear Replacement (2WD)* or *Electric Belt Drive Rack and Pinion Steering Gear Replacement (4WD)*.

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SEP/26/2018/WED 10:38 AM FAX No. P. 049