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

STATE OF NORTH CAROLINA
REGISTRATION CARD

NC LIC NUMBER	PLT VALID THRU	INSPECTION DUE
[redacted]	05/15/2016	04/30/2016

VEHICLE ID #				GROSS WT
1GTG6CE35F[redacted]				5,000

MAKE/SERIES	TITLE #	EQUIP #
GMC	[redacted]	

SHIPPING WEIGHT	STYLE	YEAR	FUEL	TOTAL FEE
4433	TK	2015	G	43.50

CLASSIFICATION	VEHICLE BRAND
PRIVATE/PROPERTY CARRYING VEH	

CUSTOMER ID # OWNER 1	CUSTOMER ID # OWNER 2	COUNTY
[redacted]	[redacted]	CLAY

[redacted]
HAYESVILLE NC [redacted]

006 - OWNERS INSURANCE COMPANY
INSURANCE COMPANY AUTHORIZED IN NC
[redacted]
POLICY NUMBER

SIGNATURE

[redacted]

NC DIVISION OF MOTOR VEHICLES
RECEIPT OF FEES PAID

[redacted]

License	43.50
Title	40.00
HUT	1102.33
Prop.Tax	139.71

Appraised Value: $36,669.00
Appeal Deadline: 05/20/2015
Clay County Tax Office
828-389-1266

Taxing Unit	Tax Rate	Amount
CLAY COUNTY	0.360000	132.01
HAYESVILLE FD	0.021000	7.70

TOTAL	1325.54	Total Property Tax	139.71

920 04/20/2015 T1M08C7
CHCK

STAPLE HERE

[redacted]

STANDARD TRADE REPURCHASE WORKSHEET

File Number	Customer Name	Worksheet filled out by:
[redacted]	[redacted]	Sara Jacbos
Old Vehicle VIN:	**New Vehicle VIN:**	**Date:**
1GTG6CE35F[redacted]	3GTU2VEC2FG[redacted]	July 24, 2015

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	$45,232.25	G	45531.25-299.00	
Conversion / Upfit Cost	$0.00	E		
State Sales Tax	$8.97	N	299*3%	
Additional Tax	$0.00	E		
Reg./Lic./Title Fees (opt)	$97.10	R	43.50+40.00+13.60	
Taxes Reimbursed on old vehicle	$0.00	A		
Fees (Explain)	$299.00	L		
State Fees	$0.00	M		
Items below not shown on new Bill of Sale		O		
Cost to transfer Aftermarket Items	$0.00	T		
Unused portion of non-GMPP	$0.00	O		
H/B, ADV, EXP	$869.25	R		
Transportation Fees	$105.00	S		
Misc. (Explain)	$0.00			
Total Replacement Price	**$46,611.57**			
State Sales Tax	$150.93		4461.37+569.74*3%	
Additional Tax	$0.00			
Reg./Lic./Title Fees (opt)	$0.00	C		
New Aftermarket Items	$0.00	U		
Fees (Explain)	$0.00	S		
State Fees	$0.00	T		
Items below contibute to trade-in allowance		O		
Usage/Depreciation	$569.74	M		
Damage	$0.00	E		
MSRP Upgrade	$4,461.37	R		
MSRP Downgrade (deducted)	$0.00		Old MSRP 40060.00	
Reimb. of Aft. Mkts on Old Unit	$0.00		New MSRP 50600.00	
Misc. Customer Credit	$0.00			
Less Dealer Contribution to Cust	$0.00			
Total Customer Cost	**$5,182.04**			
Trade Repurchase Amount	**$41,580.46**			
Attorney Fees	$0.00			
Total Repurchase Amount	**$41,580.46**			
Less Dealer Contribution to GM	$0.00			
(30-day) Lien Payoff	$29,871.19			
Good Through 08/22/15				
Dealer Due to GM	**NA**			
GM Due to Dealer	**$11,709.27**		Authorized Signature	Date
NADA (Legal Only)	$0.00		**This is a "work in process" until approved	
Est. Auction Price (Legal Only)	**$0.00**		**by a Authorized Representative**	
Projected (Loss)	**-$41,580.46**		**(Repurchase Group Only)**	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	$45,232.25
State Sales Tax	$159.90
Additional Tax	$0.00
Reg./Lic./Title Fees (opt)	$97.10
New Aftermarket Items	$0.00
State Fees	$0.00
Fees	$299.00
Less Dealer Contribution to Cust	$0.00
Subtotal	$45,788.25
Trade-In Allowance	$40,201.14
Loan Payoff	$29,871.19
Net Allowance	$10,329.95
Cash on Delivery (Paid by GM)	$405.07
Total Balance Due	$35,053.23
Amount to Dealer for additional Fees	$974.25
New Vehicle VIN:	
3GTU2VEC2FG[redacted]	
Form Rev 11/11/2005	

Wil Jones (C)

From: Wil Jones (C)
Sent: Thursday, July 09, 2015 3:54 PM
To: 'rvaldez@teaguechevybuick.com'
Cc: 'robby@teaguechevybuick.com'
Subject: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer[redacted], SR# [redacted]

Hi Robby,

The referenced customer has submitted a satisfaction survey that has been reviewed by the Voice of the Customer department within the Business Resource Center (BRC), and has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

The Business Resource Center (BRC) is a specialized team that proactively handles escalated customer cases with possible legal involvement. The BRC has the ability to expedite access to GM resources to help you help your customer. Our goal is to partner with your dealership, as part of our customer focus initiative, to assist in the resolution of the customer's concern.

Below are details on the customer and their case. Please contact me within 24 hours of receipt of this message with a repair status update.

Customer: [redacted]
- Evening: [redacted]
- Email: [redacted]
- SR# [redacted]

Vehicle: 2015 Chevrolet Colorado
- Current Mileage: 1965
- VIN: 1GCGTCE31F1[redacted]

- Stated Customer Concern:

> Power steering failure is a very common issue with the Colorados. The dealership was great, & has been very accommodating. Chevrolet wouldn't let them do anything without the problem replicating itself though.

> The power steering failed the other day. He drove without the power steering an hour straight to Dallas & the dealership so they could experience it. They knew what the fix was, he knew as well because of his research. It's to replace the rack & pinion. The dealership is doing that right now.
> He's a member of Colorado forums & the Facebook group. He spoke to a bunch of them & they all had the story, it took 5 dealership visits because Chevrolet didn't want to authorize repairs without duplicating the issue.

GM-Voice of the Customer Agent would like to confirm: Repair ETA & if the dealership would like to contact their field rep for a goodwill offer to the customer.

We value your perspective and will be working closely with you to resolve this issue in a thorough and timely manner. Please contact me no later than 7/10/15 * 4pm EST with the below identified information so we can begin addressing these concerns and formulating the necessary steps to resolution.

- Acknowledgement of receipt of the customer's concern
- Repair status update/ ETA
- Confirmation on if you would like to request goodwill on behalf of the customer from your field rep

Should you have any questions or concerns, I can be reached by calling 866-237-3602, extension 11734 or by fax at 866-233-2953. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

If you need additional information, please check the Customer Assistance Center (CAC) Cases tool on http://www.gmglobalconnect.com. (Case updates are transmitted every two hours between 10am ET and 10pm ET).

Sincerely,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

Wil Jones (C)

From: Robby Teague <robby@teaguechevybuick.com>
Sent: Monday, July 13, 2015 4:36 PM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted] SR# [redacted]
Attachments: image001.png; image002.png; image003.png; image004.png

thank you...as of this morning the parts still had not arrived

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcmxppheip006.imr.gm.com (dcmxppheip006.imr.gm.com [198.208.57.248]) by mail.1daydemo.com with SMTP;
Mon, 13 Jul 2015 16:34:27 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 130.172.216.19
Received: from dcmipvmdlp021.edc.nam.gm.com (HELO dcmxppheip006-s.imr.gm.com) ([130.172.216.19])
by dcmxppheip006-s.imr.gm.com with ESMTP; 13 Jul 2015 16:31:24 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,465,1432612800";
d="png'150?scan'150,208,217,150";a="310872438"
Received: from dcmippexch063.nam.corp.gm.com ([10.121.67.73])
by dcmxppheip006-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 13 Jul 2015 16:31:24 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH063.nam.corp.gm.com (10.121.67.73) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Mon, 13 Jul 2015 16:31:17 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Mon, 13 Jul 2015 16:31:17 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted] SR# [redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR# [redacted]
Thread-Index: AQHQuoLL9EG69ypKQyWAiv5Z99Vec53Z350A
Date: Mon, 13 Jul 2015 20:31:17 +0000
Message-ID: <b32fbdfe992b402b88692604f62a512c@DCMIPPEXCH060.nam.corp.gm.com>
References: <2877d97b$25a6e816$3b70d2b0$@teaguechevybuick.com>

In-Reply-To: <2877d97b$25a6e816$3b70d2b0$@teaguechevybuick.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.249]
Content-Type: multipart/related;
boundary="_007_b32fbdfe992b402b88692604f62a512cDCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H3 RBL: Good reputation (+3)
X-SmarterMail-SpamDetail: [198.208.57.248 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

Hi Robby,

I appreciate the prompt response. I'll escalate the existing SPAC case on my end to try to speed up the parts recovery.

Thanks again,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Thursday, July 09, 2015 4:07 PM
To: Wil Jones (C)
Subject: re: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted], SR#[redacted]

The customer has been very patient...We, however, have not been able to recieve the parts for over a week now. That would probably the greatest help. Customer has planned vacation next week.

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcwxppheip002.imr.gm.com (dcwxppheip002.imr.gm.com [198.208.69.240]) by mail.1daydemo.com with SMTP;
Thu, 9 Jul 2015 15:56:46 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 148.93.0.27
Received: from dcwipvmdlp018.edc.nam.gm.com (HELO dcwxppheip002-s.imr.gm.com) ([148.93.0.27])
by dcwxppheip002-s.imr.gm.com with ESMTP; 09 Jul 2015 15:54:06 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,441,1432612800";
d="png'150?scan'150,208,217,150";a="306461038"
Received: from dcmippexch059.nam.corp.gm.com ([10.121.67.69])
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DCMIPPEXCH059.nam.corp.gm.com (10.121.67.69) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Thu, 9 Jul 2015 15:53:59 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Thu, 9 Jul 2015 15:53:59 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "Robby Valdez (TEAGUE CHEVROLET-BUICK INC.)"
<rvaldez@teaguechevybuick.com>
CC: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR# [redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted]
Thread-Index: AdC6gI9Q9EG69ypKQyWAiv5Z99Vecw==
Date: Thu, 9 Jul 2015 19:53:58 +0000
Message-ID: <ff03d3c5be49487cbfe368cbc1e00718@DCMIPPEXCH060.nam.corp.gm.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.244]
Content-Type: multipart/related;
boundary="_007_ff03d3c5be49487cbfe368cbc1e00718DCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H4 RBL: Very Good reputation (+4)
X-SmarterMail-SpamDetail: [198.208.69.240 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message

X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

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- Current Mileage: 1965
- VIN: 1GCGTCE31F1[redacted]

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Sincerely,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

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

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

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Wil Jones (C)

From:	Robby Teague <robby@teaguechevybuick.com>
Sent:	Thursday, July 09, 2015 4:07 PM
To:	Wil Jones (C)
Subject:	re: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted], SR# [redacted]
Attachments:	image001.png; image002.png; image003.png; image004.png

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Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

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Thu, 9 Jul 2015 15:56:46 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
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by dcwxppheip002-s.imr.gm.com with ESMTP; 09 Jul 2015 15:54:06 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,441,1432612800";
d="png'150?scan'150,208,217,150";a="306461038"
Received: from dcmippexch059.nam.corp.gm.com ([10.121.67.69])
by dcwxppheip002-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 09 Jul 2015 15:54:06 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH059.nam.corp.gm.com (10.121.67.69) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Thu, 9 Jul 2015 15:53:59 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Thu, 9 Jul 2015 15:53:59 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "Robby Valdez (TEAGUE CHEVROLET-BUICK INC.)"
<rvaldez@teaguechevybuick.com>
CC: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted] SR# [redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR# [redacted]
Thread-Index: AdC6gI9Q9EG69ypKQyWAiv5Z99Vecw==

Date: Thu, 9 Jul 2015 19:53:58 +0000
Message-ID: <ff03d3c5be49487cbfe368cbc1e00718@DCMIPPEXCH060.nam.corp.gm.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.244]
Content-Type: multipart/related;
boundary="_007_ff03d3c5be49487cbfe368cbc1e00718DCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------- ----------
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H4 RBL: Very Good reputation (+4)
X-SmarterMail-SpamDetail: [198.208.69.240 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

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Below are details on the customer and their case. Please contact me within 24 hours of receipt of this message with a repair status update.

Customer: [redacted]
- Evening: [redacted]
- Email: [redacted]
- SR# [redacted]

Vehicle: 2015 Chevrolet Colorado
- Current Mileage: 1965
- VIN: 1GCGTCE31F1[redacted]

- Stated Customer Concern:

> Power steering failure is a very common issue with the Colorados. The dealership was great, & has been very accommodating. Chevrolet wouldn't let them do anything without the problem replicating itself though.
> The power steering failed the other day. He drove without the power steering an hour straight to Dallas & the dealership so they could experience it. They knew what the fix was, he knew as well because of his research. It's to replace the rack & pinion. The dealership is doing that right now.
> He's a member of Colorado forums & the Facebook group. He spoke to a bunch of them & they all had the story, it took 5 dealership visits because Chevrolet didn't want to authorize repairs without duplicating the issue.

GM-Voice of the Customer Agent would like to confirm: Repair ETA & if the dealership would like to contact their field rep for a goodwill offer to the customer.

We value your perspective and will be working closely with you to resolve this issue in a thorough and timely manner. Please contact me no later than 7/10/15 * 4pm EST with the below identified information so we can begin addressing these concerns and formulating the necessary steps to resolution.

- Acknowledgement of receipt of the customer's concern
- Repair status update/ ETA
- Confirmation on if you would like to request goodwill on behalf of the customer from your field rep

Should you have any questions or concerns, I can be reached by calling 866-237-3602, extension 11734 or by fax at 866-233-2953. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

If you need additional information, please check the Customer Assistance Center (CAC) Cases tool on http://www.gmglobalconnect.com. (Case updates are transmitted every two hours between 10am ET and 10pm ET).

Sincerely,

Wil Jones
General Motors

Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com



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Wil Jones (C)

From: Wil Jones (C)
Sent: Monday, July 13, 2015 4:31 PM
To: 'robby@teaguechevybuick.com'
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer[redacted], SR# [redacted]0

Hi Robby,

I appreciate the prompt response. I'll escalate the existing SPAC case on my end to try to speed up the parts recovery.

Thanks again,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Thursday, July 09, 2015 4:07 PM
To: Wil Jones (C)
Subject: re: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted], SR# [redacted]

The customer has been very patient...We, however, have not been able to recieve the parts for over a week now. That would probably the greatest help. Customer has planned vacation next week.

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcwxppheip002.imr.gm.com (dcwxppheip002.imr.gm.com [198.208.69.240]) by mail.1daydemo.com with SMTP;
Thu, 9 Jul 2015 15:56:46 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 148.93.0.27

Received: from dcwipvmdlp018.edc.nam.gm.com (HELO dcwxppheip002-s.imr.gm.com) ([148.93.0.27])
by dcwxppheip002-s.imr.gm.com with ESMTP; 09 Jul 2015 15:54:06 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,441,1432612800";
d="png'150?scan'150,208,217,150";a="306461038"
Received: from dcmippexch059.nam.corp.gm.com ([10.121.67.69])
by dcwxppheip002-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 09 Jul 2015 15:54:06 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH059.nam.corp.gm.com (10.121.67.69) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Thu, 9 Jul 2015 15:53:59 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Thu, 9 Jul 2015 15:53:59 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "Robby Valdez (TEAGUE CHEVROLET-BUICK INC.)"
<rvaldez@teaguechevybuick.com>
CC: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR# [redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR# [redacted]
Thread-Index: AdC6gI9Q9EG69ypKQyWAiv5Z99Vecw==
Date: Thu, 9 Jul 2015 19:53:58 +0000
Message-ID: <ff03d3c5be49487cbfe368cbc1e00718@DCMIPPEXCH060.nam.corp.gm.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.244]
Content-Type: multipart/related;
boundary="_007_ff03d3c5be49487cbfe368cbc1e00718DCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H4 RBL: Very Good reputation (+4)
X-SmarterMail-SpamDetail: [198.208.69.240 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

Hi Robby,

The referenced customer has submitted a satisfaction survey that has been reviewed by the Voice of the Customer department within the Business Resource Center (BRC), and has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the

best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

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Below are details on the customer and their case. Please contact me within 24 hours of receipt of this message with a repair status update.

Customer: [redacted]
- Evening: [redacted]
- Email: [redacted]
- SR# [redacted]

Vehicle: 2015 Chevrolet Colorado
- Current Mileage: 1965
- VIN: 1GCGTCE31F[redacted]

- Stated Customer Concern:

> Power steering failure is a very common issue with the Colorados. The dealership was great, & has been very accommodating. Chevrolet wouldn't let them do anything without the problem replicating itself though.
> The power steering failed the other day. He drove without the power steering an hour straight to Dallas & the dealership so they could experience it. They knew what the fix was, he knew as well because of his research. It's to replace the rack & pinion. The dealership is doing that right now.
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Sincerely,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

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Wil Jones (C)

From: Wil Jones (C)
Sent: Tuesday, July 21, 2015 9:31 AM
To: 'robby@teaguechevybuick.com'
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted], SR# [redacted]

Hi Robby,

The notes from the SPAC case are indicating that the appropriate part was shipped after my escalation on the 14th. Are you able to confirm receipt? If it hasn't arrived yet I'll escalate further.

Thanks!

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Monday, July 13, 2015 4:36 PM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:[redacted] SR# [redacted]

thank you...as of this morning the parts still had not arrived

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcmxppheip006.imr.gm.com (dcmxppheip006.imr.gm.com [198.208.57.248]) by mail.1daydemo.com with SMTP;
Mon, 13 Jul 2015 16:34:27 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 130.172.216.19
Received: from dcmipvmdlp021.edc.nam.gm.com (HELO dcmxppheip006-s.imr.gm.com) ([130.172.216.19])

by dcmxppheip006-s.imr.gm.com with ESMTP; 13 Jul 2015 16:31:24 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,465,1432612800";
d="png'150?scan'150,208,217,150";a="310872438"
Received: from dcmippexch063.nam.corp.gm.com ([10.121.67.73])
by dcmxppheip006-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 13 Jul 2015 16:31:24 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH063.nam.corp.gm.com (10.121.67.73) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Mon, 13 Jul 2015 16:31:17 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Mon, 13 Jul 2015 16:31:17 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR# [redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted]
Thread-Index: AQHQuoLL9EG69ypKQyWAiv5Z99Vec53Z350A
Date: Mon, 13 Jul 2015 20:31:17 +0000
Message-ID: <b32fbdfe992b402b88692604f62a512c@DCMIPPEXCH060.nam.corp.gm.com>
References: <2877d97b$25a6e816$3b70d2b0$@teaguechevybuick.com>
In-Reply-To: <2877d97b$25a6e816$3b70d2b0$@teaguechevybuick.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.249]
Content-Type: multipart/related;
boundary="_007_b32fbdfe992b402b88692604f62a512cDCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H3 RBL: Good reputation (+3)
X-SmarterMail-SpamDetail: [198.208.57.248 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

Hi Robby,

I appreciate the prompt response. I'll escalate the existing SPAC case on my end to try to speed up the parts recovery.

Thanks again,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Thursday, July 09, 2015 4:07 PM
To: Wil Jones (C)
Subject: re: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted] SR# [redacted]

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Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcwxppheip002.imr.gm.com (dcwxppheip002.imr.gm.com [198.208.69.240]) by mail.1daydemo.com with SMTP;
Thu, 9 Jul 2015 15:56:46 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 148.93.0.27
Received: from dcwipvmdlp018.edc.nam.gm.com (HELO dcwxppheip002-s.imr.gm.com) ([148.93.0.27])
by dcwxppheip002-s.imr.gm.com with ESMTP; 09 Jul 2015 15:54:06 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,441,1432612800";
d="png'150?scan'150,208,217,150";a="306461038"
Received: from dcmippexch059.nam.corp.gm.com ([10.121.67.69])
by dcwxppheip002-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 09 Jul 2015 15:54:06 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH059.nam.corp.gm.com (10.121.67.69) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Thu, 9 Jul 2015 15:53:59 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Thu, 9 Jul 2015 15:53:59 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "Robby Valdez (TEAGUE CHEVROLET-BUICK INC.)"
<rvaldez@teaguechevybuick.com>
CC: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR#[redacted]

Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted], SR#[redacted]
Thread-Index: AdC6gI9Q9EG69ypKQyWAiv5Z99Vecw==
Date: Thu, 9 Jul 2015 19:53:58 +0000
Message-ID: <ff03d3c5be49487cbfe368cbc1e00718@DCMIPPEXCH060.nam.corp.gm.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.244]
Content-Type: multipart/related;
boundary="_007_ff03d3c5be49487cbfe368cbc1e00718DCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H4 RBL: Very Good reputation (+4)
X-SmarterMail-SpamDetail: [198.208.69.240 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

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Below are details on the customer and their case. Please contact me within 24 hours of receipt of this message with a repair status update.

Customer: [redacted]

- Evening: [redacted]
- Email: [redacted]
- SR# [redacted]

Vehicle: 2015 Chevrolet Colorado
- Current Mileage: 1965
- VIN: 1GCGTCE31F1[redacted]

- Stated Customer Concern:

> Power steering failure is a very common issue with the Colorados. The dealership was great, & has been very accommodating. Chevrolet wouldn't let them do anything without the problem replicating itself though.
> The power steering failed the other day. He drove without the power steering an hour straight to Dallas & the dealership so they could experience it. They knew what the fix was, he knew as well because of his research. It's to replace the rack & pinion. The dealership is doing that right now.
> He's a member of Colorado forums & the Facebook group. He spoke to a bunch of them & they all had the story, it took 5 dealership visits because Chevrolet didn't want to authorize repairs without duplicating the issue.

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- Repair status update/ ETA
- Confirmation on if you would like to request goodwill on behalf of the customer from your field rep

Should you have any questions or concerns, I can be reached by calling 866-237-3602, extension 11734 or by fax at 866-233-2953. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

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Sincerely,

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Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com



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Wil Jones (C)

From: Wil Jones (C)
Sent: Thursday, July 23, 2015 3:59 PM
To: Jeff E Thompson
Subject: ACTION REQUIRED BY 7/24/15 / BRC VOC Case, VIN: 1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer[redacted] SR#[redacted]
Attachments: image001.png; image002.png; image003.png; image004.png

Hi Jeff,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. The dealership has been waiting over 2 weeks for replacement parts to perform a steering column repair. Below are some relevant facts of the case].

Customer: [redacted]
- Evening: [redacted]
- Email: [redacted]
- SR# [redacted]

Vehicle: 2015 Chevrolet Colorado
- Current Mileage: 1965
- VIN: 1GCGTCE31F1[redacted]

Summary of Concern:

A SPAC case ([redacted]) had been opened so I escalated it to SPAC-ER on 7/14/15. Notes on the SPAC case indicated that the part was found elsewhere & shipped shortly afterward on the same day.

The SPAC SR indicated the rep was working on some kind of approval, but on my next check in with the dealership 7/21/15 I was told that the part still hadn't arrived yet. Please assist.

VOC case[redacted]
SPAC case: [redacted]

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue. If it is more convenient for you to call, I can be reached by calling 866-237-3602, extension 11734 or by fax at 866-233-2953.

Sincerely,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953

Email: wil.jones@gm.com



From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Tuesday, July 21, 2015 9:44 AM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:[redacted], SR#[redacted]

Wil

Per my parts manager, we have not seen it yet.

Thank you

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcwxppheip001.imr.gm.com (dcwxppheip001.imr.gm.com [198.208.69.239]) by mail.1daydemo.com with SMTP;
Tue, 21 Jul 2015 09:31:55 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 148.93.0.29
Received: from dcwipvmdlp020.edc.nam.gm.com (HELO dcwxppheip001-s.imr.gm.com) ([148.93.0.29])
by dcwxppheip001-s.imr.gm.com with ESMTP; 21 Jul 2015 09:31:28 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,516,1432612800";
d="png'150?scan'150,208,217,150";a="326673297"
Received: from dcmippexch063.nam.corp.gm.com ([10.121.67.73])
by dcwxppheip001-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 21 Jul 2015 09:30:47 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH063.nam.corp.gm.com (10.121.67.73) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Tue, 21 Jul 2015 09:30:39 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Tue, 21 Jul 2015 09:30:39 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR#[redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR# [redacted]
Thread-Index: AQHQvat39EG69ypKQyWAiv5Z99Vec53l9tew
Date: Tue, 21 Jul 2015 13:30:39 +0000

Message-ID: <5b496ad33d734212aeb4dc630ff569be@DCMIPPEXCH060.nam.corp.gm.com>
References: <7828c892$44a8a72d$70e925a5$@teaguechevybuick.com>
In-Reply-To: <7828c892$44a8a72d$70e925a5$@teaguechevybuick.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.245]
Content-Type: multipart/related;
boundary="_007_5b496ad33d734212aeb4dc630ff569beDCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 0 [raw: 0]
X-SmarterMail-SpamDetail: Content analysis details: (-0.6 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H4 RBL: Very Good reputation (+4)
X-SmarterMail-SpamDetail: [198.208.69.239 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -1.9 BAYES_00 BODY: Bayes spam probability is 0 to 1%
X-SmarterMail-SpamDetail: [score: 0.0000]
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-SpamDetail: 0.0 T_MIME_MALF Malformed MIME: headers in body
X-SmarterMail-TotalSpamWeight: 0

Hi Robby,

The notes from the SPAC case are indicating that the appropriate part was shipped after my escalation on the 14th. Are you able to confirm receipt? If it hasn't arrived yet I'll escalate further.

Thanks!

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Monday, July 13, 2015 4:36 PM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:[redacted], SR# [redacted]

thank you...as of this morning the parts still had not arrived

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcmxppheip006.imr.gm.com (dcmxppheip006.imr.gm.com [198.208.57.248]) by mail.1daydemo.com with SMTP;
Mon, 13 Jul 2015 16:34:27 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 130.172.216.19
Received: from dcmipvmdlp021.edc.nam.gm.com (HELO dcmxppheip006-s.imr.gm.com) ([130.172.216.19])
by dcmxppheip006-s.imr.gm.com with ESMTP; 13 Jul 2015 16:31:24 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,465,1432612800";
d="png'150?scan'150,208,217,150";a="310872438"
Received: from dcmippexch063.nam.corp.gm.com ([10.121.67.73])
by dcmxppheip006-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 13 Jul 2015 16:31:24 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH063.nam.corp.gm.com (10.121.67.73) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Mon, 13 Jul 2015 16:31:17 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Mon, 13 Jul 2015 16:31:17 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR#[redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted] SR#[redacted]
Thread-Index: AQHQuoLL9EG69ypKQyWAiv5Z99Vec53Z350A
Date: Mon, 13 Jul 2015 20:31:17 +0000
Message-ID: <b32fbdfe992b402b88692604f62a512c@DCMIPPEXCH060.nam.corp.gm.com>
References: <2877d97b$25a6e816$3b70d2b0$@teaguechevybuick.com>
In-Reply-To: <2877d97b$25a6e816$3b70d2b0$@teaguechevybuick.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.249]
Content-Type: multipart/related;
boundary="_007_b32fbdfe992b402b88692604f62a512cDCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --

X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H3 RBL: Good reputation (+3)
X-SmarterMail-SpamDetail: [198.208.57.248 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

Hi Robby,

I appreciate the prompt response. I'll escalate the existing SPAC case on my end to try to speed up the parts recovery.

Thanks again,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Thursday, July 09, 2015 4:07 PM
To: Wil Jones (C)
Subject: re: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted], SR# [redacted]

The customer has been very patient...We, however, have not been able to recieve the parts for over a week now. That would probably the greatest help. Customer has planned vacation next week.

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcwxppheip002.imr.gm.com (dcwxppheip002.imr.gm.com [198.208.69.240]) by mail.1daydemo.com with SMTP;
Thu, 9 Jul 2015 15:56:46 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 148.93.0.27
Received: from dcwipvmdlp018.edc.nam.gm.com (HELO dcwxppheip002-s.imr.gm.com) ([148.93.0.27])
by dcwxppheip002-s.imr.gm.com with ESMTP; 09 Jul 2015 15:54:06 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,441,1432612800";

d="png'150?scan'150,208,217,150";a="306461038"
Received: from dcmippexch059.nam.corp.gm.com ([10.121.67.69])
by dcwxppheip002-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 09 Jul 2015 15:54:06 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH059.nam.corp.gm.com (10.121.67.69) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Thu, 9 Jul 2015 15:53:59 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Thu, 9 Jul 2015 15:53:59 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "Robby Valdez (TEAGUE CHEVROLET-BUICK INC.)"
<rvaldez@teaguechevybuick.com>
CC: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR#[redacted]
Thread-Index: AdC6gI9Q9EG69ypKQyWAiv5Z99Vecw==
Date: Thu, 9 Jul 2015 19:53:58 +0000
Message-ID: <ff03d3c5be49487cbfe368cbc1e00718@DCMIPPEXCH060.nam.corp.gm.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.244]
Content-Type: multipart/related;
boundary="_007_ff03d3c5be49487cbfe368cbc1e00718DCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H4 RBL: Very Good reputation (+4)
X-SmarterMail-SpamDetail: [198.208.69.240 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

Hi Robby,

The referenced customer has submitted a satisfaction survey that has been reviewed by the Voice of the Customer department within the Business Resource Center (BRC), and has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

The Business Resource Center (BRC) is a specialized team that proactively handles escalated customer cases with possible legal involvement. The BRC has the ability to expedite access to GM resources to help you help your customer. Our goal is to partner with your dealership, as part of our customer focus initiative, to assist in the resolution of the customer's concern.

Below are details on the customer and their case. Please contact me within 24 hours of receipt of this message with a repair status update.

Customer: [redacted]
- Evening: [redacted]
- Email: [redacted]
- SR# [redacted]

Vehicle: 2015 Chevrolet Colorado
- Current Mileage: 1965
- VIN: 1GCGTCE31F1[redacted]

- Stated Customer Concern:

> Power steering failure is a very common issue with the Colorados. The dealership was great, & has been very accommodating. Chevrolet wouldn't let them do anything without the problem replicating itself though.
> The power steering failed the other day. He drove without the power steering an hour straight to Dallas & the dealership so they could experience it. They knew what the fix was, he knew as well because of his research. It's to replace the rack & pinion. The dealership is doing that right now.
> He's a member of Colorado forums & the Facebook group. He spoke to a bunch of them & they all had the story, it took 5 dealership visits because Chevrolet didn't want to authorize repairs without duplicating the issue.

GM-Voice of the Customer Agent would like to confirm: Repair ETA & if the dealership would like to contact their field rep for a goodwill offer to the customer.

We value your perspective and will be working closely with you to resolve this issue in a thorough and timely manner. Please contact me no later than 7/10/15 * 4pm EST with the below identified information so we can begin addressing these concerns and formulating the necessary steps to resolution.

- Acknowledgement of receipt of the customer's concern
- Repair status update/ ETA
- Confirmation on if you would like to request goodwill on behalf of the customer from your field rep

Should you have any questions or concerns, I can be reached by calling 866-237-3602, extension 11734 or by fax at 866-233-2953. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

If you need additional information, please check the Customer Assistance Center (CAC) Cases tool on http://www.gmglobalconnect.com. (Case updates are transmitted every two hours between 10am ET and 10pm ET).

Sincerely,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com



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

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

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Wil Jones (C)

From: Jeff E Thompson
Sent: Friday, July 24, 2015 11:40 AM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED BY 7/24/15 / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, [redacted], SR# [redacted]

Wil,

Just spoke to the store. Parts were received, installed, and the vehicle has been repaired.

Is there a secondary issue still ongoing?

Jeff Thompson
District Manager - After sales
Dallas East
214-701-8691

-----Original Message-----
From: Wil Jones (C) [wil.jones@gm.com]
Received: Thursday, 23 Jul 2015, 2:59PM
To: Jeff E Thompson [jeff.e.thompson@gm.com]
Subject: ACTION REQUIRED BY 7/24/15 / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted] SR#[redacted]

Hi Jeff,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. The dealership has been waiting over 2 weeks for replacement parts to perform a steering column repair. Below are some relevant facts of the case].

Customer: [redacted]
- Evening: [redacted]
- Email: [redacted]
- SR#[redacted]

Vehicle: 2015 Chevrolet Colorado
- Current Mileage: 1965
- VIN: 1GCGTCE31F1[redacted]

Summary of Concern:

A SPAC case[redacted] had been opened so I escalated it to SPAC-ER on 7/14/15. Notes on the SPAC case indicated that the part was found elsewhere & shipped shortly afterward on the same day.

The SPAC SR indicated the rep was working on some kind of approval, but on my next check in with the dealership 7/21/15 I was told that the part still hadn't arrived yet. Please assist.

VOC case[redacted]
SPAC case:[redacted]

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue. If it is more convenient for you to call, I can be reached by calling 866-237-3602, extension 11734 or by fax at 866-233-2953.
Sincerely,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com



From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Tuesday, July 21, 2015 9:44 AM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted], SR# [redacted]

Wil

Per my parts manager, we have not seen it yet.

Thank you

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcwxppheip001.imr.gm.com (dcwxppheip001.imr.gm.com [198.208.69.239]) by mail.1daydemo.com with SMTP;
Tue, 21 Jul 2015 09:31:55 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 148.93.0.29
Received: from dcwipvmdlp020.edc.nam.gm.com (HELO dcwxppheip001-s.imr.gm.com) ([148.93.0.29])
by dcwxppheip001-s.imr.gm.com with ESMTP; 21 Jul 2015 09:31:28 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,516,1432612800";
d="png'150?scan'150,208,217,150";a="326673297"

Received: from dcmippexch063.nam.corp.gm.com ([10.121.67.73])
by dcwxppheip001-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 21 Jul 2015 09:30:47 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH063.nam.corp.gm.com (10.121.67.73) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Tue, 21 Jul 2015 09:30:39 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Tue, 21 Jul 2015 09:30:39 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted] SR# [redacted] WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR# [redacted]
Thread-Index: AQHQvat39EG69ypKQyWAiv5Z99Vec53l9tew
Date: Tue, 21 Jul 2015 13:30:39 +0000
Message-ID: <5b496ad33d734212aeb4dc630ff569be@DCMIPPEXCH060.nam.corp.gm.com>
References: <7828c892$44a8a72d$70e925a5$@teaguechevybuick.com>
In-Reply-To: <7828c892$44a8a72d$70e925a5$@teaguechevybuick.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.245]
Content-Type: multipart/related;
boundary="_007_5b496ad33d734212aeb4dc630ff569beDCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 0 [raw: 0]
X-SmarterMail-SpamDetail: Content analysis details: (-0.6 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H4 RBL: Very Good reputation (+4)
X-SmarterMail-SpamDetail: [198.208.69.239 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -1.9 BAYES_00 BODY: Bayes spam probability is 0 to 1%
X-SmarterMail-SpamDetail: [score: 0.0000]
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-SpamDetail: 0.0 T_MIME_MALF Malformed MIME: headers in body
X-SmarterMail-TotalSpamWeight: 0

Hi Robby,

The notes from the SPAC case are indicating that the appropriate part was shipped after my escalation on the 14th. Are you able to confirm receipt? If it hasn't arrived yet I'll escalate further.

Thanks!

Wil Jones
General Motors
Voice of the Customer Team

Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Monday, July 13, 2015 4:36 PM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted], SR# [redacted]

thank you...as of this morning the parts still had not arrived

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcmxppheip006.imr.gm.com (dcmxppheip006.imr.gm.com [198.208.57.248]) by mail.1daydemo.com with SMTP;
Mon, 13 Jul 2015 16:34:27 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 130.172.216.19
Received: from dcmipvmdlp021.edc.nam.gm.com (HELO dcmxppheip006-s.imr.gm.com) ([130.172.216.19])
by dcmxppheip006-s.imr.gm.com with ESMTP; 13 Jul 2015 16:31:24 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,465,1432612800";
d="png'150?scan'150,208,217,150";a="310872438"
Received: from dcmippexch063.nam.corp.gm.com ([10.121.67.73])
by dcmxppheip006-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 13 Jul 2015 16:31:24 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH063.nam.corp.gm.com (10.121.67.73) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Mon, 13 Jul 2015 16:31:17 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Mon, 13 Jul 2015 16:31:17 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR# [redacted]
Thread-Index: AQHQuoLL9EG69ypKQyWAiv5Z99Vec53Z350A
Date: Mon, 13 Jul 2015 20:31:17 +0000
Message-ID: <b32fbdfe992b402b88692604f62a512c@DCMIPPEXCH060.nam.corp.gm.com>

References: <2877d97b$25a6e816$3b70d2b0$@teaguechevybuick.com>
In-Reply-To: <2877d97b$25a6e816$3b70d2b0$@teaguechevybuick.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.249]
Content-Type: multipart/related;
boundary="_007_b32fbdfe992b402b88692604f62a512cDCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H3 RBL: Good reputation (+3)
X-SmarterMail-SpamDetail: [198.208.57.248 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

Hi Robby,

I appreciate the prompt response. I'll escalate the existing SPAC case on my end to try to speed up the parts recovery.

Thanks again,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Thursday, July 09, 2015 4:07 PM
To: Wil Jones (C)
Subject: re: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted] SR# [redacted]

The customer has been very patient...We, however, have not been able to recieve the parts for over a week now. That would probably the greatest help. Customer has planned vacation next week.

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason

Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcwxppheip002.imr.gm.com (dcwxppheip002.imr.gm.com [198.208.69.240]) by mail.1daydemo.com with SMTP;
Thu, 9 Jul 2015 15:56:46 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 148.93.0.27
Received: from dcwipvmdlp018.edc.nam.gm.com (HELO dcwxppheip002-s.imr.gm.com) ([148.93.0.27])
by dcwxppheip002-s.imr.gm.com with ESMTP; 09 Jul 2015 15:54:06 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,441,1432612800";
d="png'150?scan'150,208,217,150";a="306461038"
Received: from dcmippexch059.nam.corp.gm.com ([10.121.67.69])
by dcwxppheip002-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 09 Jul 2015 15:54:06 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH059.nam.corp.gm.com (10.121.67.69) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Thu, 9 Jul 2015 15:53:59 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Thu, 9 Jul 2015 15:53:59 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "Robby Valdez (TEAGUE CHEVROLET-BUICK INC.)"
<rvaldez@teaguechevybuick.com>
CC: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted] SR# [redacted]
Thread-Index: AdC6gI9Q9EG69ypKQyWAiv5Z99Vecw==
Date: Thu, 9 Jul 2015 19:53:58 +0000
Message-ID: <ff03d3c5be49487cbfe368cbc1e00718@DCMIPPEXCH060.nam.corp.gm.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.244]
Content-Type: multipart/related;
boundary="_007_ff03d3c5be49487cbfe368cbc1e00718DCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H4 RBL: Very Good reputation (+4)
X-SmarterMail-SpamDetail: [198.208.69.240 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain

X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

Hi Robby,

The referenced customer has submitted a satisfaction survey that has been reviewed by the Voice of the Customer department within the Business Resource Center (BRC), and has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

The Business Resource Center (BRC) is a specialized team that proactively handles escalated customer cases with possible legal involvement. The BRC has the ability to expedite access to GM resources to help you help your customer. Our goal is to partner with your dealership, as part of our customer focus initiative, to assist in the resolution of the customer's concern.

Below are details on the customer and their case. Please contact me within 24 hours of receipt of this message with a repair status update.

Customer: [redacted]
- Evening: [redacted]
- Email: [redacted]
- SR# [redacted]

Vehicle: 2015 Chevrolet Colorado
- Current Mileage: 1965
- VIN: 1GCGTCE31F1[redacted]

- Stated Customer Concern:

> Power steering failure is a very common issue with the Colorados. The dealership was great, & has been very accommodating. Chevrolet wouldn't let them do anything without the problem replicating itself though.
> The power steering failed the other day. He drove without the power steering an hour straight to Dallas & the dealership so they could experience it. They knew what the fix was, he knew as well because of his research. It's to replace the rack & pinion. The dealership is doing that right now.
> He's a member of Colorado forums & the Facebook group. He spoke to a bunch of them & they all had the story, it took 5 dealership visits because Chevrolet didn't want to authorize repairs without duplicating the issue.

GM-Voice of the Customer Agent would like to confirm: Repair ETA & if the dealership would like to contact their field rep for a goodwill offer to the customer.

We value your perspective and will be working closely with you to resolve this issue in a thorough and timely manner. Please contact me no later than 7/10/15 * 4pm EST with the below identified information so we can begin addressing these concerns and formulating the necessary steps to resolution.

- Acknowledgement of receipt of the customer's concern
- Repair status update/ ETA
- Confirmation on if you would like to request goodwill on behalf of the customer from your field rep

Should you have any questions or concerns, I can be reached by calling 866-237-3602, extension 11734 or by fax at 866-233-2953. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

If you need additional information, please check the Customer Assistance Center (CAC) Cases tool on http://www.gmglobalconnect.com. (Case updates are transmitted every two hours between 10am ET and 10pm ET).

Sincerely,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

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

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

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Wil Jones (C)

From: Jeff E Thompson
Sent: Thursday, July 23, 2015 4:25 PM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED BY 7/24/15 / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer[redacted], SR# [redacted]

Wil,

I'll get engaged, but I don't see what else I can do if the part has already been escalated and not yet received.

From: Wil Jones (C)
Sent: Thursday, July 23, 2015 2:59 PM
To: Jeff E Thompson
Subject: ACTION REQUIRED BY 7/24/15 / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted], SR#[redacted]

Hi Jeff,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. The dealership has been waiting over 2 weeks for replacement parts to perform a steering column repair. Below are some relevant facts of the case].

Customer: [redacted]
- Evening: [redacted]
- Email: [redacted]
- SR# [redacted]

Vehicle: 2015 Chevrolet Colorado
- Current Mileage: 1965
- VIN: 1GCGTCE31F1[redacted]

Summary of Concern:

A SPAC case [redacted] had been opened so I escalated it to SPAC-ER on 7/14/15. Notes on the SPAC case indicated that the part was found elsewhere & shipped shortly afterward on the same day.

The SPAC SR indicated the rep was working on some kind of approval, but on my next check in with the dealership 7/21/15 I was told that the part still hadn't arrived yet. Please assist.

VOC case [redacted]
SPAC case[redacted]

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue. If it is more convenient for you to call, I can be reached by calling 866-237-3602, extension 11734 or by fax at 866-233-2953.

Sincerely,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com



From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Tuesday, July 21, 2015 9:44 AM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:[redacted] SR#[redacted]

Wil

Per my parts manager, we have not seen it yet.

Thank you

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcwxppheip001.imr.gm.com (dcwxppheip001.imr.gm.com [198.208.69.239]) by mail.1daydemo.com with SMTP;
Tue, 21 Jul 2015 09:31:55 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 148.93.0.29
Received: from dcwipvmdlp020.edc.nam.gm.com (HELO dcwxppheip001-s.imr.gm.com) ([148.93.0.29])
by dcwxppheip001-s.imr.gm.com with ESMTP; 21 Jul 2015 09:31:28 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,516,1432612800";
d="png'150?scan'150,208,217,150";a="326673297"
Received: from dcmippexch063.nam.corp.gm.com ([10.121.67.73])
by dcwxppheip001-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 21 Jul 2015 09:30:47 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by

DCMIPPEXCH063.nam.corp.gm.com (10.121.67.73) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Tue, 21 Jul 2015 09:30:39 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Tue, 21 Jul 2015 09:30:39 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR#[redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted] SR#[redacted]
Date: Tue, 21 Jul 2015 13:30:39 +0000
Message-ID: <5b496ad33d734212aeb4dc630ff569be@DCMIPPEXCH060.nam.corp.gm.com>
References: <7828c892$44a8a72d$70e925a5$@teaguechevybuick.com>
In-Reply-To: <7828c892$44a8a72d$70e925a5$@teaguechevybuick.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.245]
Content-Type: multipart/related;
boundary="_007_5b496ad33d734212aeb4dc630ff569beDCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 0 [raw: 0]
X-SmarterMail-SpamDetail: Content analysis details: (-0.6 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H4 RBL: Very Good reputation (+4)
X-SmarterMail-SpamDetail: [198.208.69.239 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -1.9 BAYES_00 BODY: Bayes spam probability is 0 to 1%
X-SmarterMail-SpamDetail: [score: 0.0000]
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-SpamDetail: 0.0 T_MIME_MALF Malformed MIME: headers in body
X-SmarterMail-TotalSpamWeight: 0

Hi Robby,

The notes from the SPAC case are indicating that the appropriate part was shipped after my escalation on the 14th. Are you able to confirm receipt? If it hasn't arrived yet I'll escalate further.

Thanks!

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953

Email: wil.jones@gm.com



From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Monday, July 13, 2015 4:36 PM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:[redacted] SR# [redacted]

thank you...as of this morning the parts still had not arrived

Robby Teague
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Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcmxppheip006.imr.gm.com (dcmxppheip006.imr.gm.com [198.208.57.248]) by mail.1daydemo.com with SMTP;
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X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
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by dcmxppheip006-s.imr.gm.com with ESMTP; 13 Jul 2015 16:31:24 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,465,1432612800";
d="png'150?scan'150,208,217,150";a="310872438"
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Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH063.nam.corp.gm.com (10.121.67.73) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Mon, 13 Jul 2015 16:31:17 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Mon, 13 Jul 2015 16:31:17 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR#[redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR# [redacted]
Thread-Index: AQHQuoLL9EG69ypKQyWAiv5Z99Vec53Z350A
Date: Mon, 13 Jul 2015 20:31:17 +0000
Message-ID: <b32fbdfe992b402b88692604f62a512c@DCMIPPEXCH060.nam.corp.gm.com>
References: <2877d97b$25a6e816$3b70d2b0$@teaguechevybuick.com>
In-Reply-To: <2877d97b$25a6e816$3b70d2b0$@teaguechevybuick.com>
Accept-Language: en-US

Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.249]
Content-Type: multipart/related;
boundary="_007_b32fbdfe992b402b88692604f62a512cDCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H3 RBL: Good reputation (+3)
X-SmarterMail-SpamDetail: [198.208.57.248 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

Hi Robby,

I appreciate the prompt response. I'll escalate the existing SPAC case on my end to try to speed up the parts recovery.

Thanks again,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Thursday, July 09, 2015 4:07 PM
To: Wil Jones (C)
Subject: re: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted] SR# [redacted]

The customer has been very patient...We, however, have not been able to recieve the parts for over a week now. That would probably the greatest help. Customer has planned vacation next week.

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcwxppheip002.imr.gm.com (dcwxppheip002.imr.gm.com [198.208.69.240]) by mail.1daydemo.com with SMTP;
Thu, 9 Jul 2015 15:56:46 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 148.93.0.27
Received: from dcwipvmdlp018.edc.nam.gm.com (HELO dcwxppheip002-s.imr.gm.com) ([148.93.0.27])
by dcwxppheip002-s.imr.gm.com with ESMTP; 09 Jul 2015 15:54:06 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,441,1432612800";
d="png'150?scan'150,208,217,150";a="306461038"
Received: from dcmippexch059.nam.corp.gm.com ([10.121.67.69])
by dcwxppheip002-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 09 Jul 2015 15:54:06 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH059.nam.corp.gm.com (10.121.67.69) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Thu, 9 Jul 2015 15:53:59 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Thu, 9 Jul 2015 15:53:59 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "Robby Valdez (TEAGUE CHEVROLET-BUICK INC.)"
<rvaldez@teaguechevybuick.com>
CC: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted] SR#[redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR#[redacted]
Thread-Index: AdC6gI9Q9EG69ypKQyWAiv5Z99Vecw==
Date: Thu, 9 Jul 2015 19:53:58 +0000
Message-ID: <ff03d3c5be49487cbfe368cbc1e00718@DCMIPPEXCH060.nam.corp.gm.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.244]
Content-Type: multipart/related;
boundary="_007_ff03d3c5be49487cbfe368cbc1e00718DCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H4 RBL: Very Good reputation (+4)
X-SmarterMail-SpamDetail: [198.208.69.240 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

Hi Robby,

The referenced customer has submitted a satisfaction survey that has been reviewed by the Voice of the Customer department within the Business Resource Center (BRC), and has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

The Business Resource Center (BRC) is a specialized team that proactively handles escalated customer cases with possible legal involvement. The BRC has the ability to expedite access to GM resources to help you help your customer. Our goal is to partner with your dealership, as part of our customer focus initiative, to assist in the resolution of the customer's concern.

Below are details on the customer and their case. Please contact me within 24 hours of receipt of this message with a repair status update.

Customer: [redacted]
- Evening: [redacted]
- Email: [redacted]
- SR# [redacted]

Vehicle: 2015 Chevrolet Colorado
- Current Mileage: 1965
- VIN: 1GCGTCE31F1[redacted]

- Stated Customer Concern:

> Power steering failure is a very common issue with the Colorados. The dealership was great, & has been very accommodating. Chevrolet wouldn't let them do anything without the problem replicating itself though.
> The power steering failed the other day. He drove without the power steering an hour straight to Dallas & the dealership so they could experience it. They knew what the fix was, he knew as well because of his research. It's to replace the rack & pinion. The dealership is doing that right now.
> He's a member of Colorado forums & the Facebook group. He spoke to a bunch of them & they all had the story, it took 5 dealership visits because Chevrolet didn't want to authorize repairs without duplicating the issue.

GM-Voice of the Customer Agent would like to confirm: Repair ETA & if the dealership would like to contact their field rep for a goodwill offer to the customer.

We value your perspective and will be working closely with you to resolve this issue in a thorough and timely manner. Please contact me no later than 7/10/15 * 4pm EST with the below identified information so we can begin addressing these concerns and formulating the necessary steps to resolution.

- Acknowledgement of receipt of the customer's concern
- Repair status update/ ETA
- Confirmation on if you would like to request goodwill on behalf of the customer from your field rep

Should you have any questions or concerns, I can be reached by calling 866-237-3602, extension 11734 or by fax at 866-233-2953. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

If you need additional information, please check the Customer Assistance Center (CAC) Cases tool on http://www.gmglobalconnect.com. (Case updates are transmitted every two hours between 10am ET and 10pm ET).

Sincerely,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

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

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

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

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

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Wil Jones (C)

From: Wil Jones (C)
Sent: Monday, July 27, 2015 1:39 PM
To: Jeff E Thompson
Subject: RE: ACTION REQUIRED BY 7/24/15 / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted] SR# [redacted]

Hi Jeff,

I appreciate your attention with this, from my conversations with the customer and dealership the power steering was the only issue. I'm good to go now ☺

Thanks again,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com



From: Jeff E Thompson
Sent: Friday, July 24, 2015 11:40 AM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED BY 7/24/15 / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted] SR# [redacted]

Wil,

Just spoke to the store. Parts were received, installed, and the vehicle has been repaired.

Is there a secondary issue still ongoing?

Jeff Thompson
District Manager - After sales
Dallas East
214-701-8691

-----Original Message-----
From: Wil Jones (C) [wil.jones@gm.com]
Received: Thursday, 23 Jul 2015, 2:59PM
To: Jeff E Thompson [jeff.e.thompson@gm.com]

Subject: ACTION REQUIRED BY 7/24/15 / BRC VOC Case, VIN: 1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:[redacted], SR#[redacted]

Hi Jeff,

I am contacting you for your involvement and assistance in the resolution of the above-referenced case. The dealership has been waiting over 2 weeks for replacement parts to perform a steering column repair. Below are some relevant facts of the case].

Customer: [redacted]
- Evening: [redacted]
- Email: [redacted]
- SR#[redacted]

Vehicle: 2015 Chevrolet Colorado
- Current Mileage: 1965
- VIN: 1GCGTCE31F1[redacted]

Summary of Concern:

A SPAC case [redacted] had been opened so I escalated it to SPAC-ER on 7/14/15. Notes on the SPAC case indicated that the part was found elsewhere & shipped shortly afterward on the same day.

The SPAC SR indicated the rep was working on some kind of approval, but on my next check in with the dealership 7/21/15 I was told that the part still hadn't arrived yet. Please assist.

VOC case [redacted]
SPAC case: [redacted]

Thank you for your assistance and prompt attention in this matter. Please reply to this message with your input on next steps to resolve this issue. If it is more convenient for you to call, I can be reached by calling 866-237-3602, extension 11734 or by fax at 866-233-2953.
Sincerely,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Tuesday, July 21, 2015 9:44 AM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC [redacted]

Wil

Per my parts manager, we have not seen it yet.

Thank you

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcwxppheip001.imr.gm.com (dcwxppheip001.imr.gm.com [198.208.69.239]) by mail.1daydemo.com with SMTP;
Tue, 21 Jul 2015 09:31:55 -0400
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X-SKIP-ALL: FALSE
X-LoopCount2: from 148.93.0.29
Received: from dcwipvmdlp020.edc.nam.gm.com (HELO dcwxppheip001-s.imr.gm.com) ([148.93.0.29])
by dcwxppheip001-s.imr.gm.com with ESMTP; 21 Jul 2015 09:31:28 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,516,1432612800";
d="png'150?scan'150,208,217,150";a="326673297"
Received: from dcmippexch063.nam.corp.gm.com ([10.121.67.73])
by dcwxppheip001-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 21 Jul 2015 09:30:47 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH063.nam.corp.gm.com (10.121.67.73) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Tue, 21 Jul 2015 09:30:39 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Tue, 21 Jul 2015 09:30:39 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR#[redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted] SR# [redacted]
Thread-Index: AQHQvat39EG69ypKQyWAiv5Z99Vec53l9tew
Date: Tue, 21 Jul 2015 13:30:39 +0000
Message-ID: <5b496ad33d734212aeb4dc630ff569be@DCMIPPEXCH060.nam.corp.gm.com>
References: <7828c892$44a8a72d$70e925a5$@teaguechevybuick.com>
In-Reply-To: <7828c892$44a8a72d$70e925a5$@teaguechevybuick.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.245]
Content-Type: multipart/related;
boundary="_007_5b496ad33d734212aeb4dc630ff569beDCMIPPEXCH060namcorpgmc_";

type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 0 [raw: 0]
X-SmarterMail-SpamDetail: Content analysis details: (-0.6 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H4 RBL: Very Good reputation (+4)
X-SmarterMail-SpamDetail: [198.208.69.239 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -1.9 BAYES_00 BODY: Bayes spam probability is 0 to 1%
X-SmarterMail-SpamDetail: [score: 0.0000]
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-SpamDetail: 0.0 T_MIME_MALF Malformed MIME: headers in body
X-SmarterMail-TotalSpamWeight: 0

Hi Robby,

The notes from the SPAC case are indicating that the appropriate part was shipped after my escalation on the 14th. Are you able to confirm receipt? If it hasn't arrived yet I'll escalate further.

Thanks!

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Monday, July 13, 2015 4:36 PM
To: Wil Jones (C)
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer: [redacted] SR#[redacted]

thank you...as of this morning the parts still had not arrived

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcmxppheip006.imr.gm.com (dcmxppheip006.imr.gm.com [198.208.57.248]) by mail.1daydemo.com with SMTP;
Mon, 13 Jul 2015 16:34:27 -0400

X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 130.172.216.19
Received: from dcmipvmdlp021.edc.nam.gm.com (HELO dcmxppheip006-s.imr.gm.com) ([130.172.216.19])
by dcmxppheip006-s.imr.gm.com with ESMTP; 13 Jul 2015 16:31:24 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,465,1432612800";
d="png'150?scan'150,208,217,150";a="310872438"
Received: from dcmippexch063.nam.corp.gm.com ([10.121.67.73])
by dcmxppheip006-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 13 Jul 2015 16:31:24 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH063.nam.corp.gm.com (10.121.67.73) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Mon, 13 Jul 2015 16:31:17 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Mon, 13 Jul 2015 16:31:17 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: RE: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted] SR# [redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR# [redacted]
Thread-Index: AQHQuoLL9EG69ypKQyWAiv5Z99Vec53Z350A
Date: Mon, 13 Jul 2015 20:31:17 +0000
Message-ID: <b32fbdfe992b402b88692604f62a512c@DCMIPPEXCH060.nam.corp.gm.com>
References: <2877d97b$25a6e816$3b70d2b0$@teaguechevybuick.com>
In-Reply-To: <2877d97b$25a6e816$3b70d2b0$@teaguechevybuick.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.249]
Content-Type: multipart/related;
boundary="_007_b32fbdfe992b402b88692604f62a512cDCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H3 RBL: Good reputation (+3)
X-SmarterMail-SpamDetail: [198.208.57.248 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

Hi Robby,

I appreciate the prompt response. I'll escalate the existing SPAC case on my end to try to speed up the parts recovery.

Thanks again,

Wil Jones
General Motors
Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com

From: Robby Teague [mailto:robby@teaguechevybuick.com]
Sent: Thursday, July 09, 2015 4:07 PM
To: Wil Jones (C)
Subject: re: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN: 1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:[redacted], SR# [redacted]

The customer has been very patient...We, however, have not been able to recieve the parts for over a week now. That would probably the greatest help. Customer has planned vacation next week.

Robby Teague
Teague Chevrolet-Buick, Inc.
815 W. Mason
Mabank, TX 75147
(903)887-4111

Return-Path: <wil.jones@gm.com>
Received: from dcwxppheip002.imr.gm.com (dcwxppheip002.imr.gm.com [198.208.69.240]) by mail.1daydemo.com with SMTP;
Thu, 9 Jul 2015 15:56:46 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-LoopCount2: from 148.93.0.27
Received: from dcwipvmdlp018.edc.nam.gm.com (HELO dcwxppheip002-s.imr.gm.com) ([148.93.0.27])
by dcwxppheip002-s.imr.gm.com with ESMTP; 09 Jul 2015 15:54:06 -0400
X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
X-Loop1: 1
X-IronPort-AV: E=Sophos;i="5.15,441,1432612800";
d="png'150?scan'150,208,217,150";a="306461038"
Received: from dcmippexch059.nam.corp.gm.com ([10.121.67.69])
by dcwxppheip002-s.imr.gm.com with ESMTP/TLS/AES256-SHA; 09 Jul 2015 15:54:06 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com (10.121.67.70) by
DCMIPPEXCH059.nam.corp.gm.com (10.121.67.69) with Microsoft SMTP Server (TLS)
id 15.0.1044.25; Thu, 9 Jul 2015 15:53:59 -0400
Received: from DCMIPPEXCH060.nam.corp.gm.com ([10.121.67.70]) by
DCMIPPEXCH060.nam.corp.gm.com ([169.254.8.3]) with mapi id 15.00.1044.021;
Thu, 9 Jul 2015 15:53:59 -0400
From: "Wil Jones (C)" <wil.jones@gm.com>
To: "Robby Valdez (TEAGUE CHEVROLET-BUICK INC.)"
<rvaldez@teaguechevybuick.com>

CC: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted], TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
[redacted], SR# [redacted]
Thread-Index: AdC6gI9Q9EG69ypKQyWAiv5Z99Vecw==
Date: Thu, 9 Jul 2015 19:53:58 +0000
Message-ID: <ff03d3c5be49487cbfe368cbc1e00718@DCMIPPEXCH060.nam.corp.gm.com>
Accept-Language: en-US
Content-Language: en-US
X-MS-Has-Attach: yes
X-MS-TNEF-Correlator:
x-ms-exchange-transport-fromentityheader: Hosted
x-originating-ip: [10.121.8.244]
Content-Type: multipart/related;
boundary="_007_ff03d3c5be49487cbfe368cbc1e00718DCMIPPEXCH060namcorpgmc_";
type="multipart/alternative"
MIME-Version: 1.0
X-CFilter-Loop: Reflected
X-SmarterMail-Spam: SpamAssassin 1 [raw: 1]
X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
X-SmarterMail-SpamDetail: pts rule name description
X-SmarterMail-SpamDetail: ---- ---------------------- --
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_H4 RBL: Very Good reputation (+4)
X-SmarterMail-SpamDetail: [198.208.69.240 listed in wl.mailspike.net]
X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
X-SmarterMail-SpamDetail: 2.0 HTML_MESSAGE BODY: HTML included in message
X-SmarterMail-SpamDetail: -0.0 RCVD_IN_MSPIKE_WL Mailspike good senders
X-SmarterMail-TotalSpamWeight: 1

Hi Robby,

The referenced customer has submitted a satisfaction survey that has been reviewed by the Voice of the Customer department within the Business Resource Center (BRC), and has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

The Business Resource Center (BRC) is a specialized team that proactively handles escalated customer cases with possible legal involvement. The BRC has the ability to expedite access to GM resources to help you help your customer. Our goal is to partner with your dealership, as part of our customer focus initiative, to assist in the resolution of the customer's concern.

Below are details on the customer and their case. Please contact me within 24 hours of receipt of this message with a repair status update.

[redacted]
- SR# [redacted]

Vehicle: 2015 Chevrolet Colorado
- Current Mileage: 1965
- VIN: 1GCGTCE31F1[redacted]

- Stated Customer Concern:

> Power steering failure is a very common issue with the Colorados. The dealership was great, & has been very accommodating. Chevrolet wouldn't let them do anything without the problem replicating itself though.
> The power steering failed the other day. He drove without the power steering an hour straight to Dallas & the dealership so they could experience it. They knew what the fix was, he knew as well because of his research. It's to replace the rack & pinion. The dealership is doing that right now.
> He's a member of Colorado forums & the Facebook group. He spoke to a bunch of them & they all had the story, it took 5 dealership visits because Chevrolet didn't want to authorize repairs without duplicating the issue.

GM-Voice of the Customer Agent would like to confirm: Repair ETA & if the dealership would like to contact their field rep for a goodwill offer to the customer.

We value your perspective and will be working closely with you to resolve this issue in a thorough and timely manner. Please contact me no later than 7/10/15 * 4pm EST with the below identified information so we can begin addressing these concerns and formulating the necessary steps to resolution.

- Acknowledgement of receipt of the customer's concern
- Repair status update/ ETA
- Confirmation on if you would like to request goodwill on behalf of the customer from your field rep

Should you have any questions or concerns, I can be reached by calling 866-237-3602, extension 11734 or by fax at 866-233-2953. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

If you need additional information, please check the Customer Assistance Center (CAC) Cases tool on http://www.gmglobalconnect.com. (Case updates are transmitted every two hours between 10am ET and 10pm ET).

Sincerely,

Wil Jones
General Motors

[redacted]

Voice of the Customer Team
Phone: 866-237-3602 Ext: 11734
Fax: 866-233-2953
Email: wil.jones@gm.com



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

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

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Tamara Davis (C)

From: Tamara Davis (C)
Sent: Thursday, July 09, 2015 9:26 AM
To: 'dbarnes@platinum-chevy.com'
Cc: 'stanton@platinum-chevy.com'
Subject: ACTION REQUIRED BY 7-10-15, 8:00 am/ Early Response Case, VIN: 1GCHSAEA0F1[redacted], PLATINUM CHEVROLET, BAC: 257951, Customer: [redacted] Contracting, SR#[redacted]

Hello David Barnes & R Stanton,

The Early Response Team is a specialized team that proactively handles escalated customer cases with possible legal involvement. The Early Response Team has the ability to expedite access to GM resources to help you help your customer. Our goal is to partner with your dealership, as part of our customer focus initiative, to assist in the resolution of the customers concern.

We were notified by our Technical Assistance Team that Wright Contracting's vehicle has been in your dealership two times with two days down due to a steering concern. We would like to further discuss the status of the vehicle in detail and the customer satisfaction level.

- VIN: 1GCHSAEA0F1[redacted]
- SR Number: [redacted]
- Customer Name: Wright Contracting

Summary of Concern: Per TAC notes, "Customer Concern: losing power steering and service power steering message. Advised caller: Check steering gear connections. Replace steering gear per PIT5437."

Below is the information that is needed:

- **Has the vehicle been repaired and what was the repair? If so, is the customer satisfied?**
- **If not, what is the next action/repair for the vehicle concern?**
- **Is it necessary that we contact the customer?**
- **Any other pertinent details that are needed.**

Please contact me no later than 7-10-15, 8:00 am to begin addressing these concerns and formulating the necessary next steps. We value your perspective and will be working closely with you to resolve this issue in a complete and timely manner.

Should you have any questions or concerns, I may be reached by calling 866-522-0500, extension 41588. Thank you for your crucial role in resolving this customers issue and creating long-term satisfaction and loyalty.

If you need additional information, please check the Customer Assistance Center (CAC) Cases tool on http://www.gmglobalconnect.com. (Case updates are transmitted every two hours between 10 am and 10 pm ET.)

Sincerely,

Tamara
EARLY RESPONSE/VOICE OF THE CUSTOMER
TEL: 866.522.0500 EXT 41588
FAX: 866.268.5528
tamara.davis@gm.com

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2015 Buick Colorado	A GM Dealer has diagnosed the current concern
[redacted]	1GCGTCE35F1[redacted]	Repairs have not been scheduled
Call any	Mileage now: 8000 mi	Vehicle is currently inoperable/down

Key Points

Customer is looking for a part for her vehicle, the dealer told customer they could not find the part for the power steering control module. Vehicle is unsafe with this issue. Customer is wanting the vehicle fixed for their safety. Advisor stats that the CEM will be in contact within 1 to 2 business days.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 11 GM vehicles purchased (verified) Vehicle has been serviced for this concern: 1 time(s) Vehicle was inop/down due to this concern: 1 day(s)	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2003 chevrolet trailblazer-2006 chevrolet colorado-2007 buick rainer-2010 chevrolet equinox- 2015 chevrolet colorado

Reference

CAC SR#: [redacted]

CAC advisor: Sandra--> (866) 790-5700, Ext # 21040

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Connecting.....A live chat agent is now entering the chat.

Caller English

System [1:40:00 PM]:

Welcome to chat.

Brandon [1:40:10 PM]:

Thank you for contacting GMC! My name is Brandon. How can I help you, [redacted]

[redacted] [1:41:08 PM]:

Good afternoon- I wanted to get your input regarding a problem we are having with our 2015 truck and see if there is anything you might be able to do to help us expedite things.

[redacted] [1:42:17 PM]:

We bought our new 2015 Canyon in February and love it- We even went ahead with step 2 in our plan and bought a new 23' camper last month. Perfect setup!

[redacted] [1:44:30 PM]:

In late May, our power steering started going out intermittently. Sometimes right after starting the car, sometimes while driving. We've now had it into the dealership 3 separate time in the past month. They've updated software, recalibrated etc. and now they've told us that GM is telling them that it needs a new steering rack. Which is not available. They have no idea when it will be available.

[redacted] [1:45:42 PM]:

We have a brand new truck and a brand new camper and can't safely use either one indefinitely.

Brandon [1:46:18 PM]:

I do apologize for the issue that you are having with your vehicle. Do you happen to have the VIN and current mileage on the vehicle?

[redacted] [1:47:51 PM]:

Hold on just a minute while I get that for you.

Brandon [1:47:58 PM]:

Okay.

[redacted] [1:50:42 PM]:

mileage 6291

[redacted] [1:51:03 PM]:

1GTG6BE38F1[redacted]

Brandon [1:52:04 PM]:

Thank you. Is the vehicle currently at the dealership or do you have the vehicle?

[redacted] [1:54:00 PM]:

We have the vehicle. The dealer said that there is a rush on the part, but this just seems crazy to us. I don't want the dealership contacted- I know what they've told us. I simply wanted to see if there is anything else that can be done and to make sure that GM realizes how crazy this is on a brand new vehicle. Its unacceptable-

[redacted] [1:56:29 PM]:

While the dealership assures us that they're doing everything they can to expedite a fix, that doesn't get our family camping time back. . .one of the main reasons we bought the truck in the first place.

[redacted] [1:57:06 PM]:

My apologies for the rant. We're just so incredibly frustrated.

Brandon [1:57:39 PM]:

It's okay. What I can do is document the concern that you having, that way GM is aware of what's going on. As far as expediting things along when it comes to the part that is needed, there is nothing that I can do on my end here. I apologize for the inconvenience.

[redacted] [2:02:56 PM]:

There is another Canyon at our dealership that came in within days of ours that is still sitting there waiting on the same part. I can't imagine that we're the only ones this is happening to. Thank you for passing on our frustration. This seems like something that someone higher up should be able to address.

[redacted] [2:03:41 PM]:

Thank you. . .and again, thank you for hearing me out.

Brandon [2:03:51 PM]:

You're welcome. Did you have any additional questions for me today?

[redacted] [2:04:47 PM]:

No, I don't think so.

Brandon [2:04:52 PM]:

Thank you for contacting us today. Have a nice day.

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

May 23, 2024

[redacted]
West Chester, OH [redacted]

Dear [redacted]

We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Chevrolet customer, we are pleased to provide you with this Component Coverage Letter on behalf of McCluskey Chevrolet, Inc.. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1GCGTCE39F1[redacted], and will begin on July 29, 2015 at 5,800 miles and will continue until July 29, 2019 or 65,800 miles, whichever occurs first.

The following Steering components will be covered: Gear housing and all internal parts; rack and pinion; power steering pump; steering shaft couplings; seals and gaskets; steering column; ignition switch; ignition lock cylinder; and steering wheel..

Chevrolet will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. If you have any future questions, please don't hesitate to contact your dealer McCluskey Chevrolet, Inc.. If you prefer to contact Chevrolet, you can email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request [redacted]

ATTENTION: DEALERSHIP SERVICE MANAGER
Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.

Customer	**Vehicle**	**Status of vehicle/concern**
	2015 Chevrolet colorado	A GM Dealer has diagnosed the current concern
[redacted]	1GCGTCE39F1[redacted]	Repairs are in-progress (vehicle is in shop now)
Call any	Mileage now: 5700 mi	Vehicle is currently inoperable/down

Key Points

My veh is at the dlr since July 6th because the part is not available and I have a loaner but here it is the fourth week with out my veh and i am paying for a veh that I can not enjoy. I feel that the wait for the part is not acceptable.

I want my veh fix and some type of compensation for the waiting on the part.

I do apologize for the inconvenience you are having with power steering rack on your veh, I will get with the dlr CEM Tim Shaw he will be your point of contact, we will work together in obtaining a resolution for you, once a resolution has been obtained the dlr will relay it to you, if you have any other questions or concerns please feel free to call me

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 3 GM vehicles purchased (verified)	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

This customer has purchased these GM vehicles (verified): 2015 Chevrolet Colorado
2003 BUICK PARK AVENUE 1989 CHEVROLET CELEBRITY
1989 CHEVROLET CELEBRITY

Reference

CAC SR#: [redacted]
CAC advisor: elma ariza--> (866) 790-5700, Ext # 21233

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

Anamae Storbeck (C)

From: Wes M. Preece
Sent: Tuesday, July 21, 2015 3:57 PM
To: Dwellion Howard; Thomas G Cerniglia
Cc: Anamae Storbeck (C); ASHLEY Izaguirre; Dave Umberg; Bobby Qureshi
Subject: FW: 2015 Colorado Owner with repair issues [redacted] GA-FRA Case [redacted]

Dwellion, please contact [redacted] and offer him a trade into a new 2015 Colorado. His selling dealer is Hendrick in Buford, GA. GM should replace his truck with a similar truck waiving any usage requirement. Because of all the inconvenience I suggest including a no charge 5/100 Chevrolet Protection Plan. His phone # is [redacted]. I talked to him this afternoon. He's not happy and is looking for help. (see email to Mary Barra).

Tom, please find out from Action the status of Mr. [redacted] Colorado. If Dwellion is successful, arrangements will have to be made to return the rental.

All, please keep Anamae and myself informed as to progress.

Thanks
wes

1GCGTCE30F1[redacted]

Thomas G Cerniglia	172834	ACTION CAR & TRUCK, LLC	BAINBRIDGE	GA

From: Wes M. Preece
Sent: Tuesday, July 21, 2015 3:44 PM
To: JONATHAN HUISH (jonathan.huish@gm.com)
Cc: Helene R. Cohen; ASHLEY Izaguirre (ashley.izaguirre@gm.com); Anamae Storbeck (C); Thomas G Cerniglia
Subject: FW: 2015 Colorado Owner with repair issues [redacted] ELL GA-FRA Case [redacted]

Jon, Helene asked me to look into this case. It started out as a letter to Mary Barra then somehow turned into a BRC case with a final repair attempt.

There is no need for a Final Repair Attempt as the main concern is part not available. Customer's vehicle is at a dealership in Bainbridge, Georgia, (south) and he lives in Cleveland, Georgia (north). He is currently driving a Sonic.

I'll have our local DMA offer to trade him into a new truck. With days out of service he would qualify for Georgia Lemon Law.

wes

From: Thomas G Cerniglia
Sent: Tuesday, July 21, 2015 2:17 PM

To: Wes M. Preece
Subject: Re: 2015 Colorado Owner with repair issues [redacted] GA-FRA Case [redacted]

Wes,
This is the first I've learned of this case. Not sure why or how this has happened.

Tom Cerniglia
District Manager Aftersales
General Motors
908-616-4579
thomas.cerniglia@gm.com

From: Wes M. Preece
Sent: Tuesday, July 21, 2015 02:00 PM
To: Thomas G Cerniglia
Cc: Helene R. Cohen; Bobby Qureshi
Subject: FW: 2015 Colorado Owner with repair issues [redacted] GA-FRA Case [redacted]

Tom, can you give us some insight why we are pursuing arbitration on this customer. Looks like they meet presumption.

Thanks
wes

1GCGTCE30F1[redacted]

Dave Umberg	31135131	Thomas G Cerniglia	172834	ACTION CAR & TRUCK, LLC	BAIN

From: Helene R. Cohen
Sent: Tuesday, July 21, 2015 12:08 PM
To: Wes M. Preece
Cc: Bobby Qureshi; Mary Livingston (C); ASHLEY Izaguirre
Subject: FW: 2015 Colorado Owner with repair issues [redacted] GA-FRA Case [redacted]

Wes, thank you for taking the time and discussing the matter with me.
The SR # is [redacted] Please let us know whether you agree with the view that a repurchase/trade repurchase offer should be made to the customer rather than proceeding with a Georgia State Arbitration hearing. Thank you again.

Helene
.

From: ASHLEY Izaguirre
Sent: Monday, July 20, 2015 3:25 PM
To: Helene R. Cohen
Cc: Mary Livingston (C); Elizabeth J. Shaffer; Julia J. Villareal; Casey Rentfrow
Subject: RE: 2015 Colorado Owner with repair issues [redacted]

Helene,

The customer is requesting a Final Repair Attempt per Georgia law and will be sending in their letter via US mail. Instead of waiting until we receive the hard copy letter, I think it is best to go ahead and start the FRA process now. This helps our DMAs and FSEs with allowing them a couple of more days to schedule the appointment and arrange for FSE travel (if needed).

The case that is currently open [redacted] is a CAC case. All FRAs must be handled in the BRC, therefore the CAC case will need to be closed so that the FRA can be worked according to process.

Thanks,

Ashley Izaguirre
Site Performance Lead
GM Business Resource Center
ashley.izaguirre@gm.com
T 512.386.0706 | C [redacted] | F 512.386-0786



From: Helene R. Cohen
Sent: Monday, July 20, 2015 9:17 AM
To: ASHLEY Izaguirre
Cc: Mary Livingston (C); Elizabeth J. Shaffer; Julia J. Villareal; Casey Rentfrow
Subject: FW: 2015 Colorado Owner with repair issues [redacted]

Ashley,

I just forwarded to Mary asking that she please touch base with the customer.
Why are you asking that a Final Repair Attempt (FRA) be opened in this matter? We have a SR already set up.

From: ASHLEY Izaguirre
Sent: Monday, July 20, 2015 9:47 AM
To: Casey Rentfrow; Melissa Vargas (C)
Cc: Elizabeth J. Shaffer; Helene R. Cohen; Julia J. Villareal
Subject: RE: 2015 Colorado Owner with repair issues

Melissa,

Please open an FRA case and let me know the SR once opened and assigned.

Thanks,

Ashley Izaguirre
Site Performance Lead

GM Business Resource Center
ashley.izaguirre@gm.com
T 512.386.0706 | C [redacted] | F 512.386-0786



From: Casey Rentfrow
Sent: Monday, July 20, 2015 8:39 AM
To: ASHLEY Izaguirre
Cc: Elizabeth J. Shaffer; Helene R. Cohen
Subject: RE: 2015 Colorado Owner with repair issues

Ahsley,

Please review this customer concern.

Casey Rentfrow
Executive Customer Assistance
Sent from my Android phone

-----Original Message-----
From: Elizabeth J. Shaffer [elizabeth.j.shaffer@gm.com]
Received: Monday, 20 Jul 2015, 7:39AM
To: Helene R. Cohen [helene.r.cohen@gm.com]
CC: Casey Rentfrow [casey.rentfrow@gm.com]
Subject: FW: 2015 Colorado Owner with repair issues

This seems to be a BRC issue. Let me know if you disagree

-----Original Message-----
From: Stephanie Johnson
Sent: Sunday, July 19, 2015 6:18 PM
To: Casey Rentfrow; Jeffrey Neelis; Elizabeth J. Shaffer
Subject: FW: 2015 Colorado Owner with repair issues

Please handle on Mary's behalf.

Thanks,
Stephanie

-----Original Message-----
From: [redacted]
Sent: Saturday, July 18, 2015 6:25 PM
To: Mary T. Barra
Cc: [redacted]
Subject: 2015 Colorado Owner with repair issues

I felt that you needed to be notified and Monday I will post a certified letter to GM per Georgia Law concerning the failure of GM to repair my new (7,200 miles) 2015 Colorado Z71 4X4 that was put into a GM dealer (Action GM of Bainbridge, GA) on July 6, 2015 with a failed power steering (it was the 4th incident in the week prior). They were told by GM that this is a safety of Life issue, the vehicle cannot be driven until repaired. I was provided a loaner, A Sonic. Mid week after being told various stories about needing to re-engineer the part, no parts available, etc. I opened GM case [redacted] with a representative named Sheldon. Last week I was told the part was to be shipped the week of the 13th. Sheldon called on Friday 7/17 at 6:02 in the evening stating no status on the part. As I have read and understand the Georgia Lemon law, you have 14 days to correct a safety of life fault or you have 2 alternatives, either to repurchase the vehicle including all associated costs, accessories and trade in value, or to provide me with a satisfactory replacement vehicle equal to or better that my truck. I have been deprived of 2 weeks of vacation, ability to pull my boat, go fishing, etc. and have now had to return to my home in North Georgia (325 miles away) while my truck sits at the dealer in South Georgia. As stated, Monday I will mail a certified letter demanding a solution under Georgia Law. Failure to respond or correct the issue and I will be forced to seek legal council. I would much rather have my truck repaired, have some compensation for the loss of use and hardship, and move on, but if there is an engineering issue with the Colorado, then I will need it replaced or repurchased., I seek your help as the CEO on this issue.
I am a retired Army Officer, disabled.
respectfully submitted;

[redacted]

Anamae Storbeck (C)

From: Wes M. Preece
Sent: Wednesday, July 22, 2015 12:14 PM
To: Anamae Storbeck (C); Dave Umberg
Cc: Thomas G Cerniglia
Subject: FW: 2015 Colorado Owner with repair issues [redacted] GA-FRA Case [redacted]

Anamae, please let [redacted] know that Dwellion will be contacting him Monday when he returns from his vacation.

Dave, please arrange to have a local dealer, Cleveland, Tn, provide [redacted] with a pickup truck loaner. He is currently driving a Sonic from Action (Bainbridge) while his 2015 Colorado is in for repairs.

Thanks
wes

From: Dwellion Howard
Sent: Wednesday, July 22, 2015 3:03 AM
To: Thomas G Cerniglia; Wes M. Preece
Cc: Anamae Storbeck (C); ASHLEY Izaguirre; Dave Umberg; Bobby Qureshi
Subject: RE: 2015 Colorado Owner with repair issues [redacted] GA-FRA Case [redacted]

Wes,

It will be next week before I can contact the customer as I am on vacation. When I do, I'll have Hendrick look for a replacement but the last 3 of these I've done had to be special ordered. It would be great if you would let him know I'll call him Monday afternoon. I'll be at the dentist all morning for 3 crowns. Ouch!

Dwellion

Dwellion Howard
District Manager Aftersales
General Motors - Southeast Region
Customer Care and Aftersales
cell: [redacted]
fax: 678-828-8186
dwellion.howard@gm.com

Sent from my mobile device.

-----Original Message-----
From: Wes M. Preece [wes.m.preece@gm.com]
Received: Tuesday, 21 Jul 2015, 3:56PM
To: Dwellion Howard [dwellion.howard@chevrolet.com]; Thomas G Cerniglia [thomas.cerniglia@chevrolet.com]
CC: Anamae Storbeck (C) [anamae.storbeck@gm.com]; ASHLEY Izaguirre [ashley.izaguirre@gm.com]; Dave Umberg [dave.umberg@chevrolet.com]; Bobby Qureshi [bobby.qureshi@gm.com]
Subject: FW: 2015 Colorado Owner with repair issues [redacted] GA-FRA Case [redacted]

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Tom, please find out from Action the status of Mr. [redacted] Colorado. If Dwellion is successful, arrangements will have to be made to return the rental.

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There is no need for a Final Repair Attempt as the main concern is part not available. Customer's vehicle is at a dealership in Bainbridge, Georgia, (south) and he lives in Cleveland, Georgia (north). He is currently driving a Sonic.

I'll have our local DMA offer to trade him into a new truck. With days out of service he would qualify for Georgia Lemon Law.

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To: Wes M. Preece
Subject: Re: 2015 Colorado Owner with repair issues [redacted] GA-FRA Case [redacted]

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908-616-4579

thomas.cerniglia@gm.com

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Ashley Izaguirre
Site Performance Lead
GM Business Resource Center

ashley.izaguirre@gm.com
T 512.386.0706 | C [redacted] | F 512.386-0786



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Sent: Monday, July 20, 2015 9:17 AM
To: ASHLEY Izaguirre
Cc: Mary Livingston (C); Elizabeth J. Shaffer; Julia J. Villareal; Casey Rentfrow
Subject: FW: 2015 Colorado Owner with repair issues [redacted]

Ashley,

I just forwarded to Mary asking that she please touch base with the customer.
Why are you asking that a Final Repair Attempt (FRA) be opened in this matter? We have a SR already set up.

From: ASHLEY Izaguirre
Sent: Monday, July 20, 2015 9:47 AM
To: Casey Rentfrow; Melissa Vargas (C)
Cc: Elizabeth J. Shaffer; Helene R. Cohen; Julia J. Villareal
Subject: RE: 2015 Colorado Owner with repair issues

Melissa,

Please open an FRA case and let me know the SR once opened and assigned.

Thanks,

Ashley Izaguirre
Site Performance Lead
GM Business Resource Center
ashley.izaguirre@gm.com
T 512.386.0706 | C [redacted] | F 512.386-0786



From: Casey Rentfrow
Sent: Monday, July 20, 2015 8:39 AM
To: ASHLEY Izaguirre
Cc: Elizabeth J. Shaffer; Helene R. Cohen
Subject: RE: 2015 Colorado Owner with repair issues

Ahsley,

Please review this customer concern.

Casey Rentfrow
Executive Customer Assistance
Sent from my Android phone

-----Original Message-----
From: Elizabeth J. Shaffer [elizabeth.j.shaffer@gm.com]
Received: Monday, 20 Jul 2015, 7:39AM
To: Helene R. Cohen [helene.r.cohen@gm.com]
CC: Casey Rentfrow [casey.rentfrow@gm.com]
Subject: FW: 2015 Colorado Owner with repair issues

This seems to be a BRC issue. Let me know if you disagree

-----Original Message-----
From: Stephanie Johnson
Sent: Sunday, July 19, 2015 6:18 PM
To: Casey Rentfrow; Jeffrey Neelis; Elizabeth J. Shaffer
Subject: FW: 2015 Colorado Owner with repair issues

Please handle on Mary's behalf.

Thanks,
Stephanie

-----Original Message-----
From: [redacted]
Sent: Saturday, July 18, 2015 6:25 PM
To: Mary T. Barra
Cc: [redacted]
Subject: 2015 Colorado Owner with repair issues

I felt that you needed to be notified and Monday I will post a certified letter to GM per Georgia Law concerning the failure of GM to repair my new (7,200 miles) 2015 Colorado Z71 4X4 that was put into a GM dealer (Action GM of Bainbridge, GA) on July 6, 2015 with a failed power steering (it was the 4th incident in the week prior). They were told by GM that this is a safety of Life issue, the vehicle cannot be driven until repaired. I was provided a loaner, A Sonic. Mid week after being told various stories about needing to re-engineer the part, no parts available, etc. I opened GM case [redacted] with a representative named Sheldon. Last week I was told the part was to be shipped the week of the 13th. Sheldon called on Friday 7/17 at 6:02 in the evening stating no status on the part. As I have read and understand the Georgia Lemon law, you have 14 days to correct a safety of life fault or you have 2 alternatives, either to repurchase the vehicle including all associated costs, accessories and trade in value, or to provide me with a satisfactory replacement vehicle equal to or better that my truck. I have been deprived of 2 weeks of vacation, ability to pull my boat, go fishing, etc. and have now had to return to my home in North Georgia (325 miles away) while my truck sits at the dealer in South Georgia. As stated, Monday I will mail a certified letter demanding a solution under Georgia Law. Failure to respond or correct the issue and I will be forced to seek legal council. I would much rather have my truck repaired, have some compensation for the loss of use and hardship, and move on, but if there is an engineering issue with the Colorado, then I will need it replaced or repurchased., I seek your help as the CEO on this issue.
I am a retired Army Officer, disabled.

respectfully submitted;

[redacted]

[redacted]
Cleveland, GA [redacted]

CERTIFIED MAIL®

[redacted]

1000

[redacted]

U.S. POSTAGE
PAID
CLEVELAND, GA
30528
JUL 20, 15
AMOUNT
$6.74
R2304M116320-06

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

RECEIVED JUL 23 2015

[redacted]

TO: **General Motors** July 18, 2015

P.O. Box 33170

Detroit, MI 48232-5170.

Subject: Formal Notification of Enactment of the Georgia Lemon Law

Reference: **GM Case #** [redacted]

My vehicle, a 2015 Chevy Colorado Z71, 4X4 has been at a GM/Chevy Dealer Service center (Action GM of Bainbridge, GA) since July 6, 2015 without a repair for the Safety of Life failure of the power steering. As of this date, there is no status available on when the parts to repair it will be available. The 14 days have now expired and I will need for GM to determine how they will correct this situation under the Georgia Lemon Law.

I look forward to your response:

Respectfully;

[redacted]

Cleveland, GA [redacted]

Cc: Georgia Division of Motor Vehicles

Florinda Esparza (C)

To: dwellion.howard@gm.com
Subject: GA FRA-closing

RE: Customer Last Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number1GCGTCE30F1[redacted]

Dear Mr. Howard,

This email is to make you aware that we will be closing the file in our department, as you have made us aware that you will be working with the customer from this point forward. Thank you for your time and assistance with the FRA.

If you have further questions, please contact Customer Relationship Specialist Florinda at 866-790-5700 ext 5921263, fax 866-432-1682. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

Re: [redacted]

Service Request: [redacted]

2016 Chevrolet Colrado

VIN: 1GCHSBEA0G1[redacted]

Scan VIN:

Previous goodwill provided: Dealer

GWMS shows: No open recalls

[redacted]/TAC 8/16/2018- 9/1/2018: INTERMITENT LOSS OF POWER STEERING AND MESSAGE ON DIC

Resolution: confirmed customer concern with loose of steering. no codes were detected and no voltage loss.

[redacted]/CACT2 8/17/2018- 8/22/2018: LOANER REQUEST

Resolution: Vehicle was dropped off Saturday Morning and did receive loaner after he had to threaten them for one. Service Request has been Closed Dissatisfied.

[redacted]TAC 10/10/2018- 10/12/2018: Intermittent Loss Of Power Steering Messag

Resolution: Replace G400 Eyelet Connection And Tighten To Spec.

Attorney:

Robert Silverman

Kimmel & Silverman

30 E. Butler Pike

Ambler, PA 19002

P: 215-540-8888

F: 215-540-8817

rsilverman@lemonlaw.com

October 12, 2018

Sales/Servicing:

Kimberly Williams

113818

Chevrolet Of Turnersville

3400 RTE 42

Turnersville, NJ 08012-1775

P: 856-629-8700

kimberly.williams@penskeautomotive.com

DMA

Curt Friedlander

914-364-0381

curt.friedlander@gm.com

Servicing:

Michael Flaherty

113858

R.K. Chevrolet

502 N Delsea Dr

Vineland, NJ 08360-3102

P: 856-696-8400

mflaherty@rkautogroup.com

DMA

Alan Sigler Jr.

610-310-0434

alan.siglerjr@gm.com

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

GM

CHECK No. [redacted]

VOID VOID VOID VOID

DATE	U.S FUNDS		AMOUNT
10/24/18	1,030 DOLLARS	11 CENTS	$ 1,030.11

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF DOMINION VIRGINIA POWER
7500 W Broad St
Richmond VA 23294-3608

[redacted]

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

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO [redacted] 1

VENDOR NAME DOMINION VIRGINIA POWER

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

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]
PAYMENT DATE 10/24/18

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[redacted]	10/23/18	8 261ASU4 [redacted]	0.000	1,030.11	0.00	1,030.11
P/N: CARS		QTY: 0 UOM: EA		U/P: 1,030.11	EXT:	1,030.11
			TOTAL	1,030.11	0.00	1,030.11

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: 10/26/2018

Customer Information

First Name [redacted]
Last Name:
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGSBE31F1[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 07/25/2018
Job Card Date: 10/25/2018
Days out of Warranty: 92

Mileage

Component's Warranty End Mileage (Miles): 36,026
Current Mileage: 57,000
Miles out of Warranty: 20,974

Repair

Total Repair Cost At Warranty Rates: $2,100.00 **Job Card / Repair Order :** [redacted]
Repair Group: Steering

Reasons For Policy Adjustment

Primary reason for policy adjustment: Product quality concern (known issue)

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

GM Participation Amount: $420.00 - $840.00 **Cust/Dlr Participation Amount:** $1,260.00 - $1,680.00
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.

General Motors - Policy Evaluation Tool

Date: 12/06/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGTDE31G1[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 11/21/2016
Job Card Date: 12/06/2018
Days out of Warranty: 745

Mileage

Component's Warranty End Mileage (Miles): 36,052
Current Mileage: 54,000
Miles out of Warranty: 17,948

Repair

Total Repair Cost At Warranty Rates: $650.00
Repair Group: Electrical
Job Card / Repair Order : Tier2

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: $0.00 *
Agreed upon Customer/Dealer Participation Amount:
Cust/Dlr Participation Amount: $650.00

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**

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

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

info [Automated], 17 Nov. 2018, 1:13pm

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 17 Nov. 2018, 1:13pm

You are now chatting with Chevrolet.

Chevrolet, 17 Nov. 2018, 1:13pm

[Rich Content]

Chevrolet, 17 Nov. 2018, 1:13pm

How may we help you? Scroll up to select a topic.

Visitor, 17 Nov. 2018, 1:13pm

Vehicle Service or Warranty

Chevrolet, 17 Nov. 2018, 1:13pm

Just a moment...

Chevrolet [Private], 17 Nov. 2018, 1:13pm

US_CS_Services

info [Automated], 17 Nov. 2018, 1:13pm

Please wait while your chat is transferred to the appropriate group.

info [Automated], 17 Nov. 2018, 1:13pm

You are now chatting with Mary.

Mary, 17 Nov. 2018, 1:13pm

Welcome to Chevrolet Customer Assistance, my name is Mary.

Mary, 17 Nov. 2018, 1:13pm

I can see that you're concerned about the warranty details, is that correct?

Mary, 17 Nov. 2018, 1:14pm

Thank you for chatting. I am still here to assist you.

Visitor, 17 Nov. 2018, 1:14pm

Hello Mary, yes. I had a massive failure in my truck and my local dealership will not help me due to an argument we had a year ago

Visitor, 17 Nov. 2018, 1:14pm

power steering completely went out while driving

Visitor, 17 Nov. 2018, 1:15pm

and all the lights and notifications started blinking

Mary, 17 Nov. 2018, 1:16pm

Hi[redacted]. It's not good to hear that you're having a difficult time dealing with our dealership about the power steering issue of the vehicle.

Mary, 17 Nov. 2018, 1:16pm

Your safety is important to us.

Mary, 17 Nov. 2018, 1:17pm

We understand how important it is to get this issue resolved and we appreciate you giving us the opportunity to assist.

Mary, 17 Nov. 2018, 1:17pm

Allow me to ask some questions before we proceed.

Mary, 17 Nov. 2018, 1:18pm

To ensure that you will receive all mails and notifications from GM, may I have your mailing address?

Visitor, 17 Nov. 2018, 1:18pm

[redacted] Glenwood springs, CO[redacted]

Mary, 17 Nov. 2018, 1:18pm

Thank you.

Mary, 17 Nov. 2018, 1:18pm

May I have the VIN?

Visitor, 17 Nov. 2018, 1:19pm

1GCGTDE31G1[redacted]

Mary, 17 Nov. 2018, 1:19pm

Are you still there? Just let me know if you need more time.

Mary, 17 Nov. 2018, 1:19pm

Thank you.

Mary, 17 Nov. 2018, 1:19pm

Do you know the approximate mileage of the vehicle?

Visitor, 17 Nov. 2018, 1:20pm

yes, 54k

Mary, 17 Nov. 2018, 1:20pm

Okay.

Visitor, 17 Nov. 2018, 1:20pm

Im thinking some type of corrosion could have caused the electrical failure

Mary, 17 Nov. 2018, 1:20pm

Let me check your vehicle information so I can provide you the best recommendation.

Mary, 17 Nov. 2018, 1:21pm

What is the name of the dealership?

Visitor, 17 Nov. 2018, 1:21pm

mountain chevrolet in glenwood

Mary, 17 Nov. 2018, 1:22pm

All right. Please give me 2-3 minutes to check this information.

Visitor, 17 Nov. 2018, 1:22pm

I bought the truck there. Then I had an a disagreement with the service department, they were rude, I left a bad yelp review and that really upset them

Visitor, 17 Nov. 2018, 1:22pm

Xavier in the service department told me I could drop the truck before I headed out of town and they would take a look

Mary, 17 Nov. 2018, 1:22pm

It's not good to hear that. Thank you for bringing this to our attention so we can determine the best course of action.

Mary, 17 Nov. 2018, 1:23pm

Where is the vehicle right now?

Visitor, 17 Nov. 2018, 1:23pm

then the next morning after I had left the truck and left town, Josh from the service department called me and said they would not be servicing my vehicle and "they didn't know who I was" when I called the night before.

Visitor, 17 Nov. 2018, 1:23pm

I limped the vehicle to an auto shop in town, but they haven;t diagnosed yet

Mary, 17 Nov. 2018, 1:24pm

Thank you for waiting.

Mary, 17 Nov. 2018, 1:24pm

It's not good to hear that you're having this inconvenience.

Mary, 17 Nov. 2018, 1:25pm

Upon checking, it shows that the Bumper to Bumper Warranty is valid on 11/21/2019 until 36,052 miles, whichever comes first.

Mary, 17 Nov. 2018, 1:27pm

It shows that the warranty coverage for the power steering is no longer active. However, it shows that your case is being handled by our Senior Advisor. He is reviewing any policies or warranty coverage that may apply.

Mary, 17 Nov. 2018, 1:28pm

He is in the best position to directly coordinate with our dealership so we can rectify the issue.

Mary, 17 Nov. 2018, 1:28pm

It shows that you have an existing case report with us. Your case number is [redacted] .

Mary, 17 Nov. 2018, 1:28pm

The best thing I can do is to notify our Senior Advisor and you can expect that he will call you directly as soon as possible.

Mary, 17 Nov. 2018, 1:29pm

I hope everything will be okay.

Mary, 17 Nov. 2018, 1:29pm

Is there anything else that I may assist you with today?

Mary, 17 Nov. 2018, 1:29pm

By the way, I can see that our Senior Advisor will call you within the day.

Mary, 17 Nov. 2018, 1:30pm

Do you have other questions before I let you go?

Mary, 17 Nov. 2018, 1:30pm

Thank you for chatting. I am still here to assist you. I can give you two minutes and then I'll have to disconnect the chat.

Mary, 17 Nov. 2018, 1:32pm

I am ending this chat session due to no response. Thank you for contacting Chevrolet Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Saturday from 9am to 10pm Eastern Standard Time.

info [Automated], 17 Nov. 2018, 1:32pm

Thank you for chatting with us. Please chat back in with us if you still need assistance.

General Motors - Policy Evaluation Tool

Date: 11/16/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGTCE37F1[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 01/24/2018
Job Card Date: 11/16/2018
Days out of Warranty: 296

Mileage

Component's Warranty End Mileage (Miles): 36,024
Current Mileage: 79,000
Miles out of Warranty: 42,976

Repair

Total Repair Cost At Warranty Rates: $2,000.00
Repair Group: Steering
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

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

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

GM Participation Amount: $0.00 *
Agreed upon Customer/Dealer Participation Amount:
Cust/Dlr Participation Amount: $2,000.00

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**

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

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

info [Automated], 30 Nov. 2018, 1:41pm

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 30 Nov. 2018, 1:41pm

You are now chatting with GMC.

GMC, 30 Nov. 2018, 1:41pm

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] Nov. 2018, 1:42pm

Please call me[redacted]

GMC, 30 Nov. 2018, 1:42pm

[Rich Content]

GMC, 30 Nov. 2018, 1:42pm

How may we help you? Scroll up to select a topic.

[redacted] Nov. 2018, 1:43pm

My power steering went out while I was driving again

GMC, 30 Nov. 2018, 1:43pm

Please select one of the options above.

[redacted] Nov. 2018, 1:43pm

Vehicle Recall

GMC, 30 Nov. 2018, 1:43pm

Just a moment...

info [Automated], 30 Nov. 2018, 1:43pm

Please wait while your chat is transferred to the appropriate group.

GMC [Private], 30 Nov. 2018, 1:43pm

US_CS_Recall

info [Automated], 30 Nov. 2018, 1:43pm

You are now chatting with Tyler.

Tyler, 30 Nov. 2018, 1:44pm

Thank you for contacting GMC Customer Assistance, [redacted] My name is Tyler. Please allow me two to three minutes to review your question.

Tyler, 30 Nov. 2018, 1:44pm

We are sorry to hear that you're having this experience with your vehicle. Have you scheduled an appointment with your local GMC Dealership to have this concern addressed?

Tyler, 30 Nov. 2018, 1:46pm

I have not heard from you for some time. Do you wish to continue to chat?

[redacted] Nov. 2018, 1:46pm

I have taken it to the dealer when it happened before and they told me they could not tell me why it is happening do you have issues with other Chevy Colorado’s power steering locking up while driving down the highway?

Tyler, 30 Nov. 2018, 1:47pm

Sadly we don't have a list of vehicle concerns, [redacted].

Tyler, 30 Nov. 2018, 1:47pm

The dealership would need to diagnose the vehicle to determine the root cause of the concern.

Tyler, 30 Nov. 2018, 1:47pm

May I have your VIN and current mileage?

[redacted] Nov. 2018, 1:49pm

It’s a long number

Traci, 30 Nov. 2018, 1:49pm

Mileage is 185855

Traci, 30 Nov. 2018, 1:50pm

VIN

[redacted] Nov. 2018, 1:50pm

1gcgtce38f1[redacted]

[redacted] Nov. 2018, 1:51pm

We should report this I’m scared to death

[redacted] Nov. 2018, 1:51pm

I paid for the diagnostic last time and an update but obviously it didn’t fix the issue

Tyler, 30 Nov. 2018, 1:52pm

When were you last at the dealership for this concern?

Tyler, 30 Nov. 2018, 1:53pm

It's also worth noting that sometimes a vehicle concern requires multiple repair attempts.



General Motors - Policy Evaluation Tool

Date: 12/10/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGTCE36F1[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 03/23/2018
Job Card Date: 12/10/2018
Days out of Warranty: 262

Mileage

Component's Warranty End Mileage (Miles): 36,006
Current Mileage: 81,000
Miles out of Warranty: 44,994

Repair

Total Repair Cost At Warranty Rates: $1,438.49
Repair Group: Steering
Job Card / Repair Order : tier2

Reasons For Policy Adjustment

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

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

GM Participation Amount: $0.00 *
Agreed upon Customer/Dealer Participation Amount:
Cust/Dlr Participation Amount: $1438.49

*** This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.**

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

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

General Motors - Policy Evaluation Tool

Date: 12/06/2018

Customer Information

First Name: [redacted]
[redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGTCE36F1[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 03/23/2018
Job Card Date: 12/05/2018
Days out of Warranty: 257

Mileage

Component's Warranty End Mileage (Miles): 36,006
Current Mileage: 81,000
Miles out of Warranty: 44,994

Repair

Total Repair Cost At Warranty Rates: $1,000.00
Job Card / Repair Order : tier2
Repair Group: Steering

Reasons For Policy Adjustment

Primary reason for policy adjustment: Product quality concern (known issue)

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

GM Participation Amount: $0.00 *
Cust/Dlr Participation Amount: $1000.00
Agreed upon Customer/Dealer Participation Amount:

*** This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.**

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

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

[redacted]

Home: [redacted]

December 6,2018

Re: 2015 Chevrolet Colorado
Vin#1GCGTAE3XF1[redacted]

Brian Sweeney
U.S. Vice President,Chevrolet
300 Renaissance Center
Detroit, Michigan 48265

Dear Mr. Sweeney,

I am writing to express my disappointment in Chevrolet and I am hoping you can restore my faith in the General Motors corporation. I read your column in the New Roads magazine asking how owners have used their Chevy's this year.

I do not know if you have children or not but as a mother I am writing for your help. Three years ago my son, [redacted] chose the truck of his dreams. He took his savings and college graduation gift money and drove from our house in New York to Sutliff Chevrolet in Harrisburg, Pennsylvania to buy his dream car. He had spent a long time researching in choosing his Chevy Colorado right down to the paint color.

Fast forward to this July of 2018 and an indicator light comes up showing there is a safety problem with the power steering assist module. He brought the truck to his local dealership immediately and was told 2200.00 dollars was needed to replace the defective part. In the meantime through further investigation we find that this part has an active recall for the 2015 Chevrolet Colorado's built between January 2015 and April 2015. That is the time period his truck was built. But the dealer has told him his truck VIN number is not part of the recall. Please see attached NHTSA campaign # 16V054000.

Would you please explain to us how is it that his truck, with an existing faulty part that has a recall on it, manufactured during the exact period of the part recall, is not covered. This is a safety issue! If your part fails his power steering can fail while driving. His truck is his life. He has no alternative mode of transportation.
$ 2200.00 is an enormous burden for a [redacted] year old kid saving for his wedding next year. I am asking you to see that Chevrolet takes responsibility for replacing this defective part in my son's truck without delay.

I do wish you and your family a Merry Christmas.

[redacted]

February 1, 2016 NHTSA Campaign Number: 16V054000
Loss of Power Steering Assist

A loss or reduction in power steering assist may increase the risk of a crash.

NHTSA Campaign Number: 16V054000

Manufacturer General Motors LLC

Components STEERING

Potential Number of Units Affected 2,988

Summary

General Motors LLC (GM) is recalling certain model year 2015 Chevrolet Colorado vehicles manufactured January 6, 2015, to March 17, 2015, and 2015 GMC Canyon vehicles manufactured January 6, 2015, to March 19, 2015. A poor electrical connection within the steering gear connector may cause a loss of power steering assist.

Remedy

GM will notify owners, and dealers will replace the steering gear torque sensor cover assembly, free of charge. The recall began March 1, 2016. Owners may contact Chevrolet customer service at 1-800-222-1020 or GMC customer service at 1-800-462-8782. GM's number for this recall is 15595.

Notes

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

2 Affected Products
15 Associated Documents

☐ **Request Research (Services fees apply)**

[redacted] Truck manuf 1/19/15

tracking # issued by NHTSA
#11130278

Hi team,

Please see attached letter that was sent in to Brian Sweeney and assign. Keep me posted with regular feedback.

Thank you and have a great day.

Mickey Su

Assistant Manager | Chevrolet Customer Experience

100 Renaissance Drive, Detroit, Michigan 48265

Email: mickey.su@gm.com | Mobile: 405.465.5404

Be hungry, stay humble and give it all you have!

[redacted]

Home: [redacted]

December 6,2018

Re: 2015 Chevrolet Colorado
Vin#1GCGTAE3XF1[redacted]

Brian Sweeney
U.S. Vice President,Chevrolet
300 Renaissance Center
Detroit, Michigan 48265

Dear Mr. Sweeney,

I am writing to express my disappointment in Chevrolet and I am hoping you can restore my faith in the General Motors corporation. I read your column in the New Roads magazine asking how owners have used their Chevy's this year.

I do not know if you have children or not but as a mother I am writing for your help. Three years ago my so[redacted] chose the truck of his dreams. He took his savings and college graduation gift money and drove from our house in New York to Sutliff Chevrolet in Harrisburg, Pennsylvania to buy his dream car. He had spent a long time researching in choosing his Chevy Colorado right down to the paint color.

Fast forward to this July of 2018 and an indicator light comes up showing there is a safety problem with the power steering assist module. He brought the truck to his local dealership immediately and was told 2200.00 dollars was needed to replace the defective part. In the meantime through further investigation we find that this part has an active recall for the 2015 Chevrolet Colorado's built between January 2015 and April 2015. That is the time period his truck was built. But the dealer has told him his truck VIN number is not part of the recall. Please see attached NHTSA campaign # 16V054000.

Would you please explain to us how is it that his truck, with an existing faulty part that has a recall on it, manufactured during the exact period of the part recall, is not covered. This is a safety issue! If your part fails his power steering can fail while driving. His truck is his life. He has no alternative mode of transportation.
$ 2200.00 is an enormous burden for a [redacted]year old kid saving for his wedding next year. I am asking you to see that Chevrolet takes responsibility for replacing this defective part in my son's truck without delay.

I do wish you and your family a Merry Christmas.

[redacted]

February 1, 2016 NHTSA Campaign Number: 16V054000
Loss of Power Steering Assist

A loss or reduction in power steering assist may increase the risk of a crash.

NHTSA Campaign Number: 16V054000

Manufacturer General Motors LLC

Components STEERING

Potential Number of Units Affected 2,988

Summary

General Motors LLC (GM) is recalling certain model year 2015 Chevrolet Colorado vehicles manufactured January 6, 2015, to March 17, 2015, and 2015 GMC Canyon vehicles manufactured January 6, 2015, to March 19, 2015. A poor electrical connection within the steering gear connector may cause a loss of power steering assist.

Remedy

GM will notify owners, and dealers will replace the steering gear torque sensor cover assembly, free of charge. The recall began March 1, 2016. Owners may contact Chevrolet customer service at 1-800-222-1020 or GMC customer service at 1-800-462-8782. GM's number for this recall is 15595.

Notes

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

2 Affected Products
15 Associated Documents

☐ **Request Research (Services fees apply)**

[redacted]

Truck manuf 1/19/15

tracking # issued by NHTSA
#11130278

[redacted]

Home: [redacted]

December 6,2018

Re: 2015 Chevrolet Colorado
Vin#1GCGTAE3XF1[redacted]

Brian Sweeney
U.S. Vice President,Chevrolet
300 Renaissance Center
Detroit, Michigan 48265

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2 Affected Products
15 Associated Documents

☐ **Request Research (Services fees apply)**

[redacted]

Truck manuf 1/19/15

tracking # issued by NHTSA
#11130278

General Motors - Policy Evaluation Tool

Date: 12/31/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GTG6BE33F1[redacted] **Make:** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 01/16/2018
Job Card Date: 12/31/2018
Days out of Warranty: 349

Mileage

Component's Warranty End Mileage (Miles): 36,231
Current Mileage: 145,226
Miles out of Warranty: 108,995

Repair

Total Repair Cost At Warranty Rates: $1,900.00
Repair Group: Steering
Job Card / Repair Order : CACEC

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: $475.00 - $855.00
Cust/Dlr Participation Amount: $1,045.00 - $1,425.00
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.

General Motors - Policy Evaluation Tool

Date: 12/24/2018

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GTH6CE34F[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: 04/10/2018
Job Card Date: 12/24/2018
Days out of Warranty: 258

Mileage

Component's Warranty End Mileage (Miles): 36,024
Current Mileage: 13,291
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $1,747.66
Job Card / Repair Order : Tier2
Repair Group: Steering

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)
Additional Comments:1747.66 Estimated parts and labor costs

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

GM Participation Amount: $873.83
Cust/Dlr Participation Amount: $873.83 / 50%
Agreed upon Customer/Dealer Participation Amount:

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

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

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

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®

[redacted]

RECEIVED DEC 26 2019

The Mary Kay
CEO General Mgr
PO Box 33170
Detroit, Michigan
48232

[redacted]

UNITED STATES POSTAL SERVICE®

1000

48232-5170

U.S. POSTAGE PAID
FCM LETTER
LA JOLLA, CA
92037
DEC 20, 18
AMOUNT

$6.91

R2305M147201-1075

[redacted]

La Jolla, California [redacted] December 18, 2018

Dear Mrs. Barra,

PLEASE HELP!!!

On November 29, 2018 at 8:15 am white driving my husband's GMC 2015 Canyon, I had an extremely traumatic experience. While making a left hand turn at a four way intersection, with cars on all four sides, the power steering DIED. The "red warning" light came on as I was trying to complete my left hand turn. It took BOTH my husband and I to finish the turn and to safely park the truck

after waiting a few minutes,

we turned the truck back on and moved it to a safe location. We had the truck towed to our General Motors trained mechanic. After checking the truck out, he determined that the electronics power steering unit at fault. Research showed that there was NOT a recall on the part. After numerous phone, after the part had been ordered from GM Canada our mechanic was told the replacement had been discontinued. (The truck is only 46 months old and has 33,292 miles.) WHY?

Finally a GEAR ASM-ELE BELT DRV RACK & PINION STR 84494275 was ordered and delivered. 14 days after the power steering died. The price went from $1300 to $2004. This meant we had to

rent a car $684.40

2004.27
684.40
$2668.67 for a repair on a GMC Canyon with 33,292 miles and 46 months old. Less than four years

On December 11, I contacted GMC to see if something could be done. Jackie said I should have known to tow the truck to the dealer. Case [redacted] "It is implied trucks should go back to the dealer." Being traumatized, I had the truck to our mechanic of decades.

On December 12, Thomas of GMC Business Resource Center called and said there was NOTHING he could do. I could write the National Highway Traffic Safety Administration. (I am sending them a copy of

this letter.)

What happened to quality control? a 2015 GMC Canyon with 33,292 miles FAILED! (My first new car was a 1953 Bel Air.) My current 2005 DeVille has 116,774 miles.

Will our next vehicle be a General Motors product after this negative experience.

Please help us change our minds!

[redacted]

VIN 1GTG5CE36

F[redacted]

San Diego, CA. 92111
Phone: 858-268-9731 Fax: 858-268-4227
Best Quality, Service and Price...ALL IN ONE!

Org. Est. # 048893
BAR NO. ARD234051
EPA #CAL000335527

INVOICE

Date: 12/14/2018

[redacted]
La Jolla, CA
Home [redacted] -- Office [redacted] IS

2015 GMC - Canyon SLT - 3.6L, V6 (217CI) VIN(3)
Lic # [redacted]
Odometer In : 33292
VIN # : 1GTG5CE36 F[redacted]

Part Description / Number	Qty	Sale	Ext
GEAR ASM-ELEC BELT DRV RACK & PINION STR *84494275*	1.00	1,319.66	1,319.66

Labor Description	Hours	Ext
CUSTOMER STATES ON A TURN, VEHICLE HAD NO POWER STEERING-ADVISE REPLACE ELECTRONIC STEERING GEAR AND REPROGRAM	4.26	464.34
ALIGNMENT		99.00
Hazardous Materials		19.00

JARVIS AUTO REPAIR
7465 RAYTHEON RD
SAN DIEGO, CA 92111
8582689731

2/14/2018 15:12:19
erminal ID No.: 79208872

Credit Sale:

ransaction #:
ard Type:
ccount: **********[redacted]
ntry:

Amount:
USD$2,004.27

ef. Number: 83[redacted]
uth. Code:
atch Number:
esponse: APPRO

ode:
ID: A000
VR:
AD: 0601
SI:
RC:
PPN: C
PPLAB: VI

CUSTOMER COPY[redacted]

COPY

0.00 Current Estimate 0.00

Labor:	464.34
Parts:	1,319.66
Sublet:	99.00
HazMat:	19.00
SubTotal:	1,902.00
Tax:	102.27
Total:	2,004.27
Bal Due:	$2,004.27

Payments -]

Thank you always for your trust and business!

Vehicle Received: 11/29/2018

Customer Number : 1657

I hereby authorize the above repair work to be done along with the necessary material described. A mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto. Warranty to original owner only. Warranty on parts and labor is one year or 12,000 miles, whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. Towing, lodging or meals are not covered. Price quotes are valid for 30 days from date of invoice. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS, IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

Signature _____ Date _____

Copyright (c) 2018 Mitchell Repair Information Company, LLC invhrs 9.15.17d

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, 3299 HOLIDAY COURT, LA JOLLA, CA 920371896 (858) 558-0348

RENTAL AGREEMENT **REF#** [redacted]

[redacted]

DATE & TIME OUT
12/01/2018 09:31 AM
DATE & TIME IN
12/14/2018 08:25 AM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
SFAR

VEH #1 2018 FORD EDGE 61T2
VIN# 2FMPK3K89JB[redacted]
LIC[redacted]
MILES DRIVEN 551
CAR CLASS: SRAR

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	12/01 - 12/14	2	WEEK	$199.99	$399.98
DW	12/01 - 12/14	13	DAY	$19.99	$259.87
REFUELING CHARGE	12/01 - 12/14				$0.00
			Subtotal:		**$659.85**
DISCOUNT - CUSTOMER SATISFACTION - RATE AND MILEAGE	12/01 - 12/14			10%	($40.00)
Taxes & Surcharges					
SALES TAX	12/01 - 12/14			7.75%	$27.90
TOURISM COMMISSION ASSESSMENT REC	12/01 - 12/14			3.5%	$12.60
VEHICLE LICENSE RECOVERY FEE	12/01 - 12/14	13	DAY	$1.85	$24.05
			Total Charges:		**$684.40**
Bill-To / Deposits					
DEPOSITS					($684.40)

Total Estimated Amount Due **$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$684.40	Visa	xxxxxxxx[redacted]

Claudia Reardon
Assistant Manager
Claudia.E.Reardon@ehi.com
858-558-0348 tel
858-558-2160 fax

enterprise
La Jolla Sheraton
3299 Holiday Court
La Jolla, CA 92037
enterprise.com

[redacted]

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL®

[redacted]

RECEIVED DEC 26 2019

The Many Gens
CEO General Motors
PO Box 33170
Detroit Michigan
48232

[redacted]

UNITED STATES POSTAL SERVICE®

1000

48232-5170

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LA JOLLA, CA
92037
DEC 20, 18
AMOUNT

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R2305M147201-1075

[redacted]

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[redacted]

VIN 1GTG5CE36

F[redacted]

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Best Quality, Service and Price...ALL IN ONE!

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BAR NO. ARD234051
EPA #CAL000335527

INVOICE

Date: 12/14/2018

[redacted]
La Jolla, CA
Home [redacted] -- Office [redacted] IS

2015 GMC - Canyon SLT - 3.6L, V6 (217CI) VIN(3)
Lic # [redacted]
Odometer In : 33292
VIN # : 1GTG5CE36 F[redacted]

Part Description / Number	Qty	Sale	Ext
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ode:
ID: A000
VR:
AD: 0601
SI:
RC:
PPN: C
PPLAB: VI

CUSTOMER COPY[redacted]

COPY

0.00 Current Estimate 0.00

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Parts:	1,319.66
Sublet:	99.00
HazMat:	19.00
SubTotal:	1,902.00
Tax:	102.27
Total:	2,004.27
Bal Due:	$2,004.27

Payments -]

Thank you always for your trust and business!

Vehicle Received: 11/29/2018

Customer Number : 1657

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RENTER [redacted]

DATE & TIME OUT
12/01/2018 09:31 AM
DATE & TIME IN
12/14/2018 08:25 AM

BILLING CYCLE
24-HOUR

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SFAR

VEH #1 2018 FORD EDGE 61T2
VIN# 2FMPK3K89JB[redacted]
LIC[redacted]
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Taxes & Surcharges					
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TOURISM COMMISSION ASSESSMENT REC	12/01 - 12/14			3.5%	$12.60
VEHICLE LICENSE RECOVERY FEE	12/01 - 12/14	13	DAY	$1.85	$24.05
			Total Charges:		**$684.40**
Bill-To / Deposits					
DEPOSITS					($684.40)
Total Estimated Amount Due					**$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
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Claudia Reardon
Assistant Manager
Claudia.E.Reardon@ehi.com
858-558-0348 tel
858-558-2160 fax

enterprise
La Jolla Sheraton
3299 Holiday Court
La Jolla, CA 92037
enterprise.com

TO STACY 12/28/18 2:35 P

FROM [redacted]

THANK YOU FOR YOUR CALL!

I DID NOT SEND THE ONSTAR REPORTS SINCE I KNOW YOU CAN PULL UP THOSE REPORTS.

FYI THE RED "WARNING" CAME ON WHILE THE POWER STEERING ~~WAS~~ FAIL AT THE END.

PLEASE CALL IF I CAN HELP

I HOPE THIS WILL HELP! BS

FIVE PAGES FOLLOW

[redacted]

JARVIS AUTO REPAIR
7465 Raytheon Road
San Diego, CA. 92111
Phone: 858-268-9731 Fax: 858-268-4227
Best Quality, Service and Price...ALL IN ONE!

INVOICE [redacted]
Org. Est. # 048849
BAR NO. ARD234051
EPA #CAL000335527

INVOICE

Date: 11/23/2018

[redacted]
La Jolla, CA [redacted]
Home [redacted] Office [redacted] HIS

2015 GMC - Canyon SLT - 3.6L, V6 (217CI) VIN(3)
Lic # : [redacted]
Odometer In : 33135

VIN # : 1GTG5CE36 F1[redacted]

Part Description / Number	Qty	Sale	Ext
OIL FILTER XXXX	1.00	10.00	10.00
Synthetic Motor Oil XXXX	5.00	8.50	42.50

Labor Description	Hours	Ext
Change Motor Oil & Lube Chassis Changed Motor Oil & Replaced Filter. Added Synthetic Motor Oil, Lube Chassis, Check all Fluid Levels. Tire Pressure: Front 35 Rear 35	0.11	11.99
FLUSH WINDSHIELD WASHER JAR AND REFILL	1.00	109.00
ROTATE TIRES	0.09	10.00
RECOMMENDATIONS FOUND FROM INSPECTION FRONT BRAKE PADS 8MM REAR BRAKE PADS 7MM RECOMMENDATIONS FROM INSPECTION: NONE		nc
COURTESY INSPECTION INSPECT WIPER BLADES. INSPECT TIRES . INSPECT BATTERY. INSPECT BRAKES. INSPECT INTERIOR & EXTERIOR LIGHTS/TURN SIGNALS. INSPECT HEATING & AC. INSPECT BELTS, HOSES, AND FLUIDS. INSPECT FOR FLUID LEAKS. INSPECT STEERING COMPONENTS & STEERING LINKAGE. INSPECT CV AXLE BOOTS, DRIVE SHAFT & UJOINTS. INSPECT EXHAUST SYSTEM COMPONENTS. ROAD TEST VEHICLE.		nc
Hazardous Materials		0.95

Org. Estimate 188.51 Revisions 0.00 Current Estimate 188.51

Labor:	**130.99**
Parts:	**52.50**
HazMat:	**0.95**
SubTotal:	**184.44**
Tax:	**4.07**
Total:	**188.51**
Bal Due:	**$188.51**

[Payments -]

Thank you always for your trust and business!

Vehicle Received: 11/23/2018

Customer Number : 1657

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Signature _____ Date _____

Copyright (c) 2018 Mitchell Repair Information Company, LLC invhrs 9.15.17d

12/27/2018 14:29 FAX 002

Federated Car Care PROFESSIONALS

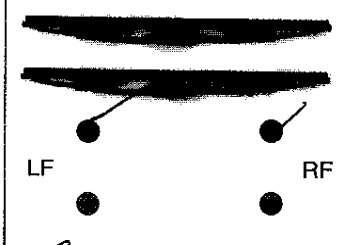
INSPECTION CHECK LIST

Name: _____ Year/Model: _____ Date: _____

Repair Order #: _____ VIN (last 8 digits): _____ Odometer: _____ Phone #: _____

○ *Checked and OK* ● *May Need Attention Soon* *Needs Immediate Attention*

[illegible]



- ● Rear *(if applicable)*
- ● Windshield Condition

Cracks _____ Chips _____

[illegible]

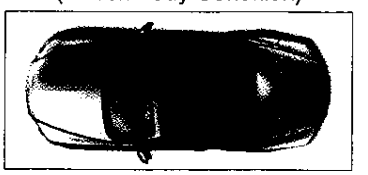
Left Front: PSI @: _____ Set to : 30 PSI

Right Front: PSI @: _____ Set to : 30 PSI

Left Rear: PSI @: _____ Set to : 30 PSI

Right Rear: PSI @: _____ Set to : 30 PSI

(Check Body Condition)



(Check Lamps)

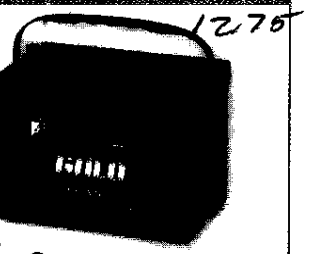
● ● Tire Pressure Monitoring System

○ Rotation Needed ○ Alignment Needed ○ Balance Needed

○ Rotation Performed ○ Alignment Performed ○ Balance Performed

LF ○ LR ○ Wear Pattern/Damage RF ○ RR ○

[illegible]



- ● Battery Charge
- ● Battery Condition
- ● Battery Cables and Connections

[illegible]

OK	FILLED		REQUIRES ATTENTION
●	●	Engine Oil	
●	●	Brake Fluid Reservoir	
●	●	Transmission *(if equipped w/dipstick)*	
●	●	Coolant Recovery Reservoir	
●	●	Power Steering	
●	●	Windshield Washer	

[illegible]

front 8 mm rear 7 mm



- ● Brake Noise
- ● Excessive Dust
- ● Front Linings
- ● Brake Hoses
- ● Rear Linings
- ● Steel Line Condition
- ● Parking Brake

[illegible]

● AC ● Lighting ● Heating

[illegible]

● Headlights ● Brake Lights ● Turn Signals

[illegible]

Inspect For Visible Leaks:

- ● Fuel System (also including gas cap seating)
- ● Engine, Transmission, Drive Axle, Transfer Case
- ● Engine Cooling System
- ● Shocks and Struts (also check operation)

Inspect Visual Condition:

- ● Belts: Engine, Accessory, Serpertine and/or V-Drive
- ● Hoses: Engine, Power Steering and HVAC
- ● Engine Air Filter and Cabin Air Filter
- ● Steering Components and Steering Linkage
- ● CV Drive Axle Boots and Driveshafts and U-Joints
- ● Exhaust System Components

[illegible]

1) _____
2) _____
3) _____
4) _____
5) _____
6) _____

Car Care Center: _____

Technician: _____ Phone #: _____

Next Appointment: _____

GMC
11/6/17

JARVIS AUTO REPAIR
7465 Raytheon Road
San Diego, CA. 92111
Phone: 858-268-9731 Fax: 858-268-4227
Best Quality, Service and Price...ALL IN ONE!

INVOICE
[redacted]
Org. Est. # 046359
BAR NO. ARD234051
EPA #CAL000335527

INVOICE

Date: 11/06/2017

[redacted]
La Jolla, CA
Home : [redacted] Office [redacted]IIS

2015 GMC - Canyon SLT - 3.6L, V6 (217CI) VIN(3)
Lic # :39374R1 - CA
Odometer In : 23436

VIN # :1GTG5CE36 F[redacted]

Part Description / Number	Qty	Sale	Ext
OIL FILTER XXXX	1.00	10.00	10.00
Synthetic Motor Oil XXXX	6.00	8.50	51.00

Labor Description	Hours	Ext
Change Motor Oil & Lube Chassis Changed Motor Oil & Replaced Filter. Added Synthetic Motor Oil, Lube Chassis, Check all Fluid Levels. Tire Pressure: Front 35 Rear 35	0.11	11.99
ROTATE TIRES		0.00
COURTESY INSPECTION INSPECT WIPER BLADES. INSPECT TIRES . INSPECT BATTERY. INSPECT BRAKES. INSPECT INTERIOR & EXTERIOR LIGHTS/TURN SIGNALS. INSPECT HEATING & AC. INSPECT BELTS, HOSES, AND FLUIDS. INSPECT FOR FLUID LEAKS. INSPECT STEERING COMPONENTS & STEERING LINKAGE. INSPECT CV AXLE BOOTS, DRIVE SHAFT & UJOINTS. INSPECT EXHAUST SYSTEM COMPONENTS. ROAD TEST VEHICLE.		0.00
Hazardous Materials		1.10

Org. Estimate 78.82 Revisions 0.00 Current Estimate 78.82

Labor:	**11.99**
Parts:	**61.00**
HazMat:	**1.10**
SubTotal:	**74.09**
Tax:	**4.73**
Total:	**78.82**
Bal Due:	**$78.82**

[Payments -]

Thank you always for your trust and business!

Vehicle Received: 11/6/2017

I hereby authorize the above repair work to be done along with the necessary material described. A mechanic's lien is hereby acknowledged on above vehicle to secure amount of repairs thereto Warranty to original owner only. Warranty on parts and labor is one year or 12,000 miles, whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. Towing, lodging or meals are not covered. Price quotes are valid for 30 days from date of invoice. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS, IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

Signature _____ Date _____ Time _____

Copyright (c) 2017 Mitchell Repair Information Company, LLC invhrs 11.10.16d

12/27/2018 14:30 FAX 004

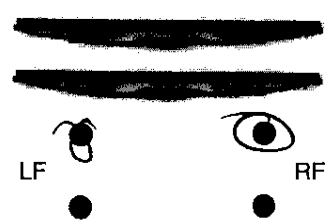
Federated Car Care PROFESSIONALS

INSPECTION CHECK LIST

Name: _____ Year/Model: _____ Date: _____

Repair Order #: _____ VIN (last 8 digits): _____ Odometer: 23436 Phone #: _____

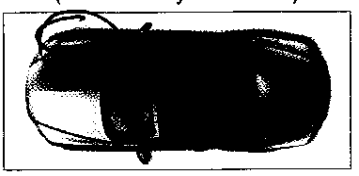
○ *Checked and OK* ● *May Need Attention Soon* *Needs Immediate Attention*



● Rear *(if applicable)*
● Windshield Condition
Cracks _____ Chips _____

Left Front: PSI @: 30 Set to: 35 PSI
Left Rear: PSI @: 30 Set to: 35 PSI

(Check Body Condition)

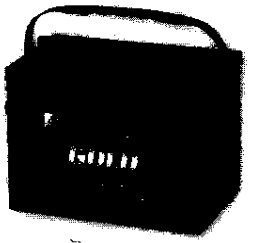


Right Front: PSI @: 30 Set to: 35 PSI
Right Rear: PSI @: 30 Set to: 35 PSI

(Check Lamps)

● ● Tire Pressure Monitoring System

○ Rotation Needed ○ Alignment Needed ○ Balance Needed
○ Rotation Performed ○ Alignment Performed ○ Balance Performed
LF ○ LR ○ Wear Pattern/Damage RF ○ RR ○



● Battery Charge 14.69
● Battery Condition 12.23
● Battery Cables and Connections

OK	FILLED	REQUIRES ATTENTION
●	Engine Oil	●
●	Brake Fluid Reservoir	●
●	Transmission *(if equipped w/dipstick)*	●
●	Coolant Recovery Reservoir	●
●	Power Steering	●
●	Windshield Washer	●

● Brake Noise
● Excessive Dust
● Front Linings



● Brake Hoses
● Rear Linings
● Steel Line Condition

● Parking Brake

● AC ● Lighting ● Heating

● Headlights ● Brake Lights ● Turn Signals

Inspect For Visible Leaks:
● Fuel System (also including gas cap seating)
● Engine, Transmission, Drive Axle, Transfer Case
● Engine Cooling System
● Shocks and Struts (also check operation)

Inspect Visual Condition:
● Belts: Engine, Accessory, Serpentine and/or V-Drive
● Hoses: Engine, Power Steering and HVAC
● Engine Air Filter and Cabin Air Filter
● Steering Components and Steering Linkage
● CV Drive Axle Boots and Driveshafts and U-Joints
● Exhaust System Components

1) _____
2) _____
3) _____
4) _____
5) _____
6) _____

Car Care Center: _____
Technician: _____ Phone #: _____
Next Appointment: _____

12/27/2018 14:31 FAX 005

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
LA JOLLA CA [redacted]
HOM[redacted] CONT [redacted]
BUS: CELL:

Marvin K. Brown AUTO CENTER

Cadillac • BUICK • GMC • FISKER • CODA • MITSUBISHI

INVOICE

PAGE 2

OUR GOAL:
100% "COMPLETELY SATIFIED" CUSTOMERS 100% OF THE TIME
1441 CAMINO DEL RIO SOUTH, SAN DIEGO, CALIFORNIA 92108
(619) 291-2040
www.mkb.com

SERVICE ADVISOR: 386 LAUREANO RAMOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
QUICKSILVE	15	GMC CANYON 2WD CREW	1GTG5CE36F1[redacted]	[redacted]	21604/21608	T206

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
23JAN15 DD		21JAN2022	15:00 02AUG17		CASH	04AUG17

R.O. OPENED	BOOKED	OPTIONS:
08:07 02AUG17	14:29 04AUG17	SOLD-STK:[redacted] DLR:36165

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

TESTED. NO CODES RESET. CLOCK HOLDING CORRECT TIME. RADIO OPERATING AS INTENDED AT ALL TIMES.

****

D GM MULTIPOINT INSPECTION AND TIRE INFLATION SERVICE
INSPECTBF GM MULTIPOINT INSPECTION AND TIRE
INFLATION SERVICE COMPLETE, TIRE PRESSURES
NOTED BELOW, AND SEE ATTACHED SHEET
347 CG
BK9 MPVI: BRAKE LINING GREEN - 9 MM (NOTATION ONLY - NO WORK NEEDED) 0.00 0.00
347 ICLN

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00

21608 MPI 0.30 FRONT BRAKES=9mm, REAR BRAKES=8mm. SET TIRE PRESSURE TO 35 PSI. TOPPED OFF FLUIDS. ENGINE OIL WITHIN SPECS.

****

E WARRANTY RENTAL
CAUSE: RENTAL
Z7903 SERVICE REPLACEMENT VEHICLE - 3 DA[redacted]
999 WG40
SUBL HERTZ INV[redacted] (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: (N/C) 0.00

****

EST: 0.00 02AUG17 08:07 SA: 386

THANK YOU, LARRY RAMOS

B.A.R. REG # ARD-000796 E.P.A. # CAD-981463334
ALL PARTS & LABOR GUARANTEED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE

*OUR CHARGE ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

"For Your Convenience Our Hours Are"

MONDAY THROUGH FRIDAY
7:00 AM TO 6:00 PM

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles including, but not limited to fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you may be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touchup paints, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon you request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.6 et seq. For further information about Proposition 65: http://www.oehha.org/prop65.html

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

I ~~HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND~~ GAVE ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

[redacted]

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]
[redacted]
LA JOLLA, CA
HOME [redacted] CONT [redacted]
BUS: CELL

[redacted]

INVOICE

PAGE 1

Marvin K. Brown AUTO CENTER

Cadillac • BUICK • GMC • FISKER • CODA • MITSUBISHI

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100% "COMPLETELY SATIFIED" CUSTOMERS 100% OF THE TIME
1441 CAMINO DEL RIO SOUTH, SAN DIEGO, CALIFORNIA 92108
(619) 291-2040
www.mkb.com

SERVICE ADVISOR: 386 LAUREANO RAMOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
QUICKSILVE	15	GMC CANYON 2WD CREW	1GTG5CE36F[redacted]		21604/21608	T206

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
23JAN15 DL			21JAN2022 15:00 02AUG17			CASH	04AUG17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:36165
08:07 02AUG17	14:29 04AUG17			

LINE OPCODE TECH TYPE HOURS — LIST — NET — TOTAL

A MKB COMPLIMENTARY CAR WASH
FWASH CAR WASH COMPLETE
343 ICLN
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

****

B THE FOLLOWING DAMAGE WAS NOTED AT VEHICLE WRITE UP:
VEHDF DENT ON RIGHT FRONT FENDER
999 CG
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 0.00

****

C C/S: CUSTOMER STATES CLOCK HAS BEEN OFF..RADIO SCREEN IS BLANKING OUT WITH NO AUDIBLE... SEVERAL TIMES....NO CAMERA WHEN GOING IN REVERSE TOO...
CAUSE: RADIO SHUTTING OFF
4041820 BATTERY NEGATIVE CABLE REPLACEMENT
347 WG40
1 84091756 (S) CABLE (N/C)
1 22904846 (S) BLOCK (N/C)
OLH OTHER LABOR HOURS (N/C)
347 WG40
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

21608 EXCESSIVE VOLTAGE DROP IN BATTERY CABLES AND SOFTWARE UPDATE
4041820=2.8+A=.3+OLH=.9 4.00 OK OLH TO PERFORM VOLTAGE DROPS PER TAC. JEFF C. 8/2/17 @ 3:33. CHECKED RADIO OPERATION AND WAS UNABLE TO DUPLICATE CONCERN. SCANNED FOR CODES. CODE U0029-00 SET HISTORY IN HMI MODULE. CHECKED FOR BULLETINS OR PI'S. PER PI #PI1375C, INSPECTED HMI MODULE SOFTWARE VERSION. HMI MODULE HAD LATEST SOFTWARE VERSION INSTALLED. CONTACTED TECHNICAL ASSISTANCE. PER TAC, PERFORMED A LOADED VOLTAGE DROP ON BATTERY CABLES AND CHECKED RADIO SOFTWARE VERSION. RADIO REQUIRED PROGRAMMING. PROGRAMMED RADIO. WARRANTY CLAIM CODE 80853. NEGATIVE BATTERY CABLE FAILED VOLTAGE DROP TEST WITH A VOLTAGE DROP OF 465mV. REPLACED NEGATIVE BATTERY CABLE. POSITIVE BATTERY CABLE FROM BATTERY POST TO FUSE BLOCK ALSO FAILED WITH 253mV DROP. REPLACED POSITIVE BATTERY CABLE/TERMINAL ASSEMLBY. CLEARED CODES AND ROAD

B.A.R. REG # ARD-000796 E.P.A. # CAD-981483334
ALL PARTS & LABOR GUARANTEED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE

*OUR CHARGE ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

"For Your Convenience Our Hours Are"

MONDAY THROUGH FRIDAY
7:00 AM TO 6:00 PM

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles including, but not limited to fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touchup paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon you request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
[Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.6 et seq.] For further information about Proposition 65: http://www.oehha.org/prop65.html.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

I ~~HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND~~ GAVE ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE ▶

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
~~GAS, OIL, LUBE~~	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER COPY

General Motors - Policy Evaluation Tool

Date: 01/04/2019

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGSBE39F[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 12/28/2017
Job Card Date: 01/04/2019
Days out of Warranty: 372

Mileage

Component's Warranty End Mileage (Miles): 36,026
Current Mileage: 92,356
Miles out of Warranty: 56,330

Repair

Total Repair Cost At Warranty Rates: $2,000.00
Job Card / Repair Order : 123456
Repair Group: Steering

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: $0.00 *
Cust/Dlr Participation Amount: $2,000.00
Agreed upon Customer/Dealer Participation Amount:

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**

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

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

General Motors - Policy Evaluation Tool

Date: 01/08/2019

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGSBE36F[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 01/03/2018
Job Card Date: 01/08/2019
Days out of Warranty: 370

Mileage

Component's Warranty End Mileage (Miles): 36,080
Current Mileage: 49,000
Miles out of Warranty: 12,920

Repair

Total Repair Cost At Warranty Rates: $1,400.00
Repair Group: Steering
Job Card / Repair Order : 1

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: $0.00 *
Agreed upon Customer/Dealer Participation Amount:
Cust/Dlr Participation Amount: $1,400.00

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**

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

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

CUSTOMER #: [redacted]

[redacted]

CONCORD, CA

HOME [redacted] CONT: [redacted]

BUS: CELL:

INVOICE

PAGE 1

CONCORD CHEVROLET

1330 CONCORD AVENUE · CONCORD, CA 94520-4946
(925) 682-6400
www.concordchevrolet.com

SERVICE ADVISOR: 59978 DEREK SYKES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGSBE34F1[redacted]		35222/35222	T6533

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			18:00 01NOV17		0.00	CASH	02NOV17

R.O. OPENED	BOOKED	OPTIONS:
07:09 01NOV17	14:10 02NOV17	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES ABOUT 10 DAYS AGO HIS VEHICLE HAD GIVEN HIM SERVICE STABILTRAK SYSTEM LIGHT HAD CAME ON. WHEN IT DID THE POWER STEERING WENT OUT 3X THE SAME DAY CUSTOMER HAD TO PULL OVER & TURN VEHICLE OFF & THEN BACK ON IT CORRECT LIGHT TO DRIVE HOME SAFETY WHEN THIS HAPPEN HE WAS ON THE FREEWAY TO OAKLAND. CHECK & ADVISE

CAUSE: .

197 DIAGNOSIS

20147 WG (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

35222 NO WARNING LIGHTS ON AT THIS TIME, SCANNED FOR CODES AND PULLED CODE U0420/42 FROM EBCM. CHECKED SI FOR RELATED BULLETINS OR INFORMATION. FOUND #PIT5414B, DOCUMENT #4358847. ADVISES TO INSPECT SEVERAL LOCATIONS FOR HARNESS CHAFFING ON ENGINE OR PARTS. INSPECTED HARNESS AS OUTLINED IN DOC. NO HARNESS CHAFFING PROBLEMS DETECTED. UNABLE TO DUPLICATE CONCERN AT THIS TIME.

****

B PERFORM GM MULTI-POINT VEHICLE INSPECTION

MPVI PERFORM GM MULTI-POINT VEHICLE INSPECTION

20147 ISA (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C PERFORM STATE MANDATED TIRE PRESSURE CHECK, SET TIRE PRESSURE TO MANUFACTURES RECOMMENDED SPECIFICATION. FRONT_____ REAR_____

AIR PERFORM STATE MANDATED TIRE PRESSURE CHECK, SET TIRE PRESSURE TO MANUFACTURES RECOMMENDED SPECIFICATION. FRONT_____ REAR_____

20147 ISA (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

CREATED 2017-10-26 02:15:00PM

TAKEN BY CHERI RO BERTS

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

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

X _____

CUSTOMER SIGNATURE

BAR # ARD00226170 EPA # CAL000273267

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

CONCORD, CA

HOME [redacted] CONT [redacted]

BUS: CELL

RAO 1.26.16

WARRANTY

CONCORD CHEVROLET

1330 CONCORD AVENUE · CONCORD, CA 94520-4946
(925) 682-6400
www.concordchevrolet.com

SERVICE ADVISOR: 71735 GERALD LONG

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGSBE34F1[redacted]		13265/13265	T6240

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			18:00 23JAN16		0.00	CASH	26JAN16

R.O. OPENED	BOOKED	OPTIONS:
08:12 23JAN16	15:37 26JAN16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
B CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER 15439; LOSS OF ELECTRIC POWER STEERING ASSIST			
CAUSE: .			
9101773 Power Steering Control Module Reprogramming with SPS			
71733 WG 0.30		42.28	42.28
FC: PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE: ZFAT			
AUTH CODE:			
750 4228 TLABOR			
TECH: 71733 ACTUAL HRS.: 0.78 SOLD HRS.: 0.30			
SALE-LBR: 42.28 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			42.28
COST-LBR: 7.50 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			7.50
13265 CAMPAIGN 15439 WAS TO REPROGRAM ELECTRIC POWER STEERING, PROGRAMMED ELECTRIC POWER STEERING AND TESTED FOR PROPER OPERATION NO ISSUES AT THIS TIME 31B88 FDB92 WARRANTEE CLAIM CODES			
**********			
C CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER 15671; EXCESSIVE WIRING HARNESS LENGTH			
CAUSE: .			
9101976 Inspect Cylinder Head To Harness Clearance			
71733 WG 0.20		28.19	28.19
FC: PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE: ZFAT			
AUTH CODE:			
500 2819 TLABOR			
TECH: 71733 ACTUAL HRS.: 0.00 SOLD HRS.: 0.20			
SALE-LBR: 28.19 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL			28.19

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X _____
CUSTOMER SIGNATURE

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

BAR # ARD00226170 EPA # CAL000273267

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

CONCORD, CA

HOME: [redacted] CONT [redacted]

BUS: CELL

WARRANTY

CONCORD CHEVROLET

1330 CONCORD AVENUE · CONCORD, CA 94520-4946
(925) 682-6400
www.concordchevrolet.com

SERVICE ADVISOR: 71735 GERALD LONG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGSBE34F1[redacted]		13265/13265	T6240

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			18:00 23JAN16		0.00	CASH	26JAN16

R.O. OPENED	BOOKED	OPTIONS:
08:12 23JAN16	15:37 26JAN16	

LINE OPCODE TECH TYPE HOURS — LIST / NET / TOTAL

COST-LBR: 5.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 5.00

13265 CHECKED HARNESS FOR CHAFFING AS CAMPAIGN 15671 DESCRIBES
FOUND HARNESS LOCATED AWAY FROM CYLINDER HEAD NO ISSUES AT THIS TIME
****

D 2 YEAR MAINTENANCE. DEXOS OIL AND OIL FILTER, TIRE ROTATION. RESET
OIL LIFE AND TIRE PRESSURE MONITORS. TOP UP DIESEL EXH FLD.
NOTE: LIMITED TO 4 SERVICES DURING 2 YEAR PERIOD(DEX5W30=$35;DE
X0W20=$50;DEX2CRUZD=$75;DELVAC1500SILD=$85)

CAUSE: .

CONCERN CODE: 0021

0600723 2 YEAR MAINTENANCE. DEXOS OIL AND OIL FILTER, TIRE ROTATION. RESET OIL LIFE AND TIRE PRESSURE MONITORS. TOP UP DIESEL EXH FLD. NOTE: LIMITED TO 4 SERVICES DURING 2 YEAR PERIOD(DEX5W30=$35;DEX0W20=$50;DEX2CRUZD=$75;DELVAC1500SILD=$85)

71733 WGM 0.70

1	19303249 (S)FILTER KIT		4.02	4.02
6	19293000 OIL	10.40	6.50	6.50
		5.72	4.08	24.48

FC: 9094
PART#: 19303249
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE:

2476 3098 TPARTS

1750 402 TLABOR

TECH: 71733 ACTUAL HRS.: 0.00 SOLD HRS.: 0.70

SALE-LBR: 4.02 PTS: 30.98 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 35.00
COST-LBR: 17.50 PTS: 24.76 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 42.26

13265 MAINTENANCE PERFORMED LUBE, OIL AND OIL FILTER ... CHECKED
ALL FLUID LEVELS AND TOPPED UP FLUID LEVELS ... ROTATED TIRES. RESET

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X _____
CUSTOMER SIGNATURE

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

BAR # ARD00226170 EPA # CAL000273267

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

CONCORD, CA

HOME: [redacted] CONT: [redacted]

BUS: CELL:

[redacted]

WARRANTY

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SERVICE ADVISOR: 71735 GERALD LONG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGSBE34F1[redacted]		13265/13265	T6240

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			18:00 23JAN16		0.00	CASH	26JAN16

R.O. OPENED	BOOKED	OPTIONS:
08:12 23JAN16	15:37 26JAN16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
OIL LIFE MONITOR AND TIRE PRESSURE MONITOR(WHEN EQUIPPED)							

****

CREATED 2016-01-19 05:50:00PM
TAKEN BY CHERI RO BERTS

TECH: 71733 ACTUAL HRS.: 0.78 SOLD HRS.: 1.2

SALE-LBR:	74.49	PTS:	30.98	MSC:	0.00	LUB:	0.00
COST-LBR:	30.00	PTS:	24.76	MSC:	0.00	LUB:	0.00

SUB:	0.00	TOTAL	105.47					
SUB:	0.00	TOTAL	54.76					

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-23-16	13:41	14:14	0.55	W	71733	A	
	14:14	14:15	0.02	W	71733	B	
	15:07	15:53	0.76	W	71733	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	7047	1250		460B	402	1750	
467N	650	520		491N	2448	1956	
263	10547	*******					

COST, SALE, & COMP TOTALS	5476	10547	0

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DESCRIPTION	TOTALS
LABOR AMOUNT	74.49
PARTS AMOUNT	30.98
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	105.47
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	105.47

X _____
CUSTOMER SIGNATURE

BAR # ARD00226170 EPA # CAL000273267

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CUSTOMER #: [redacted]

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CONCORD, CA
HOME: [redacted] ONT:
BUS: CELL:

PAGE 2

SERVICE ADVISOR: 71735 GERALD LONG

COLOR	YEAR	MAKE/	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGSBE34F1[redacted]		13265/13265	T6240

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			18:00 23JAN16		0.00	CASH	23JAN16

R.O. OPENED	BOOKED	OPTIONS:
08:12 23JAN16	15:55 23JAN16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				OIL LIFE AND TIRE PRESSURE MONITORS. TOP UP DIESEL EXH FLD. NOTE: LIMITED TO 4 SERVICES DURING 2 YEAR PERIOD(DEX5W30=$35;DEX0W20=$50;DEX2CRUZD=$75;DELVAC1500SILD=$85)			
CAUSE: .							
	0600723		2	YEAR MAINTENANCE. DEXOS OIL AND OIL FILTER, TIRE ROTATION. RESET OIL LIFE AND TIRE PRESSURE MONITORS. TOP UP DIESEL EXH FLD. NOTE: LIMITED TO 4 SERVICES DURING 2 YEAR PERIOD(DEX5W30=$35;DEX0W20=$50;DEX2CRUZD=$75;DELVAC1500SILD=$85)			
	71733	WGM					(N/C)
1	19303249		(S)	FILTER KIT			(N/C)
6	19293000			OIL			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER: 0.00	TOTAL LINE D:		0.00
	**********						
E	PERFORM STATE MANDATED TIRE PRESSURE CHECK, SET TIRE PRESSURE TO MANUFACTURES RECOMMENDED SPECIFICATION. FRONT_____ REAR_____						
	AIR	PERFORM STATE MANDATED TIRE PRESSURE CHECK, SET TIRE PRESSURE TO MANUFACTURES RECOMMENDED SPECIFICATION. FRONT_____ REAR_____					
	71733	ISA					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER: 0.00	TOTAL LINE E:		0.00
	**********						
F	THANK YOU FOR YOUR BUSINESS!						
	197	FOR ANY QUESTIONS OR APPOINTMENTS CONTACT JERRY LONG ***TUESDAY THROUGH SATURDAY*** AT 925-288-5731 OR EMAIL ME AT jerryl@cacargroup.com					
	71733	ISC					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER: 0.00	TOTAL LINE F:		0.00
	**********						

CREATED 2016-01-19 05:50:00PM
TAKEN BY CHERI RO BERTS

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X_____

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

BAR # ARD00226170 EPA # CAL000273267

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CUSTOMER #: [redacted]

[redacted]

INVOICE [redacted]

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CONCORD CA
HOME [redacted] CONT [redacted]
BUS: CELL

PAGE 1

SERVICE ADVISOR: 71735 GERALD LONG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGSBE34F[redacted]		13265/13265	T6240

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			18:00 23JAN16		0.00	CASH	23JAN16

R.O. OPENED	BOOKED	OPTIONS:
08:12 23JAN16	15:55 23JAN16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES DRIVE'RS SEAT RECLINER HAS TO BE MANUALLY BROUGHT BACK UP - HEARD SOMETHING PO; BEFORE IT CAME BACK UP AS SPRING-LOADED TYPE APPARATUS			
197 VERIFIED CONCERN;ORDERED NEEDED PARTS TO REPAIR			
71733 ISP			(N/C)
SOP SPECIAL ORDERED PART, YOU WILL BE CONTACTED IN 7 DAYS			
71733 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
13265 FOUND THAT THE RECLINER RATCHETING MECHANISM ISNT PULLING RECLINER MECHANISM BACK ALL THE WAY ALLOWING FULL RELEASE OF RECLINER PARTS ORDERED			
**********			
B CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER 15439; LOSS OF ELECTRIC POWER STEERING ASSIST			
CAUSE: .			
RECALL CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER			
71733 WG			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
13265 CAMPAIGN 15439 WAS TO REPROGRAM ELECTRIC POWER STEERING, PROGRAMMED ELECTRIC POWER STEERING AND TESTED FOR PROPER OPERATION NO ISSUES AT THIS TIME 31B88 FDB92 WARRANTEE CLAIM CODES			
**********			
C CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER 15671; EXCESSIVE WIRING HARNESS LENGTH			
CAUSE: .			
RECALL CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER			
71733 WG			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
13265 CHECKED HARNESS FOR CHAFFING AS CAMPAIGN 15671 DESCRIBES FOUND HARNESS LOCATED AWAY FROM CYLINDER HEAD NO ISSUES AT THIS TIME			
**********			
D 2 YEAR MAINTENANCE. DEXOS OIL AND OIL FILTER, TIRE ROTATION. RESET			

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X _____
CUSTOMER SIGNATURE

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

BAR # ARD00226170 EPA # CAL000273267

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FILE COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

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CONCORD, CA
HOME: [redacted] CONT: [redacted]
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 71735 GERALD LONG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGSBE34F1[redacted]		13265/13265	T6240

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 DD			18:00 23JAN16		0.00	CASH	23JAN16

R.O. OPENED	BOOKED	OPTIONS:
08:12 23JAN16	15:55 23JAN16	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES DRIVE'RS SEAT RECLINER HAS TO BE MANUALLY BROUGHT BACK UP - HEARD SOMETHING PO; BEFORE IT CAME BACK UP AS SPRING-LOADED TYPE APPARATUS
197 VERIFIED CONCERN;ORDERED NEEDED PARTS TO REPAIR
71733 ISP (N/C)
SOP SPECIAL ORDERED PART, YOU WILL BE CONTACTED IN 7 DAYS
71733 ISP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
13265 FOUND THAT THE RECLINER RATCHETING MECHANISM ISNT PULLING RECLINER MECHANISM BACK ALL THE WAY ALLOWING FULL RELEASE OF RECLINER PARTS ORDERED

****

B CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER 15439; LOSS OF ELECTRIC POWER STEERING ASSIST
CAUSE: .
RECALL CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER
71733 WG (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
13265 CAMPAIGN 15439 WAS TO REPROGRAM ELECTRIC POWER STEERING, PROGRAMMED ELECTRIC POWER STEERING AND TESTED FOR PROPER OPERATION NO ISSUES AT THIS TIME 31B88 FDB92 WARRANTEE CLAIM CODES

****

C CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER 15671; EXCESSIVE WIRING HARNESS LENGTH
CAUSE: .
RECALL CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER
71733 WG (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
13265 CHECKED HARNESS FOR CHAFFING AS CAMPAIGN 15671 DESCRIBES FOUND HARNESS LOCATED AWAY FROM CYLINDER HEAD NO ISSUES AT THIS TIME

****

D 2 YEAR MAINTENANCE. DEXOS OIL AND OIL FILTER, TIRE ROTATION. RESET

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

X _____
CUSTOMER SIGNATURE

BAR # ARD00226170 EPA # CAL000273267

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

CONCORD CA [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

WORKORDER [redacted]

PAGE 1

CONCORD CHEVROLET

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SERVICE ADVISOR: 71735 LONG, GERALD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GREY	15	CHEVROLET COLORADO	1GCGSBE34F[redacted]		13265/	T6240

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO			INV. DATE
01JAN15 DD			18:00 23JAN16		0.00	CASH	

R.O. OPENED	BOOKED	OPTIONS:
23JAN2016 08:12		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				CUSTOMER STATES DRIVE'RS SEAT RECLINER HAS TO BE MANUALLY BROUGHT BACK UP - HEARD SOMETHING PO; BEFORE IT CAME BACK UP AS SPRING-LOADED TYPE APPARATUS
	197		WG	DEFAULT
# B				CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER 15439; LOSS OF ELECTRIC POWER STEERING ASSIST
	RECALL		WG	CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER
# C				CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER 15671; EXCESSIVE WIRING HARNESS LENGTH
	RECALL		WG	CUSTOMER REQUESTS; RECALL CAMPAIGN NUMBER
# D	0600723		WGM	2 YEAR MAINTENANCE. DEXOS OIL AND OIL FILTER, TIRE ROTATION. RESET OIL LIFE AND TIRE PRESSURE MONITORS. TOP UP DIESEL EXH FLD. NOTE: LIMITED TO 4 SERVICES DURING 2 YEAR PERIOD(DEX5W30=$35;DEX0W20=$50;DEX2CRUZD=$75;DELVAC1500SILD=$85)
# E	AIR		ISA	PERFORM STATE MANDATED TIRE PRESSURE CHECK, SET TIRE

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I understand that pursuant to said express garagekeeper's lien, I have no right of possession to the above vehicle until the repairs thereto have been paid in full or until you and/or your employees have voluntarily relinquished possession of the vehicle. [redacted]

X [redacted]

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____
Date _____ Time _____ FAX # _____ BY _____
Revision Details _____ E-mail _____
In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

Notice to Consumer: Please read important information on back.

BAR # ARD00226170 EPA # CAL000273267

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CUSTOMER COPY

David Albritton
Sent: Tuesday, January 22, 2019 8:01 PM
To: Afaf Farah <afaf.farah@chevrolet.com>
Subject: FW: 2015 Chevy Colorado losing all steering capability -concerned and no funds to pay the dealer to repair $2500

Please pass on. Thanks.

From: [redacted]
Sent: Tuesday, January 22, 2019 4:47 PM
To: David Albritton <david.albritton@gm.com>
Subject: [EXTERNAL] 2015 Chevy Colorado losing all steering capability -concerned and no funds to pay the dealer to repair $2500

David,

I need assistance, I am hoping you can help. My Chevy Colorado keeps losing power steering at high rates of speed. There was a recall for my truck for that year and problem but it did not include my vin # for some reason. Can you help us to extend the recall to cover all trucks with this concern for that year model?

Thanks

[redacted]

[redacted]

[redacted]

T [redacted] M [redacted] E [redacted]

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General Motors - Policy Evaluation Tool

Date: 01/30/2019

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GTG6CE39G1[redacted] **Make:** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 10/06/2018
Job Card Date: 01/30/2019
Days out of Warranty: 116

Mileage

Component's Warranty End Mileage (Miles): 36,472
Current Mileage: 18,000
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $1,185.00
Job Card / Repair Order : tier2
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: $237.00 - $474.00
Cust/Dlr Participation Amount: $711.00 - $948.00
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.



General Motors - Policy Evaluation Tool

Date: 02/14/2019

Customer Information

First Name: [redacted]
Last Name:
Phone

Dealer Information

BAC: 261230
Name: John Schmidt
Dealer: Chevrolet Of Montebello

Vehicle/Coverage Information

VIN: 1GCGSBE30F[redacted] **Make:** CHEVROLET
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 08/02/2018
Job Card Date: 02/05/2019
Days out of Warranty: 187

Mileage

Component's Warranty End Mileage (Miles): 36,008
Current Mileage: 64,000
Miles out of Warranty: 27,992

Repair

Total Repair Cost At Warranty Rates: $1,204.13
Job Card / Repair Order : 278619
Repair Group: Steering

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other
Additional Comments:CEC request

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

GM Participation Amount: $120.41
Cust/Dlr Participation Amount: $1,083.72 / 90%
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.

General Motors - Policy Evaluation Tool

Date: 02/14/2019

Customer Information	Dealer Information
First Name: [redacted]	**BAC:** 261230
Last Name:	**Name:** John Schmidt
Phone	**Dealer:** Chevrolet Of Montebello

Vehicle/Coverage Information

VIN: 1GCGSBE30F1[redacted] **Make:** CHEVROLET

Component Warranty Coverage: Bumper to Bumper Coverage

Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time	Mileage
Component's Warranty End Date: 08/02/2018	**Component's Warranty End Mileage (Miles):** 36,008
Job Card Date: 02/05/2019	**Current Mileage:** 64,000
Days out of Warranty: 187	**Miles out of Warranty:** 27,992

Repair

Total Repair Cost At Warranty Rates: $1,204.13 | **Job Card / Repair Order :** 278619

Repair Group: Steering

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

Additional Comments:CEC request

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

GM Participation Amount: $120.41 | **Cust/Dlr Participation Amount:** $1,083.72 / 90%

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.

CHEVROLET of MONTEBELLO

310 West Whittier Blvd
Montebello, CA 90640-5324
Tel: (323) 728-9181
www.ChevroletofMontebello.com
BAR #ARD00261498 EPA #CAL000351998

0101ICVCS278619

CELL:

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
29567	CHRISTOPHER J. LOP 4391	5852	02/05/19
	LABOR RATE / LICENSE NO.	MILEAGE	COLOR
		64,596	RED ROCK/
	YEAR / MAKE / MODEL		DELIVERY DATE
WHITTIER, CA	15/CHEVROLET TRUCK/COLORADO/CREW CAB		
	VEHICLE I.D. NO.	SELLING DEALER NO.	
	1 G C G S B E 3 0 F 1		
	R.T.E. NO. / P.O. NO.	R.O. DATE	
		02/04/19	
BUSINESS PHONE	COMMENTS		

MO: 64596

LABOR----------
J# 1 45CVZ STEERING/SUSPENSION TECH(S):4224 141.18
CUST STATES THAT THE VEHICLES POWER STEERING IS INOP AND THE
IPC STATES NOW POWER STEERING
LOSS COMMUNICATION WITH PS MODULE
CUST DECLINED PS MODULE
$ 1,983.06

JOB# 1 TOTALS----------
LABOR 141.18

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 141.18

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

LABOR----------
J# 2 00CVZ001 51 POINT INSPECTION TECH(S):4224 0.00
PERFORM MULTI-POINT INSPECTION

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

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $141.18 (+TAX)
RECOMMENDATIONS----------
LOSS COMUNNICATION WITH PS MODULE $1,983.06
ALIGNMENT $ 198.65
ALL TIRES ARE BALD (UNSAFE) 1,186.65
CALL OR SEE CHRIS LOPEZ 562-587-4136

TOTALS----------

TOTAL LABOR....	141.18
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 $	**141.18**

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

THANK YOU FOR YOUR BUSINESS!!

PARTS AND SERVICE DEPARTMENT HOURS
MON-FRI 7:00 AM - 6:00 PM
SAT 8:00 AM - 5:00 PM

Thank you for your continued patronage!

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. ("I HEREBY REAFFIRM MY AUTHORIZATION TO PERFORM SAID REPAIRS")

X _____
CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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

_____
CUSTOMER SIGNATURE

PAID
FEB 05 PAID
By

General Motors - Policy Evaluation Tool

Date: 02/15/2019

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phon [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGSBE30F[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 08/02/2018
Job Card Date: 02/05/2019
Days out of Warranty: 187

Mileage

Component's Warranty End Mileage (Miles): 36,008
Current Mileage: 64,000
Miles out of Warranty: 27,992

Repair

Total Repair Cost At Warranty Rates: $1,204.13
Job Card / Repair Orde [redacted]
Repair Group: Steering

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: $301.03 - $541.86
Cust/Dlr Participation Amount: $662.27 - $903.10
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.

General Motors - Policy Evaluation Tool

Date: 01/31/2019

Customer Information

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

Dealer Information

BAC: 111587
Name: Sara Tealey
Dealer: Southworth Chevrolet, Buick, Gmc, Inc.

Vehicle/Coverage Information

VIN: 1GCGTCE37F[redacted]
Make: Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 05/13/2018
Job Card Date: 01/31/2019
Days out of Warranty: 263

Mileage

Component's Warranty End Mileage (Miles): 36,031
Current Mileage: 35,800
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $1,206.02
Job Card / Repair Order [redacted]
Repair Group: Steering

Reasons For Policy Adjustment

Primary reason for policy adjustment: Product quality concern (known issue)
Additional Comments: We have had 3 Colorado's that have had the same issue this week

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

GM Participation Amount: $603.01
Cust/Dlr Participation Amount: $603.01 / 50%
Agreed upon Customer/Dealer Participation Amount:

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

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

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

PDF-XCHANGE Click to buy NOW! www.tracker-software.com

Please assign.

Updates and final to Jodi Truss, Christina Lloyd-Willams and John Bopp.

Thank you.

Sent via the Samsung Galaxy S8, an AT&T 5G Evolution smartphone

-------- Original message --------
From: Alan Batey <alan.batey@chevrolet.com>
Date: 2/9/19 10:45 AM (GMT-05:00)
To: John Bopp <john.bopp@gm.com>
Subject: Fwd: [EXTERNAL] 2015 Colorado

FYI

Sent from my iPhone

Begin forwarded message:

From: [redacted]
Date: February 9, 2019 at 10:17:36 AM EST
To: "alan.batey@gm.com" <alan.batey@gm.com>
Subject: [EXTERNAL] 2015 Colorado

I purchased a used 2015 Colorado with 33,000 miles on it. 3 times now the power steering assist has gone out on me. I contacted Southworth Chev and Sara in service was able to get GM to pay for half of the replacement of the steering rack assy. I do not feel that I should have incurred any cost as this is a safety issue as well as a known issue to GM. I have several pages of complaints from other owners with this problem and GM has fixed some of these vehicles at no cost to the owner. The build date on mine is one month past the recall build but who is to say that the rack assy is not the same as the recall ones.

The vin on my vehicle is 1GCGTCE37F1[redacted]. This repair cost me $597.57 and the mileage is 35800. Again, this is a known issue not to mention a safety issue and should have been repaired at no cost to me.

Please help me with this as I don't want to pursue other avenues and customer satisfaction has always been GM's main goal.

Hope to here from you soon.

[redacted]

PDF-XCHANGE
Click to buy NOW!
www.tracker-software.com
PDF-XCHANGE
Click to buy NOW!
www.tracker-software.com

Please assign.

Updates and final to Jodi Truss, Christina Lloyd-Willams and John Bopp.

Thank you.

Sent via the Samsung Galaxy S8, an AT&T 5G Evolution smartphone

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Please help me with this as I don't want to pursue other avenues and customer satisfaction has always been GM's main goal.

Hope to here from you soon.

[redacted]

General Motors - Policy Evaluation Tool

Date: 01/31/2019

Customer Information

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

Dealer Information

BAC: 111587
Name: Sara Tealey
Dealer: Southworth Chevrolet, Buick, Gmc, Inc.

Vehicle/Coverage Information

VIN: 1GCGTCE37F[redacted]
Make: Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 05/13/2018
Job Card Date: 01/31/2019
Days out of Warranty: 263

Mileage

Component's Warranty End Mileage (Miles): 36,031
Current Mileage: 35,800
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $1,206.02
Job Card / Repair Order [redacted]
Repair Group: Steering

Reasons For Policy Adjustment

Primary reason for policy adjustment: Product quality concern (known issue)
Additional Comments: We have had 3 Colorado's that have had the same issue this week

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

GM Participation Amount: $603.01
Cust/Dlr Participation Amount: $603.01 / 50%
Agreed upon Customer/Dealer Participation Amount:

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

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

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

General Motors - Policy Evaluation Tool

Date: 02/28/2019

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGTCE39F1[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 04/18/2018
Job Card Date: 02/28/2019
Days out of Warranty: 316

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 53,516
Miles out of Warranty: 17,507

Repair

Total Repair Cost At Warranty Rates: $1,100.00
Repair Group: Steering
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

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

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

GM Participation Amount: $275.00 - $495.00
Cust/Dlr Participation Amount: $605.00 - $825.00
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.

Print

General Motors - Policy Evaluation Tool

Date: 03/13/2019

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCGTCE33F1[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 08/15/2017
Job Card Date: 03/01/2019
Days out of Warranty: 563

Mileage

Component's Warranty End Mileage (Miles): 36,000
Current Mileage: 52,737
Miles out of Warranty: 16,737

Repair

Total Repair Cost At Warranty Rates: $2,800.00
Repair Group: Steering
Job Card / Repair Order : Tier2

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: $700.00 - $1,260.00
Cust/Dlr Participation Amount: $1,540.00 - $2,100.00
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.

General Motors - Policy Evaluation Tool

Date: 03/29/2019

Customer Information

First Name: [redacted]
[redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GCHSBEA0F[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 03/19/2018
Job Card Date: 03/12/2019
Days out of Warranty: 358

Mileage

Component's Warranty End Mileage (Miles): 36,285
Current Mileage: 111,485
Miles out of Warranty: 75,200

Repair

Total Repair Cost At Warranty Rates: $1,838.60
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: $459.65 - $827.37
Cust/Dlr Participation Amount: $1,011.23 - $1,378.95
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.

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
03/12/19	15	CHEVROLET	COLORADO	1GCHSBEA0F1 [redacted]	[redacted]	111485	111485	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	03/14/19	15	00:00			01	03/14/19

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		1

========== REPAIR LINE 001 ==========

CUSTOMER STATES INTERMITTENTLY VEHICLE WILL LOSE POWER STEERING. IF CUSTOMER CYCLES THE IGNITION THEN THE POWER STEERING WILL WORK AGAIN. CHECK AND ADVISE
CHECK AND PERFORMED CIRCUIT TEST FOUND CODE C0545-00 FOR TORQUE SENSOR FAILURE LOCATED INSIDE STEERING GEAR ASSEMBLY.
REPLACED STEERING GEAR ASSEMBLY AND PROGRAM. PERFORMED ALIGNMENT
Bill Code - C

RR	REMOVE & REPLACE	44 M D		423.99
JAY 44				
			Total Labor	423.99
GM	84494275	GEAR	1	1319.66
			Total Parts	1319.66
			Total Line	1743.65

========== REPAIR LINE 002 ==========

CARBS TIRE INFLATION REGULATION
PER CUSTOMER REQUEST INSPECT AND INFLATE EACH TIRE ON VEHICLE TO MANUFACTURES RECOMMENDED TIRE PRESSURE RATING
TIRE PRESSURE CHECK AND INFLATE SERVICE TIRES INFLATED TO (PSI)
LEFT FRONT: 35 RIGHT FRONT: 35 LEFT REAR: 35 RIGHT REAR: 35
Bill Code - C

========== REPAIR LINE 003 ==========

CHECK AND ADJUST FRONT WHEEL ALIGMENT
Bill Code - C

ALIGN 2	ALIGN 2	44 M D		94.95
JAY 44				
			Total Labor	94.95
			Total Line	94.95

Payment Type - 01 CASH/CHECK 1940.87

Courtesy, Respect and Value Since 1913

Help Us!
Please complete **all** the email surveys you receive from GM.
If you can't mark the entire survey **completely satisfied** contact Henry, Adrien or James.
Thank you!
Hatfield Buick GMC
(909) 793-3238

CUSTOMER SIGNATURE

LABOR AMOUNT	518.94
PARTS AMOUNT	1319.66
MISC. SALES	
MATERIALS	
TOTAL CHARGE	1838.60
DEDUCTIBLE	
SALES TAX	102.27
OTHER PAY	
CUSTOMER PAY	1940.87

Copyright 2003 ADP, Inc.

HATFIELD AUTOMOTIVE
301 E REDLANDS BLVD
REDLANDS, CA 923735224

03/14/2019 17:23:36

CREDIT CARD

VISA SALE

Card # XXXXX[redacted]
Chip Card:
AID: A00[redacted]
ATC:
TC: 37A41[redacted]
SEQ #:
Batch #:
INVOICE
Approval Code:
Entry Method:
Mode:

SALE AMOUNT $1940.87

CUSTOMER COPY

[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]

REGISTRATION CARD VALID FROM: 03/31/2019 TO: 03/31/2020

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

BODY TYPE MODEL	MP	MO	AX	WC	UNLADEN/G/CGW	VEHICLE ID NUMBER
PK	G	AB	2	D	04074	1GCHSBEA0F1[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCC	DT FEE RECVD	PIC	STICKER ISSUED
COMMERCIAL	02/28/19	36	02/28/19	8	[redacted]

PR EXP DATE: 03/31/2019

REGISTERED OWNER
[redacted]

AMOUNT PAID
$ 354.00

AMOUNT DUE
$ 354.00

AMOUNT RECVD
CASH :
CHCK : 354.00
CRDT :

[redacted]
YUCAIPA
CA

LIENHOLDER
GOLDEN 1 CU
PO BX 15966

SACRAMENTO
CA 95852

[redacted]

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

Riverside Chevrolet
8200 Auto Drive
Riverside, CA 92504
(951) 688-8111
www.riversidechevy.auto

[redacted]
RIVERSIDE, CA [redacted]

PAGE 1

HOME: CONT: [redacted]
BUS: CELL

SERVICE ADVISOR: 219 FAISAL MANGRIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	15	CHEVROLET COLORADO	1GCHSBE37F1[redacted]	[redacted]	68062/68063	T5883

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC14 DL			18:00 20SEP18		150.00	CASH	21SEP18

R.O. OPENED	READY	OPTIONS:
08:30 20SEP18	12:11 21SEP18	ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CUSTOMER STATES VEHICLE IS DIFIUCLT AFTER FILLING GAS TANK, TAKES EXTENDED CRANKING TIME OF 15-20 SECONDS BEFORE IT STARTS AFTER FILLING FUEL TANK. CUSOTMER RECEIVED A LETTER REGARDING REGARDING SPECIAL COVERAGE 18029 (PRGE SOLENOID FAULT) CHECK AND ADVISE.

CAUSE: scanned ecm found code p0496.performed diagnosis per special policy 18029.stuck open evap purge solenoid valve setting ses light causing har

CONCERN CODE: 0321

A00 MISC

	127	W	0.53	0.50	1750	6461			64.61	64.61
1	12690512	3130BCKT									
	(S)VALVE				2596	3634	0	51.92	36.34	36.34

FC: 9090
PART#: 12690512
COUNT: 1 2596 3634 TPARTS
CLAIM TYPE: ZREG
AUTH CODE:
1750 6461 TLABOR

PARTS: 36.34 LABOR: 64.61 OTHER: 0.00 TOTAL LINE A: 100.95

VERSION 1 (EMP# 127,20SEP18 14:33): 68062 stuck open evap purge solenoid valve setting ses light causing hard to start 9900511 0.50 scanned ecm found code p0496.performed diagnosis per special policy 18029.replaced evap purge solenoid valve.cleared dtc.retested (o.k.)>

VERSION 2 (EMP# 114,8*114,21SEP18 12:10): 68062 scanned ecm found code p0496.performed diagnosis per special policy 18029.stuck open evap purge solenoid valve setting ses light causing hard to start 9900511 0.50 replaced evap purge solenoid valve.cleared dtc.retested (o.k.)>

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-20-18	14:01	14:33	0.53	W	127	A	

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization
$	$			☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi _____
☐ Customer declined tire pressure check/inflation service. Initials

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*** HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAP 2014 CDK Global, LLC (10/14) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - CALIFORNIA - 6808022

B.A.R. # ARD 285591 EPA # CAL 000422592

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

CHEVROLET

Riverside Chevrolet
8200 Auto Drive
Riverside, CA 92504
(951) 688-8111
www.riversidechevy.auto

[redacted]

RIVERSIDE, CA [redacted]

PAGE 2

HOME: CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 219 FAISAL MANGRIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	15	CHEVROLET COLORADO	1GCHSBE37F1[redacted]	[redacted]	68062/68063	T5883

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30DEC14 DL			18:00 20SEP18		150.00	CASH	21SEP18

R.O. OPENED	READY	OPTIONS:
08:30 20SEP18	12:11 21SEP18	ENG:3.6_Liter_DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ACCOUNT	SALE		COST		CONTROL	ACCOUNT	SALE		COST		CONTROL
46200	[redacted]		1750			48000	[redacted]		2596		
26300			*******								

COST, SALE, & COMP TOTALS 4346 10095 0

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization
$	$			☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate $	$			☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached)

☐ Tire pressure check/inflation service was performed.
RF_____psi LF_____psi RR_____psi LR_____psi
☐ Customer declined tire pressure check/inflation service. Initials _____

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

* **HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
☐ **Some Parts Not Returnable**

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DealerCAP 2014 CDK Global, LLC (10/14) SERVICE INVOICE TYPE 2 - SI2C - "LIMITED WARRANTY" - CALIFORNIA - 6808022

B.A.R. # ARD 285591 EPA # CAL 000422592

ACCOUNTING COPY

Repair Order Detail - Internal Copy

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

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Main: [redacted] Cell: [redacted]
Vehicle: 1GCHSBE37F1[redacted] 2015 COLRAD WHITE [redacted]

Mileage: 76,063 Payment type: CASH Waiter: No
Service advisor: 132 Promised time: 05:00 PM Estimate: 0.00
Tag number: T4834 Promised date: 03/20/2019 Customer Comments: No

~~~~~~

A	STEERING/SUSPENSION---CUSTOMER STATES INTERMITTENLY THE "SERVICE POWER STEERING DRIVE WITH CARE" MESSAGE COMES UP ON THE DASH AND THE STEERING GETS HARD---STAYS HARD TILL THE VEHICLE IS TURNED OFF CHECK-ADVISE			
A13	C	STEERING/SUSPENSION	0.00	0.00
Tech(s):				
Pts: 0.00	Lbr: 0.00	Other: 0.00	Total Line A:	0.00

~~~~~~

B	PER C.A.R.B SET ALL TIRE PRESSURE TO FACTORY SPECIFICATIONS AND PERFORM GM CERTIFIED MULTI-POINT INSPECTION			
B01	C	PER C.A.R.B SET ALL TIRE PRESSURE TO FACTORY SPECIFICATIONS AND PERFORM GM CERTIFIED MULTI-POINT INSPECTION	0.00	0.00
Tech(s):				
Pts: 0.00	Lbr: 0.00	Other: 0.00	Total Line B:	0.00

~~~~~~

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

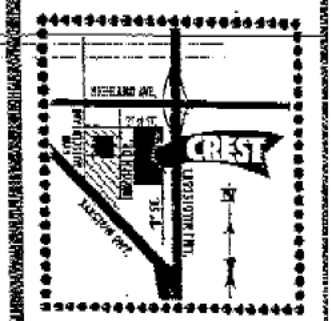
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www.crestchevy.com

909 W. 21st St. • P.O. Box 601
San Bernardino, CA 92402-0601

Phone (909) 883-8833
FAX (909) 883-7968



DATE: 04/22/2019

TO: (866) 215-6750

FAX: [redacted]

FROM: [redacted]

NO. OF PAGES: 5

MESSAGES:

In regards to Service request [redacted]

THANK YOU!

CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833

GMC Certified Service

B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

CUSTOMER NO. [redacted]	ADVISOR NATHAN L COOKE 1609	TAG NO. 1584	INVOICE DATE 02/23/17 [redacted]
[redacted] RIVERSIDE, CA [redacted]	LABOR RATE [redacted]	MILEAGE 38,899	COLOR WHITE/ [redacted]
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/LT EXT C	DELIVERY DATE 12/30/14	DELIVERY MILES 5
	VEHICLE I.D. NO. 1 G C H S B E 3 7 F 1 [redacted]	SELLING DEALER NO. 75	PRODUCTION DATE
	F.T. E. NO.	P.O [redacted]	R. O. DATE 02/23/17
	COMMENTS		MO: 38899

LABOR & PARTS

J# 1 01CVZ00015 *CERT.SERV.LOF&ROTAT TECH(S):1527 13.05
CUSTOMER REQUEST ROTATE TIRES AND LUBE AS REQUIRED,CHANGE
ENGINE OIL AND OIL FILTER, TOP OFF ALL FLUID LEVELS, CHECK
AND ADJUST TIRE PRESSURE, INSTALL REMINDER LABEL, AND RESET
OIL CHANGE REMINDER IF APPLICABLE.
PERFORM MAINTENANCE SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	19303249	FILTER KI 1.836 Y	7.28	7.28
			JOB # 1 TOTAL PARTS		7.28
			JOB # 1 TOTAL LABOR & PARTS		20.33

J# 2 01CVZ005 MULTIPOINT INSP. TECH(S):1527 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
INSPECT CONDITION OF WIPER BLADES, TIRES, BELTS, HOSES,
INSPECT BRAKE LINING THICKNESS (IF VISIABLE WITHOUT BRAKE
COMPONENT REMOVAL), SHOCKS AND/OR STRUTS, AIR FILTER.
INSPECT FOR VISABLE LEAKS IN CRITICAL SYSTEMS. CHECK
FLUID LEVELS AND CONDITION, AND VISUALLY INSPECT BATTERY.
SET TIRE AIR PRESSURE TO MANUFACTURERS SPECIFICATION.
COMPLEMENTARY SERVICE
PERFORMED MULTIPOINT INSPECTION, REPORT CARD ATTACHED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 1	6.0	C/P ENGINE OIL	@ 2.610 /UNIT		15.66
			TOTAL - GOG		15.66

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $45.00 (+TAX)

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

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTINVE SF600816 Q (04/12)

APR/22/2019/MON 11:00 AM Crest Chevrolet FAX No. 909 883 7968 P. 002

DO IT TODAY!
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Phone (909) 883-8833

Certified Service

B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

CUSTOMER NO. [redacted]	ADVISOR NATHAN L COOKE 1609	TAG NO. 1584	INVOICE DATE 02/23/17	[redacted] 3
[redacted]	LABOR RATE	MILEAGE 38,899	COLOR WHITE/	
RIVERSIDE, CA	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/LT EXT C		DELIVERY DATE 12/30/14	DELIVERY MILES 5
[redacted]	VEHICLE I.D. NO. 1GCHSBE37F1160584		SELLING DEALER NO. 75	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/23/17	
	COMMENTS			MO: 38899

TOTALS

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A
TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE. YOUR TIRE
TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

I ACKNOWLEDGE NOTICE, AND ORAL APPROVAL OF AN INCREASE IN
ORIGINAL ESTIMATED PRICE/OR RECEIPT

CUSTOMER SIGNATURE

TOTAL LABOR....	13.05
TOTAL PARTS....	7.28
TOTAL SUBLET...	0.00
TOTAL G.O.G....	15.66
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.84
TOTAL INVOICE $	**37.83**

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

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTINVE
SF600816 Q (04/12)

APR/22/2019/MON 11:01 AM Crest Chevrolet FAX No. 909 883 7968 P. 003

CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833

GMC Certified Service

B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

CUSTOMER NO. [redacted]	ADVISOR RICHARD A GERE 1497	TAG NO. 7584	INVOICE DATE 01/14/16	[redacted]
[redacted]	LABOR RATE [redacted]	MILEAGE 15,134	COLOR WHITE/	
RIVERSIDE, CA [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/LT EXT C		DELIVERY DATE 12/30/14	DELIVERY MILES 5
	VEHICLE I.D. NO. 1 G C H S B E 3 7 F 1 [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE
[redacted]	T. E. NO.	P O [redacted]	R. O. DATE 01/14/16	
	COMMENTS			MO: 15134

LABOR & PARTS----------

J# 1 04CVZ018 15A CAMPAIGN TECH(S):1661 INTERNAL
#15116: Customer Satisfaction - Hood Striker Corrosion/Fract
ure
SOP

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CVZ005 MULTIPOINT INSP TECH(S):1661 INTERNAL
PERFORM MULTI-POINT VEHICLE INSPECTION
INSPECT CONDITION OF WIPER BLADES, TIRES, BELTS, HOSES.
INSPECT BRAKE LINING THICKNESS (IF VISIABLE WITHOUT BRAKE
COMPONENT REMOVAL), SHOCKS AND/OR STRUTS, AIR FILTER.
INSPECT FOR VISABLE LEAKS IN CRITICAL SYSTEMS. CHECK
FLUID LEVELS AND CONDITION, AND VISUALLY INSPECT BATTERY.
SET TIRE AIR PRESSURE TO MANUFACTURERS SPECIFICATION.
COMPLEMENTARY SERVICE
PERFORMED MULTIPOINT INSPECTION, REPORT CARD ATTACHED

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS----------
8;00 APPT

TOTALS----------

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS WE HAVE PERFORMED A
TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE, YOUR TIRE
TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

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**

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN
ORIGINAL ESTIMATED PRICE/OR RECIPT.

CUSTOMER SIGNATURE

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

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

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ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAIN/Thrive
SF600818 Q (04/12)

APR/22/2019/MON 11:01 AM Crest Chevrolet FAX No. 909 883 7988 P. 004

CREST CHEVROLET
909 W. 21st St. • P.O. Box 501
San Bernardino, CA 92402
Phone (909) 883-8833

Certified Service

B.A.R. Reg. #AF025425
E.P.A. I.D. #CAD981447667

CUSTOMER NO. [redacted]	ADVISOR JOE LOPEZ 1642	TAG NO. 1584	INVOICE DATE 08/28/17	[redacted]
[redacted] RIVERSIDE, CA [redacted]	LABOR RATE [redacted]	MILEAGE 48,419	COLOR WHITE/	
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/LT EXT C		DELIVERY DATE 12/30/14	DELIVERY MILES 5
	VEHICLE I.D. NO. 1 G C H S B E 3 7 F 1 [redacted]		SELLING DEALER NO. 75	PRODUCTION DATE
	F.T.E. NO.	P.O. [redacted]	R. O. DATE 08/22/17	
	COMMENTS			MO: 48419

J# 1 06CVZ008 BRAKE/FE/SUSP DIAG TECH(S): 1415 0.00
CUSTOMER STATES SERVICE POWER STEERING MESSAGE COMES ON
DISPLAY..BEEN IN BEFORE FOR THE SAME CONCERN
PERFORMED SYSTEM TEST AND FOUND DTC
B0223..B0233..B0408..CALLED TAC AND THEY ADVISED TO REPLACE
RACK AND PINION
CUSTOMER STATES HE WILL CALL CHEVROLET..SEEKING
ASSISTANCE....CUSTOMER PICKED UP VEHICLE ON 8/25 AT 3:25 PM

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CVZ005 MULTIPOINT INSP. TECH(S): 1415 0.00
PERFORM MULTI-POINT VEHICLE INSPECTION
INSPECT CONDITION OF WIPER BLADES, TIRES, BELTS, HOSES,
INSPECT BRAKE LINING THICKNESS (IF VISIABLE WITHOUT BRAKE
COMPONENT REMOVAL), SHOCKS AND/OR STRUTS, AIR FILTER.
INSPECT FOR VISABLE LEAKS IN CRITICAL SYSTEMS. CHECK
FLUID LEVELS AND CONDITION, AND VISUALLY INSPECT BATTERY.
SET TIRE AIR PRESSURE TO MANUFACTURERS SPECIFICATION.
COMPLEMENTARY SERVICE
PERFORMED MULTIPOINT INSPECTION, REPORT CARD ATTACHED

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $125.00 (+TAX)
TOTALS----------

NOTICE TO CUSTOMER: WARRANTY INFORMATION ON BACK.
B.A.R. REG. # AF025425 / E.P.A. ID # CAD981447667.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE
LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

IF REQUIRED BY CALIFORNIA REGULATIONS, WE HAVE PERFORMED A
TIRE CHECK/INFLATION SERVICE ON YOUR VEHICLE, YOUR TIRE
TIRE PRESSURE HAS BEEN ADJUSTED TO:
LEFT FRONT: PSI RIGHT FRONT: PSI
LEFT REAR: PSI RIGHT REAR: PSI

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

CUSTOMER SIGNATURE

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

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

THIS WRITTEN WARRANTY SHALL BE NULL AND VOID IF THE REPAIR IS ALTERED, ADJUSTED, OR TAMPERED WITH BY ANY PERSON NOT AUTHORIZED BY CREST CHEVROLET. THIS WARRANTY IS NOT TRANSFERABLE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

The Reynolds and Reynolds Company ERAINTINVE
SF600816 Q (04/12)

APR/22/2019/MON 11:02 AM Crest Chevrolet FAX No. 909 883 7968 P. 005


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SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/12/15	[redacted]	8999	1822	1415	W	06CVZ024	BK/FE/SUP CAMPAIGN
06/04/15		7143	1497	1474	W	04CVZ	15A DIAGNOSIS
				1474	W	04CVZ018	15A CAMPAIGN
05/29/15		6977	1497	1474	W	04CVZ021	15A CAMPAIGN
				1238	W	01CVZINCMAINT6Q	2YR UP TO 6QT MAINT
				1238	W	01CVZ005	MULTIPOINT INSP.

SERVICE

STATE REG# [redacted]

CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐

1GCHSBE37F[redacted]

[redacted] RIVERSIDE, CA [redacted]

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

E/MODEL: 15/CHEVROLET TRUCK/COLORADO/LT EXT

CUSTOMER NO.	SERVICE CONTRACT	PRODUCTION DATE	STOCK NO.	LICENSE NO.
39364		DELIVERY DATE 12/30/14	[redacted]	

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
WHITE/		5	75	11/27/15 1584

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	N	A	13,168	1609	NATHAN L COOKE

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
07:04am	11/27/15 08:15am	4

APPOINTMENT ☒ Yes ☐ No

PREFERRED CONTACT

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WHERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.
TERMS ARE CASH ON DELIVERY. **ESTIMATES ARE FOR LABOR AND PARTS.** STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
PLEASE READ REVERSE SIDE.

X _____
CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

Loss of Electric Power Steering Assist

PAYMENT TERMS: Cash, at time of completion of Service or Repair, unless prior arrangements are made.

STORAGE CHARGES: $15.00 per day may accrue after 48 hours of notice of completion of repair.

IMPORTANT: REMOVE **ALL** PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO **NOT** ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

SERVICE
MONDAY – FRIDAY 7:00 AM to 6:00 PM
SATURDAY 7:00 AM to 4:00 PM

PARTS
MONDAY – FRIDAY 8:00 AM to 5:30 PM
SATURDAY 7:00 AM to 4:00 PM

THANK YOU
CREST CHEV[redacted]OLE[redacted]

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B.A.R. Reg. #ARD025425
E.P.A. I.D. #CAD981447667

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SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/25/17	[redacted]	46832	1609	1415	C	06CVZ010	BK/FE/SUSP REPAIR 1
				1415	C	01CVZ005	MULTIPOINT INSP.
02/23/17		38899	1609	1527	C	01CVZ00015	*CERT.SERV.LOF&ROTAT
				1527	C	01CVZ005	MULTIPOINT INSP.
11/09/16		32561	1497	1416	W	04CVZ	15A DIAGNOSIS
				1416	W	04CVZ001	15A DIAGNOSIS

SALESPERSON NO. 1600 DENNIS S BROWN

SERVICE

STATE REG# [redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PRIOR APPROVAL) ☐ OTHER ☐

VEHICLE I.D. NO. 1GCHSBE37F[redacted]

YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/COLORADO/LT EXT

PRODUCTION DATE | STOCK NO. | LICENSE NO.

CUSTOMER NO. 39364 | SERVICE CONTRACT | DELIVERY DATE 12/30/14 | 5 | 75 | 08/22/17

[redacted] RIVERSIDE, CA

COLOR WHITE/ | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 1584

TURBO	WMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	N	A	48,419	1609	NATHAN L COOKE

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

[redacted] ESS PHONE

09:15am 08/22/17 06:00pm 5

APPOINTMENT ☐ Yes ☐ No

PREFERRED CONTACT

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHANGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WHERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.
TERMS ARE CASH ON DELIVERY. **ESTIMATES ARE FOR LABOR AND PARTS.** STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
PLEASE READ REVERSE SIDE.

X _____ CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 125.00

X _____

1 C * 06CVZ008 ***BRAKE/FE/SUSP DIAG***
CUSTOMER STATES SERVICE POWER STEERING MESSAGE COMES ON DISPLAY..BEEN IN BEFORE FOR THE SAME CONCERN

2 C * 01CVZ005 ***MULTIPOINT INSP.***
PERFORM MULTI-POINT VEHICLE INSPECTION
INSPECT CONDITION OF WIPER BLADES, TIRES, BELTS, HOSES,
INSPECT BRAKE LINING THICKNESS (IF VISIABLE WITHOUT BRAKE COMPONENT REMOVAL), SHOCKS AND/OR STRUTS, AIR FILTER.
INSPECT FOR VISABLE LEAKS IN CRITICAL SYSTEMS. CHECK FLUID LEVELS AND CONDITION, AND VISUALLY INSPECT BATTERY.
SET TIRE AIR PRESSURE TO MANUFACTURERS SPECIFICATION.

PAYMENT TERMS: Cash, at time of completion of Service or Repair, unless prior arrangements are made.

STORAGE CHARGES: $15.00 per day may accrue after 48 hours of notice of completion of repair.

IMPORTANT: REMOVE **ALL** PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO **NOT** ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

SERVICE
MONDAY – FRIDAY 7:00 AM to 6:00 PM
SATURDAY 7:00 AM to 4:00 PM

PARTS
MONDAY – FRIDAY 8:00 AM to 5:30 PM
SATURDAY 7:00 AM to 4:00 PM

THANK YOU
CREST CHEVROLET

American Solutions for Business (949) 243-6635 - id177973 (04/15)

CUSTOMER COPY

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BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO. [redacted]	ADVISOR: BRIAN BENSON 3399	CARD NO.: 6516	INVOICE DATE: 07/10/15	INVOICE NO.: [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE IN: 13771	COLOR: SUMMIT WHT/	STOCK NO.: [redacted]
[redacted]	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/EXT CAB		DELIVERY DATE: 03/01/15	DELIVERY MILES: 27	
[redacted]	VEHICLE ID NO.: 1 G C H S A E A 4 F 1 [redacted]		SELLING DEALER NO.: 5000	PRODUCTION DATE	
RANCHO CUCAMONGA, CA [redacted]	F. & I. NO.	P.O. NO.	R. O. DATE: 07/10/15		
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR

J# 1 01CVZZINTLOFDEX INT LOF DEXOS TECH(S):3468 WARRANTY
CUSTOMER REQUEST LUBE, OIL & FILTER CHANGE, CHECK ALL FLUID LEVELS, CHECK AND ADJUST TIRE PRESSURE, LUBE DOOR HINGES VISUALLY INSPECT UNDER CHASSIS AND SUSPENSION. ATTACH L.O.F. REMINDER LABEL.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICES

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		12640445	FILTER 1.836 Y		WARRANTY
	5		19259487	OIL 8.800 N		WARRANTY
				TOTAL - PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	HW	HAZARDOUS WASTE		WARRANTY
		TOTAL - MISC		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 01CVZZINTROTATE INTERNAL ROTATE TECH(S):3468 WARRANTY
ROTATE TIRES
MAINTENANCE ITEM
ROTATED TIRES

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 01CVZZINTSPINSP INT SERV PLUS INSP TECH(S):3468 WARRANTY
SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS, BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM.
PERFORMED SAFETY INSPECTION.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 04CVZ 15A DIAGNOSIS TECH(S):1366 WARRANTY
CAMP 15150 FRONT SEAT HOOKS
CUSTOMER DECLINED AT THIS TIME
AS PER RECALL
CUSTOMER DECLINED AT THIS TIME

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

[CONTINUED ON NEXT PAGE]
11:47am

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BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO.	ADVISOR	CARD NO.	INVOICE DATE	INVOICE NO.
[redacted]	BRIAN BENSON 3399	6516	07/10/15	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE IN 13771	COLOR SUMMIT WHT/	STOCK NO. [redacted]
[redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/EXT CAB		DELIVERY DATE 03/01/15	DELIVERY MILES 27
[redacted]	VEHICLE ID NO. 1 G C H S A E A 4 F 1[redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
RANCHO CUCAMONGA, CA [redacted]	P. I. E. NO.	P.O. NO.	R. O. DATE 07/10/15	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

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

LABOR----------

J# 5 04CVZ0DIAG1 15A DIAGNOSIS TECH(S):1366 WARRANTY
CAMP 15184 TAILPIPE
CUSTOMER DECLINED AT THIS TIME
AS PER RECALL
CUSTOMER DECLINED AT THIS TIME

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

JOB# 5 JOURNAL PREFIX CTCS JOB# 5 TOTAL 0.00

COMMENTS----------
CUSTOMER IS WAITING

TOTALS----------

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

****
* 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 SERVICE MANAGER *
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *
*
* *PARTS WARRANTY*
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *
* SPECIFIED. *
* *
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *
****

_____
CUSTOMER SIGNATURE

[END OF INVOICE]

11:47am

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BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO. [redacted]	ADVISOR: MATT OLSON 2537	CASH NO.: 3877	INVOICE DATE: 10/03/15	INVOICE NO.: [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE IN: 17882	COLOR: SUMMIT WHT/	STOCK NO.: [redacted]
[redacted]	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/EXT CAB		DELIVERY DATE: 03/01/15	DELIVERY MILES: 27	
[redacted]	VEHICLE ID NO.: 1 G C H S A E A 4 F 1 [redacted]		SELLING DEALER NO.: 5000	PRODUCTION DATE	
RANCHO CUCAMONGA, CA [redacted]	F. I. NO.	P.O. NO.	R. O. DATE: 10/03/15		
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS			

JOB# 1 CHARGES

LABOR

J# 1 01CVZZINTLOFDEX INT LOF DEXOS — TECH(S):3294 — WARRANTY
CUSTOMER REQUEST LUBE, OIL & FILTER CHANGE, CHECK ALL FLUID LEVELS, CHECK AND ADJUST TIRE PRESSURE, LUBE DOOR HINGES VISUALLY INSPECT UNDER CHASSIS AND SUSPENSION. ATTACH L.O.F. REMINDER LABEL.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICES

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		12640445	FILTER 1.836 Y		WARRANTY
	5		19259487	OIL 8.800 N		WARRANTY
				TOTAL - PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	HW	HAZARDOUS WASTE		WARRANTY
		TOTAL - MISC		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 01CVZZINTROTATE INTERNAL ROTATE — TECH(S):3294 — WARRANTY
ROTATE TIRES
MAINTENANCE ITEM
ROTATED TIRES

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 01CVZZINTSPINSP INT SERV PLUS INSP — TECH(S):3294 — WARRANTY
SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS, BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM.
PERFORMED SAFETY INSPECTION.
SET ALL TIRE PRESSURES TO 35PSI

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 04CVZ0WARRDIAG 15A WARR DIAG — TECH(S):2473 — WARRANTY
CUSTOMER TO RETURN FOR RECALLS
CUSTOMER TO RETURN FOR RECALLS

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

[CONTINUED ON NEXT PAGE]
08:50am

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BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO.	ADVISOR		CASH NO.	INVOICE DATE	INVOICE NO.
[redacted]	MATT OLSON	2537	3877	10/03/15	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE IN	COLOR	STOCK NO.
[redacted]			17882	SUMMIT WHT/	[redacted]
[redacted]	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
[redacted]	15/CHEVROLET TRUCK/COLORADO/EXT CAB			03/01/15	27
	VEHICLE ID NO.			SELLING DEALER NO.	PRODUCTION DATE
	1 G C H S A E A 4 F 1 [redacted]			5000	
RANCHO CUCAMONGA, CA [redacted]	P. U. NO.	P. O. NO.		R. O. DATE	
				10/03/15	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			

COMMENTS----------
CUSTOMER WAITING!!!

TOTALS----------

```
**************************************************************
* 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  SERVICE MANAGER       *
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. **   *
*                                                            *
*                    *PARTS WARRANTY*                        *
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE      *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF         *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE      *
* SPECIFIED.                                                 *
*                                                            *
* HUMMER BAR# AB237919          CADILLAC BAR# AB237918       *
**************************************************************
```

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

CUSTOMER SIGNATURE



[END OF INVOICE]

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BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO.	ADVISOR	CASH NO.	INVOICE DATE	INVOICE NO.
[redacted]	JACKIE KLOSKY 3559	4091	01/04/17	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE IN 52363	COLOR SUMMIT WHT/	STOCK NO. [redacted]
[redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/EXT CAB		DELIVERY DATE 03/01/15	DELIVERY MILES 27
[redacted]	VEHICLE ID NO. 1 G C H S A E A 4 F 1[redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
RANCHO CUCAMONGA, CA [redacted]	F. I. L. NO.	P.O. NO.	R. O. DATE 01/04/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 52363

JOB# 1 CHARGES

LABOR

J# 1 04CVZ 15A DIAGNOSIS TECH(S):3235 WARRANTY
RECALL 16019 TEMP DOOR
RECALL
INSTALLED HOSE CLAMP ON TEMP VAVLE

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

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 01CVZ0GMM1 MAINTENANCE 1 *SCH1* TECH(S):3569 31.55
GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER, LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION, ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICE
LOF PERFORMED 5QTS 0W-20 ROTATED TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	12640445	FILTER 1.836 Y	6.02	6.02
			TOTAL - PARTS		6.02

G.O.G. & SUPPLIES

5.0	1 QT DEXOS 0/20	@	4.990	/UNIT	24.95
			TOTAL - GOG		24.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	HW	HAZARDOUS WASTE		0.99
	ZGP1	GM PROMO PRICE DISCOUNT		-15.00
		TOTAL - MISC		-14.01

JOB# 2 TOTALS

LABOR	31.55
PARTS	6.02
G.O.G.	24.95
MISC	-14.01

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 48.51

JOB# 3 CHARGES

LABOR

J# 3 01CVZSPSAFETY SERV PLUS INSPECTION TECH(S):3569 0.00
SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS, BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM.
PERFORMED SAFETY INSPECTION.

[CONTINUED ON NEXT PAGE]

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BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO.	ADVISOR		CARD NO.	INVOICE DATE	INVOICE NO.
[redacted]	JACKIE KLOSKY	3559	4091	01/04/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE IN	COLOR	STOCK NO.
[redacted]			52363	SUMMIT WHT/	[redacted]
[redacted]	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
[redacted]	15/CHEVROLET TRUCK/COLORADO/EXT CAB			03/01/15	27
[redacted]	VEHICLE ID NO.			SELLING DEALER NO.	PRODUCTION DATE
	1 G C H S A E A 4 F 1 [redacted]			5000	
RANCHO CUCAMONGA, CA [redacted]	P. U. NO.	P.O. NO.		R. O. DATE	
				01/04/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
[redacted]					MO: 52363

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

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $55.00 (+TAX)
COMMENTS----------
WAIT

TOTALS----------

TOTAL LABOR....		31.55
TOTAL PARTS....		6.02
TOTAL SUBLET...		0.00
TOTAL G.O.G....		24.95
TOTAL MISC CHG.		0.99
TOTAL MISC DISC		-15.00
TOTAL TAX.....		2.41
TOTAL INVOICE $		50.92

****
* 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 SERVICE MANAGER *
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *
*
* *PARTS WARRANTY*
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *
* SPECIFIED. *
*
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *
****

CUSTOMER SIGNATURE



PAGE 2 OF 2 [END OF INVOICE] 09:08am

State of California LICENSED SMOG CHECK INSPECTION & REPAIR STATION

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OK TO PAY TECH A TOTAL 9.0 HOURS OLH TO REPLACE Cylinder Head Cylinder Head IS CONSEQUENTIAL DAMAGE FROM WATER PUMP LEAKING. SEE FINDINGS STAMP FOR MONROE AUTHORIZATION

ASE CERTIFIED — AUTOMOTIVE SERVICE EXCELLENCE

BAR # ARD003134 **EPA #** CAD 044336741

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/Mi	TOTAL	OPERATION	OPERATION DESCRIPTION	MO
02CVZ1INJSVC95	INJECTOR SVC 95-	MI		02CVZ1TUNE95	TUNE ENGINE 95-	
03CVZ1DIFSVC95	BG DIFFSERVICE 95-	MI		03CVZZAROT-BAL9	TIRE BAL/ROTATE 95 -	
01CVZROTATE95	ROTATE TIRES 95 -	MI		03CVZASVCTRAN95	SERVICE TRANS 95 -	
06CVZ1BKINSP95	BRAKE INSPECTION 95-	MI		02CVZ1ENGPER95	DECARB TB SERV 95-	

RECOMMENDATIONS FROM RO# 968452 AIR FILTER

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DE
04/03/17	[redacted]	61838	3631	3294	C	01CVZSPSAFETY	SERV PLUS INSPECTION
				3468	C	01CVZOGMM1	MAINTENANCE 1 *SCH1*
01/04/17		52363	3559	3468	C	01CVZSPSAFETY	SERV PLUS INSPECTION
				3235	W	04CVZ	15A DIAGNOSIS
				3569	C	01CVZOGMM1	MAINTENANCE 1 *SCH1*

SALESPERSON NO. 3198 GERALD WATERS

S E R V I C E

STATE REG# AA003134

1GCHSAEA4F1[redacted] 15/CHEVROLET TRUCK/COLORADO/EXT CAB

[redacted]

RANCHO CUCAMONGA, CA [redacted]

SUMMIT WHT/JET BL [redacted]

0VZZ

93,102

RICKY RAMIREZ

[redacted]

CELL [redacted]

TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PRIOR APPROVAL) ☐ OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER: ☐ Yes ☐ No

APPOINTMENT: X Yes ☐ No

PRODUCTION DATE | STOCK NO. | LICENSE NO. | WARRANTY SOLUTIONS | DELIVERY MILES | SELLING NO. | RO# 02/15/18 | EXPIRATION DATE | EXPIRATION MILES | TAG/M

TURBO | MPG | AIR COND. | P.S. | TRANS | MILEAGE | ADVISOR | ADV

BUSINESS PHONE | REVISED ESTIMATE (1) | PERSON CONTACTED

TIME RECEIVED 09:24am | DATE/TIME PROMISED 02/15/18 06:00pm | PRIORITY 60

DATE | TIME | VIA PHONE / IN PERSON | CONTACTED BY

2ND REVISED ESTIMATES (2) | PERSON CONTACTED

LABOR RATE | DATE | TIME | VIA PHONE / IN PERSON | CONTACTED BY

PHONE #1 | PHONE #2

JOB [redacted]

REPAIRS: TOTAL 125.00

COMMENTS :
WARRANTY SOLUTIONS....

1 C 02CVZ **DRIVABILITY DIAG.**
CUSTOMER STATES CHECK ENGINE LIGHT ON. ADVISE
P0087 RELATED TO LW L3

2 C 09CVZ **HEAVY LINE**
CUSTOMER STATES VEHICLE OVER HEATING. ADVISE
737
W-PUMP LEAKING RELATED TO LW L3

3 C 09CVZ0DIAG **DIAG H/L CONCERN**
CUSTOMER STATES FLUID LEAKING. ADVISE
737
W-PUMP LEAKING COMBUSTION GASSES IN COOLING SYSTEM PRESSURIZING SYSTEM, BLOCK V VEHICLE FAILED REAL WATER PUMP + REMOVE HEAD FOR INSP [redacted] 002, REAL WATER PUMP + CYLINDER HEAD, CLEAN PARTS

NOTES

P0087
737

INSPECTED FOUND FAILED BLOCK TEST OVERHEATED DUE TO WATER PUMP FAILURE OIL PRESSURE SWITCH ON REPAIR 2-15-18 @ 3:21

W-PUMP LEAKING CAUSING OVERHEATING ENG, HEAD WARPED 002, + BAD V-CYLINDERS HEAD

PAGE 1 OF 2

[CONTINUED ON NEXT PAGE]

1686

REORDER FROM PRINTING SOLUTIONS @ (909) 307-2032

State of California LICENSED SMOG CHECK INSPECTION & REPAIR STATION

MARK CHRISTOPHER AUTO CENTER

CHEVROLET GMC Cadillac

2131 Convention Center Way
Ontario, California 91764
(909) 390-2900

ASE CERTIFIED — AUTOMOTIVE SERVICE EXCELLENCE

BAR # ARD003134

EPA # CAD 044336741

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CVZ1INJSVC95	INJECTOR SVC 95-	MI		02CVZ1FUELFLT95	FUEL FILTER 95-	MI	
03CVZ1DIFSVC95	BG DIFFSERVICE 95-	MI		02CVZ1TUNE95	TUNE ENGINE 95-	MI	
01CVZROTATE95	ROTATE TIRES 95 -	MI		03CVZZAROT-BAL9	TIRE BAL/ROTATE 95 -	MI	
06CVZ1BKINSP95	BRAKE INSPECTION 95-	MI		03CVZASVCTRAN95	SERVICE TRANS 95 -	MI	
				02CVZ1ENGPER95	DECARB TB SERV 95-	MI	

RECOMMENDATIONS FROM RO# 968452 AIR FILTER

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/03/17	[redacted]	61838	3631	3294	C	01CVZSPSAFETY	SERV PLUS INSPECTION
				3468	C	01CVZOGMM1	MAINTENANCE 1 *SCH1*
01/04/17		52363	3559	3468	C	01CVZSPSAFETY	SERV PLUS INSPECTION
				3235	W	04CVZ	15A DIAGNOSIS
				3569	C	01CVZOGMM1	MAINTENANCE 1 *SCH1*

SALESPERSON NO. 3198 GERALD WATERS

SERVICE

STATE REG# AA003134

TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PRIOR APPROVAL) ☐ OTHER ☐

SAVE REMOVED PARTS FOR CUSTOMER: ☐ Yes ☐ No

APPOINTMENT: ☐ Yes ☐ No

VEHICLE NO.	1GCHSAEA4F[redacted]	[redacted]15/CHEVROLET TRUCK/COLORADO/EXT CAB			PRODUCTION DATE	ST[redacted]	LICENSE NO.	[redacted]			
[redacted]		C[redacted]	SERVICE CONTRACT: WARRANTY SOLUTIONS		DELIVERY DATE: 03/01/15	DELIVERY MILES: 27	SELLING DEALER NO.: 5000	P.O. DATE: 02/15/18			
RANCHO CUCAMONGA CA [redacted]		COLOR: SUMMIT WHT/JET BL	[redacted]				RATION DATE: 3/01/20	EXPIRATION MILES: 100,000	TAG NO.: 7168		
francis.[redacted]		TURBO	MODEL: CVZ4	AIR COND.	P. S.	TRANS	MILEAGE: 93,102	ADVISOR NO.: 3761	ADVISOR: RICKY RAMIREZ		
[redacted]	BUSINESS PHONE	REVISED ESTIMATE (1)		PERSON CONTACTED							
TIME RECEIVED: 09:24am	DATE PROMISED: 02/15/18	PROMISED: 06:00pm	PRIORITY: 69	DATE	TIME	VIA: ☐ PHONE ☐ IN PERSON	CONTACTED BY				
		2ND REVISED ESTIMATES (2)		PERSON CONTACTED							
CELL: [redacted]	LABOR RATE	DATE	TIME	VIA: ☐ PHONE ☐ IN PERSON	CONTACTED BY						
		PHONE #1		PHONE #2							

JOB

C 09CVZSPSAFETY SERV PLUS INSPECTION

SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION,ALL FLUID LEVELS,UNDER CHASSIS, BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING, AND REQUIRED MAINTENANCE.

737

[redacted]

NOTES

RECYCLED FROM PRINTING SOLUTIONS @ (909) 307-2032

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(909) 390-8287 (Fax)
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[redacted]
2131 Convention Center Way
Ontario, CA 91764

[redacted]

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ATM WITH PU[redacted]

[redacted]

CUSTOMER NO. [redacted]	ADVISOR RICKY RAMIREZ 3761	TAG NO. 7168	INVOICE DATE 03/02/18	IN[redacted]
[redacted]A	LABOR RATE	LICENSE NO.	MILEAGE 93,102	COLOR SUMMIT WHT/	S[redacted]
	YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/COLORADO/EXT CAB			DELIVERY DATE 03/01/15	DELIVERY MILES 27
RANCHO CUCAMONGA, CA [redacted]	VEHICLE ID. NO. 1GCHSAEA4F1[redacted]			SELLING DEALER NO. 5000	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.		R.O. DATE 02/15/18	
RE[redacted]	BUSINESS PHONE	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 93106

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

LABOR----------

J# 2 09CVZ HEAVY LINE HOURS: TECH(S):737 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
737	02/19/18	7.50	10.80	2.00	0.00	HOLD PARTS
737	03/01/18	15.80	16.00	0.10	0.00	FINISHED
737	03/01/18	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		2.10	0.00	

CUSTOMER STATES VEHICLE OVER HEATING. ADVISE
RELATED TO LINE 3

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

LABOR----------

J# 3 09CVZODIAG DIAG H/L CONCERN HOURS: 10.60 TECH(S):737 1216.88

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
737	02/16/18	16.60	16.60	0.00	0.00	START STRAIGHT TIME
737	02/16/18	16.60	16.60	0.00	0.00	START STRAIGHT TIME
737	02/16/18	16.60	16.60	0.00	0.00	START STRAIGHT TIME
737	02/16/18	16.60	17.90	1.30	1.30T	NON WORKING
737	02/17/18	8.30	16.00	7.70	7.70T	NON WORKING
737	02/19/18	7.50	7.50	0.00	0.00T	FINISH STRAIGHT TIME
737	02/19/18	7.50	10.80	1.00	0.00	HOLD PARTS
737	03/01/18	7.90	8.00	0.00	0.00	START STRAIGHT TIME
737	03/01/18	7.90	8.00	0.00	0.00	START STRAIGHT TIME
737	03/01/18	7.90	8.00	0.00	0.00	START STRAIGHT TIME
737	03/01/18	8.00	15.70	7.70	7.70T	FINISH STRAIGHT TIME
737	03/01/18	15.70	15.80	0.00	0.00	START STRAIGHT TIME
737	03/01/18	15.70	15.80	0.00	0.00	START STRAIGHT TIME
737	03/01/18	15.70	15.80	0.00	0.00	START STRAIGHT TIME
737	03/01/18	15.80	15.80	0.00	0.00T	FINISH STRAIGHT TIME
737	03/01/18	15.80	16.00	0.10	0.00	FINISHED
737	03/01/18	0.00	0.00	0.00	-6.10	OVERRIDE IN INVOICING
		TOTAL TECH TIME		17.80	10.60	

CUSTOMER STATES FLUID LEAKING. ADVISE
WATER PUMP LEAKING LOSING COOLANT OVERHEATING ENGINE
PRESSURE CHECK COOLING SYSTEM,BLOCK CHECK VEHICLE FAILED
REPLACE WATER PUMP REMOVE HEAD FOR INSPECTION HEAD WARPED
.002 REPLACE CYLINDER HEAD AND TRANSFER ALL PARTS ON NEW HEA
D FILL COOLING SYSTEM CLEAN PARTS
EMPLOYEE # 47 MATTHEW V TORREZ AUTHORIZED STRAIGHT
TIME ON 02/16/2018 AT 04:41pm FOR 0.1 HOURS
REASON:ok to start olh to remove cylinder head
EMPLOYEE # 2473 JEFFREY M RIZZI AUTHORIZED ADDITIONAL
TIME ON 03/01/2018 AT 08:00am FOR 0.1 HOURS
REASON:OK TO CONTINUE STRAIGHT TIME TO REMOVE CYLINDER HEAD
EMPLOYEE # 2473 JEFFREY M RIZZI AUTHORIZED ADDITIONAL
TIME ON 03/01/2018 AT 03:48pm FOR 8.8 HOURS
REASON:OK TO PAY TECH A TOTAL OF 9.0 HOURS TO REPLACE CYLINDER
HEAD. CYLINDER HEAD WAS CONSEQUENTIAL DAMAGE FROM WATER
PUMP LEAK AND OVERHEATING FROM LOW COOLANT

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

[CONTINUED ON NEXT PAGE] 09:39am

TO REORDER CALL: PRINTING SOLUTIONS (909) 307-2052

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ATM WITH PUR[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	RICKY RAMIREZ 3761	7168	03/02/18

LABOR RATE	LICENSE NO.	MILEAGE	COLOR
		93,102	SUMMIT WHT/ [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
15/CHEVROLET TRUCK/COLORADO/EXT CAB	03/01/15	27

VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G C H S A E A 4 F 1 [redacted]	5000	

F.T.E. NO.	P.O. NO.	R.O. DATE
		02/15/18

[redacted] RANCHO CUCAMONGA, CA [redacted]4

[redacted]

BUSINESS PHONE

CELL PHONE & E-MAIL ADDRESS & COMMENTS

MO: 93106

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		12663909	PUMP 1.069 * Y	139.90	139.90	195.86	195.86
	1		12627055	GASKET 1.097 Y	3.08	3.08	4.31	4.31
	1		12659927	GASKET KI 0.289 Y	41.17	41.17	57.64	57.64
	1		12627061	GASKET 1.154 Y	3.73	3.73	5.22	5.22
	1		12634517	GASKET 0.423 Y	2.05	2.05	2.87	2.87
	1		12635953	GASKET 0.423 Y	4.12	4.12	5.77	5.77
	1		12600313	SEAL 3.904 Y	5.10	5.10	7.14	7.14
	1		12634516	GASKET 0.423 Y	2.03	2.03	2.84	2.84
	2		11588844	BOLT 0.736 Y	2.14	4.28	3.00	6.00
	1		12557840	BOLT 0.662 Y	3.34	3.34	4.68	4.68
	1		12627110	SEAL 0.724 Y	2.03	2.03	2.84	2.84
	1		12654112	GASKET 3.280 Y	42.04	42.04	58.86	58.86
	1		12634281	SEAL 1.097 Y	2.03	2.03	2.84	2.84
	1		12627128	PIPE 3.163 Y	34.14	34.14	47.80	47.80
	2		12627105	GASKET 0.423 Y	2.03	4.06	2.84	5.68
	1		12635744	GASKET 0.423 Y	2.05	2.05	2.87	2.87
	1		12680557	HEAD 0.269 N	677.62	677.62	918.67	918.67
	2		12346290	COOLANT 8.800 N	9.72	19.44	13.61	27.22
				COST TOTAL		992.21		
						TOTAL - PARTS		1359.11

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	416869	12202	02/20/18	HEAD PRESSURE TEST		60.00
					TOTAL - SUBLET	60.00

G.O.G. & SUPPLIES

5.0	1 QT DEXOS 5/30	@	3.240	/UNIT	16.20
				TOTAL - GOG	16.20

MISC	CODE	DESCRIPTION	CONTROL NO	
	51M	CTP REIMBURSEMENTS		126.00
			TOTAL - MISC	126.00

JOB# 3 TOTALS

LABOR	1216.88
PARTS	1359.11
SUBLET	60.00
G.O.G.	16.20
MISC	126.00
JOB# 3 JOURNAL PREFIX CTWS JOB# 3 TOTAL	2778.19

JOB# 5 CHARGES

LABOR

J# 5	10CVZRENTAL	CAR RENTAL	HOURS: 0.00	TECH(S): 2473	0.00

Added Operation (RICARDO @ 02/17/2018 09:45)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2473	02/19/18	7.30	7.30	0.00	0.00	FINISHED
2473	02/19/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CAR RENTAL-CHEVROLET MOTOR DIVISION COURTESY TRANSPORTATION.

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

[CONTINUED ON NEXT PAGE] 09:39am

TO REORDER CALL: PRINTING SOLUTIONS (909) 307-2032

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ATM WITH PURCHAS

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	RICKY RAMIREZ 3761	7168	03/02/18	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 93,102		COLOR: SUMMIT WHT/	
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/EXT CAB		DELIVERY DATE: 03/01/15	DELIVERY MILES: 27
RANCHO CUCAMONGA, CA [redacted]	VEHICLE ID. NO.: 1 G C H S A E A 4 F 1 [redacted]		SELLING DEALER NO.: 5000	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 02/15/18	
RES [redacted]	BUSINESS PHONE	CELL PHONE & E-MAIL ADDRESS & COMMENTS		MO: 93106

COMMENTS----------
WARRANTY SOLUTIONS....
CLD CST LFT MSG 2/15 @ 3:42 REGARDING STATUS
SPOKE WITH GUEST ADVISED ON FAILURE, WILL NEED TILL NEXT WEEK
GUEST OK 2/15 @ 4:48
CLD CST LFT MSG ADVISED RENTAL RESERVED 2/17 @ 9:46
CALLED CUSTOMER LEFT VMAIL ADVISED READY FOR PICK UP 3/1 @ 4:23

R/O TAX	0.00
R/O TOTALS	2778.19

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

CLAIM#.....	TOTAL....
1686-3	2784.64
CLAIM TOTALS	2784.64

_____
APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

JOB CARD 1686

VIN	1GCHSAEA4F1176878	REPAIRING BAC	114568
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	02/15/2018
ODOMETER	93102	SERVICE ADVISOR GMIN	926880691
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
3	W	ZREG		1686-3	001359799241	0001

JOB COMPLETION DATE: 03/01/2018
TECHNICIAN GMIN: 142677373

LABOR OPERATION	BASE HOURS	ADD PUB.	OTHER
4032750	1.0	0.6	9.0

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0322
COMPLAINT DESCRIPTION: CUSTOMER STATES FLUID LEAKING. ADVISE

CAUSE CODE: 6061
CAUSE DESCRIPTION: WATER PUMP LEAKING LOSING COOLANT OVERHEATING ENGINE

CORRECTION DESCRIPTION: PRESSURE CHECK COOLING SYSTEM,BLOCK CHECK VEHICLE F
ATLED REPLACE WATER PUMP REMOVE HEAD FOR INSPECTION HEAD WARPED .002 REPLA
EPLACE CYLINDER HEAD AND TRANSFER ALL PARTS ON NEW HEA D FILL COOLING SYST
SYSTEM CLEAN PARTS

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

[CONTINUED ON NEXT PAGE] 09:39am

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	RICKY RAMIREZ 3761	7168	03/02/18	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE	93,102	COLOR	SUMMIT WHT/
	YEAR/MAKE/MODEL	15/CHEVROLET TRUCK/COLORADO/EXT CAB	DELIVERY DATE	03/01/15
RANCHO CUCAMONGA, CA [redacted]	VEHICLE ID. NO.	1 G C H S A E A 4 F 1 [redacted]	SELLING DEALER NO.	5000
[redacted]	F.T.E. NO. / P.O. NO.		R.O. DATE	02/15/18
[redacted]	BUSINESS PHONE	CELL PHONE & E-MAIL ADDRESS & COMMENTS		

DELIVERY MILES 27
PRODUCTION DATE
MO: 93106

CAUSAL PART: 12663909

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
11588844	2	2.14			
12346290	2	9.72			
12557840	1	3.34			
12600313	1	5.10			
12627055	1	3.08			
12627061	1	3.73			
12627105	2	2.03			
12627110	1	2.03			
12627128	1	34.14			
12634281	1	2.03			
12634516	1	2.03			
12634517	1	2.05			
12635744	1	2.05			
12635953	1	4.12			
12654112	1	42.04			
12659927	1	41.17			
12663909	1	139.90			
12680557	1	677.62			
88865926	5	3.24		Y	

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
126.00	NIC			1GKKNKLA3JZ160224	3	0
60.00	NIS	12202		PRESSURECHECKHEAD		

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	373.35		
PARTS	1008.41	0.00	1381.76
LABOR	1216.88	0.00	1216.88
NET ITEMS	186.00	0.00	186.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	2784.64	0.00	2784.64

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2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____ [END OF INVOICE] 09:39am

PAGE 2 OF 2

TO REORDER CALL: PRINTING SOLUTIONS (909) 307-2032

Global Diagnostic System 2

Freeze Frame/Failure Records.

Overview

Vehicle Identification Number (VIN)	1GCHSAEA4F1[redacted]
Report Creation Date	2018-02-15 13:26:32 PST

Vehicle Configuration Property

Make	Chevrolet
Model	Colorado
Model Year	2015
Transmission Type	Automatic
Engine Identifier	2.5L (LCV)

System Information Property

VCI Serial Number	MDI 2: 88727306
Vehicle Session Creation Date	2018-02-15 13:25:25
Test Start Time	2018-02-15 13:25:45 PST

Freeze Frame/Failure Records	DTC Display	Symptom Byte	DTC Description	Symptom Description
Freeze Frame	P00B7	00	Engine Coolant Flow Insufficient	- - -

Parameter Name	Control Module	Value	Unit
Distance Since First Malfunction	Engine Control Module	2701	mi
Distance Since Last Malfunction	Engine Control Module	3121	mi
Ignition Cycles with Malfunction Since 1st Malfunction	Engine Control Module	2	Counts
Ignition Cycles without Malfunction Since Last Malfunction	Engine Control Module	9	Counts
Ignition Cycles without Completed Test Since 1st Malfunction	Engine Control Module	40	Counts

Failure Record 1 P00B7 00 Engine Coolant Flow Insufficient - - -

Parameter Name	Control Module	Value	Unit
Distance Since First Malfunction	Engine Control Module	2701	mi
Distance Since Last Malfunction	Engine Control Module	3121	mi
Ignition Cycles with Malfunction Since 1st Malfunction	Engine Control Module	3	Counts
Ignition Cycles without Malfunction Since Last Malfunction	Engine Control Module	11	Counts
Ignition Cycles without Completed Test Since 1st Malfunction	Engine Control Module	51	Counts
Warm-Ups Since DTC Cleared	Engine Control Module	90	Counts
Distance Since DTC Cleared	Engine Control Module	3121	mi
Engine Speed	Engine Control Module	1644	RPM
ECT Sensor	Engine Control Module	253	°F
IAT Sensor	Engine Control Module	86	°F
IAT Sensor 1	Engine Control Module	86	°F
MAF Sensor	Engine Control Module	4.72	g/s
Engine Load	Engine Control Module	14.1	%
MAP Sensor	Engine Control Module	3.05	PSI
BARO	Engine Control Module	14.07	PSI
Fuel Control Loop Status	Engine Control Module	Open	
Short Term Fuel Trim	Engine Control Module	0	%
Long Term Fuel Trim	Engine Control Module	-0	%
Fuel Pressure Sensor	Engine Control Module	64.8	PSI
Fuel Rail Pressure Sensor	Engine Control Module	1872	PSI
Ignition Timing		-0.5	°

MAP Sensor	Engine Control Module	8.12	PSI
BARO	Engine Control Module	14.07	PSI
Fuel Control Loop Status	Engine Control Module	Closed	
Short Term Fuel Trim	Engine Control Module	2	%
Long Term Fuel Trim	Engine Control Module	5	%
Fuel Pressure Sensor	Engine Control Module	61.8	PSI
Fuel Rail Pressure Sensor	Engine Control Module	436	PSI
Ignition Timing	Engine Control Module	16.5	°
EVAP Purge Solenoid Valve Command	Engine Control Module	16	%
Fuel Tank Pressure Sensor	Engine Control Module	-0.09	in. H2O
Remaining Fuel in Tank	Engine Control Module	32.6	%
Vehicle Speed Sensor	Engine Control Module	7	MPH
Engine Run Time	Engine Control Module	00:01:09	

[redacted]

INSPECTION & REPAIR STATION

Mark Christie AUTO CENTER

CHEVROLET BUICK GMC Cadillac

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Ontario, California 91764
(909) 390-2900

[redacted]

ASE CERTIFIED — We employ technicians certified by the National Institute for AUTOMOTIVE SERVICE EXCELLENCE

BAR # ARD003134

EPA # CAD 044336741

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	M/O/M	TOTAL	OPERATION	OPERATION DESCRIPTION	M/O/M	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/09/17	975043	28654	3681	3773	W	09CVZ	MAINTENANCE 1 SOPI
				3773	W	09CVZ	HEAVY LINE
				3773	W	04CVZ	15A DIAGNOSIS
				3773	W	04CVZODIAG1	15A DIAGNOSIS
				3773	W	04CVZODIAG2	15A DIAGNOSIS
				3773	W	04CVZODIAG3	15A DIAGNOSIS

SALESPERSON NO. 3429 JONATHAN S CLICK

S E R V I C E

STATE REG# AA003134

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐

VEHICLE ID: 1G1RD6S54GU[redacted]

YEAR/MAKE/MODEL: 16/CHEVROLET/VOLT/5DR HB PREMIER

PRODUCTION DATE: [redacted] LICENSE NO.: [redacted]

[redacted]
ALTA LOMA, CA
[redacted]

CUSTOMER NO.: 242772 SERVICE CONTRACT: DELIVERY DATE: 02/14/16 DELIVERY MILES: 13 SELLING DEALER NO.: 5000 R.O. DATE: 05/22/18

COLOR: HEATHER GRY MET/J CONTRACT NO.: EXPIRATION DATE: EXPIRATION MILES: TAG NO.: 5996

TURBO: MAKE: CVZN AIR COND.: P.S.: TRANS: MILEAGE: 34,884 ADVISOR NO.: 3714 ADVISOR: SAM ACEVES

SAVE REMOVED PARTS FOR CUSTOMER ☐ Yes ☐ No

[redacted]

REVISED ESTIMATE (1) PERSON CONTACTED

DATE TIME VIA ☐ PHONE ☐ IN PERSON CONTACTED BY

TIME PROMISED: 02:03pm DATE PROMISED: 05/22/18 03:00pm PRIORITY: 69

2ND REVISED ESTIMATES (2) PERSON CONTACTED

DATE TIME VIA ☐ PHONE ☐ IN PERSON CONTACTED BY

APPOINTMENT ☐ Yes ☐ No X

CELL: [redacted] LABOR RATE

PHONE #1 PHONE #2

[redacted]

AND AU[redacted] TOTAL 0.00

X

W [redacted] LUID LEAK

CHEC[redacted]RTS VEHICLE IS LEAKING OIL

VEHICLE TOWED IN INSPECT AND ADVISE

3773

4067490 -15.4 +1.2024

16.6

2 W 90CVZ GM MPVI

PERFORM MULTI-POINT VEHICLE INSPECTION

3773

NOTES

TAC [redacted]

OLD # SLIAS266041AA085

NEW# SBDAB0510125186B

OK total 1.2 act

Job #1 to Transfer

necessary Parts,

Reassemble Cone

4:41 6/18

[redacted]

Line 4

OK TO ADD ADDITIONAL PARTS

Both Units Can Defiantly

Oil Soaked From Cracked Block

Tell Was Unable To Clean Oil Off

After Multiable Attempts Sal Rizq 6-11-18@4:18

[redacted]

PAGE 1 OF 1

1500

State of California LICENSED SMOG CHECK INSPECTION & REPAIR STATION

[redacted]

MARK CHRISTOPHER AUTO CENTER
CHEVROLET BUICK GMC CADILLAC
2131 Convention Center Way
Ontario, California 91764
(909) 390-2900

ASE CERTIFIED
We employ technicians certified by the National Institute for AUTOMOTIVE SERVICE EXCELLENCE

BAR # ARD003134

EPA # CAD 044336741

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
08/09/17	[redacted]	23654	3631	2473	I	01CVZ0GMM1	MAINTENANCE 1 SCH1
				3773	W	09CVZ	HEAVY LINE
				3773	W	04CVZ	15A DIAGNOSIS
				3773	W	04CVZ0DIAG1	15A DIAGNOSIS
				3773	W	04CVZ0DIAG2	15A DIAGNOSIS
				3773	W	04CVZ0DIAG3	15A DIAGNOSIS

SALESPERSON NO. 3429 JONATHAN S CLICK

S E R V I C E

STATE REG# AA003134

TERMS: CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐

VEHICLE I.D. NO. 1G1RD6S54GU[redacted]

YEAR/MAKE/MODEL 16/CHEVROLET/VOLT/5DR HB PREMIER

PRODUCTION DATE [redacted]

LICENSE NO. [redacted]

[redacted]
ALTA LOMA, CA

CUSTOMER NO. 242772

SERVICE CONTRACT

DELIVERY DATE 02/14/16

DELIVERY MILES 13

SELLING DEALER NO. 5000

R.O. DATE 05/22/18

COLOR HEATHER GRY MET/J

CONTRACT NO.

EXPIRATION DATE

EXPIRATION MILES

TAG NO. 5996

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
	CVZN				34,884	3714	SAM ACEVES

SAVE REMOVED PARTS FOR CUSTOMER ☐ Yes ☐ No

[redacted]

REVISED ESTIMATE (1) | PERSON CONTACTED

DATE | TIME | VIA ☐ PHONE ☐ IN PERSON | CONTACTED BY

TIME RECEIVED 02:03pm | DATE/TIME PROMISED 06/11/18 03:00pm | PRIORITY 68

2ND REVISED ESTIMATES (2) | PERSON CONTACTED

DATE | TIME | VIA ☐ PHONE ☐ IN PERSON | CONTACTED BY

APPOINTMENT ☒ Yes ☐ No

CELL [redacted]

LABOR RATE

PHONE #1 | PHONE #2

JOB

3 + W * 10CVZRENTAL ***CAR RENTAL***
CAR RENTAL-CHEVROLET MOTOR DIVISION COURTESY TRANSPORTATION.

4 + W * 09CVZ0DIAG1 ***DIAG H/L CONCERN***
ADDED OPERATION ON 06/11/18 @ 4:18PM BOTH UNDERBODY PANELS OIL SOAKED UNABLE TO CLEAN PROPERLY CALLED CUSTOMER AND CUSTOMER OKAYED ADDED OPERATION ON 06/11/18 @ 4:18PM

NOTES

REORDER FROM PRINTING SOLUTIONS @ (909) 307-2032

15004

[redacted]

From: [redacted]
Sent: Friday, June 08, 2018 1:20 PM
To: [redacted]
Subject: Fwd: [EXTERNAL] Case # [redacted]

---------- Forwarded message ----------
From: <pqc@gm.com>
Date: Fri, Jun 8, 2018 at 10:08 AM
Subject: RE: [EXTERNAL] Case [redacted]
To: [redacted]

Hello,

Thank you for submitting your request for replacement authorization. Based on TAC's review, PQC recommends replacement of the assembly.

Please review the latest version of 02-07-30-029 for required dealers, and follow the latest version of Bulletin 16-NA-338 to submit your claim.

We have included your case number in the subject line. If you have any questions, please don't hesitate to contact us by clicking Reply, or by calling 866-654-7654.

Thank you,

PQC

-----Original Message-----

Fro[redacted]
Sent: 6/8/2018 11:55:10 AM
To: PQC@gm.com
Subject: [EXTERNAL] Case # [redacted] Engine Authorization

Sending in engine authorization form for the case number above.
Found engine block to be cracked, TAC recommends replacing engine assembly.
Sending in authorization form and pics of damage.
If need be I can send more pics of the crack once I remove the engine, I'll have better access to take pics.

GASOLINE and DIESEL ENGINE REPLACEMENT AUTHORIZATION REQUEST

Note: If you are requesting a Powertrain/Drivetrain Replacement Authorization due to a part availability concern, please call SPAC 1-855-GMCARES (855) 462-2737 and use the appropriate option codes for the SPAC area you are trying to reach.

○ Yes ◉ No ---------- Is vehicle at an independent shop?

114568 — BAC

FRANZ VAGI — Technician Name

MARK CHRISTOPHER — Name of the Dealership

6613093957 — Direct Phone Number

1GTRD6S54GU[redacted] — VIN

34,884 — Mileage

[redacted] — R.O.#

1 — Number of Times in for Same Condition

7 — Number of Days Down for Same Condition

VEHICLE LEAKING OIL — Customer Concern

FOUND CRACKED ENGINE BLOCK — Point of Assembly Failure

○ Yes ◉ No ---------- Has the unit been disassembled?

○ Yes ◉ No ---------- Is the vehicle modified with non-production accessories?

◉ Personal ○ Commercial --- Personal or Commercial use?

○ Yes ◉ No ---------- Any signs of abuse or improper maintenance?

○ OEM ◉ Genuine GM ------- Is this an OEM or Genuine GM Parts Assembly?

N/A — List all current and history DTCs

○ Yes ◉ No ---------- Did the DTCs reappear?

○ Yes ◉ No ---------- Did you capture any snapshot DTC freeze frame data?

◉ Yes ○ No ---------- Was TAC contacted?

[redacted] — TAC Case No.

REPLACE ENGINE ASSEMBLY — TAC Recommendation

○ Yes ◉ No ---------- Did DMA authorize the replacement?

ENGINE BLOCK CRACKED, OIL — Why is the Replacement Necessary?

○ Yes ◉ No ---------- Is this replacement request the result of a part not serviced?

○ Yes ◉ No ---------- Was ParTech contacted?

Add New Row — **REPAIR Assembly Estimate Step 1 - Parts**

No.	Components Required to Repair Assembly > $150	Part Number	Part Cost
1	UNABLE TO REPAIR. TAC RECOMMI		
2			
3			
4			
5			
6			

No.	Common Parts for both Replace and Repair. Example: Radiator	Part Number	Part Cost
1			
2			
3			
4			
5			
6			

REPAIR Assembly Estimate Step 2 - Labor

Labor Op. Code	Labor Hours	Labor Hourly Rate	Labor Cost	Other Labor Hours	Other Labor Hourly Rate	Other Labor Cost	Total Labor Cost
			$0.00			$0.00	$0.00

Total Component Part Cost Required to Repair Assembly > $150:	$0.00
Total Additional Common Parts Required to Repair Assembly> $150:	$0.00
Summarized Repair Items under $150.00:	
Total Part Cost:	$0.00
REPAIR ASSEMBLY ESTIMATE GRAND TOTAL:	$0.00

Add New Row — **REPLACEMENT COMPONENT Assembly Estimate Step 1 - Parts**

No.	Components Required to Replace Assembly > $150		

Contact Partech and confirm part is not serviced. Call with Partech Case No.

If this a GM Performance Parts Crate Engine please call PCC 866-453-4123 U.S.Only If this is a V8 engine, have you completed the ECM calibration verification per latest version of Bulletin 09-06-04-026 (Identifying Non-GM (Aftermarket) Engine and Transmission Calibrations for V8 Gas Engines Using Tech 2 or Global Diagnostic System (GDS)) - the ECM calibration verification must be completed before contacting PQC.

☒ IMPORTANT: DMA/DM - CCSP cannot override cal verification bulletin. DMA/DM - CCSP are to speak with the BQM to discuss override.

INSTALL ENGINE DYE, INSPECT FOR — What step was performed to diagnose the assembly replacement?

◉ Yes ○ No ---------- Was there any Engine Block Damage?

ENGINE BLOCK CRACKED — Indicate type of Block Damage

Note: Claiming the Cylinder Bore is over sized or out of round, is not considered a valid reason to replace the engine block. Damage must be noted to what Cylinder is involved - Example: Number 3 cylinder damage in fire ring area. For concerns of block damage due to a Scored Cylinder Bore, please be advised that Cylinder Bore Scoring is only considered to be block damage when the score is deep enough to be able to catch with your fingernail.

○ Yes ◉ No ---------- Does the engine have piston or valve debris in one of the cylinders?

☒ IMPORTANT: CAPTURE THE SERIAL NUMBERS OF BOTH THE FAILED AND THE REPLACEMENT UNITS. (THE SERIAL NUMBER, IS REQUIRED FOR BOTH THE GLOBAL WARRANTY CLAIM AND THE PQC CASE)

☒ Submit to PQC Instructions

You have opened this form in the **Chrome** *browser. Once you completed the form please fill out the 'Enter Request Name' text box (REQUIRED). Click the 'Download Form' button. A prompt with the request name will appear at the bottom of your screen. Open the prompt and select 'Show in folder'. Find your request in the 'Downloads' folder and copy it to the folder of your choice. Attach a copy of the form that you saved to an email to the PQC and send it to PQC@gm.com .*

Enter Request Name: (**REQUIRED** , letters and numbers only. Example: Engine Authorization 09 03 1986)

ENGINE AUTHO CASE [redacted]

Download Form

		Part Number	Part Cost
1	ENGINE	126847(	$5,20
2	MISC PARTS		$144
3			

No.	Common Parts for both Replace and Repair. Example: Radiator	Part Number	Part Cost

☒ **REPLACEMENT COMPONENT**

Assembly Estimate Step 2 - Labor

Labor Op. Code	Labor Hours	Labor Hourly Rate	Labor Cost	Other Labor Hours	Other Labor Hourly Rate	Other Labor Cost	Total Labor Cost
40	15.4	$114.8	$1,767	2.0	114.80	$0.00	$1,767

Total Component Parts Cost Required to Replace Assembly > $150:	$5,350
Total Additional Common Parts Required to Replace Assembly> $150:	$0.00
Summarized Replace Items under $150.00:	
Total Replacement Parts Cost:	$5,350
REPLACEMENT COMPONENT ASSEMBLY ESTIMATE GRAND TOTAL:	$7,118

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AMER[redacted]
ATM WITH[redacted]

[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	SAM ACEVES 371	5996	06/12/18
	LABOR RATE / LICENSE NO. / MILEAGE	34,884	COLOR: HEATHER GRY
ALTA LOMA, CA [redacted]	YEAR/MAKE/MODEL: 16/CHEVROLET/VOLT/5DR HB PREMIER		DELIVERY DATE: 02/14/16 — DELIVERY MILES: 13
	VEHICLE I.D. NO.: 1 G 1 R D 6 S 5 4 G U [redacted]		SELLING DEALER NO.: 5000 — PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 05/22/18 — REPRINT# 2
	CELL PHONE & E-MAIL ADDRESS & COMMENTS		MO: 34894

LABOR----------

O# 1 09CVZ0DIAGZ1 DIAG FLUID LEAK HOURS: 16.60 TECH(S):3773 1905.68

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
3773	05/30/18	17.00	17.00	0.00	0.00	HOLD PARTS
3773	06/08/18	9.10	11.10	2.00	0.00	HOLD OTHER
3773	06/08/18	13.30	15.10	1.80	0.00	START STRAIGHT TIME
3773	06/08/18	15.20	16.60	1.40	1.40T	FINISH STRAIGHT TIME
3773	06/08/18	16.60	16.70	0.10	0.00	START STRAIGHT TIME
3773	06/08/18	16.70	16.70	0.00	0.00T	FINISH STRAIGHT TIME
3773	06/08/18	16.70	17.00	0.30	0.00	NON WORKING
3773	06/08/18	17.00	17.00	0.00	0.00	HOLD OTHER
3773	06/11/18	7.90	11.70	3.80	0.00	HOLD OTHER
3773	06/11/18	12.80	17.00	3.90	0.00	NON WORKING
3773	06/11/18	17.10	17.60	0.40	0.00	HOLD OTHER
3773	06/12/18	6.80	7.30	0.50	0.00	FINISHED
3773	06/12/18	0.00	15.20	0.00	15.20	OVERRIDE IN INVOICING
		TOTAL TECH TIME		14.20	16.60	

CHECK AND ADVISE CUSTOMER REPORTS VEHICLE IS LEAKING OIL
VEHICLE TOWED IN INSPECT AND ADVISE
VERIFIED CUSTOMER CONCERN. PERFORMED DIAGNOSIS AND INSTALLED
ENGINE DYE TO ISOLATE LEAK. UPON DIAGNOSIS FOUND ENGINE
BLOCK CRACKED ON RIGHT SIDE OF ENGINE.STARTED TAC CASE
8-4179911411, WAS RECOMMENDED TO REPLACE ENGINE ASSEMBLY.
SENT IN CALIBRATION AND WERE VERIFIED OEM. SENT IN ENGINE
AUTHORIZATION TO PQC, PQC REVIEWED TAC CASE AND AUTHORIZED
ENGINE REPLACEMENT.
REPLACED ENGINE ASSEMBLY.REPLACED ALL NECESSARY GASKETS AND
PARTS TO GO WITH REPAIR.RECOVERED AND RECHARGED A/C SYSTEM,
FILLED AND BLED COOLING SYSTEM, FILLED ENGINE OIL. ROAD
TESTED VEHICLE AND VERIFIED REPAIRS.
OLD ENGINE SERIAL#SL1A52660411A085
NEW ENGINE SERIAL#SB0A805101251868
EMPLOYEE # 47 MATTHEW V TORREZ AUTHORIZED STRAIGHT
TIME ON 06/08/2018 AT 03:10pm FOR 0.1 HOURS
REASON:OK TO RUN OLH TO TRANSFER NECESSARY PARTS, REASSEMBLE CORE
EMPLOYEE # 47 MATTHEW V TORREZ AUTHORIZED ADDITIONAL
TIME ON 06/08/2018 AT 04:41pm FOR 1.1 HOURS
REASON:OK TOTAL 1.2 TOTAL OLH TO TRANSFER NECESSARY PARTS,
REASSEMBLE CORE

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	E/PRICE
	1		88861206	DYE 8.800 N	7.42	7.42	10.39	10.39
	1		12378390	COOLANT 8.800 N	6.12	6.12	8.57	8.57
	1		12684760	ENGINE 0.000 N	4318.63	4318.63	5806.08	5806.08
	1		12637018	GASKET 3.270 Y	3.52	3.52	4.93	4.93
	1		12646489	GASKET 3.680 Y	2.07	2.07	2.90	2.90
	1		12668047	GASKET 3.680 Y	2.07	2.07	2.90	2.90
	1		12684047	PIPE 3.163 Y	28.95	28.95	40.53	40.53
	1		12667435	PIPE 1.762 Y	10.03	10.03	14.04	14.04
	1		12627061	GASKET 1.154 Y	3.73	3.73	5.22	5.22
	1		12682142	GASKET 3.680 Y	3.71	3.71	5.19	5.19
	1		12682143	GASKET 3.680 Y	3.71	3.71	5.19	5.19
	4		12665136	SEAL KIT 3.331 Y	2.88	11.52	4.03	16.12

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

[CONTINUED ON NEXT PAGE] 02:28pm

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[redacted]

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[redacted]

CUSTOMER NO. [redacted]	ADVISOR SAM ACEVES 3714	TAG NO. 5996	INVOICE DATE 06/12/18	[redacted]	
[redacted] ALTA LOMA, CA [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 34,884	COLOR HEATHER GRY	
	YEAR/MAKE/MODEL 16/CHEVROLET/VOLT/5DR HB PREMIER			DELIVERY DATE 02/14/16	DELIVERY MILES 13
	VEHICLE ID NO. 1G1RD6S54GU [redacted]			FLOOR/DEALER NO. 5000	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 05/22/18	REPRINT# 2
	CELL PHONE & E-MAIL ADDRESS & COMMENTS				MO: 34894

PARTS	QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12645181	SEAL 3.904 Y	2.12	2.12	2.97	2.97
	1	13579646	SEAL 9.222 Y	9.02	9.02	12.63	12.63
	1	13579648	SEAL 9.222 Y	8.88	8.88	12.43	12.43
	1	12636132	BELT 1.066 Y	8.14	8.14	11.40	11.40
	1	12667446	GASKET 3.690 N	13.00	13.00	18.20	18.20
	1	12378390	COOLANT 8.800 N	6.44	6.44	9.02	9.02
	-1	12684760	CORE RETURN	600.00	-600.00	600.00	-600.00
			COST TOTAL		3849.08		
					TOTAL - PARTS		5388.71

G.O.G. & SUPPLIES

6.0	1 QT DEXOS 5/30	@	3.240	/UNIT	19.44
				TOTAL - GOG	19.44

MISC	CODE	DESCRIPTION	CONTROL NO	
	51M	CTP REIMBURSEMENTS		126.00
			TOTAL - MISC	126.00

JOB# 1 TOTALS

LABOR	1905.68
PARTS	5388.71
G.O.G.	19.44
MISC	126.00
JOB# 1 JOURNAL PREFIX CVWS JOB# 1 TOTAL	7439.83

JOB# 2 CHARGES

LABOR

J# 2 90CVZ CM MPV1 HOURS: 0.00 TECH(S):3773 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
3773	05/30/18	17.00	17.00	0.00	0.00	FINISHED
3773	05/30/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

PERFORM MULTI-POINT VEHICLE INSPECTION
PERFORMED MULTI-POINT VEHICLE INSPECTION

JOB# 3 CHARGES

LABOR

J# 3 10CVZRENTAL CAR RENTAL HOURS: 0.00 TECH(S):2473 0.00

Added Operation (SAM @ 05/24/2018 13:14)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
2473	05/25/18	7.20	7.20	0.00	0.00	FINISHED
2473	05/25/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CAR RENTAL-CHEVROLET MOTOR DIVISION COURTESY TRANSPORTATION.

JOB# 4 CHARGES

LABOR

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2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

[CONTINUED ON NEXT PAGE]

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[redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
[redacted]	SAM ACEVES 3714	5996	06/12/18	[redacted]

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
[redacted]			34,884	HEATHER GRY [redacted]

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
16/CHEVROLET/VOLT/5DR HB PREMIER	02/14/16	13

VEHICLE ID NO.	SELLING DEALER NO.	PRODUCTION DATE
1G1RD6S54GU[redacted]	5000	

F.T.E. NO.	P.O. NO.	R.O. DATE	
		05/22/18	REPRINT# 2

RES[redacted] CELL PHONE & E-MAIL ADDRESS & COMMENTS MO: 34894

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

LABOR----------

J# 4-C9CVZ00IAG1 DIAG H/L CONCERN HOURS: TECH(S):3773 0.00

Added Operation (SAM @ 06/11/2018 16:24)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
3773	06/11/18	16.40	17.00	0.30	0.00	NON WORKING
3773	06/11/18	17.10	17.30	0.10	0.00	FINISHED
3773	06/11/18	0.00	0.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.40	0.00	

ADDED OPERATION ON 06/11/18 @ 4:18PM BOTH UNDERBODY PANELS
OIL SOAKED UNABLE TO CLEAN PROPERLY CALLED CUSTOMER AND
CUSTOMER OKAYED ADDED OPERATION ON 06/11/18 @ 4:18PM
CUSTOMER AND MANAGER AUTHORIZED REPLACEMENT OF
UNDERBODY DEFLECCTORS, DUE TO BEING OIL SOAKED FROM CRACKED
ENGINE BLOCK. UNABLE TO PROPERLY CLEAN OFF ALL OIL REISDUE,
AND COULD BE A POTENTIAL FIRE HAZARD.
REPLACED UNDERBODY SHIELD DEFLECTORS.

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		23363171	DEFLECTOR 1.272 N	36.16	36.16	50.62	50.62
	1		23363169	SHIELD 8.153 N	47.12	47.12	65.97	65.97
					COST TOTAL	83.28		
						TOTAL - PARTS		116.59

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

PARTS	116.59
JOB# 4 JOURNAL PREFIX CVWS JOB# 4 TOTAL	116.59

COMMENTS----------
CALLED KURT ON 05/22/18 @ 3:15PM TO UPDATE STATUS
CALLED KURT ON 05/23/18 @ 2:15PM TO UPDATE STATUS
CUSTOMER PICKED UP LOANER ON 05/24/18
WE NEED VEHICLE UNTIL NEXT WEEK
CALLED KURT ON 05/29/18 @ 4:55PM TO UPDATE STATUS
LEFT MESSAGE
6.4.2018-1:45PM CUSTOMER CALLED FOR STATUS-ADVISED STILL WAITING
ON PARTS--J/F--
CALLED KURT ON 06/05/18 @ 5:33PM TO UPDATE STATUS
CALLED KURT ON 06/07/18 @ 4:35PM TO UPDATE STATUS
CALLED KURT ON 06/08/18 @ 3:35PM TO UPDATE STATUS
CALLED KURT ON 06/11/18 @ 12:22PM TO UPDATE STATUS
CALLED KURT ON 06/12/18 @ 7:53AM TO UPDATE VEHICLE IS READY FOR
PICK UP

R/O TAX	0.00
R/O TOTALS	7556.42

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

CLAIM#.....	TOTAL....
15004-1	7447.58

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CUSTOMER SIGNATURE X _____

[CONTINUED ON NEXT PAGE] 02:28pm

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[redacted]

CUSTOMER NO.	ADVISOR SAM ACEVES 3714	TAG NO. 5996	INVOICE DATE 06/12/18	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 34,884	COLOR HEATHER GRY
ALTA LOMA, CA [redacted]	YEAR/MAKE/MODEL 16/CHEVROLET/VOLT/5DR HB PREMIER		DELIVERY DATE 02/14/16	DELIVERY MILES 13
	VEHICLE I.D. NO. 1G1RD6S54GU [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/22/18	REPRINT# 2
	CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 34894

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

CLAIM#.....	TOTAL....
15004-4	111.89
----------	-------
CLAIM TOTALS	7559.47

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

JOB CARD 15004

VIN	1G1RD6S54GU [redacted]	REPAIRING BAC	114568
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/22/2018
ODOMETER	34884	SERVICE ADVISOR GMIN	470617134
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZREG		15004-1	001368614097	0003

JOB COMPLETION DATE: 06/12/2018
TECHNICIAN GMIN: 776193193

LABOR OPERATION	BASE HOURS	OTHER
4067490	15.4	1.2

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0327
COMPLAINT DESCRIPTION: CHECK AND ADVISE CUSTOMER REPORTS VEHICLE IS LEAKING OIL VEHICLE TOWED IN INSPECT AND ADVISE

CAUSE CODE: 3051
CAUSE DESCRIPTION: VERIFIED CUSTOMER CONCERN. PERFORMED DIAGNOSIS AND INSTA LLED ENGINE DYE TO ISOLATE LEAK. UPON DIAGNOSIS FOUND ENGINE BLOCK CRACKED CKED ON RIGHT SIDE OF ENGINE.STARTED TAC CASE 8-4179911411, WAS RECOMMENDE ENDED TO REPLACE ENGINE ASSEMBLY. SENT IN CALIBRATION AND WERE VERIFIED OE D OEM. SENT IN ENGINE AUTHORIZATION TO PQC, PQC REVIEWED TAC CASE AND AUTH AUTHORIZED ENGINE REPLACEMENT.

CORRECTION DESCRIPTION: REPLACED ENGINE ASSEMBLY.REPLACED ALL NECESSARY GAS KETS AND PARTS TO GO WITH REPAIR.RECOVERED AND RECHARGED A/C SYSTEM, FILLE ILLED AND BLED COOLING SYSTEM, FILLED ENGINE OIL. ROAD TESTED VEHICLE AND AND VERIFIED REPAIRS. OLD ENGINE SERIAL#SL1A52660411A085 NEW ENGINE SERIAL RIAL#SB0A805101251868

CAUSAL PART: 12684760

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
12378390	2	6.28			
12627061	1	3.73			

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

[CONTINUED ON NEXT PAGE] 02:28pm

TO REORDER CALL: PRINTING SOLUTIONS (909) 307-4032

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(909) 390-8287 (Fax)
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Ontario, CA 91764

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[redacted]

CUSTOMER NO.	ADVISOR: SAM ACEVES 3714	TAG NO. 5996	INVOICE DATE: 05/12/18
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 34,884 COLOR: HEATHER GRY
ALTA LOMA, CA [redacted]	YEAR/MAKE/MODEL: 16/CHEVROLET/VOLT/5DR HB PREMIER		DELIVERY DATE: 02/14/16 DELIVERY MILES 13
[redacted]	VEHICLE ID. NO. 1G1RD6S54GU [redacted]		SELLING DEALER NO. 5000 PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 05/22/18 REPRINT# 2
	CELL PHONE & E-MAIL ADDRESS & COMMENTS		MO: 34894

12636132	1	8.14				
12637018	1	3.52				
12645181	1	2.12				
12646489	1	2.07				
12665136	4	2.88				
12667435	1	10.03				
12667446	1	13.00				
12668047	1	2.07				
12682142	1	3.71				
12682143	1	3.71				
12684047	1	28.95				
12684760	1		SB0A805101251868			
13579646	1	9.02				
13579648	1	8.88				
88861206	1	7.42				
88865926	6	3.24		Y		

NET AMOUNT	CODE	INVOICE NO.	DISTANCE	RENTAL VIN OR INFO	DAYS	REASON
126.00	NIC			1G1ZD5ST8J [redacted]	3	0

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	5266.01		
PARTS	149.89	0.00	5415.90
LABOR	1905.68	0.00	1905.68
NET ITEMS	126.00	0.00	126.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	7447.58	0.00	7447.58

1. I acknowledge notice and oral approval of an increase in the original estimated price.
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CUSTOMER SIGNATURE X _____

[CONTINUED ON NEXT PAGE] 02:28pm

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[redacted]

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ATM WITH PURC

[redacted]

CUSTOMER [redacted]

ALTA LOMA, CA [redacted]

[redacted]

ADVISOR: SAM ACEVES 371	TAG NO.: 5996	INVOICE DATE: 06/12/18			
LABOR RATE	LICENSE NO.	MILEAGE: 34,884	COLOR: HEATHER GRY		
YEAR/MAKE/MODEL: 18/CHEVROLET/VOLT/5DR HB PREMIER		DELIVERY DATE: 02/14/16	DELIVERY MILES: 13		
VEHICLE ID NO.: 1G1RD6S54GU [redacted]		SELLING DEALER NO.: 5000	PRODUCTION DATE		
F.T.E. NO.	P.O. NO.	R.O. DATE: 05/22/18	REPRINT# 2		
CELL PHONE & E-MAIL ADDRESS & COMMENTS			MO: 34894		

DCS AUDIT SLIP----------

JOB CARD [redacted]

VIN	1G1RD6S54GU [redacted]	REPAIRING BAC	114568
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	05/22/2018
ODOMETER	34884	SERVICE ADVISOR GMIN	470617134
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
4	W	ZREG		15004-4	001368614390	0001

JOB COMPLETION DATE: 06/11/2018
TECHNICIAN GMIN: 776193193

LABOR OPERATION	BASE HOURS
1430310	0.4

OTHER LABOR OPS (Y/N) N

COMPLAINT CODE: 0490
COMPLAINT DESCRIPTION: ADDED OPERATION ON 06/11/18 @ 4:18PM BOTH UNDERBODY PANELS OIL SOAKED UNABLE TO CLEAN PROPERLY CALLED CUSTOMER AND CUSTOMER OK R OKAYED ADDED OPERATION ON 06/11/18 @ 4:18PM

CAUSE CODE: 1023
CAUSE DESCRIPTION: CUSTOMER AND MANAGER AUTHORIZED REPLACEMENT OF UNDERBODY DEFLECCTORS, DUE TO BEING OIL SOAKED FROM CRACKED ENGINE BLOCK. UNABLE TO E TO PROPERLY CLEAN OFF ALL OIL REISDUE, AND COULD BE A POTENTIAL FIRE HAZ HAZARD.

CORRECTION DESCRIPTION: REPLACED UNDERBODY SHIELD DEFLECTORS.

CAUSAL PART: 23363169

PART NUMBER	QTY	UNIT COST	REPLACEMENT SERIAL#	TRADE	NON-GM
23363169	1	47.12			

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	18.85		
PARTS	47.12	0.00	65.97
LABOR	45.92	0.00	45.92
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	111.89	0.00	111.89

1. I acknowledge notice and oral approval of an increase in the original estimated price.
2. All parts installed are new unless specified otherwise.

CUSTOMER SIGNATURE X _____

[END OF INVOICE] 02:28pm

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BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO.	ADVISOR	CASH NO.	INVOICE DATE	INVOICE NO.
[redacted]	JACKIE KLOSKY 3559	4091	01/04/17	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE IN 52363	COLOR SUMMIT WHT/	STOCK NO. [redacted]
[redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/EXT CAB		DELIVERY DATE 03/01/15	DELIVERY MILES 27
[redacted]	VEHICLE ID NO. 1 G C H S A E A 4 F 1 [redacted]		SELLING DEALER NO. 5000	PRODUCTION DATE
RANCHO CUCAMONGA, CA [redacted]	F. I. L. NO.	P.O. NO.	R. O. DATE 01/04/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 52363

JOB# 1 CHARGES

LABOR

J# 1 04CVZ 15A DIAGNOSIS TECH(S):3235 WARRANTY
RECALL 16019 TEMP DOOR
RECALL
INSTALLED HOSE CLAMP ON TEMP VAVLE

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

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 01CVZ0GMM1 MAINTENANCE 1 *SCH1* TECH(S):3569 31.55
GM MAINTENANCE 1 INCLUDES REPLACE ENGINE OIL AND FILTER, LUBE CHASSIS COMPONENTS, PERFORM MULTI-POINT INSPECTION, ROTATE TIRES AND ADJUST AIR PRESSURE, INSPECT AIR CLEANER FILTER, INSPECT BRAKE SYSTEM COMPONENTS (BRAKE PAD AND SHOE INSPECTION NOT INCLUDED), CHECK FOR ANY LEAKS OR DAMAGE, AND INSPECT AND TOP OFF ENGINE COOLANT AND WINDSHIELD WASHER FLUID PER FACTORY RECOMMENDED MAINTENANCE SCHEDULE.
SCHEDULED MAINTENANCE
COMPLETED REQUESTED MAINTENANCE SERVICE
LOF PERFORMED 5QTS 0W-20 ROTATED TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	12640445	FILTER 1.836 Y	6.02	6.02
			TOTAL - PARTS		6.02

G.O.G. & SUPPLIES

5.0	1 QT DEXOS 0/20	@	4.990	/UNIT	24.95
			TOTAL - GOG		24.95

MISC	CODE	DESCRIPTION	CONTROL NO	
	HW	HAZARDOUS WASTE		0.99
	ZGP1	GM PROMO PRICE DISCOUNT		-15.00
		TOTAL - MISC		-14.01

JOB# 2 TOTALS

LABOR	31.55
PARTS	6.02
G.O.G.	24.95
MISC	-14.01

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 48.51

JOB# 3 CHARGES

LABOR

J# 3 01CVZSPSAFETY SERV PLUS INSPECTION TECH(S):3569 0.00
SERVICE PLUS INSPECTION
INSPECT TIRE CONDITION, ALL FLUID LEVELS, UNDER CHASSIS, BELTS, HOSES, EXHAUST SYSTEM, AIR FILTER, EXTERIOR LIGHTING AND REQUIRED MAINTENANCE.
MAINTENANCE ITEM.
PERFORMED SAFETY INSPECTION.

[CONTINUED ON NEXT PAGE]
09:08am

Reynolds and Reynolds COMSO ES0289A3 (0706)

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(909) 390-8287 (Fax)
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BAR # AA003134 • EPA ID # CAD # 044336741

CUSTOMER NO.	ADVISOR		CARD NO.	INVOICE DATE	INVOICE NO.
[redacted]	JACKIE KLOSKY	3559	4091	01/04/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE IN	COLOR	STOCK NO.
[redacted]			52363	SUMMIT WHT/	[redacted]
[redacted]	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
[redacted]	15/CHEVROLET TRUCK/COLORADO/EXT CAB			03/01/15	27
[redacted]	VEHICLE ID NO.			SELLING DEALER NO.	PRODUCTION DATE
	1 G C H S A E A 4 F 1 [redacted]			5000	
RANCHO CUCAMONGA, CA [redacted]	P. U. NO.	P.O. NO.		R. O. DATE	
				01/04/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
[redacted]					MO: 52363

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

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $55.00 (+TAX)
COMMENTS----------
WAIT

TOTALS----------

TOTAL LABOR....		31.55
TOTAL PARTS....		6.02
TOTAL SUBLET...		0.00
TOTAL G.O.G....		24.95
TOTAL MISC CHG.		0.99
TOTAL MISC DISC		-15.00
TOTAL TAX.....		2.41
TOTAL INVOICE $		50.92

****
* 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 SERVICE MANAGER *
* ** YOUR COMPLETE SATISFACTION IS OUR NUMBER ONE GOAL. ** *
*
* *PARTS WARRANTY*
* EFFECTIVE JANUARY 1, 2013, ALL PARTS PURCHASED IN THE *
* SERVICE DEPARTMENT WILL BE COVERED FOR A PERIOD OF *
* TWELVE (12) MONTHS, UNLIMITED MILES, UNLESS OTHERWISE *
* SPECIFIED. *
*
* HUMMER BAR# AB237919 CADILLAC BAR# AB237918 *
****

CUSTOMER SIGNATURE



PAGE 2 OF 2 [END OF INVOICE] 09:08am

General Motors - Policy Evaluation Tool

Date: 03/22/2019

Customer Information	Dealer Information
First Name: [redacted]	**BAC:** 268011
Last Name:	**Name:** Patrick Moran
Phone: [redacted]	**Dealer:** South County Buick Gmc

Vehicle/Coverage Information

VIN: 1GTG5CE37F[redacted] **Make:** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time	Mileage
Component's Warranty End Date: 02/10/2018	**Component's Warranty End Mileage (Miles):** 36,011
Job Card Date: 03/22/2019	**Current Mileage:** 41,989
Days out of Warranty: 405	**Miles out of Warranty:** 5,978

Repair

Total Repair Cost At Warranty Rates: $1,200.00 **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)
Additional Comments:STEERING GEAR FAILURE

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

GM Participation Amount: $0.00 * **Cust / Dlr Participation Amount:** $1,200.00
Agreed upon Customer/Dealer Participation Amount: $1,200.00

*** GM Participation in this repair outside of warranty is not recommended. If there are unusual circumstances which require factory involvement contact your District Manager Aftersales for pre-approval.**

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

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

Policy Evaluation Tool

Fields with an "*" are required

Customer Information

Owned By Business: Yes / No

***First Name** [redacted]

***Last Name**

Phone Number

Vehicle / Coverage

Dealer BAC

***Full VIN** 1GCGTBE31F1[redacted]

Make Chevrolet

***Component Warranty Coverage** Bumper to Bumper Coverage

***Repair Group** Steering

Time

***Component's Warranty End Date** 12/23/2017

***Job Card Date** 04/15/2019

Days Out of Warranty 478

Mileage

***Component's Warranty End Mileage** 36,004

***Current Mileage** 41,000

Miles Out of Warranty 4,996

Reasons For Policy Adjustment

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

Repair Information

***Total Repair Cost (Warranty Rates)** $2,000.00

***Job Card / Repair Order #** Tier2

Results

GM Participation Amount	$800.00	**Customer / Dealer Participation Amount**	$1,200.00 / 60%
Agreed Upon Customer / Dealer Participation Amount			

Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Print Reset Edit Home

Support

CUSTOMER #: [redacted]

[redacted]

[redacted]

LOS ANGELES, CA [redacted]

HOME: [redacted]

BUS:

ACCOUNTING

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

** PRE-INVOICE **

SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ/White	15	CHEVROLET COLORADO	1GCGSBE30F[redacted]		14123/14123	T2330

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN15 IS			17:00 22MAY18	[redacted]		CASH	21MAY18

R.O. OPENED	READY	OPTIONS:
09:51 21MAY18	13:08 21MAY18	SOLD-STK:[redacted] ENG:3.6_Liter_DOHC TRN:MYB_6-SPEED_AUT AXL:G80_AUTOMATIC_L

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES WHEN DRIVING STEERING WHEEL GETS HARD AND HE GET A CHECK POWER STEERING WARNING LIGHT										
	CAUSE: CODE U0420 AND STEERING HARNESS SHORT TO GROUND AT RACK										
	CONCERN CODE:										
	GENERAL General Concern power steering get hard										
	100275CPSCP			2.00	6000	22346				223.46	223.46
	14123 CODE U0420 AND STEERING HARNESS SHORT TO GROUND AT RACK 2.00 PERFORMED VISUAL INSPECTION AND FOUND STEERING HARNESS RUBBING/CHAFFING ON RACK. RE ROUTED AND INSULATED HARNESS										
B	CUSTOMER STATES SHIFTER KNOB BUTTON CAME LOOSE										
	CONCERN CODE:										
	GENERAL GENERAL CONCERN										
	100275CPSCP			0.00	0	0				0.00	0.00
	14123 ESTIMATE PROVIDED										
C	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK										
	CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.										
	CONCERN CODE:										
	MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK										
	100275IZERO			0.00	0	0				0.00	0.00
D	TIRE PRESSURE CHECK AND INFLATION SERVICE										
	CONCERN CODE:										
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE										
	100275IZERO			0.00	0	0				0.00	0.00
	14123 COMPLETED. FRONT 35 PSI REAR 35 PSI										

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side.
All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00289554 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

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562-924-1676 • penskechevrolet.com
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LOS ANGELES, CA 9[redacted] PAGE 2
HOME [redacted] ** PRE-INVOICE **
BUS: [redacted] SERVICE ADVISOR: 100471 DAVID CANCHE

CO			VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ/White	15	CHEVROLET COLORADO	1GCGSBE30F1[redacted]		14123/14123	T2330

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
18JAN15 IS			17:00 22MAY18			CASH	21MAY18

R.O. OPENED	READY	OPTIONS:
09:51 21MAY18	13:08 21MAY18	SOLD-STK [redacted] NG:3.6_Liter_DOHC TRN:MYB_6-SPEED_AUT AXL:G80_AUTOMATIC_L

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

THANK YOU FOR YOUR BUSINESS, WE TRULY
APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY
SATISFIED CONTACT THE SERVICE MANAGER
FAITH FUJITA AT 562-263-2244
"THANK YOU"

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4401	[redacted]	6000		4419	0	0	
1130		*******		9999	0	*******	

COST, SALE, & COMP TOTALS 6000 22346 0

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____

Disclaimer of Warranties

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All parts are new original equipment manufacturer unless otherwise specified.

DESCRIPTION	TOTALS
LABOR AMOUNT	223.46
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	223.46
LESS THIRD PARTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	223.46

Notice to Consumer: Please read important information on back.

BAR# ARD00289554 EPA# CAL000354660

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

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562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

LOS ANGELES CA [redacted]

HOME [redacted] * PRE-INVOICE **

BUS: [redacted] SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ/White	15	CHEVROLET COLORADO	1GCGSBE30F[redacted]		15593/15593	T2304

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN15 IS			WAIT 12NOV18	[redacted]		CASH	12NOV18

R.O. OPENED	READY	OPTIONS:
09:32 12NOV18	16:14 12NOV18	SOLD-STK [redacted] ENG:3.6_Liter_DOHC TRN:MYB_6-SPEED_AUT AXL:G80_AUTOMATIC_L

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES WHEN DRIVING STEERING WHEEL GETS HARD AND GETS CHECK POWER STEERING WARNING LIGHT										
	CAUSE: CODE U0420 STORED AS HISTORICAL AND NO DUPLICATION OF STEERING MALFUNCTION										
	GENERAL GENERAL CONCERN										
	100275CPSCP			4.00	12000	44692				446.92	446.92
	15593 CODE U0420 STORED AS HISTORICAL AND NO DUPLICATION OF STEERING MALFUNCTION 4.00 PENSKE VSC AUTHORIZED CIRCUIT DIAGNOSIS. LIMITED TIME TO PERFORM COMPLETE DIAGNOSIS AS CUSTOMER IS WAITING. VERIFIED POWER STEERING CONTROL MODULE AND EBCM SOFTWARE UP TO DATE. PERFORMED VISUAL INSPECTION OF ALL RELATED COMPONENTS AND CONNECTIONS AND WIRING. PIN DRAG TEST ALL GM HIGH SPEED DATA CIRCUITS AND APPLIED DIELECTRIC GREASE. PERFORMED ROAD TEST WITH NO DUPLICATION OF CUSTOMERS CONCERN. IF CONDITION PERSISTS FURTHER DIAGNOSIS AND REPAIR WILL BE REQUIRED PENSKE VSC TO COVER $446.92 AUTH #09092171										
B	CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK										
	CAUSE: COURTESY MULTI-PT INSPECTION FOR OUR VALUED GUESTS! PLEASE SEE ATTACHED REPORT.										
	MPI CUSTOMER REQUESTED COMPLIMENTARY MULTIPLE POINT VISUAL INSPECTION WHICH INCLUDES CHECKING UNDER HOOD FLUID LEVELS, CABIN & ENGINE AIR FILTER, BRAKE MATERIAL THICKNESS, TIRE WEAR, EXTERIOR LIGHTS, WIPER BLADES & UNDERCARRIAGE FOR MAJOR FLUID LEAK										
	100275IZERO			0.00	0	0				0.00	0.00
C	TIRE PRESSURE CHECK AND INFLATION SERVICE										
	INFLATE TIRE PRESSURE CHECK AND INFLATION SERVICE										
	100275IZERO			0.00	0	0				0.00	0.00
	15593 COMPLETED. FRONT PSI REAR PSI										

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side.
All parts are new original equipment manufacturer unless otherwise specified.

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

Notice to Consumer: Please read important information on back.

BAR# ARD00289554 EPA# CAL000354660

Copyright 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - SI2C - IMAGING

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PENSKE CHEVROLET
A SoCal Penske Dealership
18605 STUDEBAKER ROAD • CERRITOS • CA 90703
562-924-1676 • penskechevrolet.com
Hours of Operation: Mon - Fri: 7am -6pm Sat: 7am - 4pm

LOS ANGELES, CA [redacted]

HOME: [redacted]

** PRE-INVOICE **

BUS:

SERVICE ADVISOR: 100471 DAVID CANCHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GAZ/White	15	CHEVROLET COLORADO	1GCGSBE30F1[redacted]		15593/15593	T2304

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JAN15 IS			WAIT 12NOV18	[redacted]		CASH	12NOV18

R.O. OPENED	READY	OPTIONS:
09:32 12NOV18	16:14 12NOV18	SOLD-STK:[redacted] ENG:3.6_Liter_DOHC TRN:MYB_6-SPEED_AUT AXL:G80_AUTOMATIC_L

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

THANK YOU FOR YOUR BUSINESS, WE TRULY APPRECIATE IT HERE AT PENSKE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED CONTACT THE SERVICE MANAGER FAITH FUJITA AT 562-263-2244
"THANK YOU"

*** NO RO PUNCH TIMES ON FILE ***

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4401	[redacted]	12000		4419	0	0	
1130		*******		9999	0	*******	

COST, SALE, & COMP TOTALS 12000 44692 0

Final Service Invoice Copy

I acknowledge receipt of this invoice and the vehicle noted on this invoice.

X _____

I acknowledge notice and oral approval of an increase in the original estimated price.

X _____

Disclaimer of Warranties

The seller hereby disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts. I have read and accept all provisions of the warranty statement on the reverse side. Please refer to Proposition 65 "right to know" on the reverse side.
All parts are new original equipment manufacturer unless otherwise specified.

DESCRIPTION	TOTALS
LABOR AMOUNT	446.92
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	446.92
LESS THIRD PARTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	446.92

Notice to Consumer: Please read important information on back.

BAR# ARD00289554 EPA# CAL000354660

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ACCOUNTING COPY

EMPOWERMENT PORTAL

Hello SIEBEL

Search Customer Policy Eligibility Tool Dealer (PET) Policy Evaluation Tool Guidelines and Resources Aftersales Tool Guidelines Contact Us Dealer Portal Reference Guide FAQs Job Aid-AfterSales Empowerment Job Aid-Dealer Portal Job Aid-Empowerment Toolbox Chart Job Aid-Sales Empowerment OLC Incentive Guidelines OLC Usage Guidelines Policy Evaluation Tool FAQs Sales Tool Guidelines
Dealer (PET) Policy Evaluation Tool

Field with an "*" is required

VIN 1GCGSBE36F[redacted]

Clear Search

VIN 1GCGSBE36F[redacted] has been run through the Dealer Policy Evaluation Tool 1 times in the past 12 months. 10 per page

Run Date	Customer Last Name	BAC	Warranty	Repair Group	Job Card#	Total Repair Cost	Cust/Dlr Participation	GM Participation	Agreed Cust Participation
05/22/2019	MCCOY	112179	Bumper to Bumper Coverage	Steering	[redacted]	$1187.96	$1,187.96	$0.00	

Run Date	Customer Last Name	BAC	Warranty	Repair Group	Job Card#	Total Repair Cost

Support

DBC Field Business Center

Technical Issues: 888-707-1707, prompt 3 for Website technical issues
Business Support: 888-707-1707, prompt 4 for Goodwill Tools business usage questions and issues (CAC Goodwill Help Desk)
Additional Support: 888-707-1707, prompt 1 for Sales Incentives and prompt 2 for Warranty Claims

Select Portfolio

Are you sure you want to go to ?

YES NO
Session Inactivity Warning

The session will expire in seconds

Keep me logged in
Sign Off
Goodwill Notification

OK
GM Representative Information

Region GM DETROIT

Requestor Group

Name SIEBEL SERVICE

Email

OK
VIN Recall Warning

Our IVH records show there is an open recall on this VIN. Click Continue to proceed.

Continue

IVH Recall Service Unavailable

Unable to verify if there is an open recall on this VIN. Click Continue to proceed.

Continue

EMPOWERMENT PORTAL

arch | Customer Policy Eligibility Tool | Dealer (PET) Policy Evaluation Tool | Guidelines and Resources

Customer Policy Eligibility Tool

Customer Information

Owned By Business: Yes / No

*** First Name** [redacted]

*** Last Name**

Phone Number

Vehicle / Coverage

*** Full VIN** 1GCGTCE32F1[redacted]

Make Chevrolet

*** Component Warranty Coverage** Bumper to Bumper Coverage

*** Repair Group** Steering

Time

*** Component's Warranty End Date** 10/25/2017

*** Job Card Date** 05/28/2019

Days Out of Warranty 580

Mileage

*** Component's Warranty End Mileage** 36,064

*** Current Mileage** 31,000

Miles Out of Warranty 0

Repair Information

*** Total Repair Cost (Warranty Rates)** $2,272.08

*** Job Card / Repair Order #** Tier2

Customer Policy Eligibility

Customer may be eligible for Policy Assistance

Reset Edit Home

Field with an "*" is required

*VIN 1GCHSBEA9F1132445

Clear Search

VIN 1GCHSBEA9F1132445 has been run through the Dealer Policy Evaluation Tool 1 times in the past 12 months.

10 per page

Run Date	Customer Last Name	BAC	Warranty	Repair Group	Job Card#	Total Repair Cost	Cust/Dlr Participation	GM Participation	Agreed Cust Participation
05/23/2019	CA[redacted]	114729	Bumper to Bumper Coverage	Steering	[redacted]	$1250.00	$750.00	$500.00	

ROBERT M. SILVERMAN[a]
CRAIG THOR KIMMEL[a]

[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, WV 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 116, 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) 563-1689
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
PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

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

December 11, 2018

VIA TELEFAX ONLY (866-215-6750)

Elizabeth Gonzales, Esquire
BRC Legal Case Manager
GM Business Resource Center

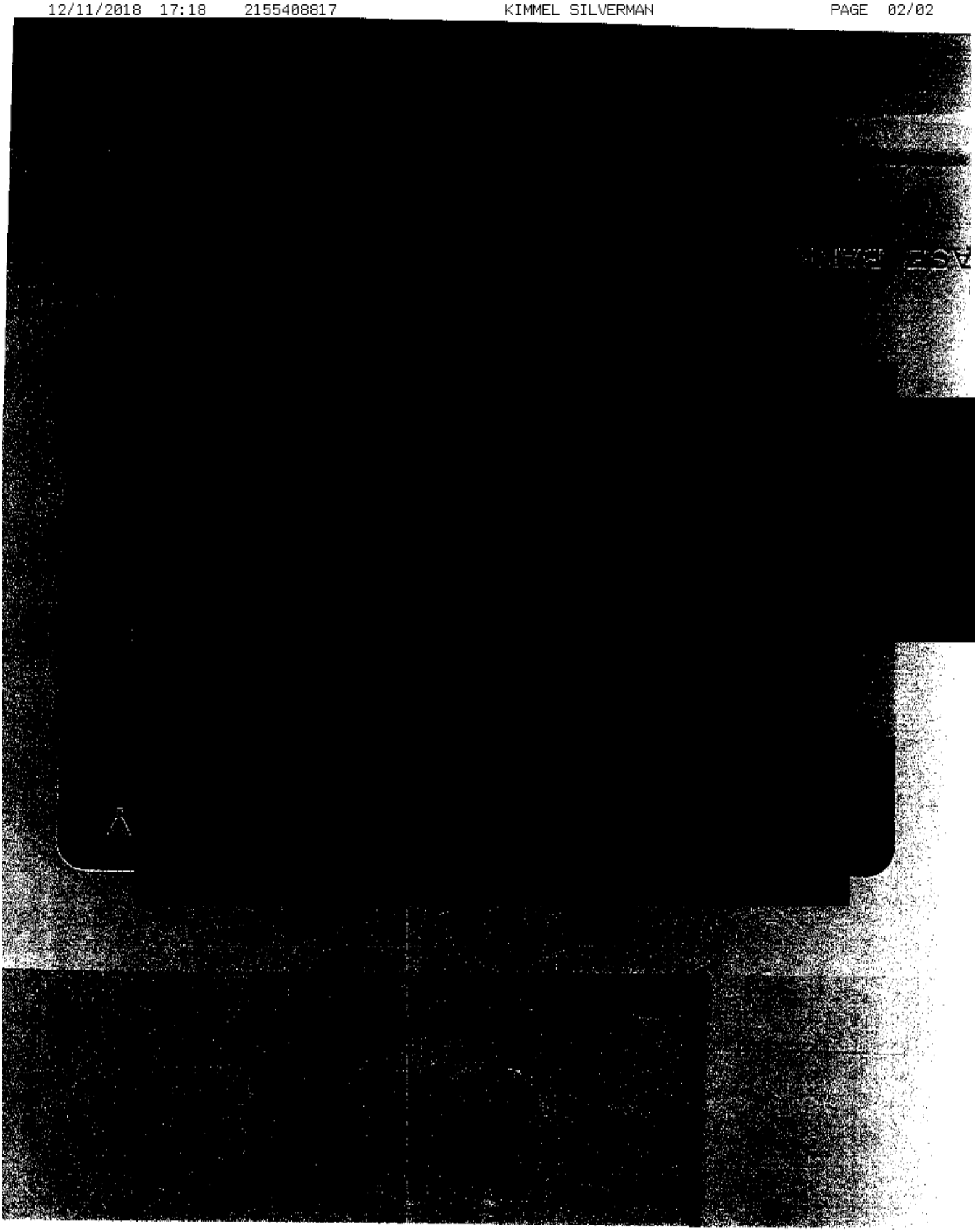
RE: Robert Stanton v. GM

Dear Ms. Gonzales:

Please be advised our client hereby accepts GM's most gracious offer to settle his underlying claims against GM for $5,000.00. This will further confirm our separate settlement of my firm's bill of fees and costs for $2,000.00. The vehicle has about 35000 miles on the odometer and attached is the Registration Card. I will have David Kelly of my office telephone you tomorrow to touch base on consummating the settlement. Once again, thank you for all of your help in getting this matter expeditiously resolved and I look forward to discussing more cases with you as soon as you are ready.

[redacted]

Robert M. Silverman



CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

[redacted]

SOUTH GATE, CA

PAGE 1

HOME: [redacted]
BUS:

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK[redacted]
11:48 19MAR15	11:23 23MAR15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
	CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	CONCERN CODE:										
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0		0	TPARTS		
	CLAIM TYPE:										
	AUTH CODE:										
						0		0	TLABOR		
	999 TIRE PRESSURES TIRE PRESSURES SET AT 35PSI										
B	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
	CONCERN CODE:										
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0		0	TPARTS		
	CLAIM TYPE:										
	AUTH CODE:										
						0		0	TLABOR		
	999 MPVI PERFORMED MULTI-POINT INSPECTION										
C	CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY AND THE DISPLAY SAYS SERVICE POWER STEERING SYSTEM (HAS TO TURN TRUCK OFF AND BACK ON TO GET IT TO COME BACK) DIAGNOSE AND ADVISE										
	CAUSE: .										
	CONCERN CODE:										
	5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT										
		419	W	0.70	0.50	925	5500			55.00	55.00
	FC: 9090 PART#:		COUNT:			0		0	TPARTS		

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

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

X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

The undersigned hereinafter called "Insured" for the consideration of repairs made to "Insured's; automobile does hereby grant to said WIN CHEVROLET. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA

HOME: [redacted]

BUS: [redacted]

ACCOUNTING

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

CO		VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15 CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
11:48 19MAR15	11:23 23MAR15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

CLAIM TYPE:
AUTH CODE:

925 5500 TLABOR

999 C0545 00 STEERING WHEEL TORQUE SENSOR CIRCUIT 5430010 0.05 ROAD TESTED VEHICLE AND WAS UNABLE TO GET POWER STEERING MESSAGE TO COME ON. USING GDS 2 FOUND DTC C0545 STORED IN HISTORY. INSPECTED POWER STEERING CONTROL MODULE GROUND CIRCUIT G100 TO HAVE EXCESSIVE PAINT AROUND STUD. REMOVED BOLT AND SANDED DOWN PAINT TO ENHANCE GROUND CONNECTION. CLEARED CODES AND ROAD TESTED VEHICLE. DOC ID. 3825994, SCHEMATIC DOC ID: 3828093

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-19-15	14:47	15:29	0.70	W	419	C	
	15:42	15:42	0.00	W	419	A	
	15:43	15:43	0.00	W	419	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4541	5500	925		4/2261	5500	*******	

COST, SALE, & COMP TOTALS 925 5500 0

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

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

The undersigned hereinafter called "Insured" for the consideration of repairs made to "Insured's; automobile does hereby grant to said WIN CHEVROLET. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X _____ (DATE) X _____ (INSURED)

X _____ (DATE) X _____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA [redacted]

[redacted] M

HOME [redacted]

[redacted]

[redacted]

WORKORDER

PAGE 1

WIN CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MILLER,MARK A.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/	T447

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 19MAR15			CASH	

R.O. OPENED	READY	OPTIONS:
19MAR2015 11:48		SOLD-STK[redacted] ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TP	2176	W	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK |CC:
# B	MPVI	2176	W	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. |CC:
# C	DRV	2176	W	CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY AND THE DISPLAY SAYS SERVICE POWER STEERING SYSTEM (HAS TO TURN TRUCK OFF AND BACK ON TO GET IT TO COME BACK) DIAGNOSE AND ADVISE |CC:

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

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X _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

[redacted]
SOUTH GATE CA
HOME: [redacted]
BUS:

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
11:48 19MAR15	11:23 23MAR15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
999 TIRE PRESSURES TIRE PRESSURES SET AT 35PSI			
**********			
B DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
999 MPVI PERFORMED MULTI-POINT INSPECTION			
**********			
C CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY AND THE DISPLAY SAYS SERVICE POWER STEERING SYSTEM (HAS TO TURN TRUCK OFF AND BACK ON TO GET IT TO COME BACK) DIAGNOSE AND ADVISE			
CAUSE: .			
5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			

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

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

The undersigned hereinafter called "Insured" for the consideration of repairs made to "Insured's; automobile does hereby grant to said WIN CHEVROLET. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

[redacted]

PAGE 2

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SOUTH GATE, CA [redacted]
HOME
BUS: [redacted]

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
11:48 19MAR15	11:23 23MAR15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
AUTH CODE:							

999 C0545 00 STEERING WHEEL TORQUE SENSOR CIRCUIT 5430010 0.05 ROAD TESTED VEHICLE AND WAS UNABLE TO GET POWER STEERING MESSAGE TO COME ON. USING GDS 2 FOUND DTC C0545 STORED IN HISTORY. INSPECTED POWER STEERING CONTROL MODULE GROUND CIRCUIT G100 TO HAVE EXCESSIVE PAINT AROUND STUD. REMOVED BOLT AND SANDED DOWN PAINT TO ENHANCE GROUND CONNECTION. CLEARED CODES AND ROAD TESTED VEHICLE. DOC ID. 3825994, SCHEMATIC DOC ID: 3828093

****

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

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA [redacted]

HOME

BUS: [redacted]

WARRANTY

PAGE 1

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N[redacted]	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
11:48 19MAR15	11:23 23MAR15	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK						
	CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____						
	CONCERN CODE:						
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK						
		419	W	0.00		0.00	0.00
	FC: 9090 PART#: COUNT:			0	0 TPARTS		
	CLAIM TYPE:						
	AUTH CODE:						
				0	0 TLABOR		
	TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00						
	SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00						
	COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00						
	999 TIRE PRESSURES TIRE PRESSURES SET AT 35PSI						
	**********						
B	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.						
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS						
	CONCERN CODE:						
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.						
		419	W	0.00		0.00	0.00
	FC: 9090 PART#: COUNT:			0	0 TPARTS		
	CLAIM TYPE:						
	AUTH CODE:						
				0	0 TLABOR		
	TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00						

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X_____

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SOUTH GATE, CA
HOME [redacted]
BUS: [redacted]

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted]
11:48 19MAR15	11:23 23MAR15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE OPCODE	TECH	TYPE	HOURS						LIST	NET	TOTAL
SALE-LBR:			0.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	0.00
COST-LBR:			0.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	0.00

999 MPVI PERFORMED MULTI-POINT INSPECTION
****

C CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY AND THE
DISPLAY SAYS SERVICE POWER STEERING SYSTEM (HAS TO TURN TRUCK
OFF AND BACK ON TO GET IT TO COME BACK) DIAGNOSE AND ADVISE

CAUSE: .

CONCERN CODE:

5430010 BODY GROUND STUD OR NUT REPAIR OR
REPLACEMENT

419 W 0.50 55.00 55.00

FC: 9090 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE:

AUTH CODE:

925 5500 TLABOR

TECH: 419 ACTUAL HRS.: 0.70 SOLD HRS.: 0.50

SALE-LBR:	55.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	55.00
COST-LBR:	9.25	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	9.25

999 C0545 00 STEERING WHEEL TORQUE SENSOR CIRCUIT 5430010 0.05 ROAD
TESTED VEHICLE AND WAS UNABLE TO GET POWER STEERING MESSAGE TO COME ON.
USING GDS 2 FOUND DTC C0545 STORED IN HISTORY. INSPECTED POWER STEERING
CONTROL MODULE GROUND CIRCUIT G100 TO HAVE EXCESSIVE PAINT AROUND STUD.
REMOVED BOLT AND SANDED DOWN PAINT TO ENHANCE GROUND CONNECTION.
CLEARED CODES AND ROAD TESTED VEHICLE. DOC ID. 3825994, SCHEMATIC DOC
ID: 3828093
****

TECH: 419 ACTUAL HRS.: 0.70 SOLD HRS.: 0.5

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X _____

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SOUTH [redacted]
HOME: [redacted]
BUS: [redacted]

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		994/999	T447

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			18:00 19MAR15			CASH	23MAR15

R.O. OPENED	READY	OPTIONS:
11:48 19MAR15	11:23 23MAR15	SOLD-STK[redacted] ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS					LIST		NET		TOTAL
SALE-LBR:	55.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	55.00		
COST-LBR:	9.25	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	9.25		

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-19-15	14:47	15:29	0.70	W	419	C	
	15:42	15:42	0.00	W	419	A	
	15:43	15:43	0.00	W	419	B	

COST, SALE, & COMP TOTALS 925 5500 0

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

DESCRIPTION	TOTALS
LABOR AMOUNT	55.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
~~SUBLET AMOUNT~~	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	55.00
LESS INSURANCE	0.00
~~SALES~~ TAX	0.00
PLEASE PAY THIS AMOUNT	55.00

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SOUTH GATE, CA [redacted]

HOME: [redacted]
BUS:

SERVICE ADVISOR: 2313 MARK A. MILLER

CO		VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15 CHEVROLET COLORADO	1GCGTBE30F[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
14:07 25MAR15	08:11 30MAR15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
	CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	CONCERN CODE:										
	TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	1335 TIRE PRESSURES TIRE PRESSURES SET AT 38PSI										
B	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
	CONCERN CODE:										
	MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
		419	W	0.00	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0	0	TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						0	0	TLABOR			
	1335 MPVI PERFORMED MULTI-POINT INSPECTION										
C	CUSTOMER STATES THE POWER STEERING IS CUTTING OUT INTERMITINGLY WHILE SHE IS DRIVING DIAGNOSE AND ADVISE (NO PATTERN TO IT JUST GOES OUT AT TIMES)										
	CAUSE: .										
	CONCERN CODE:										
	MISC MISCELLANOUS										
		419	W	2.50	0.00	0	0			0.00	0.00
	FC: 9090 PART#:		COUNT:			0	0	TPARTS			
	CLAIM TYPE:										

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X_____

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MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA [redacted]

HOME: [redacted]

BUS: [redacted]

ACCOUNTING

PAGE 2

WIN
CHEVROLET
2201 E. 223rd St.
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www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]8		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS:
14:07 25MAR15	08:11 30MAR15	SOLD-STK[redacted] ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
AUTH CODE:											
						0	0	TLABOR			

1335 ROAD TESTED VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMER CONCERN. DTCS STORED IN MEMORY C0545 00 U0415 00 U0420 42. CALLED PQC TO REQUEST PART FOR PARTS RESTRICTION. PART #22963310. CASE ID: 71-1456458400. WAITING ON RESPONSE FROM GM ENGINEER TO RELEASE PART. PERFORMED CONNECTOR DISCONNECT RE CONNECT.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-26-15	12:37	15:04	2.45	W	419	C	
	17:40	17:43	0.05	W	419	C	
	17:43	17:43	0.00	W	419	A	
	17:43	17:43	0.00	W	419	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4541	0	0		4/2261	0	*******	

COST, SALE, & COMP TOTALS 0 0 0

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

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

The undersigned hereinafter called "Insured" for the consideration of repairs made to "Insured's; automobile does hereby grant to said WIN CHEVROLET. Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA [redacted]

[redacted]

HOME: [redacted]

BUS: [redacted]

CONT: [redacted]

CELL:

[redacted]

WORKORDER

[redacted]

WIN
CHEVROLET

2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MILLER,MARK A.

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/	T410

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			16:00 25MAR15			CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
25MAR2015 14:07		ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	TP	419	W	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK |CC:
# B	MPVI	419	W	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION. |CC:
# C	MISC	419	W	CUSTOMER STATES THE POWER STEERING IS CUTTING OUT INTERMITINGLY WHILE SHE IS DRIVING DIAGNOSE AND ADVISE (NO PATTERN TO IT JUST GOES OUT AT TIMES) |CC:

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X _____

ADDITIONAL DIAGNOSTIC FEE MAY BE APPLIED ABOVE THE ORIGINAL ESTIMATE. ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE INSTRUCTED. VEHICLES NOT PICKED UP WITHIN 3 DAYS AFTER REPAIRS ARE COMPLETED, WILL BE SUBJECT TO A STORAGE CHARGE OF $45.00 PER DAY.

"By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments that the Smog Check test indicates and necessary."

COURTESY BUS AVAILABLE FOR LOCAL PICKUP AND DELIVERY AT NO CHARGE

Notice to Consumer: Please read important information on back.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

Revised Estimate Parts _____ Labor _____ Totals _____ Phone # _____

Date _____ Time _____ FAX # _____ BY _____

Revision Details _____ E-mail _____

In Person _____

"I acknowledge notice and oral approval of an increase in the original estimated price. _____

BAR # ARD267376 EPA # CAL000370137

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TECHNICIAN COPY

CUSTOMER # [redacted]

[redacted]

INVOICE

[redacted]

SOUTH GATE, CA [redacted]

HOM[redacted]

BUS [redacted]

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

C			VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:CF1166798 ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50
14:07 25MAR15	08:11 30MAR15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
1335 TIRE PRESSURES TIRE PRESSURES SET AT 38PSI			
**********			
B DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
1335 MPVI PERFORMED MULTI-POINT INSPECTION			
**********			
C CUSTOMER STATES THE POWER STEERING IS CUTTING OUT INTERMITINGLY WHILE SHE IS DRIVING DIAGNOSE AND ADVISE (NO PATTERN TO IT JUST GOES OUT AT TIMES)			
CAUSE: .			
MISC MISCELLANOUS			
419 W			(N/C)
FC: 9090 PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			

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

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 2

CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SOUTH GATE, CA
HOME [redacted]
BUS: [redacted]

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK [redacted]
14:07 25MAR15	08:11 30MAR15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

1335 ROAD TESTED VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMER CONCERN. DTCS STORED IN MEMORY C0545 00 U0415 00 U0420 42. CALLED PQC TO REQUEST PART FOR PARTS RESTRICTION. PART #22963310. CASE ID: [redacted] WAITING ON RESPONSE FROM GM ENGINEER TO RELEASE PART. PERFORMED CONNECTOR DISCONNECT RE CONNECT.

****

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

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X _____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

[redacted]

SOUTH GATE, CA
HOME [redacted]
BUS: [redacted]

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS:
14:07 25MAR15	08:11 30MAR15	SOLD-ST[redacted] ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____			
CONCERN CODE:			
TP CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK			
419 W 0.00		0.00	0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
0 0 TLABOR			
TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00			
SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00			
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00			
1335 TIRE PRESSURES TIRE PRESSURES SET AT 38PSI			
**********			
B DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS			
CONCERN CODE:			
MPVI DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.			
419 W 0.00		0.00	0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE:			
AUTH CODE:			
0 0 TLABOR			
TECH: 419 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00			

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X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY
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X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SOUTH [redacted]
HOME
BUS: [redacted]

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGTBE30F[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted]
14:07 25MAR15	08:11 30MAR15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

1335 MPVI PERFORMED MULTI-POINT INSPECTION
****

C CUSTOMER STATES THE POWER STEERING IS CUTTING OUT INTERMITINGLY WHILE
SHE IS DRIVING DIAGNOSE AND ADVISE (NO PATTERN TO IT JUST GOES
OUT AT TIMES)

CAUSE: .
CONCERN CODE:
MISC MISCELLANOUS
419 W 0.00 0.00 0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS
CLAIM TYPE:
AUTH CODE:
0 0 TLABOR

TECH: 419 ACTUAL HRS.: 2.50 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

1335 ROAD TESTED VEHICLE AND WAS UNABLE TO DUPLICATE CUSTOMER
CONCERN. DTCS STORED IN MEMORY C0545 00 U0415 00 U0420 42. CALLED PQC
TO REQUEST PART FOR PARTS RESTRICTION. PART #22963310. CASE ID:
71-1456458400. WAITING ON RESPONSE FROM GM ENGINEER TO RELEASE PART.
PERFORMED CONNECTOR DISCONNECT RE CONNECT.
****

TECH: 419 ACTUAL HRS.: 2.50 SOLD HRS.: 0

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA

HOME

BUS: [redacted]

WARRANTY

PAGE 3

WIN
CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
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SERVICE ADVISOR: 2313 MARK A. MILLER

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SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F[redacted]		1324/1335	T410

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DL			16:00 25MAR15			CASH	30MAR15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
14:07 25MAR15	08:11 30MAR15	ENG:LFX_3.6L_SIDI_DOHC_V6_VVT TRN:MYB_6-SPEED_AUTOMATIC,_HMD,_6L50

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-26-15	12:37	15:04	2.45	W	419	C	
	17:40	17:43	0.05	W	419	C	
	17:43	17:43	0.00	W	419	A	
	17:43	17:43	0.00	W	419	B	

COST, SALE, & COMP TOTALS 0 0 0

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SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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X _____ X _____
(DATE) (INSURED)

X _____ X _____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

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WARRANTY COPY

From Fax Number : 4242273136

Barry Hipple

Fax

To:	[redacted]	**From :**	[redacted]
Fax :		**Subject :**	
Phone :		**Date :**	4/24/2015

• **Comments :**

Last repair order

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

WIN CHEVROLET
2201 E. 223rd St
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

[redacted]
SOUTH GATE, CA
HOME [redacted]
BUS: [redacted]

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F[redacted]		2016/2040	T90

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 16APR15	[redacted]		CASH	23APR15

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
13:54 15APR15	08:14 23APR15	ENG:LFX 3.6L SIDI DOHC V6 VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES THE POWER STEERING GOES OUT INTERMITINGLY DIAGNOSE AND ADVISE										
	CONCERN CODE:										
	MISC		UNABLE TO DUPLICATE CUSTOMER CONCERN ROAD TEST 25 MILES								
		419	ISP	0.73	0.00		0	0		0.00	0.00
	2040 SCANNED VEHICLE FOR DTCS. NO DTCS FOUND. SEE GDS 2 DTC PRINT OUT. ROAD TESTED VEHICLE 2,016-2,040. UNABLE TO DUPLICATE CUSTOMER CONCERN DURING ROAD TEST.										
B	CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK										
	CAUSE: PERFORM TIRE PRESSURE CHECK LEFT FRONT_____ RIGHT FRONT_____ LEFT REAR_____ RIGHT REAR_____										
	CONCERN CODE:										
	TP		CUSTOMER APPROVED DEALER PERFORM TIRE PRESSURE CHECK								
		419	ISP	0.00	0.00		0	0		0.00	0.00
	2040 TIRE PRESSURES TIRE PRESSURES SET AT 34PSI										
C	DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.										
	CAUSE: PERFORM VISUAL MULTI POINT INSPECTION. ADVISE OF ANY RECOMMENDATIONS										
	CONCERN CODE:										
	MPVI		DEALER RECOMMEND AND CUSTOMER APPROVED PERFORMING MULTI-POINT VISUAL INSPECTION.								
		419	ISP	0.00	0.00		0	0		0.00	0.00
	2040 MPVI PERFORMED MULTI-POINT INSPECTION										
D	PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR CUSTOMER SUBJECT TO CHARGES.										
	CONCERN CODE:										
	LOANER		PROVIDE CUSTOMER ALE TERNATE TRANSPORTATION USING WIN SERVICE LOANER PROGRAM. VEHICLE MUST BE RETURNED WITH 24 HOURS OF VEHICLE READY NOTIFICATION OR								

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

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

X_____

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

POWER OF ATTORNEY
The undersigned hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile does hereby grant to said WIN CHEVROLET Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X_____ (DATE) X_____ (INSURED)

X_____ (DATE) X_____ (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

ACCOUNTING COPY

From winchevycarsonservice 1.424.227.3136 Fri Apr 24 14:42:05 2015 MDT Page 2 of 4

CUSTOMER #: [redacted]

[redacted]

[redacted]

SOUTH GATE, CA

HOME: [redacted]

BUS:

ACCOUNTING

PAGE 2

WIN CHEVROLET
2201 E. 223rd St.
Carson, CA 90810
PHONE: (310) 830-5100 FAX: (310) 835-2908
www.winchevrolet.com

SERVICE ADVISOR: 2313 MARK A. MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGTBE30F1[redacted]		2016/2040	T90

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR15 DD			18:00 16APR15			CASH	23APR15

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted]
13:54 15APR15	08:14 23APR15	ENG:LFX 3.6L SIDI [redacted] VVT TRN:MYB 6-SPEED AUTOMATIC, HMD, 6L50

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CUSTOMER SUBJECT TO CHARGES.											
	419		ISP	0.00	0.00	0	0			0.00	0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-16-15	12:57	13:41	0.73	W	419	A	
	13:41	13:41	0.00	W	419	B	
	13:42	13:42	0.00	W	419	C	
	13:42	13:42	0.00	W	419	D	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/4551	0	0		4/0673	0	*******	

COST, SALE, & COMP TOTALS	0	0	0

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

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

X_____

POWER OF ATTORNEY

The undersigned hereinafter called "Insured" for the consideration of repairs made to "Insured's" automobile does hereby grant to said WIN CHEVROLET, Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto as settlement for Insured's claim for damages to the above described automobile.

X_____ X_____
(DATE) (INSURED)

X_____ X_____
(DATE) (INSURED)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

FOR YOUR CONVENIENCE
SERVICE DEPT. HOURS
MON-FRI
7:00 A.M. - 6:00 P.M.
Sat. 8:00 A.M. - 4:00 P.M.

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

Notice to Consumer: Please read important information on back. BAR # ARD267376 EPA # CAL000370137

ACCOUNTING COPY

From winchevycarsonservice 1.424.227.3136 Fri Apr 24 14:42:05 2015 MDT Page 3 of 4

[redacted]

2011 Toyota COROLLA

Owner:	[redacted]	Mileage In:	**28,048**
License:		Vehicle In:	**4/20/2015**
VIN:	**JTDBU4EE5B9**[redacted]	Vehicle Out:	**5/06/2015**
Body Style:	**4D SED**		
Paint Code:		Estimator:	**Daniel Perez**
Trim Code:		Job Number:	
Insurance:	**MERCURY INSURANCE GROUP**	Estimate Hours:	**47.6**
Adjuster:	**ANTHONY CASTILLO**		
Claim Number:	[redacted]		
Deductible:	**$500.00**		

[redacted]

Vehicle	**2011 Toyota COROLLA**	Vehicle	**2011 Toyota COROLLA**	Vehicle	**2011 Toyota COROLLA**
Color	**SILVER**	Color	**SILVER**	Color	**SILVER**
Owner	[redacted]	Owner	[redacted]	Owner	[redacted]

From winchevycarsonservice 1.424.227.3136 Fri Apr 24 14:42:05 2015 MDT Page 4 of 4

Clarice Jordan (C)

From: Clarice Jordan (C)
Sent: Tuesday, April 07, 2015 2:02 PM
To: [redacted]
Subject: BRC Early Response BAC: 265095, VIN: 1GCGSBE38F1[redacted] Customer[redacted]
Attachments: [redacted]

Alan

We want to take moment to introduce you to the Business Resource Center (BRC). BRC is comprised of 5 sub-teams that handle escalated customer cases requiring special handling. These cases may be escalated because of:

- Legal involvement
- Better Business Bureau filings
- Notifications from the offices of state attorneys general
- Personal injury claims due to alleged vehicle defects
- GM executive involvement
- Proactive contacts to customers who have had poor ownership experiences

The above-referenced customer has contacted the Business Resource Center (BRC) for assistance, and indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

Attached are details on the customer and their case. If you need additional information, please check the Customer Assistance Center (CAC) Cases tool on http://www.gmglobalconnect.com. (Case updates are transmitted every two hours between 10am ET and 10pm ET.)

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty. Please contact the customer within 4 hours of receipt of this message to begin formulating next steps.

We value your perspective and will be working closely with you to resolve this issue in a complete and timely manner. Please contact me no later than April 8, 2015 to begin addressing these concerns and formulating the necessary next steps. Please provide:

- Repair Orders and Sales Documents
- Verification of contact with the customer
- A plan for next steps

I may be reached by calling 866 522 0500 21737.
Sincerely,

Clarice Jordan
BRC- Early Response
General Motors Early Response/Aerotek
866.522.0500 ext. 21737
clarice.jordan@gm.com


GMC

Clarice Jordan (C)

From:	Clarice Jordan (C)
Sent:	Tuesday, April 07, 2015 2:21 PM
To:	'jeffrey.fruit@gm.com'
Subject:	Chevrolet Notification of Escalation to BRC Early Response Team- ACTION REQUIRED BY April 8, 2015

Tracking:

Recipient	Delivery
'jeffrey.fruit@gm.com'	Delivered: 4/7/2015 2:21 PM

Jeffrey,

This email is being sent to notify you of a case escalation to the BRC Early Response Team (ER). I am in need of your assistance regarding the customer concern. I have tried to reach the Service Manager Kenny, I spoke to him on one occasion regarding a part that is needed for the customers vehicle. I followed up and have not been able to reach him. I left a couple of messages no return call. Please review below.

Service Request: [redacted]
Customer Last [redacted]
Involved Dealership: Capitol Chevrolet
Dealership Contact: Alan Carothers
VIN: 1GCGSBE38F1[redacted]
Automobile: 2015 Chevrolet Colorado

Vehicle History Overview: The customer states her steering wheel locked and the vehicle shut off at least three times. The dealership stated it is a power steering issue, the steering gear is corroded. The vehicle has been down for at least three weeks. The part needed for the vehicle is currently on backorder per the dealership. The customer is extremely frustrated, she feels she is getting the run around from the dealership and she is seeking and update as to when the part will become available or a trade repurchase.

If you would like more information or have additional information to provide, please respond to this email within 24 hours.

Clarice Jordan
BRC- Early Response
General Motors Early Response/Aerotek
866.522.0500 ext. 21737
clarice.jordan@gm.com

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

DGDG.COM

CAPITOL CHEVROLET

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

SAN JOSE CA [redacted]
HOME [redacted]
BUS: [redacted]

PAGE 1
** PRE-INVOICE **
EPA # CAL 000358159 BAR # ARD 263536
SERVICE ADVISOR: 397472 CANDICE PAEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGSBE38F1 [redacted]		2/30	T12063

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
28JAN15 DD			17:30 30JAN15	[redacted]	CASH	30JAN15

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK [redacted] DLR:426071 ENG:3.6_LITER_DOHC TRN:A6
16:21 28JAN15	09:24 30JAN15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER REQUESTS NEW CHEVROLET TRUCK PRE-DELIVERY INSPECTION											
CAUSE: PERFORMED NEW CHEVROLET TRUCK PRE-DELIVERY INSPECTION											
75T CUSTOMER REQUESTS NEW CHEVROLET TRUCK PRE-DELIVERY INSPECTION											
	32998	IPDI		1.20		4080	16676			166.76	166.76
PARTS: 0.00 LABOR: 166.76 OTHER: 0.00 TOTAL LINE A: 166.76											
2 performed pdi as per inspection sheet											
B CUSTOMER REQUESTS NEW CAR DETAIL											
CAUSE: PERFORMED NEW CAR DETAIL											
90N CUSTOMER REQUESTS NEW CAR DETAIL											
	999	IDN		0.00		0	8500			85.00	85.00
PARTS: 0.00 LABOR: 85.00 OTHER: 0.00 TOTAL LINE B: 85.00											
C PDI ADD ON ACCESSORIES											
CAUSE: .											
85 ACCESSORIES											
	32998	WPC		0.00		0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00											
2 performed pdi add on, installed (VAV) floor mats and (VQK) front and rear splash guards											

DGDG.COM
DEALERSHIP DATA GROUP

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-29-15	07:38	08:25	0.79	W	32998	A	
	08:25	09:24	0.98	W	32998	C	
	09:40	09:40	0.00	W	32998	C	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3434	16676	4080	166552	4/3433	8500	0	
4/3420	0	0		4/1160	16676	*******	166552
4/5071	8500	*******		4/1140	0	*******	

COST, SALE, & COMP TOTALS 4080 25176 0

SIGNATURE COPY

ORIGINAL ESTIMATE $			FINAL REVISED ESTIMATE $	
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

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ACCOUNTING COPY

CUSTOMER #

[redacted]

SAN JOSE, CA [redacted]

[redacted]

WORKORDER

PAGE 1

CAPITOL CHEVROLET

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 503729 HEATH,JEFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGSBE38F1[redacted]		3070/	T6183

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28JAN15 DD			16:00 10MAR15			CASH	

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK[redacted] DLR:426071 ENG:3.6_LITER_DOHC TRN:A6
10MAR2015 10:25		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	10		WPC	CUSTOMER STATES THAT ENGINE STALLS OUT WHEN DRIVING
# B	45		WPC	CUSTOMER STATES STEERING LOCKING UP WHILE DRIVING
# C	28PT		CPC	CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION
# D	PSI		CPC	CUSTOMER REQUESTS SET AND LOG TIRE PRESSURES AS PER REGULATION - LF____ RF____ LR____ RR____
# E	RENTAL		WPC	CUSTOMER REQUESTS RENTAL VEHICLE

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I hereby appoint CAPITOL CHEVROLET OF SAN JOSE as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event that any work performed is not accepted for warranty payment by the manufacturer, then it, the customer, will be held responsible for the outstanding balance. This agreement in no way limits your warranty coverage. If this situation does occur, then you will receive documentation of denied warranty for your records.

PRELIMINARY ESTIMATE [ ]

ENVIRONMENTAL DISPOSAL FEE [ ]

AUTHORIZED BY: X_____

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

TERMS: CASH OR APPROVED CREDIT CARDS UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE

Copyright 2003 ADP, Inc

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

[ ] SAVE PARTS

ALL PARTS ARE NEW OR FACTORY REMANUFACTURED UNLESS OTHERWISE SPECIFIED.

X_____

DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL

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

CUSTOMER COPY

Alan Carothers

From: Jeffrey Fruit [jeffrey.fruit@chevrolet.com]
Sent: Wednesday, April 01, 2015 11:09 AM
To: alanc (dgdg.com)
Subject: Fwd: SPAC Case Number: [redacted], SR Number [redacted] Part Number: 22963310

Jeffrey Fruit
District Manger Aftersales
Chevrolet Motor Division
San Francisco Bay Area
831-320-3090 - Cell
jeffrey.fruit@chevrolet.com<mailto:jeffrey.fruit@chevrolet.com>

Begin forwarded message:

From: <fccwestern@gmexpert.com<mailto:fccwestern@gmexpert.com>>
Date: April 1, 2015 at 11:07:51 AM PDT
To: <jeffrey.fruit@chevrolet.com<mailto:jeffrey.fruit@chevrolet.com>>
Subject: SPAC Case Number: [redacted] SR Number: [redacted], Part Number: 22963310
Reply-To: <fccwestern@gmexpert.com<mailto:fccwestern@gmexpert.com>>

SPAC Case [redacted]
Part # 22963310
Service Request# [redacted]
Dealership Name: CAPITOL CHEVROLET

ETA

Hello Jeffrey,

We have closed your SPAC case number [redacted] to facility 001 on order # [redacted] Tracking will be provided once available. We appreciate your patience and value your business.

Regards,

Kayla, Agent 861
Field Contact Center

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

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

4/2 update
ETA 4/9

Wadad Elnachar (C)

From: Wadad Elnachar (C)
Sent: Wednesday, April 08, 2015 3:40 PM
To: 'serviceoperator@coxauto.com'
Cc: 'ralonso@coxauto.com'
Subject: ACTION REQUIRED BY 04/09/2015 / BRC Early Response Case, Cox Chevrolet Incorporated, VIN: 1GCGSCE37F1[redacted] SR#[redacted]

Lourdes & Roberto,

The Business Resource Center (BRC) is a specialized team that proactively handles escalated customer cases with possible legal involvement. The BRC has the ability to expedite access to GM resources to help you help your customer. Our goal is to partner with your dealership, as part of our customer focus initiative, to assist in the resolution of the customers concern.

- VIN: 1GCGSCE37F1[redacted]
- Mileage: 500
- SR Number: [redacted]
- Customer Last Name: [redacted]

Summary of Concern: We were notified by our Technical Assistance Team that Mr. [redacted] vehicle has been in your dealership two times with two days down due to power steering concern.

- Below is the information that is needed:
- Has the vehicle been repaired and what was the repair?
- If not, what is the next action/repair for the vehicle concern?
- Is the customer satisfied and is it necessary that we contact the customer?
- Any other pertinent details that are needed.

Please contact me no later than 04/09/2015 to begin addressing these concerns and formulating the necessary next steps. We value your perspective and will be working closely with you to resolve this issue in a complete and timely manner.

Should you have any questions or concerns, I may be reached by calling 866-522-0300, extension 11829. Thank you for your crucial role in resolving this customers issue and creating long-term satisfaction and loyalty.

If you need additional information, please check the Customer Assistance Center (CAC) Cases tool on http://www.gmglobalconnect.com. (Case updates are transmitted every two hours between 10 am and 10 pm ET.)

Sincerely,

Wadad Elnachar
General Motors Business Resource Center
Early Response
Phone: 1-866-522-0300 ext. 11829
Fax: 866-600-7179
Email: wadad.elnachar@gm.com



Wadad Elnachar (C)

From:	Wadad Elnachar (C)
Sent:	Wednesday, April 08, 2015 3:44 PM
To:	'cindy.hughes@gm.com'
Subject:	FYI ONLY NO ACTION REQUIRED / BRC Early Response Case, Cox Chevrolet Incorporated, VIN: 1GCGSCE37F1[redacted] Customer[redacted], SR# [redacted]

Cindy,

The Business Resource Center Early response Team will be working with the CEM at Cox Chevrolet Incorporated to address the concerns of the above-referenced customer. It is not necessary that you become personally involved in the resolution at this time unless you feel it is necessary.

Should you have questions or concerns, I may be reached by calling 866-522-0300, extension 11829. Thank you for your critical role in resolving this customer's issue and creating long-term satisfaction and loyalty.

If you need more information, please check the Customer Assistance Center (CAC) Cases tool on http://www.gmglobalconnect.com. (Case updates are transmitted every two hours between 10am ET and 10pm ET)

Sincerely,

Wadad Elnachar
General Motors Business Resource Center
Early Response
Phone: 1-866-522-0300 ext. 11829
Fax: 866-600-7179
Email: wadad.elnachar@gm.com



Wadad Elnachar (C)

From:	Wadad Elnachar (C)
Sent:	Monday, April 13, 2015 10:11 AM
To:	'serviceoperator@coxauto.com'
Subject:	Response required/1GCGSCE37F1[redacted] / Early response [redacted]

Good morning Ms. Alvarado,

Were you able to get an update on the 2015 Colorado for [redacted]?

Thank you,

Wadad Elnachar
General Motors Business Resource Center
Early Response
Phone: 1-866-522-0300 ext. 11829
Fax: 866-600-7179
Email: wadad.elnachar@gm.com



Wadad Elnachar (C)

From: coxchevroletservice@gmail.com on behalf of service operator <serviceoperator@coxauto.com>
Sent: Monday, April 13, 2015 3:27 PM
To: Wadad Elnachar (C)
Subject: Re: Response required/1GCGSCE37F1[redacted] / Early response case/[redacted]

GREAT! Thank you

On Mon, Apr 13, 2015 at 2:02 PM, Wadad Elnachar (C) <wadad.elnachar@gm.com> wrote:

Thank you for the update, I will document and close the case

From: coxchevroletservice@gmail.com [mailto:coxchevroletservice@gmail.com] On Behalf Of service operator
Sent: Monday, April 13, 2015 1:22 PM
To: Wadad Elnachar (C)
Subject: Re: Response required/1GCGSCE37F1[redacted] / Early response [redacted]

Spoke to advisor he indicated service is done and customer has possession of vehicle.

thank you

On Mon, Apr 13, 2015 at 10:10 AM, Wadad Elnachar (C) <wadad.elnachar@gm.com> wrote:

Good morning Ms. Alvarado,

Were you able to get an update on the 2015 Colorado for[redacted]

Thank you,

Wadad Elnachar

General Motors Business Resource Center

Early Response

Phone: 1-866-522-0300 ext. 11829

Fax: 866-600-7179

Email: wadad.elnachar@gm.com



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

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

--

Lourdes Alvarado

VIP Service Cordinator

Cox Chevrolet

2900 Cortez Rd West

Bradenton ,Florida 34207

941-739-4986

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

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--

Lourdes Alvarado

VIP Service Cordinator

Cox Chevrolet

2900 Cortez Rd West

Bradenton ,Florida 34207

941-739-4986

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	2015 GMC Canyon	A GM Dealer has diagnosed the current concern
[redacted]	1GTG6CE35[redacted]	Repairs are in-progress (vehicle is in shop now)
Call Anytime	Mileage now: 1800 mi	Vehicle is currently operable & can be driven

Key Points

Cust sts: The vehicle is at the dealership and this is a very dangerous issue. It went out when he was driving 55 mphs. When he turned the vehicle off and back on the power steering works fine. The dealership stated that the code the have is the torque sensor, and the TAC stated they will have the steering column will be replaced and sent back to Detroit. He wants to know that GM is aware of the situation, and he is extremely disappointed and his wife is in fear of the situation. He just wants to document concern and have an email sent for confirmation of the conversation.

Cust sks: Vehicle repair and that everything is documented

CRS sts: Will send an email for the confirmation of the conversation.

Supporting Factors	Limiting Factors
Original owner (verified) Vehicle was inop/down due to this concern: 8 day(s)	
Please consider these additional questions: *Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)* *Did cust buy an extd svc contract, but it's expired or n/a?* *Is this a loyal service customer? (to involved dealer)* *Are high dollar customer-pay ROs on record for this cust?* *Is this a conquest buyer?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket Extd Svc Contract?* *Did customer buy vehicle outside of warranty?* *Does it seem customer doesn't take care of the vehicle?* *Is cause not normally covered by warranty?* *Is cause due to an accident insurance won't cover?* *Is cause due to damage by independent repair facility?*

Additional key points

Reference

CAC SR#: [redacted]3

CAC advisor: James Warren--> (866) 790-5700, Ext # 21880

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

SR#[redacted] BBB Case

Tawni Pennington (C)

Tue 4/28/2015 3:27 PM

To:Jeffrey Fruit <jeffrey.fruit@chevrolet.com>;

Customer Last Name[redacted]
Service Reques[redacted]
2015 Chevrolet Colorado

Vehicle Identification Number:
1GCGSBE38F[redacted]

Dear Jeffrey Fruit

This email is to make you aware that the above customer has filed a claim with the BBB. The customer is currently working with Capitol Del Grande 265095 for complaints of steering wheel locking up. I have contacted the dealer to request all needed documents and once received I will be able to provide you with an update on the case in the form of a case assessment. Thank you for your time.

If you have further questions, please contact the Mediation LiaisonTawni at 866-790-5700 ext 21253, fax 866-393 -8053 or contact The Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

Tawni

General Motors

2015 COLORADO 2WD LT CREW LONG BOX GENERAL MOTORS LLC
GAZ SUMMIT WHITE /V6G
H0U JET BLACK RENAISSANCE CENTER
ORDER NO. [redacted]/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GC G[redacted] F1[redacted] VEHICLE INVOICE [redacted]
**********9412******13*06113S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
12U43 COLORADO 2WD LT CREW LONG B	28630.00	27198.50	INVOICE 01/13/15
G80 DIFFERENTIAL, LOCKING REAR	325.00	286.00	SHIPPED 01/13/15
FULLY AUTOMATIC			EXP I/T 01/30/15
LFX ENGINE, 3.6L SIDI DOHC V6 VVT	N/C	N/C	INT COM 01/30/15
MYB TRANSMISSION, 6-SPD AUTOMATIC	N/C	N/C	PRC EFF 01/12/15
PCM LT CONVENIENCE PACKAGE INCL:	615.00	541.20	KEYS Z2094 Z2094
* REMOTE VEHICLE START			WFP-S QTR OPT-1
* REAR WINDOW DEFROSTER			BANK: COMERICA BA
* EZ LIFT AND LOWER TAILGATE			CHG-TO 06-113
* FRONT FOG LAMPS			
VAV FLOOR MATS, ALL WEATHER FRONT	160.00	140.80	SHIP WT: 4165
AND REAR			HP: 32.9
(DEALER INSTALLED)			GVWR: 5800
VQK FRONT & REAR SPLASH GUARDS	150.00	132.00	GAWR.FT: 3200
(DEALER INSTALLED)			GAWR.RR: 3500
YF5 50-STATE EMISSIONS	N/C	N/C	EMPLOY: 28452.76
Z82 TRAILERING EQUIPMENT PACKAGE:	250.00	220.00	SUPPLR: 29593.50
			NTR: 1/2
			DAN: LT2X
			EMPINC: 1687.27
			SUPINC: 546.53

TOTAL MODEL & OPTIONS	30130.00	28518.50	ACT 237 28489.60
DESTINATION CHARGE	875.00	875.00	H/B 261 903.90
DEALER IMR CONTRIBUTION		301.30	ADV 261 301.30
LMA GROUP CONTRIBUTION		451.95	EXP 65A 451.95
TOTAL	31005.00	30146.75	PAY 310 30146.75
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		28813.40	

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

CAPITOL CHEVROLET

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact date: 04/27/15
Start date: 04/28/15

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: SAN JOSE State: CA Zip code: [redacted]

Day phone [redacted] Evening phone: [redacted] Cell phone:

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: C-10 Pickup Year: 2015 Current mileage: 4166

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: CAPITOL CHEVROLET, SAN JOSE, CA

Primary Servicing dealer/city/state: Capitol Chevrolet,

Acquired as ☒ new ☐ used ☐ demo ☐ leased

Is the vehicle in your possession? ☒ yes ☐ no

Date of sale or termination of lease:

Purchase/lease date: 01/28/15

Mileage at purchase/lease:

First repair attempt date: 03/10/15

First repair attempt mileage: 3070

How often is the vehicle used for business purposes (percentage): 0 %

Number of vehicles registered in California by vehicle owner/lessee:

Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no

Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

GM MOTORS NEVER REACHED OUT TO ME ABOUT THIS SERIOUS ISSUE. I AM WAITING FOR A SETTLEMENT FROM THEM WHICH THEY HAVE NOT YET PROCESSED. I BELIEVE MY CAR COULD POSSIBLY FALL UNDER THE LEMON LAW SINCE IT WAS IN THE SHOP FOR OVER 30 DAYS

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER 1GCGSBE38F1[redacted]

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

Case Numbe [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
POWER STERRING CORROSION		1		no

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____
I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3033 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DGDG.COM

CAPITOL CHEVROLET

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

SAN JOSE, CA [redacted]

PAGE 1

HOME: [redacted]
BUS:

** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 262536

SERVICE ADVISOR: 360423 TODD GARRETT MASON

COL		VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT WHI	15 CHEVROLET COLORADO	1GCGSBE38F[redacted]		3070/3070	T52

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
28JAN15 DI			17:30 13APR15	[redacted]	CASH	14APR15

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:426071
16:41 13APR15	14:53 14APR15	ENG:3.6_LITER_DOHC TRN:A6

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER TO RECEIVE 2 CAR PAYMENTS AS PER GENERAL MOTORS DUE TO VEHICLE DOWN FOR EXTENDED PERIOD OF TIME											
CAUSE: INSPECTED STEERING / SUSPENSION CONCERN AND ADVISED AS PER CUSTOMER REQUEST											
45	CUSTOMER STATES STEERING / SUSPENSION CONCERN - CHECK AND ADVISE										
	999		WPC		0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

3070 CUSTOMER TO RECEIVE 2 CAR PAYMENTS

*** NO RO PUNCH TIMES ON FILE ***

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3420	0	0		4/1140	0	*******	

DGDG.COM
DEL GRANDE DEALER GROUP

COST, SALE, & COMP TOTALS 0 0 0

SIGNATURE COPY

ORIGINAL ESTIMATE $				FINAL REVISED ESTIMATE $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and gases and materials used to maintain vehicles, including, but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement parts. Wash hands, grease, liquid-up gear, maintain replacement parts, and perchlorate from cleaning your vehicle; 2) work in a well ventilated area; 3) do not smoke, drink or eat while working; 4) wash your hands when finished or when taking a break, and 5) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. Proposition 65 in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65, regulations parts and parts here.

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

[redacted]

HOME [redacted]
BUS:

PAGE 1

** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 262536

SERVICE ADVISOR: 503729 JEFF HEATH

			VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT_WHI	15	CHEVROLET COLORADO	1GCGSBE38F1[redacted]		3070/3070	T6183

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O.NO.	PAYMENT	INV. DATE
28JAN15 DD			16:00 10MAR15		CASH	10APR15

R.O. OPENED	BOOKED	OPTIONS: SOLD-ST[redacted] DLR:426071
10:25 10MAR15	11:57 10APR15	ENG:3.6_LITER_DOHC TRN:A6

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMER STATES THAT ENGINE STALLS OUT WHEN DRIVING
CAUSE: INSPECTED ENGINE PERFORMANCE AND ADVISED AS PER CUSTOMER REQUEST
10 CUSTOMER STATES ENGINE PERFORMANCE CONCERN - CHECK AND ADVISE
81923 WPC 0.00 0 0 0.00 0.00
0 0 TPARTS
0 0 TLABOR
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
3070 TEST DRIVE, COULD NOT VERIFY/DUPLICATE CONCERN. PERFORM SELF TEST, NO CODES. OK AT THIS TIME.

B CUSTOMER STATES STEERING LOCKING UP WHILE DRIVING
CAUSE: INSPECTED STEERING / SUSPENSION CONCERN AND ADVISED AS PER CUSTOMER REQUEST
45 CUSTOMER STATES STEERING / SUSPENSION CONCERN - CHECK AND ADVISE
81923 WPC 0.00 0 0 0.00 0.00
43855 WPC 0.00 0 0 0.00 0.00
0.00 0 0 0.00 0.00
1 22963310 F-(S)GEAR 63305 88631 0 1266.16 886.31 886.31
63308 88631 TPARTS
0 0 TLABOR
PARTS: 886.31 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 886.31
3070
PERFORM TEST DRIVE, VERIFIED CONCERN. PERFORM SELF TEST, FOUND CODES C0545, U0420. PERFORM DIAGNOSIS AND INSPECT STEERING GEAR TORQUE ANGLE SENSOR CONNECTOR AND TERMINALS FOR DAMAGE OR CORROSION. NONE FOUND. ORDERED STEERING GEAR. CONTACT TAC FOR CASE # TO ORDER STEERING GEAR. TAC CASE# 71-1456459729
replaced steering gear assembly, performed alignment check, adjusted front toe and centered steering, programmed steering module, calibrated module and torque sensor. road test ok

C CUSTOMER REQUESTS COMPLIMENTARY 28-POINT VEHICLE INSPECTION
CAUSE: CUSTOMER SATISFACTION
28PT CUSTOMER REQUESTS COMPLIMENTARY 28-POINT

DGDG.COM
DEALERSHANDSHAKE.COM

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and some and materials used to maintain vehicles, including but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, repair or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, hands, grease, grime, asbestos dust, certain replacement parts, and passenger from operating your vehicle; 3) work in a well-ventilated area; 4) do not smoke, drink or eat while working; 5) wash your hands when finished or when taking a break; and 6) follow all manufacturer recommendations pertaining to proper use and maintenance of motor vehicles and vehicle components. Pursuant to accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq. For further information about Proposition 65: http://www.oehha.org/prop65.html

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CUSTOMER #: [redacted]

[redacted]

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905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

SAN JOSE, CA

HOME [redacted]
BUS:

** PRE-INVOICE **

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 503729 JEFF HEATH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGSBE38F1 [redacted]		3070/3070	T6183

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED		PAYMENT	INV. DATE
28JAN15 DD			16:00 10MAR15		CASH	10APR15

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:C12063 DLR:426071 ENG:3.6_LITER_DOHC TRN:A6
10:25 10MAR15	11:57 10APR15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	VEHICLE INSPECTION										
	57109		CPC	0.20	360	0				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:											0.00
D CUSTOMER REQUESTS SET AND LOG TIRE PRESSURES AS PER REGULATION - LF____RF____LR____RR____											
CAUSE: SET AND LOGGED TIRE PRESSURES AS PER REGULATION?											
PSI CUSTOMER REQUESTS SET AND LOG TIRE PRESSURES AS PER REGULATION - LF____RF____LR____RR____											
	57109		CPC	0.00	0	0				0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:											0.00
3070 SET TIRES TO 35 PSI											
E CUSTOMER REQUESTS RENTAL VEHICLE											
CAUSE: PROVIDED RENTAL VEHICLE AS PER CUSTOMER REQUEST											
RENTAL CUSTOMER REQUESTS RENTAL VEHICLE											
	999	WPC		0.00	0	0				0.00	0.00
						0			0 THARTS		
						0			0 TLABOR		
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:											0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-12-15	15:31	15:50	0.31	W	81923	A	
	15:50	16:03	0.22	W	81923	B	
	16:03	16:03	0.00	W	81923	A	
	16:34	16:34	0.00	W	57109	D	
	16:34	16:57	0.38	W	57109	C	
04-10-15	07:15	09:46	2.52	W	43855	B	
	09:47	10:10	0.39	W	43855	B	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3420	0	0		4/3520	88631	63308	
4/3400	0	360		4/1140	88631	*******	
4/1010	0	*******					

COST, SALE, & COMP TOTALS 63668 88631 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and gases and materials used to maintain vehicles, including but not limited to, fuel, oil, batteries, brakes, and wheel balancing weights. When you service, drain or dispose your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, brake dust, carbon monoxide, benzene, lead compounds, asbestos, and particulates from diesel engines. When we service your car, we will perform many components to your stated request. Used parts and components contain the chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) wash in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions and warnings. For further information about Proposition 65, see www.oehha.ca.gov/prop65.html.

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CUSTOMER # [redacted]

[redacted]

SAN JOSE CA 95130
HOME: [redacted]
BUS:
COL

ACCOUNTING

DGDG.COM **CAPITOL CHEVROLET**
905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

PAGE 1

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 397472 CANDICE PAEZ

VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT WHI 15 CHEVROLET COLORADO 1GCGSBE38F1 [redacted]		2/30	T12063

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED		PAYMENT	INV. DATE
28JAN15 DD			17:30 30JAN15		CASH	30JAN15

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:C12063 DLR:426071 ENG:3.6_LITER_DOHC TRN:A6
16:21 28JAN15	15:58 30JAN15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMER REQUESTS NEW CHEVROLET TRUCK PRE-DELIVERY INSPECTION
CAUSE: PERFORMED NEW CHEVROLET TRUCK PRE-DELIVERY INSPECTION
75T CUSTOMER REQUESTS NEW CHEVROLET TRUCK
PRE-DELIVERY INSPECTION
32998 IPDI 1.20 4080 16676 166.76 166.76
PARTS: 0.00 LABOR: 166.76 OTHER: 0.00 TOTAL LINE A: 166.76
2 performed pdi as per inspection sheet
B CUSTOMER REQUESTS NEW CAR DETAIL
CAUSE: PERFORMED NEW CAR DETAIL
90N CUSTOMER REQUESTS NEW CAR DETAIL
999 IDN 0.00 [illegible] 85.00 85.00
PARTS: 0.00 LABOR: 85.00 OTHER: 0.00 TOTAL LINE B: 85.00
C PDI ADD ON ACCESSORIES
CAUSE: PDI ADD
CONCERN CODE: 0090
0590032 PDI - DEALER INSTALLED FACTORY INVOICED
OPTIONS
32998 WPC 0.00 0 0 0.00 0.00
0590032 ADD
32998 WPC 0.80 2720 11118 111.18 111.18
FC: 9094 PART#: COUNT: 0 [illegible] 0 TPARTS
CLAIM TYPE: ZPDI
AUTH CODE:
2720 11118 TLABOR
PARTS: 0.00 LABOR: 111.18 OTHER: 0.00 TOTAL LINE C: 111.18
2 performed pdi add on. installed (VAV) floor mats and (VQK) front and rear splash guards

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-29-15	07:38	08:25	0.79	W	32998	A	
	08:25	09:24	0.98	W	32998	C	
	09:40	09:40	0.00	W	32998	C	

DGDG.COM

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
HAZ. MAT. FEE	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and gases and materials used to maintain, preserve, protect, and repair vehicles, including but not limited to: fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used or waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from components' wear. When we service your car, we will obtain used components to your option request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) wear on a well-ventilated area; 2) do not inspect, clean or service vehicles; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. (Posted in accordance with Proposition 65 in the Health & Safety Code §25249.6 et seq.) For further information about Proposition 65: P65Warnings.ca.gov/vehicle

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CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

DGDG.COM **CAPITOL CHEVROLET**

905 Capitol Expressway Auto Mall
San Jose, CA 95136
Main (408) 266-4000
Service Direct (408) 445-7250
www.CapitolChevySJ.com

SAN JOSE CA [redacted]
HOME: [redacted]
BUS: [redacted]

PAGE 2

EPA # CAL 000358159 BAR # ARD 263536

SERVICE ADVISOR: 397472 CANDICE PAEZ

COL	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT WHI	15	CHEVROLET COLORADO	1GCGSBE38F1 [redacted]		2/30	T12063

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O NO.	PAYMENT	INV. DATE
28JAN15 DI			17:30 30JAN15		CASH	30JAN15

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:C12063 DLR:426071 ENG:3.6_LITER_DOHC TRN:A6
16:21 28JAN15	15:58 30JAN15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

TRGT/ACCOUNT	[redacted]	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
4/3434		4080	166552	4/3433	[redacted]	0	
4/3420		2720		4/1160		*******	166552
4/5071		*******		4/1140		*******	

BEST PAPER
DGDG.COM
DEL GRANDE DEALER GROUP

COST, SALE, & COMP TOTALS 6800 36294 0

SIGNATURE COPY

ORIGINAL ESTIMATE $

FINAL REVISED ESTIMATE $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
HAZ. MAT. FEE	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. Some chemicals are contained in many vehicle components and replacement parts. Vehicle fluids, dust, paints and exhaust used to maintain vehicles, including but not limited to, fuel, oil batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, dust, paints and exhaust used to maintain vehicles, including replacement parts. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing your vehicle or when we service it, work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components. Warning in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.) For further information, visit: P65Warnings.ca.gov/automotive.html

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DEAL [redacted]

(WITH ARBITRATION PROVISION)

CUST [redacted]

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

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted] SAN JOSE CA [redacted] SANTA CLARA COUNTY		CAPITOL CHEVROLET 905 CAPITOL EXPWY AUTOMALL SAN JOSE, CA 95136

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CHEVROLET COLORADO	31	1GCGSBE38F [redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 500.00
2.99 %	$ 3225.79 (e)	$ 34461.89	$ 37687.68 (e)	$ 38187.68 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
71	523.44	Monthly beginning 02/27/2015
N/A	N/A	N/A
One final payment	523.44	01/27/2021

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

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

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 30279.67 (A)
     - 1. Cash Price Vehicle $ 30279.67
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 2656.47 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) MVSC $ 29.00 (K)
     USWC $ 1520.00 (L)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You [redacted]
(see
are
Buy
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nam

Application for Optional Credit Insurance

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

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

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

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

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

J. Sales Tax (on taxable items in 1A through I)

K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) MVSC $ 29.00 (K)

L. (Optional) Service Contract (to whom paid) USWC $ 1520.00 (L)

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

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

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

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

Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (Q)
(see downpayment and trade-in calculation)

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

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

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

Total Cash Price (A through T) $ 34565.14 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees $ 197.00 (A)

B. Registration/Transfer/Titling Fees $ 171.00 (B)

C. California Tire Fees $ 8.75 (C)

D. Other SMOG ABATEMENT $ 20.00 (D)

Total Official Fees (A through D) $ 396.75 (2)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b) $ N/A (3)

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

5. Subtotal (1 through 4) $ 34961.89 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr N/A Make N/A $ N/A (A)
Model N/A Odom N/A
VIN N/A

B. Less Prior Credit or Lease Balance (e) $ N/A (B)

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

D. Deferred Downpayment $ N/A (D)

E. Manufacturer's Rebate $ 500.00 (E)

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

G. Cash $ N/A (G)

Total Downpayment (C through G) $ 500.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) $ 34461.89 (7)

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

Date X N/A Age
Buyer Signature

Date X N/A Age
Co-Buyer Signature

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

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

I want to buy a gap contract.

Buyer Signs X N/A

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

1L Company USWC
Term 48 Mos. or 100000 Miles

1M Company N/A
Term N/A Mos. or N/A Miles

1N Company N/A
Term N/A Mos. or N/A Miles

1O Company N/A
Term N/A Mos. or N/A Miles

1P Company N/A
Term [redacted]
Buyer X [redacted]

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

Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
installments of $ N/A $ N/A
from this Loan is shown in item 6D.

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

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it.
[redacted]
Buyer Signs X
Co-Buyer Sig

SELLER'S R [redacted] visions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this c

X
Buyer

X N/A
Co-Buyer

Agreement [redacted] e Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitr[redacted] or additional information concerning the agreement to arbitrate.

Buyer Signs X [redacted] Co-Buyer Signs X N/A

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

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
WARNING:
YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UN[redacted]SSESSED AND SOLD.
FOR[redacted]ENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.
THE[redacted]NDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

S/S X [redacted] X N/A