Total $ _____ payable in installments of $ N/A . $ N/A from this Loan is shown in item 6D.

applicable:

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

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this co[redacted]

X _____ Buyer

X N/A Co-Buyer

**Agreement to Arbitrate:** By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration a[redacted]n for additional information concerning the agreement to arbitrate.

Buyer Signs X _____ 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 UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.**

**FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.**

**THE BUYER[redacted]STANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.**

S/S X _____ X N/A

**Trade-In Payoff**[redacted]lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X[redacted] Co-Buyer Signature X N/A

**Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.**

**If you have a complaint concerning this sale, you should try to resolve it with the seller.**
**Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.**
**After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.**

Buyer Signature X[redacted] Co-Buyer Signature X N/A

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

**THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION**

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

**YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.**

Buyer Signature X[redacted] Date 01/28/15 Co-Buyer Signature X N/A Date N/A

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

Other Owner Signature X _____ Address _____

**GUARANTY:** To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date 01/28/15 Guara[redacted] Date _____

Address _____ Addre[redacted]

Seller Signs CAPITOL CHEVROLET Date 01/28/15 By X[redacted] Title MGR.

LAW® FORM NO. 553-CA-ARB (REV. 7/13) U.S. PATENT NO. D460,762
©2013 The Reynolds and Reynolds Company TO ORDER: www.reysource.com; 1-800-344-0998; fax 1-800-531-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

**FILE COPY**

[redacted]

# VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

A Public Service Agency

**INSTRUCTIONS ON REVERSE SIDE — ALL SIGNATURES MUST BE IN INK — PHOTOCOPIES NOT ACCEPTED**

***This form is not the ownership certificate. It must accompany the titling document or Application for Duplicate Title.*** **For *Car Buyer's Bill of Rights*, visit *www.dmv.ca.gov.***

ACQUISITION NUMBER (*DISMANTLER ONLY*)

## VEHICLE/VESSEL ID

**SECTION 1 — VEHICLE/VESSEL DESCRIPTION**

| IDENTIFICATION NUMBER | YEAR MODEL | MAKE | LICENSE PLATE/CF NO. | MOTORCYCLE ENGINE NUMBER |
|---|---|---|---|---|
| 1GCGSBE38F1 [redacted] | 2015 | COLORADO CHEVROLE | | |

## BILL OF SALE

**SECTION 2 — BILL OF SALE**

I/We CAPITOL CHEVROLET (PRINT SELLER'S NAME(S)) sell, transfer, and deliver the above vehicle/vessel to [redacted] (PRINT BUYER'S NAME(S)) on 01 28 2015 (MO DAY YEAR) for the amount of $ VALUE RCVD (SELLING PRICE)

If this was a gift, indicate relationship: _____ (*e.g., parents, spouse, friend, etc.*) $ _____ (GIFT VALUE)

## ODOMETER

**SECTION 3 — ODOMETER DISCLOSURE STATEMENT (*Void if Mileage is Altered or Erased*)**

***Federal and State Law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.***

The odometer now reads [ ][ ][ ], [ ][3][1] 10ths (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

**WARNING—ODOMETER DISCREPANCY**

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage **EXCEEDS** the odometer mechanical limits

Explain odometer discrepancy: _____

**SECTION 4 — BUYER AND SELLER (*MUST hand print his or her name, date and sign this section.*)**

**BUYER'S SECTION**

***I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.***

## BUYER

| PRINT BUYER'S NAME | SIGNATURE | DATE | DL/ID OR DEALER/DISM # |
|---|---|---|---|
| [redacted] | X [redacted] | 01/28/15 | |
| P[redacted] | SIGNATUR[redacted] X | DATE | DL/ID OR DEALER/DISM # |
| PRINT BUYER'S NAME | SIGNATURE X | DATE | DL/ID OR DEALER/DISM # |
| B[redacted] | CITY SAN JOSE CA [redacted] STATE | ZIP CODE | DAYTIME TELEPHONE NO. [redacted] |

**SELLER'S SECTION**

***I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct***

## SELLER

| PRINT SELL[redacted] | [redacted] | DATE 01/28/15 | DL/ID OR DEALER/DISM # 47644 |
|---|---|---|---|
| PRINT SELL[redacted] | | DATE | DL/ID OR DEALER/DISM # |
| PRINT SELLER'S NAME | SIGNATURE X | DATE | DL/ID OR DEALER/DISM # |
| SELLER'S MAILING ADDRESS 905 CAPITOL EXPWY AUTOMALL | CITY SAN JOSE, CA STATE | ZIP CODE 95136 | DAYTIME TELEPHONE NO. 4082664000 |

## POWER OF ATTORNEY

**SECTION 5 — POWER OF ATTORNEY**

I/We [redacted] (PRINT NAME(S)) appoint CAPITOL CHEVROLET (PRINT NAME(S))

as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

| SIGNA[redacted] X [redacted] | DATE 01/28/15 |
|---|---|
| SIGNATURE REQUIRED BY PERSON APPOINTING POWER OF ATTORNEY X | DATE |

# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

GM GMC OnStar

DEAL # [redacted]

**CUSTOMER NAME:** [redacted]

**VIN:** 1 / G / C / G / S / B / E / 3 / 8 / F / 1 / [redacted] / / /

## Customer Incentive Acknowledgement

**1. Customer Incentive**

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) ___ to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

| Incentive Program Reference | Amount | GM Incentive Code |
|---|---|---|
| GM LOYALTY | $ 500.00 | DVM |
| | $ N/A | |
| | $ N/A | |
| | $ N/A | |
| | $ N/A | |
| **Total Incentive Amount Received** | $ 500.00 | |

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

I elect to receive the following in lieu of _____.

AND/OR

I elect to receive _____.

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 01/28/15. I acknowledge receipt of incentive(s) as described in Item(s) ___ and release GM from any future claim or obligation for incentive(s) on this unit.

**Purchaser/Lessee Signature:** [redacted] **Date:** 01/28/15

## Vehicle Software and OnStar Acknowledgement

**Vehicle Software Acknowledgement**

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

**OnStar Terms and Conditions Acknowledgement**

I acknowledge that I have received the Terms and Conditions applicable to the OnStar Services. Copies are available in my vehicle glove box, from my dealer, at www.onstar.com or by contacting OnStar directly.

**Cancellation of OnStar Services**

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

**Payment Methods**

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

**Purchaser/Lessee Signature:** _____ **Date:** 01/28/15

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

**Authorized Dealer Signatur[redacted]** **Date:** 01/28/15

**Dealership Name:** CAP[redacted]CHEVROLET **Dealer Code:** _____

***Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer.*** ***GM-3795-OS Rev 10-15-2010***

FORM NO. GM-3795-OS Rev. 10/15/10
The Reynolds and Reynolds Company TO ORDER: www.reysource.com; 1-800-344-0998 fax 1-800-531-9055

**MANUFACTURER RESPONSE FORM**
**(CALIFORNIA ARBITRATION POSITION STATEMENT)**

Case Number: [redacted]

Vehicle: 2015 Chevrolet Colorado

Customer Name: [redacted]

VIN: 1GCGSBE38F1[redacted]

Probable Hearing Location: San Jose

**Manufacturer's Position:**

General Motors regrets that Mr. [redacted] is dissatisfied with his 2015 Chevrolet Colorado. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles which is why we strive daily to maintain the highest levels of satisfaction with our products.

General Motors makes every effort to meet the highest quality standards. By providing the New Vehicle Limited Warranty for 36 months or 36,000, whichever comes first, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. We have and will continue to address all concerns per the terms of the warranty.

We do not believe Mr. [redacted]'s 2015 Chevrolet Colorado meets the criteria of the California Lemon Law, or the General Motors Program Summary as there have been no more than two repairs to any one concern. Mr. [redacted]'s 2015 Chevrolet Colorado has also been out of service for 32 days for warranty repairs. All of the concerns that Mr. [redacted] has brought to the attention of the dealer in regards to his 2015 Chevrolet Colorado for steering wheel locking up have been corrected. The last time the vehicle was in a General Motors dealer on 04/10/2015 at 3,070 miles all concerns were addressed by replacing the steering assembly and programming the steering module, and when released the vehicle was operating 100% as designed. If there are any current concerns on the vehicle we request that Mr. [redacted] make the vehicle available for repairs per the terms of the manufacturer's written warranty. There has been no significant loss of use, value or safety of his vehicle.

We respectfully ask that Mr. [redacted] request for repurchase of his 2015 Chevrolet Colorado be denied and that Mr. [redacted] continue to work with her General Motors dealer as per the terms of our written warranty coverage.

**Documentation Provided (please check):**

- ☐ Technical Service Bulletin(s)
- ☐ Recall Notice(s)
- ☐ Vehicle Repair Records
- ☐ Purchase/Lease documentation
- ☐ Other: _____

The manufacturer's position and documentation will be furnished to the customer and the arbitrator prior to a hearing in this case.

I will participate in a hearing ☑ By phone ☐ In person ☐ In writing

Form completed by: _____Tawni___ Date: 05/11/2015

Future Contact: Tawni

Phone: 866-790-5700 ext: 21253 Fax: 866-393-8053

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700

CAMRF

**MANUFACTURER RESPONSE FORM**
**(CALIFORNIA ARBITRATION POSITION STATEMENT)**

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I will participate in a hearing ☑ By phone ☐ In person ☐ In writing

Form completed by: _____Tawni___ Date: 05/11/2015

Future Contact: Tawni

Phone: 866-790-5700 ext: 21253 Fax: 866-393-8053

Please return this form as soon as possible to: BBB AUTO LINE

Fax: 703.247.9700



***Council of Better Business Bureaus, Inc.***
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503734 DECLARATIONS 92113 C12063

# USWC LIMITED MOTOR VEHICLE SERVICE AGREEMENT

USM100692

## Service Agreement Holder Information

| First Name | Last Name / Company Name | E-Mail Address | Telephone Number |
|---|---|---|---|
| [redacted] | [redacted] | [redacted] | [redacted] |

| Street Address | City | State | Zip |
|---|---|---|---|
| [redacted] | San Jose | CA | [redacted] |

I understand that the purchase of this Service Agreement is not required in order to purchase or obtain financing for this motor vehicle. I also understand that I must obtain authorization prior to beginning any repairs covered by this agreement.

Si [redacted] 1/28/2015 Date

## Dealer / Lienholder Information

| Selling Dealer | Dealer Code | | Date |
|---|---|---|---|
| Capitol Chevrolet | 72204 | [redacted] | 1/28/2015 |

| Lienholder | Address | City | State | Zip |
|---|---|---|---|---|
| Td Auto Fin Llc | Po Bx 997551 | Sacramento | CA | 95899 |

## Vehicle Information

| Year | Make | Model | Odometer Reading | Vehicle Identification Number | In-Service Date | Turbo/ Supercharger | Diesel | 4WD/ AWD |
|---|---|---|---|---|---|---|---|---|
| 2015 | Chevrolet | Colorado Lt | 31 | 1GCGSBE38F[redacted] | 01/28/2015 | ☐ | ☐ | ☐ |

## Plan Information

### Mechanical Breakdown Coverage

**Vehicle Categories** (Check Only One)
- ☑ New
- ☐ Pre-Owned
- ☐ Wrap/Certified

**Coverage Plan** (Check Only One)
- ☐ Powertrain
- ☐ Silver
- ☐ Gold
- ☑ Platinum

**Optional Coverage**
- ☐ Rental Plus

**Deductible**
☐ $0.00 ☐ $50.00 ☑ $100.00 ☐ $200.00

**Coverage Period**
Effective Date: 01/28/2015
Term: 48 Months 100,000 Miles
Expiration: 01/28/2019 Date (whichever occurs first) 100,000 Odometer Miles

### Road Hazard Coverage

**Road Hazard**
- ☐ Tire Plan
- ☐ Tire & Wheel Plan
- ☐ Tire & Wheel Plan with Rental Coverage

**Deductible**
☑ $0.00

**Coverage Period**
Effective Date:
Term: Months
Expiration: Date

**Premium**

| Mechanical | Road Hazard | Tax | Total |
|---|---|---|---|
| 1,520.00 | | 0 | 1,520.00 |

### Optional Coverage - Maintenance Coverage

**Coverage Type**
- ☐ Standard
- ☐ Wrap

**Plan Options**
- ☐ Basic
- ☐ Value
- ☐ Premium

**Interval Options**
☐ Interval 1 ☐ Interval 2 ☐ Interval 3 ☐ Interval 4 ☐ Interval 5

☐ Synthetic ☐ Synthetic Blend

**Deductible:** ☑ $0.00

**Coverage Period**
Effective Date:
Term: Months Miles
Expiration: Date (whichever occurs first) Odometer Miles

**Premium**

| Maintenance | Tax | Total |
|---|---|---|
| | | |

**CUSTOMER ACKNOWLEDGEMENT FOR MAINTENANCE WRAP PLAN ONLY**

I understand that if the vehicle I have purchased, above, includes services provided by the Manufacturer/Dealership, that I will not receive those services under this Agreement. I also understand I must return to the Manufacturer/Dealership to receive these services.

DEALER SIGNATURE _____

CUSTOMER SIGNATURE _____

Throughout this agreement, "YOU" and "YOUR" mean the customer named as the service agreement holder in the Declarations. "WE", "US" and "OUR" refer to the provider or obligor, United States Warranty Corp., USWC, Inc., USWC, USWC of Florida, or United States Warranty Corp. of Florida ("USWC").

In the event of a Mechanical Breakdown of a covered part, WE agree to pay or reimburse YOU for the reasonable costs to repair or replace the hereinafter described parts of the covered vehicle, for the amount of such costs in excess of the deductible, subject to the terms and conditions, and limitations herein.

**PLAN COVERAGE:** The plan coverage that applies to YOUR vehicle is determined by which box is selected in the Declarations. The Maintenance Plan can be purchased alone or in conjunction with another Mechanical Breakdown Coverage. The Road Hazard Plan can be purchased alone or in conjunction with another plan.

**DEFINITIONS**

1. "Covered Vehicle" means the vehicle described in the Declarations.
2. "Mechanical Breakdown" or "Failure" is an event which results in the inability of a covered part to perform the function(s) for which it was designed due to an inherent material failure. Neither damage nor wear shall be taken to constitute Mechanical Breakdown or failure.
3. "Odometer Miles" means the actual miles traveled as measured by an operative odometer.
4. "Cost" means the usual and reasonable charges for parts and labor to replace the components covered.
5. "Effective Date" in a New vehicle means the manufacturer's original in-service date. In a Used vehicle, "Effective Date" means the date the agreement was purchased from the dealer.
6. The "Expiration Mileage" is the mileage reading on a continuously operational odometer at which point the vehicle is no longer covered under the terms of this agreement.
7. The "Expiration Date" is the first day the vehicle is no longer eligible for coverage under this agreement.
8. "Deductible" means the amount that shall be deducted from the cost of the covered repair for each repair visit.
9. "Wrap/Certified" means that this vehicle has powertrain coverage from another source and coverage under this agreement is secondary.

**COVERAGE SECTIONS**


Section 1: Mechanical Breakdown Coverage - What This Agreement Covers
Section 2: Exclusions - What This Agreement Does Not Cover
Section 3: Optional Coverage - Maintenance Plan
Section 4: Road Hazard Coverage
Section 5: Rental Car Allowance
Section 6: Optional Coverage - Rental Plus
Section 7: Towing Allowance
Section 8: Road Service Allowance
Section 9: Trip Interruption
Section 10: Claims Procedures
Section 11: Cancellation Procedures
Section 12: Transfer Procedures
Section 13: Scope of Agreement
Section 14: State Amendments


# SECTION 1
## MECHANICAL BREAKDOWN COVERAGE WHAT THIS AGREEMENT COVERS

### POWERTRAIN

**ENGINE:** All internal lubricated parts; Cylinder block (excluding freeze plugs); Cylinder heads; Flywheel/Flexplate; Harmonic balancer; Manifolds, Intake and Exhaust; Oil pan; Oil pump; Seals and gaskets (Covered parts only); Timing belt; Timing chain; Timing chain cover; Timing gears/sprockets; Turbo/Supercharger; Valve covers.

**COOLING AND FUEL:** Diesel fuel injection pump; Diesel nozzles; Diesel vacuum pump; Fuel injectors (excludes clogged injectors); Fuel pump; Seals and gaskets (Covered parts only); Thermostat; Thermostat housing; Throttle body assembly; Water pump; Water pump housing.

**TRANSMISSION:** Transmission case and all internal parts; Seals and gaskets (Covered parts only); Torque convertor; Transmission control unit/module; Transmission mounts; Transfer case and all internal parts; Vacuum modulator.

**DRIVETRAIN:** Automatic front locking hubs; Axle shafts; Axle shaft bearings; Axle supports; CV joints; Differential and all internal parts; Drive axle housing and all internal parts; Drive shaft; Final drive housing and all internal parts; Hub bearings; Locking rings; Propeller shafts; Seals and gaskets (Covered parts only); U-joints; Wheel bearings, front and rear.

### SILVER

**INCLUDES ALL ITEMS LISTED UNDER POWERTRAIN, PLUS:**

**ENGINE:** Flywheel ring gear; Oil pump housing.

**COOLING AND FUEL:** Diesel fuel lines; Fuel lines; Radiator Fan Relay.

**TRANSMISSION:** Governor.

**AIR CONDITIONING:** A/C clutch and bearings; A/C compressor; A/C compressor head; A/C compressor clutch switch; A/C control head; Condenser; Evaporator; Field Coil; Pulley; Seals and gaskets (Covered parts only).

**BRAKES:** Backing plates; Calipers; Clips; Combination valve (non-ABS); Master cylinder; Metal lines/fittings; Parking brake cables; Parking brake linkage; Power brake booster; Proportioning valve (non-ABS); Retainers; Seals and gaskets (Covered parts only); Self adjustors; Springs; Wheel cylinders.

**ELECTRICAL:** Alternator/Generator; Electrical components of heated backglass; Electronic ignition module; Ignition coil/coil pack; Manually operated electrical switches; Starter motor; Starter motor solenoid; Voltage regulator; Wiper motor; Wiring harnesses.

**STEERING:** Control valve; Cooler and lines; Couplings; Idler arm; Intermediate shaft; Linkages; Main shaft; Pitman arm; Power steering pump; Rack and pinion; Seals and gaskets (Covered parts only); Spindle; Spindle support; Steering gear housing and all internal parts; Steering knuckle.

**SUSPENSION:** Ball joints; Control arms, shafts and bushings; Kingpins and bushings; Linkage and bushings; Macpherson struts; Stabilizer/Sway bar; Stabilizer shaft; Stabilizer/Sway bar bushings; Stabilizer/Sway bar link; Strut mount; Strut mount bushings; Tie rods.

### GOLD

**INCLUDES ALL ITEMS LISTED UNDER SILVER, PLUS:**

**ENGINE:** Oil pressure sending unit.

**COOLING AND FUEL:** Electronic fuel injection; Fuel injection sensors; Fuel tank; Fuel tank selector valve; Fuel tank sending unit; Radiator; Radiator fan; Radiator fan clutch; Radiator fan motor.

**TRANSMISSION:** Bell housing; Transmission oil cooler; Transmission range/MLP sensor; Transmission solenoids, external.

**DRIVETRAIN:** Carrier assembly and all internal parts.

**AIR CONDITIONING:** A/C accumulator/dryer/receiver; Automatic temperature control; Expansion valve; Heater blower motor; Heater core assembly; Hoses and lines; Pressure cycling switch.

**BRAKES:** ABS accumulator; ABS modulator valve; ABS module; ABS pump motor assembly; ABS sensor; Brake pedal shaft; Combination valve (ABS); Proportioning valve (ABS).

**ELECTRICAL:** Distributor; Distributor cap and rotor; Distributor shaft; Wiper control module.

**STEERING:** Column lock.

**SUSPENSION:** Air electronic suspension/load leveling system.

**HIGH-TECH:** Body control module; Compass and thermometer readout display; Concealed headlamp module; Cruise control/speed control; Electric mirror motor; Electronic control module; Factory installed audio systems (radio/CD/tape player); Gauges; Headlight door motor; Instrument cluster (excluding dash pad, clock); Keyless entry system (excluding door handles); Odometer; Power antenna; Power convertible top motor; Power door locks (excluding door handles/latches); Power seat motor; Power sunroof motor; Power window motor/regulator; Powertrain control module; Rear window defroster; Speedometer; Transmission control module.

**PLATINUM**

WE will pay YOU or a licensed repairer the cost, in excess of the deductible, to remedy any mechanical failure except as excluded in the section "WHAT THIS AGREEMENT DOES NOT COVER."

## SECTION 2
## EXCLUSIONS
## WHAT THIS AGREEMENT DOES NOT COVER

1. UNLESS REQUIRED IN CONNECTION WITH THE REPAIR OF A COVERED PART, WE WILL NOT BE LIABLE UNDER THIS AGREEMENT FOR THE FOLLOWING MAINTENANCE-RELATED COSTS: ENGINE TUNE UP; SUSPENSION ALIGNMENT; WHEEL BALANCING; FILTERS; LUBRICANTS; FLUIDS; BELTS AND HOSES; WINDSHIELD WIPER BLADES; A/C RECHARGES; BATTERY AND CABLES; SPARK PLUGS AND WIRES; GLOW PLUGS; BRAKE PADS, LININGS, SHOES, ROTORS OR DRUMS; MANUAL CLUTCH DISC LINING; MANUAL CLUTCH PRESSURE PLATE, THROW OUT BEARING/PILOT BEARING; ANY MAINTENANCE SERVICE OR PART REQUIRED OR RECOMMENDED BY THE MANUFACTURER. (NOTE: IF YOU HAVE ELECTED A MAINTENANCE OPTION, SOME OF THE ABOVE MAY BE ELIGIBLE FOR COVERAGE.)
2. IN ADDITION, WE WILL NOT BE LIABLE UNDER THIS AGREEMENT FOR ANY BODY, CHASSIS OR TRIM ELEMENTS. THIS INCLUDES, BUT IS NOT LIMITED TO THE FOLLOWING: SHEET METAL; CHASSIS FRAME; CROSS MEMBERS; BODY RAILS; BODY PANELS; BUMPERS; GLASS; CARPET; DOOR HANDLES; LATCHES; WEATHER STRIPPING; LENSES; SEALED BEAMS; LIGHT BULBS; TIRES; CONVERTIBLE OR VINYL TOPS; MOLDINGS; BRIGHT METAL; UPHOLSTERY; PAINT; HINGES; AIR OR WATER LEAKS; WIND NOISE; EXHAUST SYSTEM INCLUDING CATALYTIC CONVERTOR; ODORS; SQUEAKS OR RATTLES.
3. THIS AGREEMENT DOES NOT COVER EXTERNALLY CAUSED DAMAGE TO YOUR VEHICLE. THIS INCLUDES BUT IS NOT LIMITED TO ANY OF THE FOLLOWING:
   A) FAILURE TO MAINTAIN YOUR VEHICLE AS REQUIRED OR RECOMMENDED BY THE MANUFACTURER. THIS INCLUDES DAMAGE CAUSED BY IMPROPER LEVELS OF OIL, COOLANT OR OTHER FLUIDS AS WELL AS CONTAMINATION OF OIL, FLUIDS OR FUELS.
   B) DAMAGE CAUSED BY COLLISION, FIRE, VANDALISM, THEFT, RIOT OR EXPLOSION.
   C) DAMAGE CAUSED BY NATURE, THE ENVIRONMENT OR POLLUTION, INCLUDING AIRBORNE FALLOUT, HAIL, LIGHTNING, SALT, FREEZING, CORROSION, WINDSTORM, FLOOD, ICE, SNOW, EARTHQUAKE, ACID RAIN OR TREE SAP.
   D) DAMAGE CAUSED BY MISUSE, ABUSE, NEGLIGENCE, ALTERATIONS OR MODIFICATIONS MADE TO YOUR VEHICLE.
   E) DAMAGE CAUSED BY OFF-ROAD USE, RACING OR OTHER COMPETITIVE DRIVING.
   F) DAMAGE CAUSED BY CONTINUING TO DRIVE THE VEHICLE WHILE IT IS OVERHEATING OR FOLLOWING ANY OTHER APPARENT FAILURE.
   G) DAMAGE CAUSED BY TOWING UNLESS YOUR VEHICLE IS EQUIPPED FOR THIS AS RECOMMENDED BY THE MANUFACTURER OR TOWING OUTSIDE THE LIMITS OF YOUR VEHICLE.
   H) FAILURE CAUSED BY IMPROPERLY PERFORMED REPAIR WORK.
   I) DAMAGE CAUSED TO A COVERED PART BY THE FAILURE OF A NON-COVERED PART.
   J) DAMAGE CAUSED BY SLUDGE, CARBONIZATION, OIL STARVATION, OR THE CONDITION OF WATER INTRUSION COMMONLY KNOWN AS HYDROLOCK.
   K) BURNT VALVES, WORN RINGS, THE CORRECTION OF OIL CONSUMPTION OR ENGINE COMPRESSION, ANY REPAIRS FOR REDUCTION IN ENGINE EFFICIENCY THAT MUST BE PERFORMED ON YOUR VEHICLE.
4. THIS AGREEMENT RESTRICTS CERTAIN VEHICLES FROM COVERAGE. THESE INCLUDE THE FOLLOWING:
   A) VEHICLES WHICH HAVE BEEN MODIFIED FOR PERFORMANCE, INCLUDING SALEEN AND ROUSH MODIFIED VEHICLES, AS WELL AS THE INSTALLATION OF SUCH ALTERATIONS AS LIFT KITS, OVERSIZED TIRES AND AFTERMARKET WHEELS.
   B) TAXIS, LIMOUSINES OR OTHER LIVERY VEHICLES.
   C) EMERGENCY VEHICLES SUCH AS POLICE, FIRE, AMBULANCE, TOW TRUCK OR ANY VEHICLE EQUIPPED WITH A SNOW PLOW.
   D) VEHICLES WHICH HAVE BEEN TOTALED OR WHOSE MANUFACTURER'S WARRANTY HAS BEEN VOIDED OR VEHICLE WITH BRANDED OR SALVAGED TITLES.
5. FINALLY, THIS AGREEMENT DOES NOT COVER THE FOLLOWING:
   A) REPAIR OR REPLACEMENT OF PARTS NOT AUTHORIZED BY US. THIS INCLUDES REIMBURSEMENT FOR THE REPAIR OR REPLACEMENT OF OTHERWISE COVERED PARTS WHEN PERFORMED OR AUTHORIZED BY YOU.
   B) REPAIRS OR PARTS NOT SPECIFIED IN THE COVERAGE YOU SELECTED.
   C) REPAIRS PERFORMED BY ANYONE OTHER THAN AN ASE CERTIFIED MECHANIC OR THE EQUIVALENT.
   D) ANY LOSS WHICH OCCURS WHEN AN ODOMETER IS INOPERATIVE WHETHER FROM FAILURE, DISCONNECTION OR ALTERATION WHILE OWNED BY YOU, OR WHEN AN EXACT DETERMINATION OF MILEAGE IS UNAVAILABLE.
   E) HAZARDOUS WASTE DISPOSAL CHARGES, SHOP SUPPLIES, STORAGE CHARGES, CORE CHARGES OR FREIGHT/SHIPPING CHARGES.
   F) FAILURE CAUSED BY A CONDITION THAT EXISTED PRIOR TO THE PURCHASE OF THE AGREEMENT.
   G) ANY LOSS TO AN OTHERWISE COVERED PART WHILE UNDER THE MANUFACTURER'S OR REPAIRER'S RECALL, PROGRAM, CAMPAIGN, WARRANTY AND/OR GUARANTEE OR IF THE MANUFACTURER OR REPAIRER DENIES COVERAGE FOR ANY REASON WHILE UNDER ITS RECALL, PROGRAM, CAMPAIGN, WARRANTY AND/OR GUARANTEE.
   H) REPAIR OR REPLACEMENT OF NAVIGATIONAL ENTERTAINMENT OR COMMUNICATION EQUIPMENT THAT NO LONGER PERFORMS ITS FUNCTIONS DUE TO CHANGES IN TECHNOLOGY.
   I) REPAIR OR REPLACEMENT TO NON-FACTORY INSTALLED EQUIPMENT (SUCH AS, BUT NOT LIMITED TO, CELLULAR PHONES, THEFT DETERRENT SYSTEMS, AIR CONDITIONING COMPONENTS, ETC.).
   J) ANY LOSS IF MORE THAN ONE (1) WARRANTY OR INSURANCE AGREEMENT CAN BE APPLIED TO A BREAKDOWN. OUR RESPONSIBILITY UNDER THIS AGREEMENT SHALL NOT EXTEND TO ANY PART OF THE REPAIRS, REPLACEMENT, LOSS OR DAMAGE THAT IS RECOVERABLE UNDER ANY OTHER COVERAGE.

## SECTION 3
## OPTIONAL COVERAGE
## MAINTENANCE PLAN

THIS COVERAGE MAY BE PURCHASED ALONE OR IN CONJUNCTION WITH ANOTHER MECHANICAL BREAKDOWN COVERAGE.

**BASIC**

INTERVAL 1
- Lube, Oil and Filter Changes every 3 months or 3,000 miles.
- Tire Rotation every 6 months or 6,000 miles.
- Multi-Point Inspection every 3 months or 3,000 miles.

INTERVAL 2
- Lube, Oil and Filter Changes every 4 months or 3,750 miles.
- Tire Rotation every 8 months or 7,500 miles.
- Multi-Point Inspection every 4 months or 3,750 miles.

INTERVAL 3
- Lube, Oil and Filter Changes every 5 months or 5,000 miles.
- Tire Rotation every 5 months or 5,000 miles.
- Multi-Point Inspection every 5 months or 5,000 miles.

INTERVAL 4
- Lube, Oil and Filter Changes every 6 months or 7,500 miles.
- Tire Rotation every 6 months or 7,500 miles.
- Multi-Point Inspection every 6 months or 7,500 miles.

INTERVAL 5
- Lube, Oil and Filter Changes every 12 months or 10,000 miles.
- Tire Rotation every 6 months or 5,000 miles.
- Multi-Point Inspection every 6 months or 5,000 miles.

VALUE

**IN ADDITION TO THE SERVICES LISTED ABOVE, YOU WILL RECEIVE:**
- Front Wiper Blade Replacement every 12,000 miles.
- Engine Air Filter Replacement every 15,000 miles.

PREMIUM

**IN ADDITION TO THE SERVICES LISTED ABOVE, YOU WILL RECEIVE:**
- Wheel Balance every 15,000 miles.
- Two Wheel Alignment every 30,000 miles.
- Cabin Air Filter Replacement every 30,000 miles.

## SECTION 4
## ROAD HAZARD COVERAGE

**THIS COVERAGE MAY BE PURCHASED ALONE OR IN CONJUNCTION WITH ANOTHER PLAN.**

**TIRE PLAN**

Coverage begins on the service agreement purchase date shown in the declarations and expires at the earliest of the term selected or when the tread depth reaches 2/32nds of an inch, whichever occurs first.

WE will pay for costs to repair or, if not repairable, replace the original tires on YOUR vehicle at the time of purchase if damaged by a Road Hazard. Road Hazard is defined as potholes, cracks or breaks on the road surface, or debris on the road surface, such as: nails, glass, rocks, tree limbs or any other object or condition not normally found in the roadway. When required, WE will pay the costs of mounting, balancing and valve stems for any replacement tire.

If a tire covered by this service agreement becomes unserviceable because of a Road Hazard during the usable tread life of the tire, it will be replaced with a comparable new tire. A "comparable" new tire may be either the same line of tire or, in the event the disabled tire is out of production, the same basic construction and quality which may feature a different sidewall or tread configuration. If a higher priced tire is accepted as a replacement, the difference in the price will be additional and will be YOUR responsibility.

Proper tire care is necessary to obtain the maximum mileage and wear from a tire. It is YOUR obligation to see that YOUR tire/wheel assemblies are kept in balance and that YOUR tires are operated at the proper inflation pressures. Check the pressure of each tire, including the spare, at least monthly when the tires are cool.

**Road conditions found in areas designated as construction zones or construction sites will NOT be considered a covered Road Hazard. Collision with a curb, collision with another vehicle or off road damage is not covered. Damage from these conditions or any accident should be reported to YOUR automobile physical damage insurance company. Damage of any kind, which is caused by fire, theft, vandalism, abuse, off road use, mechanical defects of the vehicle, the use of tire chains or any other non-Road Hazard source, is not covered. This plan does not apply to Commercial Vehicles.**

**TIRE & WHEEL PLAN**

In addition to the Tire Plan, should the wheel on which the covered damaged tire was mounted not hold air after the tire is repaired or replaced, then the cost of that wheel's repair or replacement will be covered. If replacement is necessary, WE will pay for the same wheel that was originally installed by the manufacturer/ distributor or in the case where the same wheel is not available, a wheel that is equal, will be authorized.

If a higher priced wheel is accepted as a replacement, the difference in the price will be additional and will be YOUR responsibility.

**TIRE & WHEEL PLAN WITH RENTAL COVERAGE**

In addition to the Tire & Wheel Plan, YOU will be reimbursed up to Thirty-Five ($35) Dollars per day for a maximum of five (5) days for same day rental (immediately effective when YOUR vehicle is accepted for a manufacturer's covered repair).

## SECTION 5
## RENTAL CAR ALLOWANCE

**THIS ADDITIONAL ALLOWANCE IS INCLUDED WITH THE PURCHASE OF ANY MECHANICAL BREAKDOWN COVERAGE EXCEPT POWERTRAIN COVERAGE.**

YOU will be reimbursed up to Thirty-Five ($35) Dollars per day for a maximum of five (5) days, immediately effective when YOUR vehicle is accepted for a covered repair.

Rental benefits, per incident, end at the maximum allowed days or when the repair is completed, whichever comes first.

All rental reimbursements are for base rental charges incurred at a licensed rental car agency or authorized dealer. Taxes and additional fees are not included.

## SECTION 6
## OPTIONAL COVERAGE - RENTAL PLUS

If YOU elected to purchase the RENTAL PLUS option, YOU will be eligible for up to five (5) additional days of rental coverage at up to Thirty-Five ($35) Dollars per day for a maximum ten (10) days of rental benefits.

If YOU purchased POWERTRAIN coverage, YOU may purchase the RENTAL PLUS option. If YOU elect to purchase the RENTAL PLUS option, YOU will be eligible for rental benefits up to five (5) days at up to Thirty-Five ($35) Dollars per day immediately effective when YOUR vehicle is accepted for a covered repair.

Rental benefits, per incident, end at the maximum allowed days or when the repair is completed, whichever comes first.

All rental reimbursements are for base rental charges incurred at a licensed rental car agency or authorized dealer. Taxes and additional fees are not included.

## SECTION 7
## TOWING ALLOWANCE

**THIS ADDITIONAL ALLOWANCE IS INCLUDED WITH THE PURCHASE OF ANY MECHANICAL BREAKDOWN COVERAGE.**

YOU will be reimbursed up to One Hundred ($100) Dollars if YOUR vehicle needs to be towed due to the breakdown of a covered part.

## SECTION 8
## ROAD SERVICE ALLOWANCE

**THIS ADDITIONAL ALLOWANCE IS INCLUDED WITH THE PURCHASE OF ANY MECHANICAL BREAKDOWN COVERAGE.**

YOU will be reimbursed for road service expenses, up to One Hundred ($100) Dollars (in excess of any amount covered by the manufacturer's warranty) related to a disablement (out of gas, locked out, tire repair) during the term of the coverage YOU selected.

## SECTION 9
## TRIP INTERRUPTION

**THIS ADDITIONAL ALLOWANCE IS INCLUDED WITH THE PURCHASE OF ANY MECHANICAL BREAKDOWN COVERAGE.**

YOU will be reimbursed up to One Hundred ($100) Dollars per day for a maximum of Three Hundred ($300) Dollars for lodging & meals. The following conditions apply:

1. The vehicle must be inoperative due to a failure covered by the service agreement or the factory warranty; and
2. The failure occurs more than one hundred (100) miles away from home.

## SECTION 10
## CLAIMS PROCEDURES

When repairs are necessary, return YOUR vehicle, if possible, to the selling dealer. If YOU cannot return to the selling dealer, YOU must telephone USWC at 1-800-432-4566 during normal business hours to report the condition of YOUR vehicle. The repair facility MUST obtain authorization from USWC prior to any repair. In order to file a claim, please observe the following provisions:

1. YOU must have YOUR vehicle serviced according to the factory recommended maintenance intervals as outlined in YOUR vehicle's Owner's Manual. YOU may be asked to provide receipts documenting such maintenance in the event of a mechanical failure of YOUR vehicle. Failure to produce such documentation may result in the denial of YOUR claim.
2. YOU must use all reasonable means to protect YOUR vehicle from further damage. USWC is not liable for damage caused by the continued operation of YOUR vehicle following an initial failure.
3. YOU must provide "teardown authorization" as requested in order to allow for an accurate diagnosis of YOUR vehicle's mechanical condition. USWC is not liable for teardown charges in the event of a denied claim.
4. WE reserve the right to a second opinion; to inspect any vehicle and/or request relocation to a service facility of OUR choice before authorization of any repairs. If Road Hazard coverage has been purchased, then WE reserve the right to inspect the vehicle and its damaged tire/wheel.
5. Emergency repairs are defined as those failures which occur and are repaired outside of normal business hours. In these instances only, YOU may submit the unauthorized paid receipt/repair order for review and reimbursement according to the terms of YOUR agreement. These receipts must reflect the date of the repair as well as the mileage at the time of the failure.
6. In the event of an unauthorized emergency repair, YOU must submit any claim for reimbursement to this office with all documentation required for processing YOUR claim within ninety (90) days of authorization and/or repair.

Failure to observe the procedures outlined above, shall result in the denial of YOUR claim.

## SECTION 11
## CANCELLATION PROCEDURES

**This cancellation clause applies to the Mechanical Breakdown, Road Hazard and Maintenance sections referenced in this agreement. Each product can be cancelled individually.**

To cancel this service agreement YOU must surrender YOUR copy of the agreement, a current certified odometer statement and written notice to the selling dealer or directly to US.

During the first sixty (60) days from the effective date, YOU will be refunded one hundred (100%) percent of the total premium less an administrative fee of Fifty ($50) Dollars or five (5%) percent of the total premium, whichever fee is less.

After the first sixty (60) days, YOU will be refunded one hundred (100%) percent of the unearned premium paid, less ten (10%) percent of the refund amount or Fifty ($50) Dollars, whichever fee is less.

The unearned premium will be prorated based on the lesser of months or mileage remaining, relative to the original agreement.

After sixty (60) days, WE cannot cancel this agreement except:

1. If there has been a material misrepresentation or fraud at the time of sale of the service agreement;
2. If the agreement holder failed to maintain the motor vehicle as prescribed by the manufacturer (not applicable in California);
3. If the odometer had been tampered with or disabled and the agreement holder failed to replace the odometer (not applicable in California); or
4. For non-payment of premium by the agreement holder, in which case WE shall provide the agreement holder notice of cancellation by certified mail.

The refund will be based upon the lesser of months or mileage remaining relative to the original agreement and figured on a one hundred (100%) percent pro rata basis. The lienholder will be named on the refund check when financing has been provided for the service agreement premium. In the event of repossession or total loss, lienholder may request cancellation of this service agreement and shall be the sole named payee.

## SECTION 12
## TRANSFER PROCEDURES

**This service agreement may be transferred by the original holder to a subsequent private purchaser (licensed dealers excluded). This agreement applies only with respect to the vehicle described in the Declarations and it is not transferable to another vehicle. To transfer this agreement, the following must be submitted to US within thirty (30) days from the date of sale or this Agreement will no longer be in force:**

**a) a letter containing the name and address of the new owner and YOUR authorization to transfer;**
**b) a copy of the bill of sale or other evidence showing proof of transfer;**
**c) a check for Forty ($40) Dollars payable to USWC for the transfer fee;**
**d) receipts evidencing completion of manufacturer's prescribed maintenance; and**
**e) proof, if necessary, that any remaining manufacturer's warranty has been transferred to the purchaser of YOUR vehicle.**

## SECTION 13
## SCOPE OF AGREEMENT

1. THE TERMS AND CONDITIONS OUTLINED ABOVE ARE THE FULL AND COMPLETE AGREEMENT BETWEEN THE PARTIES. NO ORAL REPRESENTATIONS OR STATEMENTS SHOULD BE RELIED UPON BY THE PURCHASER.
2. This service agreement applies only to a Mechanical Breakdown which occurs during the time period or within the mileage period as shown in the Declarations and while the vehicle is within the United States, its territories or possessions and Canada.
3. If this agreement does not clearly denote the term, miles or coverage plan which YOU have selected, please contact USWC or YOUR selling dealer.
4. **WE reserve the right to require that a repair facility use a remanufactured or LKQ (Like kind and quality) part when replacing failed parts covered under this Agreement. If YOU prefer to use an alternative part, YOU will be responsible for the difference in price.**
5. The aggregate total of all benefits paid or made payable under this Agreement shall not exceed the price YOU paid for YOUR vehicle at the time this Agreement was purchased. The maximum benefit payable for any single repair or replacement shall not exceed the actual cash value of the vehicle immediately prior to breakdown as determined by the most recent N.A.D.A official used car guide.
6. YOUR selling dealer will warranty any covered repair for a minimum of twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If YOU elect to bring YOUR vehicle to another repair facility, WE reserve the right to require an equivalent warranty. If YOUR repair facility does not provide an equivalent warranty, YOU will be responsible for any problems with the original covered repair until such time as the dealer's warranty would have expired.
7. WE require that all repairs and replacements be performed by qualified ASE-certified technicians employed at a licensed repair facility. WE will not reimburse YOU for repairs performed by any non-certified person. In no case, regardless of qualification, will WE reimburse YOU for repairs YOU perform on YOUR own vehicle.
8. This agreement will be governed by the laws of the state in which it is sold.
9. No amendment, supplement, or waiver of any provision of this agreement will be binding against US unless it is in writing and signed by one of the authorized representatives at OUR office.
10. OUR rights to recover payment: If WE make any payment under this agreement and YOU have a right to recover against another party, YOUR rights shall become OUR rights and YOU shall do whatever is reasonably necessary to enable US to enforce these rights. OUR subrogation rights become effective after YOU are made whole.
11. ARBITRATION: Any controversy or claim arising out of or relating to this Agreement, or breach thereof, will be settled by binding arbitration in accordance with the Commercial Arbitration Rules of the American

Arbitration Association at the time of the dispute. A judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof. The parties specifically agree to the binding nature of the arbitration.

## SECTION 14
## STATE AMENDMENTS

If this agreement is purchased in any of the following states, the applicable amendments shall apply:

CALIFORNIA

The Cancellation provisions are amended as follows: During the first sixty (60) days from the effective date, YOU will be refunded one hundred (100%) percent of the premium paid, if no claims have been filed. If a claim has been filed within the first sixty (60) days, the refund will be pro-rated based on the lesser of months or mileage remaining. After the first sixty (60) days, YOU will be refunded one hundred (100%) percent of the unearned premium paid, less a fee of ten percent (10%) of the refund amount or Twenty-Five ($25) Dollars, whichever is less. The unearned premium will be prorated based on the lesser of months or mileage remaining, relative to the original agreement.

After the first sixty (60) days from the effective date, WE may cancel only for 1. Fraud, 2. Misrepresentation, or 3. Non payment of the purchase price. The full purchase price of this service agreement will be refunded within thirty (30) days of the date of cancellation. WE will provide notice of cancellation and the specific grounds for cancellation to the agreement holder via certified mail before the sixty-first (61) day after the date of purchase.

Performance to YOU under this contract is guaranteed by a California approved insurance company. YOU may file a claim with this insurance company if any promise made in the contract has been denied or has not been honored within sixty (60) days of the date a claim was filed. The name and address of the insurance company is: Allstate Northbrook Indemnity Company, 1776 American Heritage Life Drive, Jacksonville, FL 32224. If you are not satisfied with the insurance company's response, you may contact the California Department of Insurance at 1-800-927-4357.

Vehicle service contracts sold in CA are exempt from sales tax.

Claims procedures is amended to include the following: If the VSCP has the vehicle towed to a repair facility of its choice for a second opinion, the towing cost will be borne by the VSCP.

The Arbitration paragraph is deleted in its entirety.

**********

EXCEPT IN FLORIDA:

**REINSURANCE CONTRACT: OUR obligations are insured (guaranteed) under the contractual liability insurance policy (reimbursement insurance policy) issued by First Colonial Insurance Company, 1776 American Heritage Life Drive, Jacksonville, Florida 32224. YOU may file a claim with the insurance company directly if WE fail to pay any claim or to make a refund within sixty (60) days after proof of loss has been filed with US. To do so, please call (800) 621-4871 for instructions.**

**CT, CA and WY: OUR obligations are insured (guaranteed) under the contractual liability insurance policy (reimbursement insurance policy) issued by Allstate Northbrook Indemnity Company, 1776 American Heritage Life Drive, Jacksonville, FL 32224. YOU may file a claim with the insurance company directly if WE fail to pay any claim or to make a refund within sixty (60) days after proof of loss has been filed with US. To do so, please call (800) 621-4871 for instructions.**

STK# [redacted]

# PRE-CONTRACT DISCLOSURE
## (Retail Installment Sale Contract)

| Buyer [redacted] | | | | |
|---|---|---|---|---|
| Address [redacted] | City SAN JOSE | State CA | Zip [redacted] | Contract Date 01/28/2015 |
| Year 2015 | Make CHEVROLET | Model COLORADO | VIN 1GCGSBE38F1 [redacted] | |

**Optional Goods and Services**

| | | |
|---|---|---|
| [X] Optional Service Contract(s): (1) | USWC | $ 1520.00 |
| (2) | N/A | $ N/A |
| (3) | N/A | $ N/A |
| (4) | N/A | $ N/A |
| (5) | N/A | $ N/A |
| [ ] Optional Debt Cancellation Agreement (GAP): | N/A | $ N/A |
| [ ] Optional Theft Deterrent Device(s): (1) | N/A | $ N/A |
| (2) | N/A | $ N/A |
| (3) | N/A | $ N/A |
| [ ] Optional Surface Protection Product(s): (1) | N/A | $ N/A |
| (2) | N/A | $ N/A |
| [ ] Optional Vehicle Contract Cancellation Option Agreement | | $ N/A |
| [ ] Optional Insurance Product: | | $ N/A |
| | **Total** | $ 1520.00 |

**Installment Payment EXCLUDING Listed Items:** $ 500.36

**Installment Payment INCLUDING Listed Items:** $ 523.44

**THE ABOVE INSTALLMENT PAYMENTS INCLUDE THE ITEMS DESCRIBED ABOVE, THE PRICE OF THE VEHICLE, GOVERNMENT FEES AND TAXES, FINANCE CHARGES, AND THE FOLLOWING ADDITIONAL CHARGES:**

**Other Goods, Services and Miscellaneous Charges**

| | | | |
|---|---|---|---|
| Cash Price of Additional Accessories | $ N/A | Document Processing Charge | $ 80.00 |
| Other (Nontaxable) N/A | | Emissions Testing Charge | $ N/A |
| N/A | $ N/A | Prior Credit or Lease Balance | $ N/A |
| | $ N/A | Other (to whom paid) | $ N/A |
| EV Charging Station | $ N/A | For: N/A | |
| Electronic Vehicle Registration or Transfer Charge | $ 29.00 | | |

By signing below, you acknowledge:

- All of the charges described above will be included in the retail installment sale contract accompanying the purchase of the above described vehicle.
- The goods and services are not required as a condition to obtaining financing terms.
- This document was presented to you prior to signing the retail installment sale contract and you consent to including all the above charges in the retail installment sale contract.

01/28/2015 [redacted]
Date

Co-Buyer's Signature

LAW FORM NO. LAWCA-PCD (7/13)
© 2013 The Reynolds and Reynolds Company TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-0055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

collect or foreclose or repossess any collateral you may have given because You defaulted.

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

DEAL # [redacted] 47644

ler Number _____ Contract Number _____ R.O.S. Number _____ Stock Number _____ CUST# [redacted]

| Buyer Name and Address (In [redacted] SAN JOSE CA [redacted] SANTA CLARA COUNTY | Co-Buyer Name and Address (Including County and Zip Code) | Seller-Creditor (Name and Address) 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 th 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 Financ 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 contrac

| New Used | Year | Make and Model | Odometer | Vehicle Identification Number | Primary Use For Which Purchased |
|---|---|---|---|---|---|
| NEW | 2015 | CHEVROLET COLORADO | 31 | 1GCGSBE38F1 [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 % | $ 3225.78 (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 | 529.44 | 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.)

## 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 | ed. Comp., Fire & Theft | N/A Mos. | $ [redacted] |
| $ N/A | ed. Collision | N/A Mos. | $ N/ |
| Bodily Injury | $ [redacted] Limits | Mos. | $ [redacted] |
| Property Damage | $ N/A Limits | N/A Mos. | $ N/ |
| Medical N/A | | N/A Mos. | $ N/ |
| N/A | | N/A Mos. | $ N/ |
| Total Vehicle Insurance Premiums | | | $ N/A |

UNLESS A CHARGE IS INCLUDED IN THIS AGREEMENT FOR PUBLIC LIABILITY OR PROPERTY DAMAGE INSURANCE, PAYMENT FOR SUCH COVERAGES NOT PROVIDED BY THIS AGREEMENT.

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer [redacted]
Co-Buy
Seller

If any f om the named ions.

### Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

Term Exp. Premium

**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) |
| 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) (see downpayment and trade-in calculation) | | $ N/A (Q) |
| 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) |

**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 Model N/A Odom N/A VIN N/A | $ N/A (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 1O above)

**7. Amount Financed** (5 less 6) $ 34461.89 (7)

**SELLER ASSISTED LOAN**

**BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS "ALL 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:**

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 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 N/A Mos. or N/A Miles
Buyer X [redacted]

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. N[redacted]

Buyer Signs X
Co-Buyer Signs X

**SELLER'S RIGHT TO CANCEL** If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this c[redacted]

X [redacted] X N/A
Buyer Co-Buyer

**ement to Arbitrate:** By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, ...ing arbitration and not by court action. See the Arbitration Provision for 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 2, is paid in full on or before [redacted] Year [redacted] SELLER'S INITIALS [redacted]

**THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.**

**WARNING:**

**YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.**

**FOR ADVICE ON FULL COVERAGE THAT WILL PROTECT YOU IN THE EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.**

**THE BUYER [redacted] ERSTANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.**

S/S X [redacted] X N/A

**Trade-In Payoff Agreement.** [redacted] lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contra[redacted] y the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature N/A [redacted] Co-Buyer Signature X N/A

**Notice to Buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.**

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.

After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is unlawful or deceptive practice for the seller to make a unilateral change.

[redacted]

...yer Signature X [redacted] Co-Buyer Signature X N/A

***...ation Vehicle Coverage, if any, is assignable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.***

**THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION**

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

**YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.**

Buyer Signature X [redacted] ate 01/28/15 Co-Buyer Signature X N/A Date N/A

Co-Buyers and Other C[redacted] esponsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

**GUARANTY:** To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date 01/28/15 Guaran[redacted] ate _____

Address _____ Address [redacted]

Seller Signs CAPITOL CHEVROLET Date 01/28/15 By X [redacted] Title MGR

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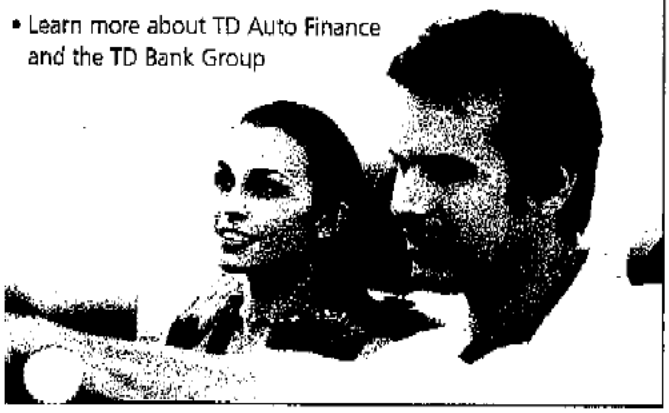
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[1]*Global Finance Magazine*, "World's 50 Safest Banks, " August 2013.

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- Discover convenient payment options
- Learn more about TD Auto Finance and the TD Bank Group



## Committed to legendary customer service

With more than 155 years of experience, TD Bank Group has long been known for providing legendary customer service. Our priority is to constantly improve our service to meet your evolving needs.

## Your Account Overview

| | |
|---|---|
| **Account Number** | [redacted] |
| Vehicle Description | 2015 CHEVROLET COLORADO 2 |
| Vehicle Identification Number | 1GCGSBE38F[redacted] |
| Contract Date | 01/28/2015 |
| Statement Date | 04/08/2015 |
| Payments Made | 2 |
| Estimated Payoff Amount* | $33,612.99 |

**Payoff Amount as of statement date. See reverse for details.*

## Your Account Activity

| Date | Description of Activity | Amount |
|---|---|---|
| 03/19/2015 | *Payment Received - Thank You* | $523.44 |
| 04/27/2015 | Current Amount Due | $523.44 |
| **04/27/2015** | **Total Amount Due** | **$523.44** |

*Payments received after statement date are not reflected.*

**Please see reverse side for important information on check conversion.**

## Contact Us

| | |
|---|---|
| **Web Address** | **tdautofinance.com** |
| *Visit us online to review your account, make your payment or update your personal information.* | |
| **Customer Service Center** | **1-800-556-8172** |
| Hours of Operation | Monday - Friday 8am - 10pm ET<br>Saturday - 8am - 7pm ET |
| **Payment Mailing Address** | PO BOX 16035<br>LEWISTON, ME 04243-9517 |

Keep

6

1544

## STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

## VALIDATED REGISTRATION CARD

| TYPE VEHICLE USE | REGISTRATION VALID FROM | LICENSE NUMBER | TYPE | ENGINE NUMBER |
|---|---|---|---|---|
| COMMERCIAL | 01/28/2015 TO 01/31/2016 | [redacted] | 31 | |

| VEHICLE IDENTIFICATION NUMBER | MAKE | VLF CLASS | *YR | YR MODEL | TYPE VEH | DATE ISSUED |
|---|---|---|---|---|---|---|
| 1GCGSBE38F1[redacted] | CHEV | HY | | 2015 | 31P | 02/16/2015 |

| BODY TYPE MODEL | YEAR FIRST SOLD | MP | AXLE | WC | UNLADEN/GCW | TOTAL FEES PAID | CC/ALCO |
|---|---|---|---|---|---|---|---|
| PK | 2015 | G | 2 | D | 04165 | $ 388.00 | 43 |

| STICKER ISSUED | PRIOR HISTORY | PIC | DATE FEES RECEIVED | OFFICE/TECH ID/SEQ | MISC/EQ NO |
|---|---|---|---|---|---|
| [redacted] | | 4 | 02/16/2015 | VD4FB 0001 | |

### STICKER INSTRUCTIONS

1) CLEAN SURFACE - SCRAPE OFF ACCUMULATED STICKERS (WILL NOT STICK IF WET OR DIRTY).
2) PEEL STICKER FROM BACKING BY BENDING SHEET AT PEEL HERE LINE.
3) PLACE STICKER ON REAR PLATE AS SHOWN BELOW.
4) EXCEPT: TRUCK TRACTORS AND COMMERCIAL VEHICLES WITH A DECLARED GROSS VEHICLE WEIGHT OF 10,000 LBS, OR MORE-MUST APPLY STICKER TO FRONT PLATE.

REGISTERED OWNER

[redacted]

SAN JOSE CA [redacted]

**LIENHOLDER**
TD AUTO FIN LLC
PO BX 997551

SACRAMENTO CA 95899

W 00080
R 00043
L 00197

[redacted]

VEHICLES:
In Top Right Corner

CALIFORNIA [redacted]

IMPORTANT INSTRUCTIONS ON REVERSE SIDE

May 23, 2024

[redacted]
San Jose, CA [redacted]

Dear [redacted]

We sincerely regret that you experienced a concern with your 2015 Chevrolet Colorado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $1,046.88. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to 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]

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

CHECK No. [redacted]

VOID VOID VOID VOID VOID VOID VOID

DATE
05/13/15

1,046 DOLLARS 88 CENTS AMOUNT 1,046.88

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE
ORDER OF [redacted] SAN JOSE CA

General Motors LLC
Disbursement-Account [redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

VENDOR
DUNS NO BB[redacted]
VENDOR NAME [redacted]

1

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

PAYMENT DATE 05/13/15

| REGISTER NO. / DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|---|---|---|---|---|---|---|
| 1GCGSBE38F1[redacted] | 05/12/15 | [redacted] | 00.0000 | 1,046.88 | .00 | 1,046.88 |

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

W3

| | | | |
|---|---|---|---|
| TOTAL | 1,046.88 | .00 | 1,046.88 |

[redacted]

May 23, 2024

[redacted]
Silver Spring, MD [redacted]

Dear [redacted]

At Chevrolet, we take pride in the vehicles we produce and appreciate your vehicle purchase.

Because customer satisfaction is a top priority for us, we offer you up to $500.00 towards the purchase and installation of GM Accessories or GM Licensed Products for your 2015 Chevrolet Colorado, VIN 1GCGTCE31F1[redacted].

In the event the total cost of the accessories and labor selected by the customer exceeds $500.00, you will be responsible for paying the difference. Since this GM Accessories Letter is only valid for a one-time use, if the total cost is less than $500.00, a credit or refund will not be issued for the difference. This letter is valid for 90 days from the date of issuance and may be transferred within the household.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to your Chevrolet dealer for redemption. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed below and we will be happy to assist you.

Sincerely,

Chevrolet Executive Office
Service Request 71-1475921412

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**Dealership Claim Instructions: Accessory Offer**

When submitting the claim, please use labor op 0600171 and select transaction type of ZSSP, then insert the total amount requested for parts and labor, up to the approved amount, in the net item column under miscellaneous. In addition, attach a copy of the invoice for the sale and/or installation of the accessories, to the warranty claim. **This letter must be retained by the dealer for audit purposes.**

The approval letter will be reimbursed through the Global Warranty System, as approved by your District Aftersales Manager. Non GM Accessories and any labor associated with installing Non GM Accessories are not eligible for reimbursement under this offer. Accessories installed under this offer will be reimbursed at GM published labor times and your dealership's current approved labor rate and parts allowance (see Article 1.5 of the Service Policy & Procedures manual for further details).

To apply the GM Accessories Warranty to the vehicle, follow procedures outlined in TSB 11-00-89-002.

I know Aaron is traveling but hope you can address this issue as soon as possible.

I received a call from [redacted] - [redacted], regarding his 2015 Chevy Colorado. He's only had it three or four months and the steering has locked up on two separate occasions at 50 mph. He's had it in the shop twice at Sport Chevrolet in Silver Spring, MD, but they don't seem to know what's causing the problem and haven't been able to fix it. He was provided with an Equinox to use while his truck is in service, but he needs his truck for the type of work he does, and is concerned about the loss of income. The dealer told him it would be several more days, and possibly a discussion with a Colorado engineer, to try and determine the cause. There seems to be some concern on their part as well.

Although upset, he was very nice and just wants to get his truck fixed. Hopefully someone can contact Mr. [redacted] right away.

Please keep me posted.

Thanks,
Suzanne

Suzanne DeBlasio-Adato
Government Relations Communications
General Motors
202-775-5012 - office
[redacted] - cell
suzanne.deblasio-adato@gm.com<mailto:suzanne.deblasio-adato@gm.com>

[cid:image001.jpg@0[redacted]

Suzanne DeBlasio-Adato
Government Relations Communications
General Motors
202-775-5012 - office
703-598-5547 - cell
suzanne.deblasio-adato@gm.com<mailto:suzanne.deblasio-adato@gm.com>

[cid:image001.jpg[redacted]

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.

| **Customer** | **Vehicle** | **Status of vehicle/concern** |
|---|---|---|
| [redacted] | 2015 GMC Canyon | A GM Dealer has diagnosed the current concern |
| [redacted] | 1GTG6CE34F1[redacted] | Repairs are in-progress (vehicle is in shop now) |
| Call Anytime | Mileage now: 2573 mi | Vehicle is currently inoperable/down |

**Key Points**

Customer stated, 7th repeat repair concerns, vehicle was in for service for 11 days, for the power steering that was inoperable six times within same week, 17 days after on 05/24/15, power steering inoperable again; "Action Required Steering Assist Reduced Drive With Care". Customer stated, very frustrated and uncomfortable with the vehicle performance. Dlr stated, have found and diagnose on what was the vehicle, found a bulletin that was related to the issues with the Power Steering. Sales Manager/Gary advised was willing to offer trade assistance for $35K, which customer feels this is a LOSS to the customer. There is an open RECALL /15150, as well.

Customer stated, very scared while driving now, DO NOT feel safety in vehicle, and DO NOT want vehicle.

Customer expectations/ seeks; still want GM assistance to take vehicle back with a better offer on trade assistance or swap collateral for EQUAL VALUE. Customer seeks; want GM assistance for a definitive resolution on the safety concern with the vehicle performance; would like transportation while trying to determine the BEST solution.

| **Supporting Factors** | **Limiting Factors** |
|---|---|
| Original owner (verified)<br><br>First time GM buyer (verified)<br><br>High-dollar or premium vehicle<br><br>Vehicle has been serviced for this concern: > 5 time(s)<br>Vehicle was inop/down due to this concern: 12 day(s) | |
| *Please consider these additional questions:*<br>*Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)*<br>*Did cust buy an extd svc contract, but it's expired or n/a?*<br>*Is this a loyal service customer? (to involved dealer)*<br>*Are high dollar customer-pay ROs on record for this cust?*<br>*Is this a conquest buyer?* | *Please consider these additional questions:*<br>*Is vehicle way beyond all applicable expiration limits?*<br>*Does veh have an active aftermarket Extd Svc Contract?*<br>*Did customer buy vehicle outside of warranty?*<br>*Does it seem customer doesn't take care of the vehicle?*<br>*Is cause not normally covered by warranty?*<br>*Is cause due to an accident insurance won't cover?*<br>*Is cause due to damage by independent repair facility?* |

**Additional key points**

This customer has purchased these GM vehicles (verified): 1GTG6CE34F1[redacted]
2015 GM Canyon

**Reference**

CAC SR#: [redacted]
CAC advisor: Dorice Williams--> (866) 790-5700, Ext # 21774

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

| **Customer** | **Vehicle** | **Status of vehicle/concern** |
|---|---|---|
| [redacted] | 2015 GMC Canyon | A GM Dealer has diagnosed the current concern |
| [redacted] | 1GTG5CE35F1[redacted] | Repairs have not been scheduled |
| Call Anytime | Mileage now: 9000 mi | Vehicle is currently inoperable/down |

**Key Points**

CST STS: The customer stated the vehicle has a problem with the power steering module. He stated the vehicle has been at the dealership for about two months. He stated the steering rack was ordered and when it came in a piece on it was broken. He stated they had to order a new piece and it has not come in yet. He stated he is very upset with the whole situation and would like to know what GM is going to do about the problem.
CST SKS: The customer seeks to find out what GM is going to do to accommodate with the time his vehicle has been at the dealership.
CRS ADV: I advised the customer I will reach out to the dealership and have them to contact him in reference to updating him on the ETA of his steering rack.

| Supporting Factors | Limiting Factors |
|---|---|
| Original owner (verified)<br><br>Loyal GM customer: 5 GM vehicles purchased (verified)<br>High-dollar or premium vehicle<br><br>Vehicle has been serviced for this concern: 4 time(s)<br>Vehicle was inop/down due to this concern: > 14 day(s) | |
| *Please consider these additional questions:*<br>*Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)*<br>*Did cust buy an extd svc contract, but it's expired or n/a?*<br>*Is this a loyal service customer? (to involved dealer)*<br>*Are high dollar customer-pay ROs on record for this cust?*<br>*Is this a conquest buyer?* | *Please consider these additional questions:*<br>*Is vehicle way beyond all applicable expiration limits?*<br>*Does veh have an active aftermarket Extd Svc Contract?*<br>*Did customer buy vehicle outside of warranty?*<br>*Does it seem customer doesn't take care of the vehicle?*<br>*Is cause not normally covered by warranty?*<br>*Is cause due to an accident insurance won't cover?*<br>*Is cause due to damage by independent repair facility?* |

**Additional key points**

This customer has purchased these GM vehicles (verified): 2015 Canyon, 2001 Corvette, 2013 Silvrado, 2001 Suburban, 2003 Silverado

**Reference**

CAC SR#: [redacted]
CAC advisor: Carrie Mabry--> (866) 790-5600 , Ext # 5921568

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

Mike & Curtis,

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.

We have been notified that McCusker Enterprises Inc., has had 2 or more TAC cases open on their vehicle or the vehicle has been down 2 days. I would like to offer our assistance and gain your agreement **if necessary** for us to contact the customer in order to help resolve the situation identified below.

- VIN: 1GCGSBE30F1[redacted]
- Mileage: 6,913
- SR Number: [redacted]
- Customer Last Name: McCusker Enterprises Inc.,
- Customer Preferred Contact Method: Phone
- Customer Daytime Phone: (951) 232-4243
- Customer Evening Phone: [redacted]

Summary of Concern: TAC Comeback: Power Steering – Inoperative (Intermittently)

Please contact me no later than 6/15/2015 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.

- Acknowledgement of receipt of the customers concern
- Verification of contact with the customer
- A plan for next steps
- Any other pertinent details that are needed

Should you have any questions or concerns, I may be reached by calling 866-522-0300, extension: 11692 or by fax at 866-834-3550. 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,

Damon

Damon Weaver
General Motors Early Response Advisor
General Motors Executive Office/Aerotek
Phone: 866-522-0300 ext: 11692
Fax: 866-834-3550
damon.weaver@gm.com

Scott,

The Business Resource Center Early Response Team will be working with the CEM at Paradise Chevrolet-Cadillac 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.

Attached are some relevant facts about this case:

***TAC Comeback: Power Steering – Inoperative (Intermittently)***

Should you have questions or concerns, I may be reached by calling 866-522-0300, extension:11692 or by fax at 866-834-3550. 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,

Damon

Damon Weaver
General Motors Early Response Advisor
General Motors Executive Office/Aerotek
Phone: 866-522-0300 ext: 11692
Fax: 866-834-3550
damon.weaver@gm.com



RE: ACTION REQUIRED BY 6/15/2015 / BRC Early Response Case, VIN: 1GCGSBE30F1[redacted], Paradise Chevrolet-Cadillac, BAC: 114691, Customer: McCusker Enterprises Inc., SR#[redacted]

Mike Armstrong marmstrong@paradiseautos.com

Fri 6/12/2015 10:36 AM

Damon Weaver (C) damon.weaver@gm.com

CURTIS BROWN curtis@paradiseautos.com

Customer will be in today to install a special ordered steering gear to correct the concern. At this time I don't feel it necessary for you to contact the customer. Thank you for the help.

2015 COLORADO 4WD Z71 CREW LONG BOX — GENERAL MOTORS LLC
GAN SILVER ICE METALLIC /V6G
HH1 JET BLACK — RENAISSANCE CENTER
ORDER NO. SFHK9V/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GC GTCE 33 F1[redacted] — VEHICLE INVOICE [redacted]
**********8988******13*20095S

| MODEL & FACTORY OPTIONS | MSRP | INV AMT | RETAIL - STOCK |
|---|---|---|---|
| 12V43 COLORADO 4WD Z71 CREW LONG | 34415.00 | 32694.26 | INVOICE 02/13/15 |
| IO6 CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION | 495.00 | 435.60 | SHIPPED 02/13/15 |
| | | | EXP I/T 02/26/15 |
| | | | INT COM 02/26/15 |
| LFX ENGINE, 3.6L SIDI DOHC V6 VVT | N/C | N/C | PRC EFF 02/12/15 |
| MYB TRANSMISSION, 6-SPD AUTOMATIC | N/C | N/C | KEYS XXXXX XXXXX |
| UQA AUDIO SYSTEM- PREMIUM BOSE | 500.00 | 440.00 | WFP-S QTR OPT-1 |
| VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED) | 160.00 | 140.80 | BANK: ALLY - 061 |
| | | | CHG-TO 20-095 |
| VQZ EXHAUST TIP, HIGHLY POLISHED (DEALER INSTALLED) | 135.00 | 118.80 | SHIP WT: 4442 |
| | | | HP: 32.9 |
| YF5 50-STATE EMISSIONS | N/C | N/C | GVWR: 6000 |
| Z82 TRAILERING EQUIPMENT PACKAGE: | 250.00 | 220.00 | GAWR.FT: 3200 |
| | | | GAWR.RR: 3500 |
| | | | EMPLOY: 33762.48 |
| | | | SUPPLR: 35124.46 |
| | | | NTR: 1/2 |
| | | | EMPINC: 2053.83 |
| | | | SUPINC: 691.86 |

| | | | |
|---|---|---|---|
| TOTAL MODEL & OPTIONS | 35955.00 | 34049.46 | ACT 237 33845.81 |
| DESTINATION CHARGE | 875.00 | 875.00 | H/B 261 1078.65 |
| DEALER IMR CONTRIBUTION | | 359.55 | ADV 261 359.55 |
| LMA GROUP CONTRIBUTION | | 359.55 | EXP 65A 359.55 |
| TOTAL | 36830.00 | 35643.56 | PAY 310 35643.56 |
| MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT | | 34048.68 | |

**********

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

**********

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

MARK CHRISTOPHER AUTO CENTER

REMIT TO ALLY NO. 061
VIN 1GCGTCE33F1[redacted]
$ 35643.56 INV [redacted]
DUE 02/26/15 DEALER 20-095

[redacted]

5/3/15 update

Concern

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| 05/21/15 | 12746 | 2778 | 137 | 169 | W | 80CVZ | SUSPENSION |
| | | | | 169 | W | 99CVZ | RECALL MISC |
| | | | | 110 | W | 71CVZ01 | RENTAL CAR |

SALESPERSON NO. 185 ANTHONY SANCHEZ

S E R V I C E

STATE REG# 3

1GCGTCE33F1[redacted] 15/CHEVROLET TRUCK/COLORADO/CREW CA C150432D [redacted]

[redacted]

101766 59 05/28/15

COVINA, CA[redacted] SILV ICE MET/JET [redacted]

[redacted] Y Y A ~~2,779~~ 3004 196 ROSEMARY ECHEVERRIA

[redacted]

03:31pm 05/28/15 06:00pm 4

X

CELL: [redacted]

[redacted] TOTAL 1.00

1 [redacted] STEERING WHEEL

CUSTOMER STATES SERVICE STABILITRAC AND SERVICE P/S DRIVE WITH CARE CAME ON AGAIN

6/5/15 10:40am B10 Part

6/8/15 spoke to customer part arrived carryover for tomorrow call when ready (Loaner) 1FCC-332-1253

6/9/15 vehicle ready 3:30pm customer will be here before 5:30pm

PAGE 1 OF 1 [redacted] TECH COPY [redacted]

# Vehicle Report

Printed on: 05/28/2015 08:29:19

WORKBENCH Sales | Service | Parts | Business Administration

**VIN:** 1GCGTCE33F1[redacted] **Vehicle Model:** 2015 COLORADO **Delivery Date:** 03/09/2015

**Service Consultant :** Rosemary Echeverria **Mileage :** 3004

## Vehicle Summary

| OnStar Status | OVD Enabled | DMN Enabled | Radio Status | Radio ID |
|---|---|---|---|---|
| Equipped - Active | Yes | Yes | Equipped - Active | BV3GC38W |

## Required Field Actions

| Number | Type | Description | Release Date | Status |
|---|---|---|---|---|
| 15150 | Non Compliance Recall | FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY | 05/08/2015 | Open |

## Applicable Warranties

| Description | Effective Date | Effective Odometer | End Date | End Odometer | Warranty Status |
|---|---|---|---|---|---|
| Corrosion Limited Warranty | 03/09/2015 | 59 MI | 03/09/2021 | 100059 MI | Applicable |
| Bumper to Bumper Limited Warranty | 03/09/2015 | 59 MI | 03/09/2018 | 36059 MI | Applicable |
| Emission Select Component Ltd Wty | 03/09/2015 | 59 MI | 03/09/2023 | 80059 MI | Applicable |
| Emission Limited Warranty | 03/09/2015 | 59 MI | 03/09/2018 | 50059 MI | Applicable |
| Emission Select State Component Ltd Wty | 03/09/2015 | 59 MI | 03/09/2022 | 70059 MI | Applicable |
| Powertrain Limited Warranty | 03/09/2015 | 59 MI | 03/09/2020 | 100059 MI | Applicable |
| Chevrolet 2 Year Scheduled Maintenance | 03/09/2015 | 59 MI | 03/09/2017 | 24059 MI | 4 of 4 visits remaining |

## Service Contracts

| Policy Number | Owner Name | Description | Deductible Amount | Daily Rental Allowance | Effective Date | Effective Odometer | Expiration Date | Expiration Odometer |
|---|---|---|---|---|---|---|---|---|
| No information found for this vehicle. | | | | | | | | |

## Service Information

| Type | Number | Description | Date Posted |
|---|---|---|---|
| No information found for this vehicle. | | | |

## Vehicle Transaction History

| Service Date | R.O. Number | Transaction Type | OP Code | Description | Odometer Reading | Service Type |
|---|---|---|---|---|---|---|
| 05/21/2015 | [redacted] | ZFAT | 9101513 | N150150 - Inspect Left and Right Front Seat Installation (No Further Action Required) | 2778 MI | Warranty |
| 05/21/2015 | | ZREG | 7429949 | Steering - Customer Concern Not Duplicated (CCND) | 2778 MI | Warranty |
| 03/16/2015 | | ZPDI | 0590032 | PDI - Dealer Installed - Factory Invoiced Options | 5 MI | Warranty |
| 02/15/2015 | | ZPDI | 0590072 | Pre-Delivery Inspection - Base Time | 1 MI | Warranty |

## Repair Order History

| R.O. Closure Date | R.O. Number | Service Location | 1st R.O. Job Description Text | R.O. Job Count | Job Type Indicators | Vehicle R.O. Mileage |
|---|---|---|---|---|---|---|

Please Note: This document may be considered current for 24 hours from the time it was printed.

# Vehicle Report

Printed on: 05/28/2015 08:29:19

WORKBENCH

Order | Status | **Service** | Parts | Business Administration

**VIN:** 1GCGTCE33F1 [redacted] **Vehicle Model:** 2015 COLORADO **Delivery Date:** 03/09/2015

**Service Consultant :** Rosemary Echeverria **Mileage :** 3004

**Repair Order History**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | 03/10/2015 | [redacted] | CA | PDI | 1 | W | 5 MI |

Please Note: This document may be considered current for 24 hours from the ti e it was printed.

[redacted]

05/29/2015
17:45:04

PICKING TICKET

NET578
PAGE 1

| INVOICE# | CUST# | BILL TO | SHIP TO | SOLD BY |
|---|---|---|---|---|
| [redacted] | [redacted] | [redacted] | | DAVID C |

CUST PO#

| QORD | QSHP | PART# / DESCRIPTION | BIN | JB | PF |
|---|---|---|---|---|---|
| 1 | 0 | 22963310 GEAR 6.508 | SPORD | 1 | |

23353848
B/O Fl. NJ
001
Spacer
6004436
6/3/15

GM [illegible] Workbench

Print

View SPAC Case Details

**20008: The SPAC Case is closed. Please refer to Order Status for more details.**

Details of SPAC Case Number: [redacted]

Customer Code : [redacted]

Order Number : [redacted]

Backorder Quantity : 1

Shipped Date : 06/05/2015

Tracking Number :

Part Number: 22983310

Cancelled Date :

Notes :

06/04/2015 09:49 NO SPRINT RESPONSES RECEIVED
06/04/2015 08:00 THIS SPAC CASE WAS SENT TO OEC FOR A SECOND TIME SEARCH
06/03/2015 14:04 NO SPRINT RESPONSES RECEIVED
06/03/2015 11:19 THIS SPAC CASE WAS SENT TO OEC FOR A FIRST TIME SEARCH

06/05/2015 PICKING TICKET NET578
10:53:18 PAGE

INVOICE# [redacted] CUST# [redacted] BILL TO [redacted] SHIP TO SOLD BY DAVID C

CUST PO#

| QORD | QSHP | PART# / DESCRIPTION | BIN | JB | PF |
|---|---|---|---|---|---|
| 1 | 0 | 22963310 GEAR 6.508 | SPORD | 1 | * |

# FedEx ® Tracking

[redacted]

Anticipated ship date:
**Fri 6/05/2015**

BURTON, MI US

**Label created**

*Shipment information sent to FedEx*

Estimated delivery:
**Mon 6/08/2015 by 3:00 pm**

COVINA, CA US

**Shipping label has been created. The status will be updated when shipment begins to travel.**

## Travel History

| Date/Time | Activity | Location |
|---|---|---|
| - 6/05/2015 - Friday | | |
| 11:59 am | Shipment information sent to FedEx | |

## Shipment Facts

| | | | |
|---|---|---|---|
| **Tracking number** | [redacted] | **Service** | FedEx Standard Overnight |
| **Weight** | 51 lbs / 23.13 kgs | **Total pieces** | 1 |
| **Total shipment weight** | 51 lbs / 23.13 kgs | **Shipper reference** | 1032431 |
| **Packaging** | Your Packaging | **Special handling section** | Deliver Weekday |



© FedEx 1995-2015




**ProgrammingComplete.**

**WarrantyClaim Code:** [redacted]
Record this code on the warranty repair order (if applicable).

**Post ProgrammingInstructions:**
Follow the Controller Specific Instructions below.

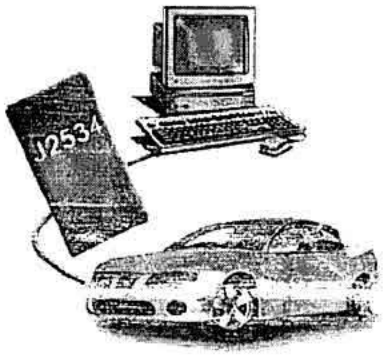
If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset controller.

**Controller SpecificInstructions:**

MS741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector circuit. To do so, Move your interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data LinkConnector.

VIN1GCGTCE33F[redacted]

Print | Clear DTCs | Proceed with same VIN | New | Cancel




**Programming Complete.**

**Warranty Claim Code** [redacted]
Record this code on the warranty repair order (if applicable).

**Post Programming Instructions:**
Follow the Controller Specific Instructions below.

If there are no Controller Specific Instructions, turn ignition off for 30 seconds to reset controller.

Controller Specific Instructions:

M5741: Clearing DTCs will erase stored history data from all controllers on the Data Link Connector currently in use. Move the interface to any additional Auxiliary Data Connectors on the vehicle to clear DTCs from other controllers. When finished, return the interface to the Data Link Connector.

This Power Steering Control Module - Setup is REQUIRED to be performed 3 times. Once three Setup procedures have been completed DTC C056E 4B will go to history in the Power Steering Control Module.

VIN 1GCGTCE33F[redacted]

Print | Clear DTCs | Proceed with same VIN | New | Cancel

FACE PAGE

# RENTAL AGREEMENT

## DEALER INFORMATION

Name: Sage Covina Chevrolet
Address: 1635 S. Citrus Ave
City: Covina | State: CA | Zip: 91723
Phone: 626 732 1100

## CUSTOMER VEHICLE INFORMATION

License No. | State
VIN: 1G(GTJE33F1 [redacted]
Year/Make/Model/Color: 15 Chevy Colorado

## RENTAL VEHICLE INFORMATION

| | | FUEL OUT | FUEL IN |
|---|---|---|---|
| Date and Time IN | 6/9/15 A.M. 5:30 P.M. | | |
| Date and Time OUT | 5/29/15 A.M. 3 P.M. | | |
| Date and Time DUE IN | / / A.M. P.M. | | |
| Vehicle VIN | 1G1JD5SGXF4 [redacted] | F | F |
| Vehicle Description | 15 Chevy Sonic Manual | | |
| Mileage IN | 1845 | 3/4 | 3/4 |
| Mileage OUT | 1207 | 1/2 | 1/2 |
| Miles Driven | 638 | 1/4 | 1/4 |
| Miles Allowed | | E | E |
| Chargeable Miles | | | |

RO# [redacted] Unit# RA# 88

## CUSTOMER INFORMATION

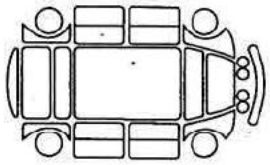
Customer [redacted]
Home Address [redacted]
City: Covina | State: CA [redacted]
Driver's License No. [redacted] | State: CA | Expires: 2/8/20
Birth Date [redacted] | Home Telephone [redacted]
Additional Driver's Name: — | Birth Date
Driver's License No. — | State | Expires
Additional Driver's Name — | Birth Date
Driver's License No. — | State | Expires

## CUSTOMER INSURANCE INFORMATION

Insurer: State Farm Ins. | Agent: Anu Sethi
Policy No. [redacted] | Expiration Date: 8/11/15 | Telephone: 562 947 2699

## DAMAGE DESCRIPTION

Initials: CJ



Condition Out: new

Condition In:

| RATES DO NOT INCLUDE FUEL | RENTAL CHARGES |
|---|---|
| MILES: ____ @ ____¢ | |
| DAYS: 10 @ $ 42.00 | 420 00 |
| TOTAL TIME AND MILEAGE CHARGES → | |
| TAXABLE FUEL GAL. @ $ ____ | |
| | |
| TAXABLE SUB-TOTAL → | |
| TAX @ ____% | |
| 1 NON-TAXABLE FUEL GAL. @ $ Lp. 99 | 1 |
| NET DUE CUSTOMER DEPOSIT / REFUND / OTHER | |
| ESTIMATED TOTAL CHARGES | |
| SUB-TOTAL | |
| TOTAL CHARGE → | 420 00 |

METHOD OF PAYMENT
$ [redacted] ☐ CHECK ☐ AMEX ☐ MC ☒ VISA
EXPIRE [redacted] ER
# [redacted]
☐ CARD VERIFIED

REFUNDED
$

CUSTOMER INITIALS
X

By signing below, you: agree to the term of this Agreement set forth on the Face Page s and Conditions; acknowledge that you had ar d the Agreement before signing; authorize us to p credit/ debit card voucher in your name for all Ch s and Violations; authorize us to release your bi ion to third parties for billing/processing purpose nding consideration exists, as further described Terms and Con [redacted]

Custome
ALL CHA AUDIT

CTP-1 CA RA 120114 White: Dealer Copy Canary: Customer Copy Pink: RO Copy

# GM *Rental Vehicle* Documentation Form

For use when there is a rental charge to General Motors.

Dealership: Sky Lane Chevrolet R.O. No [redacted] Vehicle being serviced? H/O

Vehicle Rented? 2015 Sonic Enterprise Rent-A-Car? ___ Yes X No ___ GM Make? X Yes ___ No

If "No", please explain: _____ Date Customer in Rental: 5/28/15 Date Out: 6/9/15

Number of Days: 10 Allowance First Day Only: _____ Allowance Thereafter: _____

**Note below what was taking place each day of rental period**

| Day 1 | Day 2 | Day3 | Day 4 | Day 5 | Day 6 | Day 7 |
|---|---|---|---|---|---|---|
| X | X | √ | B/O | B/O | B/O | B/O |

DAY 8: B/O

DAY 9: B/O

DAY 10: Part Came in & Installed

**Parts Expediting**

Needed Part(s): Steering Gear Part Number(s): 22963310

Attempt made to obtain part(s) locally? X Yes ___ No (If "No", why not?) _____

Date Part Ordered: 5/29/15 Part on Back Order? X Yes ___ No Date Part Received: 6/9/15

SPAC Case Number [redacted] ate of SPAC order: 6/3/15 Date SPAC part Received: 6/9/15

Remember that SPAC Information is Required to use Labor Op Z7907. Refer to Bulletin #02-00-89-004B.

**Repair Information**

Nature of problem: Stability bar R/s Drive with Care

Technician working on vehicle: Juan Mendez

Technical Assistance involved? ___ Yes Date: _____ Case number: _____

Other Comments: _____

**SERVICE MANAGER REVIEW:**

Number of days requested for warranty to GM: 10

Reason for extension: B/O PART

Copy of rental invoice attached to RO [redacted], why not?)

Service Manager Signature: [redacted] Review Date: 6/9/15

Please attach completed form to Hard Copy of Repair Order. All cases beyond normal 3 day limit, will require this form to be FAXED to (Area Service Manager). "H" Routed Claims for Z7907 and above, will not be authorized if this form is not received. Excessive usage due to dealership personnel, scheduling practices, and/or customer not returning promptly following notification of repair completion are not to be submitted for payment.

# STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES

## VALIDATED REGISTRATION CARD

| TYPE VEHICLE USE | REGISTRATION VALID FROM | LICENSE NUMBER | TYPE | ENGINE NUMBER |
|---|---|---|---|---|
| AUTOMOBILE | 04/19/2015 TO 04/20/2016 | [redacted] | 11 | |

| VEHICLE IDENTIFICATION NUMBER | MAKE | VLF CLASS | *YR | YR MODEL | TYPE VEH | DATE ISSUED |
|---|---|---|---|---|---|---|
| 2G1FK1EJ8F[redacted] | CHEV | LD | | 2015 | 110 | 05/04/2015 |

| BODY TYPE MODEL | YEAR FIRST SOLD | MP | AXLE | WC | UNLADEN/G/CGW | TOTAL FEES PAID | CC/ALCO |
|---|---|---|---|---|---|---|---|
| CP | 2015 | G | | | | $ 362.00 | 19 |

| STICKER ISSUED | PRIOR HISTORY | PIC | DATE FEES RECEIVED | OFFICE/TECH ID/SEQ | MISC/EQ NO |
|---|---|---|---|---|---|
| [redacted] | | 4 | 05/04/2015 | VD3CC 0006 | |

### STICKER INSTRUCTIONS

1) CLEAN SURFACE - SCRAPE OFF ACCUMULATED STICKERS (WILL NOT STICK IF WET OR DIRTY).
2) PEEL STICKER FROM BACKING BY BENDING SHEET AT PEEL HERE LINE.
3) PLACE STICKER ON REAR PLATE AS SHOWN BELOW.
4) EXCEPT: TRUCK TRACTORS AND COMMERCIAL VEHICLES WITH A DECLARED GROSS VEHICLE WEIGHT OF 10,000 LBS. OR MORE-MUST APPLY STICKER TO FRONT PLATE.

**REGISTERED OWNER**

[redacted]

LAKEWOOD CA[redacted]

**LIENHOLDER**
WELLS FARGO AS CTL AGENT
PO BX 9000

LUTHERVILLE MD 21094

VEHICLES: In Top Right Corner

CALIFORNIA [redacted]

W 00000
R 00043
L 00261

[redacted]

IMPORTANT INSTRUCTIONS ON REVERSE SIDE

PEEL HERE

# LEASE AGREEMENT
## (WITH ARBITRATION PROVISION)

GM Financial Leasing

Lease Date: 06/19/2015 DEAL# [redacted]

| Lessor Name and Business Address | Lessee Name and Address | Co-Lessee Name and Address |
|---|---|---|
| PENSKE CHEVROLET OF CERRITOS<br>18605 STUDEBAKER ROAD<br>CERRITOS, CA 90703 | [redacted]<br>LAKEWOOD CA [redacted]<br>County: LOS ANGELES | [redacted]<br>LAKEWOOD CA [redacted]<br>County: LOS ANGELES |

| Lessee Billing Address (if different than above) | Vehicle Garaging Address (if different than above) |
|---|---|
| | County: Principal Driver: (if business use) |

In this Lease, "you" and "your" mean the lessee and co-lessee. "We," "us" and "our" mean the lessor, and any assignee of this Lease. The terms, conditions, and disclosures in this Lease govern your Lease with us. Each of you who signs the Lease is individually liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease. You are leasing the Vehicle and have no ownership rights in the Vehicle unless you exercise your purchase option.

**Monthly Payment Lease:** If your payment schedule shows monthly scheduled payments in Item 3A, your lease is a monthly payment lease.

**Single Payment Lease:** If your payment schedule shows a single scheduled payment in Item 3B, your lease is a single payment lease.

### 1. The Vehicle

| New/Used | Year | Make | Model | Body Style | Vehicle ID # | Odometer | Primary Use |
|---|---|---|---|---|---|---|---|
| NEW | 2015 | CHEVROLET | CAMARO | Coupe | 2G1FK1EJ8F9[redacted] | 21 | Personal, unless otherwise indicated below ☐ business ☐ agricultural |

### CONSUMER LEASING ACT DISCLOSURES

**2. Amount Due at Lease Signing or Delivery**

(Itemized in Item 6)

$ 4100.00

**3. Scheduled Payments**

A. Your first monthly payment of $ 409.19 is due on 04/19/15 followed by 38 monthly payments of $ 409.19 due on the 19TH of each month.

B. Your single payment of $ N/A is due on N/A

C. The Total of your Scheduled Payments is $ 15956.41

**4. Other Charges** (not part of your scheduled payment)

| | | |
|---|---|---|
| A. Disposition fee (if you do not purchase the Vehicle) | $ | 0.00 |
| B. N/A | $ | N/A |
| C. N/A | $ | N/A |
| D. Total | $ | 0.00 |

**5. Total of Payments** (The amount you will have paid by the end of the Lease)

$ 19649.22

(2+3C+4D-6A3-6A4-6A5)

### 6. Itemization of Amount Due at Lease Signing or Delivery

| A. Amount Due at Lease Signing or Delivery: | | B. How the Amount Due at Lease Signing or Delivery will be paid: | |
|---|---|---|---|
| 1. Capitalized cost reduction | $ 2939.32 | 1. Net trade-in allowance | $ 100.00 |
| 2. Taxes on capitalized cost reduction | $ 204.34 | 2. Rebates and noncash credits | $ N/A |
| 3. First monthly payment | $ 409.19 | 3. Amount to be paid in cash | $ 4000.00 |
| 4. Single scheduled payment | $ N/A | 4. Other N/A | $ N/A |
| 5. Refundable security deposit | $ N/A | 5. Total | $ 4100.00 |
| 6. Lease acquisition fee | $ N/A | | |
| 7. Vehicle license fees | $ 261.00 | | |
| 8. Registration, transfer, and titling fees | $ 101.00 | | |
| 9. Sales/use tax | $ 7.29 | | |
| 10. Document processing charge (not a governmental fee) | $ 80.00 | | |
| 11. Electronic vehicle registration or transfer charge (not a governmental fee) | $ 39.00 | | |
| 12. California tire fee | $ 8.75 | | |
| 13. N/A | $ N/A | | |
| 14. N/A | $ N/A | | |
| 15. Total | $ 4100.00 | | |

### 7. Your scheduled payment is determined as shown below:

| | | |
|---|---|---|
| **A. Gross capitalized cost.** The agreed upon value of the Vehicle ($ 40030.00 ) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance). | | $ 40593.00 |
| **B. Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost. | − | $ 2939.32 |
| **C. Adjusted capitalized cost.** The amount used in calculating your base scheduled payment. | = | $ 37653.68 |
| **D. Residual value.** The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment. | − | $ 25864.00 |
| **E. Depreciation and any amortized amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term. | = | $ 11789.68 |
| **F. Rent charge.** The amount charged in addition to the depreciation and any amortized amounts. | + | $ 2848.92 |
| **G. Total of base scheduled payments.** The depreciation and any amortized amounts plus the rent charge. | = | $ 14640.60 |
| **H. Lease payments.** The number of payments in your Lease. | ÷ | 39 |
| **I. Base scheduled payment.** | = | $ 375.40 |
| **J. Sales/use tax (e).** | + | $ 33.79 |
| **K.** N/A | + | $ N/A |
| **L.** N/A | + | $ N/A |
| **M. Total Scheduled Payment.** | = | $ 409.19 |

**Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.**

**8. Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12,000 miles per year at the rate of $ 0.25 per mile.

**9. Purchase Option at End of Lease Term.** You have an option to purchase the Vehicle at the end of the Lease term for $ 25864.00 plus a purchase option fee of $ 0.00 The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

**10. Other Important Terms.** See your Lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

### 11. Itemization of Gross Capitalized Cost

| | | | |
|---|---|---|---|
| A. Agreed upon value of the Vehicle as equipped at Lease signing | $ 40000.00 | G. Document processing charge (not a governmental fee) | $ N/A |
| B. Agreed upon value of each accessory and item of optional equipment we agree to add to the Vehicle after Lease signing (describe) | | H. Electronic vehicle registration or transfer charge (not a governmental fee) | $ N/A |
| N/A | $ N/A | I. California tire fee | $ N/A |
| N/A | $ N/A | J. Prior Credit or Lease Balance | $ N/A |
| N/A | $ N/A | Optional Products and Services: | |
| N/A | $ N/A | K. N/A | $ N/A |
| C. Vehicle license fees | $ N/A | L. N/A | $ N/A |
| D. Registration, transfer, and titling fees | $ N/A | M. N/A | $ N/A |
| E. Sales/use tax | $ N/A | N. N/A | $ N/A |
| F. Other | $ N/A | | |

## STATE OF CALIFORNIA - DEPARTMENT OF MOTOR VEHICLES — VALIDATED REGISTRATION CARD

| TYPE VEHICLE USE | REGISTRATION VALID FROM | LICENSE NUMBER | TYPE | ENGINE NUMBER |
|---|---|---|---|---|
| COMMERCIAL | 03/09/2015 TO 03/31/2016 | [redacted] | 31 | |

| VEHICLE IDENTIFICATION NUMBER | MAKE | VLF CLASS | *YR | YR MODEL | TYPE VEH | DATE ISSUED |
|---|---|---|---|---|---|---|
| 1GCGTCE33F1[redacted] | CHEV | KK | | 2015 | 31P | 04/17/2015 |

| BODY TYPE MODEL | YEAR FIRST SOLD | MP | AXLE | WC | UNLADEN/G/CGW | TOTAL FEES PAID | CC/ALCO |
|---|---|---|---|---|---|---|---|
| PK | 2015 | G | 2 | D | 04450 | $ 420.00 | 19 |

| STICKER ISSUED | PRIOR HISTORY | PIC | DATE FEES RECEIVED | OFFICE/TECH ID/SEQ | MISC/EQ NO |
|---|---|---|---|---|---|
| [redacted] | | 4 | 03/30/2015 | VD5H1 0003 | |

**REGISTERED OWNER**

[redacted]

COVINA CA [redacted]

**LIENHOLDER**
WELLS FARGO AS CTL AGENT
PO BX 9000

LUTHERVILLE MD 21094

W 00080
R 00043
L 00239

[redacted]

### STICKER INSTRUCTIONS

1) CLEAN SURFACE - SCRAPE OFF ACCUMULATED STICKERS (WILL NOT STICK IF WET OR DIRTY).
2) PEEL STICKER FROM BACKING BY BENDING SHEET AT PEEL HERE LINE.
3) PLACE STICKER ON REAR PLATE AS SHOWN BELOW.
4) EXCEPT TRUCK TRACTORS AND COMMERCIAL VEHICLES WITH A DECLARED GROSS VEHICLE WEIGHT OF 10,000 LBS. OR MORE-MUST APPLY STICKER TO FRONT PLATE.

VEHICLES:
In Top Right Corner

CALIFORNIA [redacted]

PEEL HERE

IMPORTANT INSTRUCTIONS ON REVERSE SIDE

CHASE

JPMorgan Chase Bank, N.A.
P O Box 659754
San Antonio, TX 78265-9754

June 23, 2015 through July 22, 2015
Account Number: [redacted]

[redacted]

COVINA CA [redacted]

[redacted]

**CUSTOMER SERVICE INFORMATION**

| | |
|---|---|
| Web site: | **Chase.com** |
| Service Center: | **1-800-935-9935** |
| Deaf and Hard of Hearing: | 1-800-242-7383 |
| Para Espanol: | 1-877-312-4273 |
| International Calls: | 1-713-262-1679 |

We updated your Deposit Account Agreement

We made the following changes to your agreement on July 19, 2015:
- Revised the explanation of when funds will be available after you deposit checks drawn on a Chase account in a branch or at an ATM or eATM
- Updated the language about powers of attorney to clarify our responsibilities when you use one

Also, starting September 20, 2015, ATM cards can only be used at ATMs and eATMs and can no longer be used to purchase goods and services. This doesn't change how debit cards are used.

You can view a copy of your updated agreement anytime by logging in to chase.com, or by visiting any of our branches. If you have questions, please call us at the number on this statement or visit any of our branches.

## Our worksheet for balancing your checkbook is now on chase.com

Beginning July 20, your statement will no longer include our worksheet for balancing your checkbook. You can still access this form on chase.com.

To find this guide online:
1. Go to chase.com/checking/account-tips
2. Scroll down to the section titled Track Your Spending
3. Download the Balancing your Checkbook Worksheet

Please call us at the number on this statement if you have any questions.

## CHECKING SUMMARY

Chase Total Checking

| | AMOUNT |
|---|---|
| **Beginning Balance** | **$708.51** |
| Deposits and Additions | 5,468.62 |
| Checks Paid | - 2,074.24 |
| ATM & Debit Card Withdrawals | - 1,985.55 |
| Electronic Withdrawals | - 1,975.98 |
| Fees and Other Withdrawals | - 136.00 |
| **Ending Balance** | **$5.36** |

CHASE

June 23, 2015 through July 22, 2015
Account Number: [redacted]

## TRANSACTION DETAIL *(continued)*

| DATE | DESCRIPTION | AMOUNT | BALANCE |
|---|---|---|---|
| 07/13 | Recurring Card Purchase 07/12 Uber Technologies Inc 866-576-1039 CA Card [redacted] | - 4.00 | 477.45 |
| 07/14 | ATM Cash Deposit [redacted] 07/14 100 S Vincent Ave West Covina CA Card | 300.00 | 777.45 |
| 07/16 | Card Purchase [redacted] 07/15 Rick Brown Matco Tools Glendora CA Card | - 9.00 | 768.45 |
| 07/16 | Card Purchase [redacted] 07/16 Dis*Annual Passport 800-410-4656 CA Card | - 16.09 | 752.36 |
| 07/16 | Gmf Lease Wu Gmfleas [redacted] Tel ID: [redacted] | - 533.86 | 218.50 |
| 07/16 | Check # 1002 | - 99.24 | 119.26 |
| 07/16 | Gmf Lease Wugmlsefee [redacted] Tel ID: [redacted] | - 7.50 | 111.76 |
| 07/17 | Arakelian Enterp Payroll PPD ID: [redacted] | 869.97 | 981.73 |
| 07/17 | Card Purchase [redacted] 07/16 Waba Grill W. Covina West Covina CA Card | - 11.17 | 970.56 |
| 07/17 | Card Purchase [redacted] 07/17 Playstation Sonyenter 800-345-7669 CA Card | - 5.00 | 965.56 |
| 07/17 | Card Purchase [redacted] 07/17 Playstation Sonyenter 800-345-7669 CA Card | - 7.98 | 957.58 |
| 07/17 | Chase Quickpay Electronic Transfer [redacted] | - 160.00 | 797.58 |
| 07/17 | Chase Quickpay Electronic Transfer [redacted] | - 40.00 | 757.58 |
| 07/17 | Target Debit Crd ACH Tran [redacted] POS ID: [redacted] | - 53.30 | 704.28 |
| 07/20 | Card Purchase [redacted] 07/16 Menchie`S Frozen Yogur West Covina CA Card | - 2.01 | 702.27 |
| 07/20 | Card Purchase [redacted] 07/19 Twc*Time Warner Cable 888-Twcable CA Card | - 82.99 | 619.28 |
| 07/20 | Card Purchase [redacted] 07/18 Rick Brown Matco Tools Glendora CA Card | - 75.00 | 544.28 |
| 07/20 | Card Purchase [redacted] 07/17 Alta Dena Dairy Drive I Covina CA Card 6966 | - 10.25 | 534.03 |
| 07/20 | Card Purchase [redacted] 07/17 Elements Natural Foods West Covina CA Card | - 16.35 | 517.68 |
| 07/20 | Card Purchase [redacted] 07/17 Elements Natural Foods West Covina CA Card | - 14.16 | 503.52 |
| 07/20 | Card Purchase [redacted] 07/17 Carl's Jr #7391 West Covina CA Card 6966 | - 10.24 | 493.28 |
| 07/20 | Card Purchase With Pin 07/18 Pacific Sunwear of Cal West Covina CA Card [redacted] | - 35.97 | 457.31 |
| 07/20 | Card Purchase [redacted] 07/18 Mcdonald's F11467 Covina CA Card 6966 | - 17.93 | 439.38 |
| 07/20 | Card Purchase [redacted] 07/19 Starbucks #08747 Covina Covina CA Card | - 2.65 | 436.73 |
| 07/20 | Chase Quickpay Electronic Transfer [redacted] To [redacted] | - 5.00 | 431.73 |
| 07/20 | ATM Withdrawal [redacted] 07/19 2800 E Workman Ave West Covina CA Card | - 40.00 | 391.73 |
| 07/20 | Card Purchase [redacted] 07/19 Burro Cyn Shooting Prk Azusa CA Card 6966 | - 34.00 | 357.73 |
| 07/20 | So Cal Edison CO Bill Paymt [redacted] Web ID: [redacted] | - 225.39 | 132.34 |
| 07/20 | Spnglf Fin Paym Loan Paymt PPD ID: [redacted] | - 189.81 | -57.47 |
| 07/20 | Target Debit Crd ACH Tran [redacted] POS ID: [redacted] | - 18.65 | -76.12 |
| 07/20 | Target Debit Crd ACH Tran [redacted] POS ID: [redacted] | - 12.36 | -88.48 |
| 07/20 | Credit One Bank Payment [redacted] Web ID: [redacted] | - 10.00 | -98.48 |
| 07/20 | Paypal Inst Xfer Itunesstore Web ID: [redacted] | - 9.46 | -107.94 |
| 07/20 | Insufficient Funds Fee For A $189.81 Item - Details: Spnglf Fin Paym Loan Paymt PPD ID: [redacted] | - 34.00 | -141.94 |
| 07/20 | Insufficient Funds Fee For A $18.65 Item - Details: Target Debit Crd ACH Tran [redacted] POS ID: [redacted] | - 34.00 | -175.94 |
| 07/20 | Insufficient Funds Fee For A $12.36 Item - Details: Target Debit Crd ACH Tran [redacted] POS ID: [redacted] | - 34.00 | -209.94 |

CHEVROLET

2015 CHEVROLET

# COLORADO 4

[redacted]

44 Payments To Go

24mo 48mo

**TOTAL AMOUNT DUE**

UPDATED AS OF JULY 30

**$0.00**

How is this calculated?

PAY ONLINE

ACH PAYMENTS ARE FREE. DEBIT AND ATM CARD PAYMENTS ADD A $5.00 CONVENIENCE FEE.

View Payment Options

## ACCOUNT DETAILS

[redacted]

| | | |
|---|---|---|
| 4/2/2015 | [illegible] | $508.86 |
| $31,354.99 | [illegible] Date | 8/2/2015 |
| 48 Months | [illegible] | $-22.94 |
| 44 Months | Late Fees | $25.00 |
| 48,000 | [illegible] | $0.00 |
| 7/15/2015 | [illegible] | $-2.06 |
| $533.86 | | |

## YOUR CONTACT INFO

[redacted]

[redacted]

## DEALER INFO

[redacted]

## ACCOUNT ACTIONS

[redacted]

7/30/2015 [redacted]

Main Menu | Log Off

| Confirmation Number | Payment Account Type | $ Total Payment Amount | Processed Date | Payment Status |
|---|---|---|---|---|
| [redacted] | JPMorgan Chase Bank, National Association Checking Account **********[redacted] | $541.36 | 07/15/2015 | PROCESSED |
| | JPMorgan Chase Bank, National Association Checking Account **********[redacted] | $516.36 | 06/08/2015 | PROCESSED |
| | JPMorgan Chase Bank, National Association Checking Account **********[redacted] | $516.36 | 05/06/2015 | PROCESSED |

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Terms and Conditions | Privacy Policy

[redacted]

# SAGE COVINA CHEVROLET

635 S. CITRUS STREET - WEST COVINA, CA 91723
(626) 732-1100
www.covinachevrolet.com

CELL: [redacted]

| | | | | | |
|---|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR ROSEMARY ECHEVERRI 196 | TAG NO. 2351 | INVOICE DATE 07/28/15 | | |
| [redacted] | LABOR RATE | LICENSE NO. [redacted] | MILEAGE 4,727 | COLOR SILV ICE ME | STOCK NO. C150432D |
| COVINA, CA [redacted] | YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB | | DELIVERY DATE | DELIVERY MILES 59 | |
| [redacted] | VEHICLE I.D. NO. 1GCGTCE33F1 [redacted] | | SELLING DEALER NO. | PRODUCTION DATE | |
| | F.T.E. NO. | P.O. NO. | R.O. DATE 07/21/15 | | |
| RESIDENCE PHONE [redacted] | BUSINESS PHONE [redacted] | COMMENTS | | | MO: 4728 |

JOB# 1 CHARGES

LABOR

| J# | | | WARRANTY |
|---|---|---|---|
| 1 | 64CV2 | SAFETY & SECURITY TECH(S):203 | |
| | | CUSTOMER STATES BOTH FRONT TIRE TREAD WORN OUT NOTICED | |
| | | WIRING FROM | |
| | | TIRES | |
| | | PERFORM FRONT END ALIGNMENT AND REPLACE BOTH FRONT TIRES AND | |
| | | ROAD TEST | |
| | | PERFORM ALIGNMENT AND REPLACE BOTH FRONT TIRES | |

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE | UNIT PRICE | |
|---|---|---|---|---|---|---|
| | 2 | 94775416 | GY2556517 5.880 | | | WARRANTY |
| | 2 | TH | TIRE WAST | | | WARRANTY |
| | 2 | TF | TIRE TAX | | | WARRANTY |
| | 2 | WW | WHEIGHT | | | WARRANTY |
| | | | | | TOTAL - PARTS | 0.00 |

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

COMMENTS
++LOANER++ 07/25/15 NATIONAL BACK ORDER
07/25/15 @ 438PM SPOKE TO CUSTOMER UNDERSTAND BACK ORDER NEEDS A
TRUCK FOR A LOANER WILL FOLLOW UP ON MONDAY
07/27/15 PARTS IN

RECOMMENDATIONS
CALLED MR [redacted] 7.24.15 @7:40 AM WITH UPDATE TIRES NOT
AVALIBLE AT THIS TIME. WILL UPDATE HIM WHEN WE HAVE MORE INFORMATIO

TOTALS

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

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

B.A.R. LICENSE NO. ARD248347 EPA # CAR 000178947

The Reynolds and Reynolds Company CC7233860.0 (11/14)

THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

May 23, 2024

[redacted]
Covina, CA [redacted]

Dear [redacted],

We sincerely regret that you experienced a concern with your 2015 Chevrolet Colorado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $508.86. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to 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]

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

CHECK No. [redacted]

VOID VOID VOID VOID VOID VOID VOID

DATE 08/05/15 508 DOLLARS 86 CENTS AMOUNT 508.86

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]
COVINA CA

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR [redacted] 1
DUNS NO BB[redacted]
VENDOR NAME [redacted]

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

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 08/05/15

| REGISTER NO. DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|---|---|---|---|---|---|---|
| [redacted] | | | 00.0000 | 508.86 | .00 | 508.86 |

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

W3

| TOTAL | 508.86 | .00 | 508.86 |
|---|---|---|---|

[redacted]

| **Customer** | **Vehicle** | **Status of vehicle/concern** |
|---|---|---|
| [redacted] | 2015 Chevrolet Colorado | A GM Dealer has diagnosed the current concern |
| [redacted] | 1GCGTCE31F1[redacted] | Repairs are in-progress (vehicle is in shop now) |
| Call Anytime | Mileage now: 47147 mi | Vehicle is currently operable & can be driven |

**Key Points**

Customer is having issues getting parts available for his power steering

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

**Additional key points**

This customer has purchased these GM vehicles (verified): 2015 Chevrolet Colorado

**Reference**

CAC SR#: [redacted]

CAC advisor: Raquel--> (866) 790-5700, Ext # 21210

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

| **Customer** | **Vehicle** | **Status of vehicle/concern** |
|---|---|---|
| [redacted] | 2015 Chevrolet Colorado | A GM Dealer has diagnosed the current concern |
| [redacted] or [redacted]7 | 1GCGTCE32F1[redacted] | Repairs have not been scheduled |
| Call Anytime | Mileage now: 7000 mi | Vehicle is currently operable & can be driven |

**Key Points**

Customer stated he's been waiting on parts for five days from Moritz Chevroelt. He was advised the weather has been really bad and planes have been delayed for shipping the parts. Customer stated he understands but wants his vehicle repaired. Customer seeks parts to be shipped as soon as possible. Senior Advisor sending case to the CEM Dennis Williams for further assistance/review.

| Supporting Factors | Limiting Factors |
|---|---|
| Original owner (verified)<br><br>Loyal GM customer: 2 GM vehicles purchased (verified) | |
| *Please consider these additional questions:*<br>*Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)*<br>*Did cust buy an extd svc contract, but it's expired or n/a?*<br>*Is this a loyal service customer? (to involved dealer)*<br>*Are high dollar customer-pay ROs on record for this cust?*<br>*Is this a conquest buyer?* | *Please consider these additional questions:*<br>*Is vehicle way beyond all applicable expiration limits?*<br>*Does veh have an active aftermarket Extd Svc Contract?*<br>*Did customer buy vehicle outside of warranty?*<br>*Does it seem customer doesn't take care of the vehicle?*<br>*Is cause not normally covered by warranty?*<br>*Is cause due to an accident insurance won't cover?*<br>*Is cause due to damage by independent repair facility?* |

**Additional key points**

This customer has purchased these GM vehicles (verified): 2015 Chevy nColorado, 2006 Chevy Silverado

**Reference**

CAC SR#[redacted]

CAC advisor: Marion--> (866) 790-5700, Ext # 21878

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

Please create A SEAL case for this customer with feedback to Ron Arnesen (ron.arnesen@de.opel.com); Anita M. Burke <anita.m.burke@gm.com>; Jeffrey Luke (jeffrey.luke@gm.com); Casey Rentfrow (casey.rentfrow@gm.com)

Thanks,

-----Original Message-----
From: Casey Rentfrow
Sent: Tuesday, June 23, 2015 8:40 AM
To: Ron Arnesen
Cc: Anita M. Burke; Jeffrey Luke; Aaron Charbonneau (aaron.charbonneau@gm.com)
Subject: RE: GMC Canyon Loss of Steering Assist

Ron,

I searched the TAC case number below and came up with the VIN and owner information so I'll get a case set up with feedback to you, Anita, Jeff and I.

The last name below differs from the one in your email so please confirm we have the correct customer information.

[redacted] Portland, MI VIN 1GTG6BE35F1[redacted]

Casey Rentfrow
Executive Customer Assistance
Global Connected Customer Experience
M[redacted]

-----Original Message-----
From: Ron Arnesen
Sent: Tuesday, June 23, 2015 8:30 AM
To: Aaron Charbonneau
Cc: Casey Rentfrow; Anita M. Burke; Jeffrey Luke
Subject: Re: GMC Canyon Loss of Steering Assist

Thx Aaron. Good luck with the new assignment.

Casey, Looking forward to working with you. Working on getting you the phone # for Mr[redacted]

Ron

> On Jun 23, 2015, at 08:22, Aaron Charbonneau <aaron.charbonneau@gm.com> wrote:
>
> Good morning Ron,
>
> I've actually moved on to a different position within the contact center and Casey Rentfrow has taken over in exec CAC.
>
> Casey, can you have a case set up and work with the customer and dealer To ensure the truck is repaired.
>
> Sent from my iPhone
>
>> On Jun 23, 2015, at 6:09 AM, Ron Arnesen <Ron.Arnesen@de.opel.com> wrote:
>>
>> Aaron,
>> Sorry, gave you the wrong last name for the customer. It's [redacted] (not [redacted]).
>> Have a great day,
>> Ron
>>
>> -----Original Message-----
>> From: Ron Arnesen
>> Sent: Dienstag, 23. Juni 2015 06:02
>> To: Aaron Charbonneau; Anita M. Burke
>> Cc: Jeffrey Luke
>> Subject: FW: GMC Canyon Loss of Steering Assist
>>
>> Aaron,
>> I helped this customer get into a Canyon several months ago and he contacted me yesterday with a concern on the steering. His truck lost steering assist while driving and he took the vehicle straight to the dealership. They did an ignition restart and the steering system reset. I spoke directly to the customer, [redacted], and he is not willing to have the vehicle returned to him until the dealership can assure him that the condition is fixed and will not re-occur. He see's it as a safety issue. Can you get the right people involved to get things resolved for this customer? Dealer and case number is shown below. I can get Mr. [redacted]s telephone number if need be. Thanks Aaron.
>>
>> Anita,
>> Any insight to add?

>>
>> Thanks!
>> Ron
>>
>>
>> -----Original Message-----
>> From: Ron Arnesen
>> Sent: Dienstag, 23. Juni 2015 05:46
>> To: Ron Arnesen
>> Subject: GMC Canyon Loss of Steering Assist
>>
>> Ron regarding [redacted] canyon , at 15 or 20 mph the power steering stopped working. Took it to team one in Charlotte , were he bought it. They turned it off restarted it and it was working. They still have it. Week later no answer. [redacted] is case number. Thanks.
>>
>>

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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May 23, 2024

[redacted]
Los Angeles, CA [redacted]

Service Request: [redacted]

Dear [redacted]

We sincerely regret that you experienced a concern with your 2015 Chevrolet Colorado, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $356.61. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to contact our Executive Office at 1-313-667-7153. Please refer to your service request number listed above and we will be happy to assist you.

Sincerely,

Chevrolet Executive Office

001 07/28/2015

WELLS FARGO

**Wells Fargo Dealer Services**
P.O. Box 25341
Santa Ana, CA 92799-5341

| Account Number | [redacted] |
|---|---|
| Collateral | 2015 CHEVROLET CO |
| Total Amount Due | 356.61 |
| Payment Due Date | 08/17/2015 |

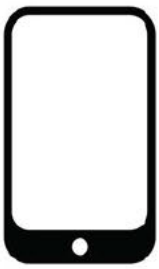
[redacted]
LOS ANGELES CA[redacted]

For personalized service or if you have traded in this vehicle, please call 1-800-289-8004 Monday - Friday 5:00 a.m. to 7:00 p.m. Pacific Time.

| Date | Description | Amount |
|---|---|---|
| *07/17/2015* | *Payment Received - Thank You* | *$356.61* |
| 07/28/2015 | Current Payment Due | $356.61 |
| 08/17/2015 | TOTAL AMOUNT DUE | $356.61 |
| 07/28/2015 | LOAN BALANCE AS OF 07/28/15<br>This balance represents your outstanding balance as of the statement date and is not your payoff. For a payoff calculation, please visit our website or call 1-800-289-8004. | $20,020.99 |


**Advertisements and Services**

# Coming soon...



## an improved mobile experience

**Soon, managing your loans will be even easier with our improved eServices mobile site.**

The simple, easy-to-use design will provide quick access to frequently used activities from the convenience of your smartphone or tablet to:

- View your loan and payment details
- Make a payment
- Register for eStatements

Same website — mobile-friendly!

1058302-003 5/15


**Please see reverse side for important information regarding your account.**

---

WELLS FARGO

**DO NOT SEND CASH.**

**For 24-hour self-service and payment options, visit our website at wellsfargodealerservices.com or call 1-800-289-8004.**

**Paying by check?**

To ensure prompt processing, please return this portion with your payment in the envelope provided.
**Please write your account number** on your check or money order and make payable to Wells Fargo Dealer Services.

**Check box for change of address and indicate new address on reverse side.**

☐

[redacted]
LOS ANGELES CA[redacted]

Wells Fargo Dealer Services
P.O. Box 25341
Santa Ana, CA 92799-5341

INTERNAL USE ONLY
☐ AT
☐ LC
☐ PO
☐ PR
☐ DB

| Account Number | [redacted] |
|---|---|
| Date Payment Due | 08/17/2015 |
| Total Amount Due | 356.61 |
| Amount to Be Applied to Late Charges | |
| Amount Enclosed | |

[redacted]

## Important information regarding your account

### Payments
Please mail your check or money order and payment coupon in the enclosed envelope. Payments that are not sent to the P.O. Box shown on the statement or not accompanied by a payment coupon may experience delays in processing. Postdated payments will not be honored and will be processed when received. Customers may be responsible for insufficient funds fees imposed by their bank and by Wells Fargo Dealer Services if funds are not available at the time of deposit. For alternative payment options, please visit our website at wellsfargodealerservices.com or call 1-800-289-8004.

**Please note: Payments are not accepted at Wells Fargo stores.**

### Notice to customer
We may report information about your account to credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

**California residents**
You are hereby notified that a negative credit report history may be submitted to a credit-reporting agency if you fail to fulfill the terms of your credit obligation.

### Credit information
Wells Fargo Dealer Services may furnish information about your account to consumer reporting agencies. You have the right to dispute the accuracy of information that we have reported to the consumer reporting agencies by writing to us at the address below. Please describe the specific information that is inaccurate or in dispute and the basis for any dispute with supporting documentation. In the case of information that you believe relates to an identity theft, you will need to provide us with an identity theft report.

Wells Fargo Dealer Services
P.O. Box 1697
Winterville, NC 28590

### Insurance requirements
The loan documents you signed state you will insure the collateral described in the loan. You must maintain this insurance throughout the duration of the loan with Wells Fargo Dealer Services. To comply with this requirement, the policy must include:

- Insurance coverage naming each borrower/co-borrower
- A complete description of the collateral financed, including the Vehicle Identification Number (VIN) or Hull Identification Number (HIN)
- "Wells Fargo Dealer Services" named as the loss payee
- Coverage in effect from the date of purchase
- Insurance coverage in an amount at least equal to the collateral's cash value
- Insurance coverage with deductibles stated on the policy

### Collateral protection insurance (if applicable)
Wells Fargo Dealer Services strongly encourages that customers obtain insurance coverage from an insurance company or agent of choice. However, if we fail to receive evidence of adequate insurance effective as of the date of your loan or at any time throughout the term of your loan, we may purchase insurance on your behalf to protect our interest in the collateral.

The coverage Wells Fargo Dealer Services may buy is very limited. The coverage does not provide bodily injury and property damage liability insurance. The coverage does not comply with any financial responsibility law. The coverage may cost more than the insurance you could buy yourself. If insurance is purchased on your behalf, you are obligated to pay the lender the cost of the insurance, plus interest, according to the loan.

### Evidence of insurance
Appropriate evidence of insurance is required during the term of the loan. Evidence of insurance should be sent to the following address:

Wells Fargo Dealer Services
Attn: Insurance Service Center
P.O. Box 5075
Coraopolis, PA 15108-5075
1-800-368-6805

Please be sure your agent includes the following information:
- Complete owner's name and address
- Collateral year
- Collateral make
- Vehicle Identification Number (VIN) or Hull Identification Number (HIN)
- Wells Fargo Dealer Services account number
- "Wells Fargo Dealer Services" as the loss payee of the collateral

### Insufficient funds fees
Please be advised that Wells Fargo Dealer Services will assess a per-check fee in applicable states for any payment that is dishonored by your bank because of insufficient funds. NSF Fees for loans originating in **Washington** are $15.00 per check ($25.00 for marine and recreational vehicles), in **Arizona** are $25.00 per check, and in **Texas** are $30.00 per check. Residents with loans originating in these and other states may refer to their loan documents for specific insufficient funds fee disclosures, if applicable, as amounts may vary based on state law and/or type of loan.

### Contact us
**Online:** wellsfargodealerservices.com

**Mail:**
Wells Fargo Dealer Services
Attn: Correspondence — MAC T9017-026
P.O. Box 168048
Irving, TX 75016-8048

**Phone:**
Customer Service
1-800-289-8004
Monday through Friday
5:00 a.m. to 7:00 p.m. Pacific Time

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WELLS FARGO

**Wells Fargo Dealer Services**

### Paying by check?
To ensure prompt processing, please return this portion with your payment in the envelope provided. **Please write your account number** on your check or money order and make payable to Wells Fargo Dealer Services.

### Address Change
(Please check box on the front of the statement.)

**Please enter your new mailing address below.**

Name _____

Street _____ Apt. No. _____

City _____ State _____ Zip _____

E-mail _____

**Please enter your new phone number(s).**

Residence ( ) _____

Business ( ) _____

Cell ( ) _____

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

CHECK No. [redacted]

DATE
08/12/15

356 DOLLARS 61 CENTS AMOUNT 356.61

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]
LOS ANGELES CA [redacted]

General Motors LLC
Disbursement Account
[redacted]

JPMorgan Chase Bank N.A.
Syracuse, New York

AUDIT

SIGNATURE

[redacted]

VENDOR DUNS NO BB [redacted]
VENDOR NAME [redacted]

1

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

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 08/12/15

| REGISTER NO. DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|---|---|---|---|---|---|---|
| [redacted] | | | 00.0000 | 356.61 | .00 | 356.61 |

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

W3

| TOTAL | 356.61 | .00 | 356.61 |
|---|---|---|---|

[redacted]

Additional case information for VIN 1GCGSBE31F1[redacted]

Please provide feedback to Anita M. Burke (anita.m.burke@gm.com); Marco E. Rodriguez <marco.e.rodriguez@gm.com>; Jeffrey Luke (jeffrey.luke@gm.com); Ron Arnesen (ron.arnesen@de.opel.com); Casey Rentfrow (casey.rentfrow@gm.com<mailto:casey.rentfrow@gm.com>)

Thanks,

From: Casey Rentfrow
Sent: Tuesday, June 23, 2015 1:38 PM
To: Anita M. Burke; Marco E. Rodriguez
Cc: Jeffrey Luke; Bill Venner; Ron Arnesen
Subject: RE: URGENT: GMC Canyon Loss of Steering Assist

Thanks for the technical information. I'll add this information to the case so the advisor will relay this to the dealership. I'll also request case feedback to Anita, Marco and Jeff in addition to Ron and I.

Casey Rentfrow
Executive Customer Assistance

[cid:image005.jpg[redacted]

General Motors

M[redacted]
Renaissance Center l Tower 100 l Floor 9 l Detroit, MI 48265 l US

From: Anita M. Burke
Sent: Tuesday, June 23, 2015 1:13 PM
To: Marco E. Rodriguez; Casey Rentfrow
Cc: Jeffrey Luke; Bill Venner; Ron Arnesen
Subject: RE: URGENT: GMC Canyon Loss of Steering Assist

Thanks Marco (&Phonexay)!! . Yes, please work with Casey (Exec Cust assistance) to manage next steps to get gear swapped out.

From: Marco E. Rodriguez
Sent: Tuesday, June 23, 2015 12:54 PM

To: Anita M. Burke
Cc: Jeffrey Luke; Bill Venner
Subject: FW: URGENT: GMC Canyon Loss of Steering Assist

Mando just confirmed the gear was built in the first spill window.
I recommend replacing the gear with a MANDO certified one.
Phonexay will coordinate with BQM with your approval.

Marco

---

Marco Rodriguez
Engineering Group Manager
Chassis Steering Systems
General Motors
(586) 854-8958

-----Original Message-----
From: Phonexay Vathanaphone [phonexay.vathanaphone@gm.com]
Received: Tuesday, 23 Jun 2015, 11:58AM
To: Marco E. Rodriguez [marco.e.rodriguez@gm.com]; Kristina DeWilde [kristina.dewilde@gm.com]
Subject: RE: URGENT: GMC Canyon Loss of Steering Assist
Hi Marco,

We did have a DTC set on this vehicle through Onstar on 16Jun15. We are looking into the Onstar data to confirm if C0545 was set. Mando is also looking into the gear build date to see where it falls on their spill date.

Notes:
1. C0545 Mando (Pogo Pin) spill date
   a. 20Dec14-08Jan15
   b. 04Feb15-05Feb15
2. VIN: 1GCGSBE31F1[redacted] Vehicle Build Date: 09Jan15
3. Onstar Record DTC set 16Jun15 - Mando to confirm DTC

Thanks,
Phonexay Vathanaphone
Senior DRE - 31xxN Truck Steering Column, I-Shaft, FOD Seal
Cell: [redacted]
Email: phonexay.vathanaphone@gm.com<mailto:phonexay.vathanaphone@gm.com>

-----Original Message-----
From: Marco E. Rodriguez
Sent: Tuesday, June 23, 2015 8:26 AM
To: Phonexay Vathanaphone; Kristina DeWilde
Subject: URGENT: GMC Canyon Loss of Steering Assist

Is this in the window of MANDO spill?

-----Original Message-----
From: Anita M. Burke
Sent: Tuesday, June 23, 2015 6:10 AM
To: Aaron Charbonneau; Ron Arnesen; Marco E. Rodriguez
Cc: Jeffrey Luke; Nicole R Suchecki
Subject: RE: GMC Canyon Loss of Steering Assist

Marco -see the following. Please advise if this truck is within Mando quality spill date and if this truck set the code.

Ron - we had 2 spills with our steering supplier where pins were bent and connection can result on intermittent loss. We will follow up.

-----Original Message-----
From: Ron Arnesen [Ron.Arnesen@de.opel.com]
Received: Tuesday, 23 Jun 2015, 6:02AM
To: Aaron Charbonneau [aaron.charbonneau@gm.com]; Anita M. Burke [anita.m.burke@gm.com]
CC: Jeffrey Luke [jeffrey.luke@gm.com]
Subject: FW: GMC Canyon Loss of Steering Assist

Aaron,
I helped this customer get into a Canyon several months ago and he contacted me yesterday with a concern on the steering. His truck lost steering assist while driving and he took the vehicle straight to the dealership. They did an ignition restart and the steering system reset. I spoke directly to the customer, [redacted], and he is not willing to have the vehicle returned to him until the dealership can assure him that the condition is fixed and will not re-occur. He see's it as a safety issue. Can you get

the right people involved to get things resolved for this customer? Dealer and case number is shown below. I can get Mr. [redacted] telephone number if need be. Thanks Aaron.

Anita,
Any insight to add?

Thanks!
Ron

-----Original Message-----
From: Ron Arnesen
Sent: Dienstag, 23. Juni 2015 05:46
To: Ron Arnesen
Subject: GMC Canyon Loss of Steering Assist

Ron regarding [redacted] canyon , at 15 or 20 mph the power steering stopped working. Took it to team one in Charlotte , were he bought it. They turned it off restarted it and it was working. They still have it. Week later no answer. [redacted] is case number. Thanks.

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Chevrolet Executives

P.O. Box 33170

Detroit, MI 48232-5170

Service Request # [redacted]

Dear Executives of Chevrolet,

# I am writing to you as a very very dissatisfied customer!!!!!

We purchased a 2015 Chevrolet Colorado from a party who purchased this pick up new. There are just over 5,000 miles on the pickup. Day after we bought the pickup, my husband drove it to work, on his way to work the power steering went out. He then called the Chevrolet dealer where the pickup was purchased. He was told easy fix- turn pickup off and then restart, which he did. It worked fine for another 8 miles or so then same thing happened. So next day took pickup to Chevrolet dealer where it was purchased and it has been there since. They can't get parts, I have talked with your customer assistance center several times. They seem to be able to do nothing for us!!!!

Very frustrating to spend the kind of money for this vehicle and cannot be able to drive it! Can't get parts - that I don't believe. I work for a repair center that works on anything from cars, pickups to tractor, trailer- everything. Parts at times maybe hard to find, but never to take this long, especially this day in age where they can be next day air. It makes a person angry to have spent this kind of money - don't have a vehicle to drive and poor service. A company that has no answers and keeps passing the problem off- not my department! Really??? We own a Ford and another Chevrolet pickup besides the Colorado. Not sure that we will ever buy another Chevrolet after this mess!!!!

Sincerely,

[redacted]

Butterfield, MN [redacted]

Chevrolet Executives

P.O. Box 33170

Detroit, MI 48232-5170

Dear Executives of Chevrolet,

# I am writing to you as a very very dissatisfied customer!!!!!

We purchased a 2015 Chevrolet Colorado from a party who purchased this pick up new. There are just over 5,000 miles on the pickup. Day after we bought the pickup, my husband drove it to work, on his way to work the power steering went out. He then called the Chevrolet dealer where the pickup was purchased. He was told easy fix- turn pickup off and then restart, which he did. It worked fine for another 8 miles or so then same thing happened. So next day took pickup to Chevrolet dealer where it was purchased and it has been there since. They can't get parts, I have talked with your customer assistance center several times. They seem to be able to do nothing for us!!!!

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Sincerely,

[redacted]

Butterfield, MN [redacted]

[redacted]

| **Customer** | **Vehicle** | **Status of vehicle/concern** |
|---|---|---|
| [redacted] | 2015 Chevrolet Colorado | A GM Dealer has diagnosed the current concern |
| [redacted] | 1GCGTCE32F1[redacted] | Repairs are in-progress (vehicle is in shop now) |
| | Mileage now: 4300 mi | Vehicle is currently inoperable/down |

**Key Points**

Customer's vehicle is currently at the dealership. The vehicle has an issue with the power steering. It keeps dropping out(electrical) and the customer would have to then turn vehicle off and on to start. The vehicle is currently at the dlr.

Customer feels unsafe because customer's is worried about driving off the road. The dlr provided a rental which what the customer is currently driving. Did make customer aware of recall but customer states that that's not their main concern right now, they want their power steering fixed.

Cust sts that there are eight parts that have been located and are promised to other customers.

Cust sks vehicle repair

SA Adv will reach out to the CE Manager at the dlr to get information. Will see if there is a SPAC Case for the part and if there

| Supporting Factors | Limiting Factors |
|---|---|
| Original owner (verified)<br><br>Vehicle was inop/down due to this concern: 7 day(s) | |
| *Please consider these additional questions:*<br>*Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)*<br>*Did cust buy an extd svc contract, but it's expired or n/a?*<br>*Is this a loyal service customer? (to involved dealer)*<br>*Are high dollar customer-pay ROs on record for this cust?*<br>*Is this a conquest buyer?* | *Please consider these additional questions:*<br>*Is vehicle way beyond all applicable expiration limits?*<br>*Does veh have an active aftermarket Extd Svc Contract?*<br>*Did customer buy vehicle outside of warranty?*<br>*Does it seem customer doesn't take care of the vehicle?*<br>*Is cause not normally covered by warranty?*<br>*Is cause due to an accident insurance won't cover?*<br>*Is cause due to damage by independent repair facility?* |

**Additional key points**

**Reference**

CAC SR#: [redacted]

CAC advisor: Erich--> (866) 790-5700, Ext # 41543

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

| **Customer** | **Vehicle** | **Status of vehicle/concern** |
|---|---|---|
| [redacted] | 2015 Chevrolet Colorado | A GM Dealer has diagnosed the current concern |
| [redacted] | 1GCGTCE38F1[redacted] | Repairs are in-progress (vehicle is in shop now) |
| Call anytime | Mileage now: 6000 mi | Vehicle is currently inoperable/down |

**Key Points**

Customer states his vehicle steering continues to fail it is at the dealer and the dealer is having issues locating a part to repair the vehicle. He is seeking the vehicle be repaired quickly and compensation if it has to been for a long time

| Supporting Factors | Limiting Factors |
|---|---|
| Original owner (verified)<br><br>Loyal GM customer: 7 GM vehicles purchased (verified)<br>High-dollar or premium vehicle<br><br>Vehicle has been serviced for this concern: > 5 time(s) | |
| *Please consider these additional questions:*<br>*Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)*<br>*Did cust buy an extd svc contract, but it's expired or n/a?*<br>*Is this a loyal service customer? (to involved dealer)*<br>*Are high dollar customer-pay ROs on record for this cust?*<br>*Is this a conquest buyer?* | *Please consider these additional questions:*<br>*Is vehicle way beyond all applicable expiration limits?*<br>*Does veh have an active aftermarket Extd Svc Contract?*<br>*Did customer buy vehicle outside of warranty?*<br>*Does it seem customer doesn't take care of the vehicle?*<br>*Is cause not normally covered by warranty?*<br>*Is cause due to an accident insurance won't cover?*<br>*Is cause due to damage by independent repair facility?* |

**Additional key points**

**Reference**

CAC SR#: [redacted]

CAC advisor: Ashley --> (866) 790-5600 , Ext # 31433

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

Tamara Davis (C)

| | |
|---|---|
| From: | Tamara Davis (C) |
| Sent: | Wednesday, July 01, 2015 12:25 PM |
| To: | 'cindy.hughes@gm.com' |
| Subject: | FYI ONLY NO ACTION REQUIRED / Early Response Case, VIN: 1GCGSBE36F1[redacted] BOB TAYLOR CHEVROLET, INC , BAC:14737, Customer: [redacted], SR# [redacted] |

Hello Cindy Hughes,

The Early Response Team will be working with the CEM at BOB TAYLOR CHEVROLET, INC 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 866-522-0500, extension 41588 or by fax at 866-268-5528. 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,

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

**Tamara Davis (C)**

**From:** Tamara Davis (C)
**Sent:** Wednesday, July 01, 2015 12:23 PM
**To:** 'gary@bobtaylorchevy.com'
**Cc:** 'rnettles@bobtaylorchevy.com'
**Subject:** ACTION REQUIRED BY – 7-2-15, 12:30 pm/ Early Response Case, VIN: 1GCGSBE36F1[redacted] BOB TAYLOR CHEVROLET, INC , BAC:14737, Customer: [redacted], SR# [redacted]

Hello Gary Ferry & Rodney Nettles,

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 Customer Goslin's vehicle has been in your dealership two times with four 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: 1GCGSBE36F1[redacted]
- SR Number: [redacted]
- Customer Last Name: [redacted]

Summary of Concern: Per TAC notes, "Customer Concern: Loss of power steering. TAC Recommendations: Advised to replace the steering gear."

**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 7-2-15, 12:30 pm 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



GM CASE #[redacted]

## CREDIT SALE CONTRACT-MOTOR VEHICLE
## SIMPLE FINANCE CHARGE

Deal Number[redacted] Stock Number[redacted]

| Buyer Name or Business Name and Buyer Address and Mailing Address (if different) (Including County and | Co-Buyer Name or Business Name and Co-Buyer Address and Mailing Address (if different) (Including C | Creditor-Seller (Name and Address) |
|---|---|---|
| [redacted]<br>EWA BEACH HI [redacted]<br>HONOLULU | [redacted]<br>EWA BEACH HI [redacted]<br>HONOLULU | CUTTER BUICK GMC INC<br>94-149 FARRINGTON HWY<br>WAIPAHU, HI 96797 |

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

| New/Used | Year | Make and Model | Vehicle Identification Number | Primary Use For Which Purchased |
|---|---|---|---|---|
| NEW | 2015 | GMC CANYON | 1GTG5CEA2F1[redacted] | ☐ personal, family or household<br>☐ business Mileage:<br>☐ agricultural |

### FEDERAL TRUTH-IN-LENDING DISCLOSURES

| ANNUAL PERCENTAGE RATE<br>The cost of your credit as a yearly rate. | FINANCE CHARGE<br>The dollar amount the credit will cost you. | Amount Financed<br>The amount of credit provided to you or on your behalf. | Total of Payments<br>The amount you will have paid after you have made all payments as scheduled. | Total Sale Price<br>The total cost of your purchase on credit, including your down payment of $ 11673.36 is |
|---|---|---|---|---|
| 3.74 % | $ 4257.15 (e) | $ 30434.85 | $ 34692.00 (e) | $ 46365.36 (e) |

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

| Number of Payments | Amount of Payments | When Payments Are Due |
|---|---|---|
| 84 | 413.00 | Monthly beginning 04/30/2015 |
| | | |
| | N/A (e) | N/A |

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

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

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

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

**ITEMIZATION OF AMOUNT FINANCED**

| | | |
|---|---|---|
| 1 A | Cash Price including Accessories | $ 38484.00 |
| B | Safety Inspection Fee Paid to Seller | $ N/A |
| C | Other | $ N/A |
| D | Other | $ N/A |
| E | Other | $ N/A |
| F | Other | $ N/A |
| G | General Excise Tax | $ 1578.71 |
| H | Other Tax N/A | $ N/A |
| | Total Cash Price (A through H) | $ 40062.71 (1) |
| 2 | Total Downpayment | |

**Insurance.** You may buy the physical damage insurance this Contract requires (see back) from anyone you choose who is acceptable to us. However you can't get it through us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.
If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

**Check the insurance you want and sign below:**

**Optional Credit Insurance**

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

☐ Credit Disability (Buyer Only)

| | Premium | Term |
|---|---|---|
| Credit Life $ | N/A | N/A |
| Credit Disability $ | N/A | N/A |

Insurance Company Name N/A

Home Office Address N/A
STAN

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

N/A N/A
Signature of Buyer Requesting Coverage Date

# Transaction Detail

Transaction Detail | Net Item Labour Parts | Test Results

**806 390 Valid Warranty found.**

**925 Valid secondary lop found**

## Transaction Detail

### Vehicle

| VIN | Sales Model Code | | Transaction |
|---|---|---|---|
| 1GTG5CEA2F1[redacted] | T2P43 | | [redacted] |
| **Non GM Vehicle Indicator:** | **Delivery Type:** | **Odometer:** | **Assigned Warranty Start Date:** |
| | 010 | 1897 | 03/16/2015 |
| **Business Unit:** | **Repairing BAC:** | | **Submitting Service Agent:** |
| GM - US | 260510 - CUTTER BUICK GMC | | 260510 |

### Transaction Header Information

| Job Card: | Job Card Line: | Transaction Type: | |
|---|---|---|---|
| [redacted] | 1 | ZREG - Regular Vehicle Transaction | |
| **Job Card Open Date:** | **Repair completion date:** | **Process Date:** | **Financial Year & Month:** |
| 05/05/2015 | 05/13/2015 | 05/15/2015 | 05/2015 |
| **Serialized Part ID:** | **Causal Part Number:** | **Pre-Repair Approval Number:** | **Add-on:** |
| | 000000000022963309 | | |

**Labour Operation:**

7421770 - Electric Belt Drive Rack and Pinion Steering Gear Replacement

### Transaction Version Information

| Process Status: | Correction Required: | Labour Operation Dependency Code: | Reference Number: |
|---|---|---|---|
| ACC/PAID | | | |
| **Transaction Category:** | **Version:** | **Foreign Tourist VIN:** | **Tourist/Transient:** |

## RELATED LINKS

View Service Agent Profile

### Job Card Header

| | |
|---|---|
| Repairing BAC: | 260510 - CUTTER BUICK GMC |
| Service Advisor Number: | 0586044045 |
| Job Card Number: | [redacted] |
| Job Card Open Date: | 05/05/2015 |
| VIN: | 1GTG5CEA2F1[redacted] |
| Sales Model Code: | T2P43 - CANYON |
| Odometer: | 1897 |
| Reference Number: | |
| Job Card Line: | 1 |
| Labour Operation Code: | 7421770 - Electric Belt Drive Rack and Pinion Steering Gear Replacement |
| Repair completion date: | 05/13/2015 |
| Transaction Type: | ZREG - Regular Vehicle Transaction |

May 23, 2024

[redacted]
Ewa Beach, HI [redacted]

Dear [redacted]

We sincerely regret that you experienced a concern with your 2015 GMC Canyon, which resulted in an unexpected repair expense to you.

We value you as a GMC owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $413.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At GMC, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request 71-1495697344

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

CHECK No. [redacted]

DATE 08/04/15 | 413 DOLLARS 00 CENTS | AMOUNT 413.00

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]
EWA BEACH HI [redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

[redacted]

VENDOR [redacted] 1

VENDOR NAME [redacted]

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

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 08/04/15

| REGISTER NO. / DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|---|---|---|---|---|---|---|
| [redacted] | | | 00.0000 | 413.00 | .00 | 413.00 |

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

W3

| TOTAL | 413.00 | .00 | 413.00 |
|---|---|---|---|

[redacted]

## Clarice Jordan (C)

From: Clarice Jordan (C)
Sent: Monday, July 06, 2015 12:10 PM
To: [redacted]
Cc: [redacted]
Subject: FYI BRC Early Response BAC: 132966 VIN: 1GTG6CE35F1[redacted]
Attachments: [redacted].xls

[redacted]

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. I may be reached by calling 866 522 0500 21737.

Clarice Jordan
General Motors Early Response/Aerotek
866.522.0500 ext. 21737
clarice.jordan@gm.com

## Clarice Jordan (C)

| | |
|---|---|
| From: | Clarice Jordan (C) |
| Sent: | Monday, July 06, 2015 11:48 AM |
| To: | 'dwellion.howard@gm.com' |
| Subject: | BRC [Early Response Case], VIN:1GTG6CE35F1[redacted] , Customer: [redacted]s Action Required by July 7, 2015 |

**Tracking:**

| Recipient | Delivery |
|---|---|
| 'dwellion.howard@gm.com' | Delivered: 7/6/2015 11:49 AM |

Dwellion,

This email is being sent to notify you of a case escalation to the BRC Early Response Team (ER).

Service Request:[redacted]
Customer Last Name:[redacted]
Involved Dealership: Jacky Jones Chevrolet

BAC: 132966
Dealership Contact: Michael
VIN: 1GTG6CE35F1[redacted]
Automobile: 2015 GMC Canyon
Mileage: 4850

[redacted] is seeking a trade repurchase. The customer states that he is a retired General Motors Executive, an extremely loyal customer and has not seen a vehicle like this before. The customer has taken his vehicle into the dealership twice for the same concern with the power steering. The vehicle is currently at the dealership for the second time and the dealership is awaiting parts for the vehicle. The same parts were replaced and same repair in April 2015. After the repair in April, the vehicle lost power steering again which almost caused a collision. He does not feel that the repair will correct the concern. The customer is very frustrated, has lost complete confidence in the vehicle and would like a repurchase.

If you would like more information have additional information to provide or options for the customer, please respond to this email within 24 hours.

Clarice Jordan
General Motors Early Response/Aerotek
866.522.0500 ext. 21737
clarice.jordan@gm.com

Document last revised: 09/26/2013

Spell Check

# BRC SR Data Share (Data Entry Page)

Clear Form

| | |
|---|---|
| Customer's first name: | [redacted] |
| Customer's last name | [redacted]s |
| Customer's 1st choice phone#: | [redacted] |
| Alternate phone#: | |
| Best time to contact the customer: | |
| **Description of the customer's concern, request, expectations:** | customer states replaced steering column 4/14/15-4/24/15<br>6/9/15-6/22/15 replaced axle assembly<br>7//1/15 power steering out for the second time. Need to replace steering column. Retired GMAC Executive<br>customer seeking: trade repurchase due to power steering going out then rear end going out put rear axle on vehicle. Almost had accident due to power steering going out again. Feels major defect in power steering not comfortable that if repaired will operate correctly. |
| Current status of the vehicle concern (described above)? | Unresolved - Customer has a current vehicle concern |
| Current status of vehicle diagnosis (for concern described)? | Diagnosed |
| Current status of the vehicle repairs (for concern described)? | Repairs have been scheduled |
| How many times has vehicle been in for service (for concern described)? | 2 |
| ***(if the vehicle has been serviced for this concern previously)*** Details regarding previous trips to service: | |
| Was the vehicle ever inoperable/down as a result of concern described? | Yes - Vehicle was inop/down for this concern |
| ***(if the vehicle was ever inop/down for this concern)*** How many days down? | |
| Current status of the vehicle (operable or inoperable)? | Vehicle is currently Inoperable/Down |
| Has customer spent money out-of-pocket as a result of this concern? | |
| ***(if there are out-of pocket expenses)*** Provide the details: | |

***At this point let the customer know: To better assist them, you need to gather some additional information from them....***

| | |
|---|---|
| Is this the original vehicle owner? | Yes - Customer bought vehicle brand new |
| ***(if bought used)*** When was the vehicle purchased? | |
| ***(if bought used)*** How many miles were on the vehicle at time of purchase? | |
| ***(if bought used)*** Was vehicle bought at a GM Dealership? | |
| What is the current mileage on the vehicle (estimate is fine)? | 4,800 |
| Is this the customer's first GM vehicle? | No |

| | |
|---|---|
| Any other key points from the customer (notes): | |

**End conversation with the customer here.** --> Complete the rest of the SR Data Share on your own (without the customer on the phone).

| | |
|---|---|
| BRC Case type (categorized): | Customer has a current vehicle operation concern (did NOT explicitly request cost assistance) |
| Today's date: | 07/06/15 |
| Service Request (SR) #: | 1GTG6CE35F1[redacted] |
| Is this a reopened SR (SR was reopened for same VIN, same concern)? | |
| ***(If this is a reopened SR)*** What is the customer's reason for calling back (reopening the concern)? | |
| ***(If reopened for some other reason)*** What was the other reason? | |
| BRC Advisor's first name: | |
| BRC Advisor's last name: | |
| BRC Advisor's phone #: | |
| BRC Advisor's phone extension #: | |
| BAC#: | 132966 |
| Involved dealer: | |
| Primary Customer Experience Manager's first & last name: | |
| Primary CE Manager's preferred contact method: | |
| Primary CE Manager's (office) phone # : | |
| Primary CE Manager's cell phone #: | |
| Primary CE Manager's email address: | |
| VIN#: | 1GTG6CE35F1[redacted] |
| Make: | GMC |
| Model: | Canyon |
| Year: | 2015 |
| Is this a discontinued brand vehicle? | No |
| Is this a premium vehicle? | No |
| Has this customer owned non-GM vehicles? (conquest buyer) | Unknown - Customer did not provide this info |
| Total # of Required Field Actions listed for this VIN: | |
| ***(if there are any Required Field Actions listed)*** How many are **still open**: | |
| Total # of Special Coverage items listed for this VIN: | |
| ***(If customer bought used)*** Is this a GM Certified Pre-owned used vehicle? | |
| Does the vehicle have any Service Contracts? | |
| ***(Validated data)*** Total # of GM vehicles this customer has owned?<br>*(including the one customer is calling about)*<br>*(also including vehicles purchased under a maiden/spouse name)*<br><br>*NOTE) Copy & paste the list of GM vehicles owned in the cell below (B58)* | |

# BRC SR Data Share (Report)

*SR=Service Request*

Report date: **07/06/15**

*File version#/date: 2-3-14, v 2*

**BRC Case Information:**

| | |
|---|---|
| Siebel Service Request (SR) #: | 1GTG6CE35F1[redacted] |
| Is this a reopened SR (same VIN#, same concern)? | 0 |
| *(if reopened)* Customer's reason for calling back (reopening)? | 0 |
| ***(Validated)*** Has goodwill / cost assistance been applied to this VIN? | 0 |
| *(if goodwill/cost assistance has been applied to VIN)* Details: | 0 |
| BRC Advisor's name: | |
| BRC Advisor's phone #: | - |
| BRC Advisor's Extension#: | 0 |
| Involved dealer: | 0 |
| BAC#: | 132966 |
| Primary Customer Experience Manager's name: | - |
| Primary CE Manager's preferred method of contact: | 0 |
| Primary CE Manager's (office) phone #: | - |
| Primary CE Manager's cell phone#: | - |
| Primary CE Manager's email address: | 0 |

**Customer Information:**

| | |
|---|---|
| Customer's name: | [redacted] |
| Customer's phone#: | [redacted] |
| Customer's alternate phone#: | - |
| Best time to contact the customer: | - |

**Vehicle Information:**

| | |
|---|---|
| VIN#: | 1GTG6CE35F1[redacted] |
| MY/Make/Model: | 2015 GMC Canyon |
| Original vehicle owner?: | Yes - Customer bought vehicle brand new |
| Is this a GM Certified Pre-owned vehicle? | 0 |
| *(if bought used)* Purchase date: | Jan-1900 |
| *(if bought used)* Estimated mileage at time of purchase: | 0 |
| Current mileage: | 4,800 |
| Total # of Special Coverage items listed (regardless of relevance): | Special Coverages |
| Are there Service Contracts for this vehicle? (regardless of relevance): | 0 |

| | |
|---|---|
| **Description of the customer's concern, request, expectations:** | customer states replaced steering column 4/14/15-4/24/15<br>6/9/15-6/22/15 replaced axle assembly<br>7//1/15 power steering out for the second time. Need to replace steering column. Retired GMAC Executive customer seeking: trade repurchase due to power steering going out then rear end going out put rear axle on vehicle. Almost had accident due to power steering going out again. Feels major defect in power steering not comfortable that if repaired will operate correctly. |
| **Any other key points made by the customer (notes):** | 0 |
| **BRC Case type (categorized):** | Customer has a current vehicle operation concern (did NOT explicitly request cost assistance) |

**Current Status of the Vehicle (for the concern described):**

| | |
|---|---|
| Status of the original vehicle concern: | Unresolved - Customer has a current vehicle concern |
| Vehicle operation: | Vehicle is currently Inoperable/Down |
| Diagnosis: | Diagnosed |
| Repairs: | Repairs have been scheduled |

**Customer Inconvenience (for the concern described):**

| | |
|---|---|
| # of times in for service (per customer): | 2 time(s) in for this same concern |
| Details regarding previous service trips (per the customer): | 0 |
| Vehicle ever inop/down due to concern described (per the customer): | Yes - Vehicle was inop/down for this concern |
| How many days vehicle inop/down (per customer): | days |
| Has customer spent money out-of-pocket for concern described? | 0 |
| Details regarding any out-of-pocket expenses: | 0 |
| ***(Validated)*** # of Required Field Actions listed for this VIN: | Field Actions |
| ***(Validated)*** # of open Required Field Actions: | still open |

**Customer Loyalty:**

| | |
|---|---|
| Is this a discontinued brand vehicle? | No |
| Is this a premium vehicle? | No |
| Is this a conquest customer (has owned non-GM vehicles)? | Unknown - Customer did not provide this info |
| Is this the customer's first GM vehicle? | No |
| ***(Validated)**** Customer has owned this # of GM vehicles: | 0 |
| ***(Validated)**** List of GM vehicles owned by this customer: | 0 |

*Limited: Customer may not have provided maiden/spouse names

GMC
PROFESSIONAL GRADE

Tuesday, July 28, 2015
[redacted] and [redacted]
Haysville, NC [redacted]

**Trade Settlement Letter**

Subject: Repurchase of 2015 GMC Canyon
VIN: 1GTG6CE35F1[redacted]
Ref SR[redacted]

Dear [redacted] and [redacted]

We regret that you are dissatisfied with your 2015 GMC Canyon, VIN **1GTG6CE35F1**[redacted] and that our attempts to resolve your concerns have not met your expectations. GMC will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied GMC customer, GMC will assist you into a **2015** GMC Sierra, VIN **3GTU2VEC2FG4**[redacted] Your responsibilities are outlined below. This offer is calculated by using the following figures:

| | |
|---|---|
| Payoff of original vehicle good until 8/22/15 | $29,871.19 |
| Plus taxes | $150.93 |
| Plus usage | $569.74 |
| Plus upgrade | $4461.37 |
| **Total Responsibility of Customer** | **$35,053.23** |

**TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW**

**If this offer is acceptable, please sign this letter and return it to my attention via the fax number or ad[redacted]**
**co[redacted]**
**co[redacted]**

[redacted] 7-28-15
C[redacted]

[redacted] 7-28-15
Customer's and Co-Customer's Printed Name(s)

*The requirements of the trade repurchase are as follows:*

⇒ **Vehicle Damage -** vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.

[redacted]

July 29, 2015

JACKY JONES CHEVROLET,BUICK, GMC, INC.
JR Carroll
4226 US HWY 64 W
MURPHY, NC 28906

**Dealer Confirmation Letter – Trade**

Subject: **Trade Repurchase**
Customer: [redacted]

Vehicle: 2015 GMC Canyon
VIN: 1GTG6CE35F[redacted]
Ref SR[redacted]

Dear JR Carroll:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of **$11,709.27** to JACKY JONES CHEVROLET,BUICK, GMC, INC.. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of $29,871.19 to Bank of America.
When writing the sales agreement for the trade repurchase, please use the numbers below:

| | |
|---|---|
| Replacement VIN: | 3GTU2VEC2FG4[redacted] |
| New Vehicle Sales Price: | **$45,232.25** |
| Used Vehicle Trade Value: | **$40,201.14** |
| Trade Difference: | **$5031.11** |
| Taxes: | **$159.90** |
| Reg/Lic/Title Fees: | **$97.10** |
| Cash Paid on Delivery | **$405.07** |
| Document Fees: | **$299.00** |
| Dealer Processing Fee: | $ 200.00 (Paid by check, after receipt of documents) |

| | |
|---|---|
| Items not to be included in the Bill of Sale: | |
| H/B, ADV, EXP | $869.25 |
| Transportation Fees | $105.00 |

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Thursday [redacted] may reach me at 866-802-6625 x 1204.

[redacted]

[redacted]IC, INC. 132966 Management Agent's Signature and Title.

[redacted]IC, INC. 132966 Management Agent's Printed Name and Title.

[redacted]

As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

| | |
|---|---|
| Payoff of original vehicle good until 8/23/15 | $29,871.19 |
| Plus taxes | $150.93 |
| Plus usage | $569.74 |
| Plus upgrade | $4461.37 |
| **Total Responsibility of Customer** | **$35,053.23** |

If any funds are owed to General Motors, please send certified check or money order made payable to General Motors.

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

JACKY JONES CHEVROLET,BUICK, GMC, INC. agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for your cooperation.

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

[redacted]

Reacquired Vehicle Disclosure Center

## Case Number: [redacted]

**Originator Name:** Dwellion Howard 770-880-7276 dwellion.howard@gm.com
**Created Date:** 07/16/2015

**Vehicle Info**

| | | | | | |
|---|---|---|---|---|---|
| ***VIN:** | 1GTG6CE35F1[redacted] | **MSRP:** | 0.0 | ***TAC #:** | |
| **Year:** | 2015 | **Make:** | GMC | **Model:** | Canyon |

**Vehicle Comments & TAC Explanation:**

| | | | |
|---|---|---|---|
| ***Date Reviewed with Customer:** | 01/01/1900 | ***Repurchase Mileage:** | 5500 |
| **Original Purchase Date:** | 01/01/1900 | *** Original Purchase Condition:** | New |

**Vehicle Owner(s)**

| | | | | | |
|---|---|---|---|---|---|
| **Entity Type** | Joint Owners | | | | |
| *** Names(s) on Title:** | [redacted] | *** Title State:** | NC | | |
| *** Primary Owner:** | [redacted] | *** Secondary Owner:** | [redacted] | | |
| *** Address** | | | | | |
| *** City** | | *** State** | | *** ZIP Code:** | |
| *** Day Phone:** | [redacted] | *** Home Phone:** | [redacted] | *** Cell Phone:** | [redacted] |
| *** E-mail:** | | *** Fax Phone:** | | | |

*** Reason Repurchase** Transmission and Differential failures.

**UCC Codes** (K3003) Transmission - Automatic - Inoperative
**State**

**Vehicle Lien Holder**

| | | | |
|---|---|---|---|
| **Type of Secured Interest:** | | *** Company:** | **Account #:** |
| **Contact or Attention:** | | | |
| **Address** | | | |
| **City** | | **State** | **ZIP Code:** |
| **Day Phone:** | | **Fax:** | **E-mail:** |

**Original Selling Dealer**

| | | | |
|---|---|---|---|
| *** Dealer #:** | | **Dealer Name:** | |
| **Region:** | | **District:** | |
| *** Phone:** | | **Fax:** | |
| *** Contact Name:** | | *** Contact Title:** | **E-Mail:** |

**Repurchasing Dealer:** -

| | | | | | |
|---|---|---|---|---|---|
| *** Dealer #:** | 132966 | **Dealer Name:** | JACKY JONES CHEVROLET,BUICK, GMC, INC. | | |
| **Region:** | 30 | **District:** | 3113 | | |
| *** Phone:** | (828) 837-2322 | **Fax:** | (828) 837-6599 | | |
| *** Contact Name:** | JR | *** Contact Title** | | **E-Mail:** | |

**Repair**

| | | | |
|---|---|---|---|
| *** Contact Name:** | | *** Contact Title:** | |

**Vehicle Location:** -

| | | | |
|---|---|---|---|
| *** Company Name:** | | | |
| **Phone:** | | **Fax:** | |
| *** Contact Name:** | | *** Contact Title** | **E-Mail:** |
| **Address:** | | | |
| **City** | | | **ZIP Code:** |




**Case Number:** 234432
**Originator Name:** Dwellion Howard 770-880-7276 dwellion.howard@gm.com
**Created Date:** 07/16/2015

**Transaction Details**

| | | | |
|---|---|---|---|
| **Siebel Request #:** | 71-1496230789 | *** Disposition:** | Auction |
| **State:** | NC | *** Type:** | Trade - New Finance |
| **Source:** | DMA Voluntary | | |
| **Replacement VIN:** | 3GTU2VEC9FG[redacted] | Year: 2015 Make: GMC Model: Sierra | |
| **Compliance Date:** | | **Compliance Type:** | |
| **MSRP:** | 0.0 | **Order #:** | |

**Repurchase:**

*** Processing Instructions:** Repurchase customers vehicle for purchase price of 36669.29. Owner will pay negotiated upgrade of 4461.37. Note: Owner allowed credit of 4250.00 towards upgrade to allow for current available retail rebates of 4250.00. MSRP to MSRP = 8711.37 less 4250.00 = 4461.37. Owner will pay usage of 569.74 per GA Lemon Law; purchase price of 36669.29 / 120K = .305 X 1868, miles at first transmission repair = 569.74. Owner wil..

**Disposition:**

*** Processing Instructions:**

**Transaction Details**

| Group | Responsible | Formula | Additional Explanation | Value |
|---|---|---|---|---|
| Usage | Use Lemon Law | NA | Usage per Lemon Law | 0 |
| Sales Tax | Customer | NA | Sales Tax | 0 |
| State/Gov Fees | Customer | NA | Fees | 0 |
| After Market Item(s) | Does Not Apply | NA | No Aftermarket Items | 0 |
| Negative Equity | Customer | NA | Negative Equity | 0 |
| Over Allowance Amount | Customer | NA | Over Allowance | 0 |

# 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 |
| TOTAL | 1325.54 |

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 Property Tax 139.71

920 04/20/2015 T1M0BC7
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:** |
| 1GTG6CE35F1[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:
1GCGTCE31F1166914, TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
Tucker, SR#[redacted]
Thread-Topic: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
1GCGTCE31F1[redacted] TEAGUE CHEVROLET-BUICK, INC., BAC: 192854, Customer:
Tucker, SR# [redacted]10
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.

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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

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

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




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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.

## 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]

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
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X-SKIP-ALL: FALSE
X-LoopCount2: from 148.93.0.27

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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"
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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
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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
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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;
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type="multipart/alternative"
MIME-Version: 1.0
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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)
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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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best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

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- 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.
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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,

---

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
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X-SKIP-ALL: FALSE
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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
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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
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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)
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X-SmarterMail-SpamDetail: -0.7 RP_MATCHES_RCVD Envelope sender domain matches handover relay domain
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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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X-fn: image001.png, image002.png, image003.png, image004.png
X-SKIP-ALL: FALSE
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d="png'150?scan'150,208,217,150";a="306461038"
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DCMIPPEXCH059.nam.corp.gm.com (10.121.67.69) with Microsoft SMTP Server (TLS)
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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>
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CC: "robby@teaguechevybuick.com" <robby@teaguechevybuick.com>
Subject: ACTION REQUIRED WITHIN 4 HOURS / BRC VOC Case, VIN:
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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]
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X-SmarterMail-SpamDetail: Content analysis details: (1.3 points, 5.0 required)
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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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- 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: | 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:
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]r, 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]
- 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: 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]
- [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]
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

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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.

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.

## 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]

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: 1GCGTCE31F11[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]
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]0

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]

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.

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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.

## 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]

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]
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], [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], 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.

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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: 1GCHSAEA0F[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: 1GCHSAEA0F[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)<br><br>Loyal GM customer: 11 GM vehicles purchased (verified)<br><br>Vehicle has been serviced for this concern: 1 time(s)<br>Vehicle was inop/down due to this concern: 1 day(s) | |
| *Please consider these additional questions:*<br>*Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)*<br>*Did cust buy an extd svc contract, but it's expired or n/a?*<br>*Is this a loyal service customer? (to involved dealer)*<br>*Are high dollar customer-pay ROs on record for this cust?*<br>*Is this a conquest buyer?* | *Please consider these additional questions:*<br>*Is vehicle way beyond all applicable expiration limits?*<br>*Does veh have an active aftermarket Extd Svc Contract?*<br>*Did customer buy vehicle outside of warranty?*<br>*Does it seem customer doesn't take care of the vehicle?*<br>*Is cause not normally covered by warranty?*<br>*Is cause due to an accident insurance won't cover?*<br>*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]7

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

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

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)<br><br>Loyal GM customer: 3 GM vehicles purchased (verified) | |
| *Please consider these additional questions:*<br>*Close to any applicable expiration limit? (wrnty, spl covg, svc contrt)*<br>*Did cust buy an extd svc contract, but it's expired or n/a?*<br>*Is this a loyal service customer? (to involved dealer)*<br>*Are high dollar customer-pay ROs on record for this cust?*<br>*Is this a conquest buyer?* | *Please consider these additional questions:*<br>*Is vehicle way beyond all applicable expiration limits?*<br>*Does veh have an active aftermarket Extd Svc Contract?*<br>*Did customer buy vehicle outside of warranty?*<br>*Does it seem customer doesn't take care of the vehicle?*<br>*Is cause not normally covered by warranty?*<br>*Is cause due to an accident insurance won't cover?*<br>*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]s 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] 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 7[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 |

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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] [mailto[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]

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 Mr. [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 Mr. Furtell 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 7[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]

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]s 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

1GCGTCE30F1165835

| | | | | |
|---|---|---|---|---|
| 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] 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]

[redacted]
Cleveland, GA [redacted]

CERTIFIED MAIL®

[redacted]

1000

[redacted]

48232

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

SELMAN CHEVROLET
1800 E CHAPMAN AVE
ORANGE, CA 92867
PHONE:714.633.3521
FAX:714.633.9406

## FACSIMILE TRANSMITTAL SHEET

TO: [redacted]

FROM: [redacted]

CO[redacted]

DATE: [redacted]

FA[redacted]

TOTAL NO. OF PAGES INCLUDING COVER:

PH[redacted]

SENDER'S REFERENCE NUMBER:

R[redacted] / SR

YOUR REFERENCE NUMBER: [redacted]

☐ URGENT ☐ FOR REVIEW ☐ PLEASE COMMENT ☐ PLEASE REPLY ☐ PLEASE RECYCLE

NOTES/COMMENTS:

# Selman Chevrolet Company

1800 East Chapman
ORANGE, CALIFORNIA 92867-7704
Phone (714) 633-3521
B.A.R. REG. NO. AA003847 • E.P.A. NO. CAD 981572886

[redacted]

CELL: [redacted]

| | | | | | |
|---|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR BRANDON SKY 1798 | TAG NO. 130 | INVOICE DATE 07/21/15 | INVOICE NO. [redacted] | |
| [redacted] | LABOR RATE | LICENSE NO. | MILEAGE 4,506 | COLOR SUMMIT WHT/ [redacted] | |
| ANAHEIM, CA 92806 | YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB | | DELIVERY DATE 02/10/15 | DELIVERY MILES 7 | |
| [redacted] | VEHICLE I.D. NO. 1GCGTCE31F1 [redacted] | | SELLING DEALER NO. | PRODUCTION DATE | |
| [redacted] | F.T.E. NO. | P.O. NO. | R.O. DATE 07/16/15 | | |
| | COMMENTS | | | | |

LABOR & PARTS

J#1 15GVZ STEERING/SUSPENSION TECH(S):1564 WARRANTY

CUST STATES SRVC POWER STEERING & STABILATRAC LIGHTS CAME ON AGAIN. RECHECK. SEE ATTACHED HISTORY
C0545, INTERNAL RACK AND PINION FAILURE
SCANNED FOR CODES, CHECK FOR BULLETIN, CALLED TAC FOR ASSISTANCE, REPLACED RACK AND PINION, SET TOE, PROGRAMMED PSCM, ROAD TESTED

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE | |
|---|---|---|---|---|---|---|
| JOB # 1 | 1 | | 22963310 | GEAR 6.50B | | WARRANTY |
| JOB # 1 | -1 | | 22963310 | CORE RETURN | | WARRANTY |

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

ESTIMATE

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

COMMENTS

WAITER! RECHECK! STEVE 714 323 8366
CLOSED OUT BY KELLY

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** |

IF YOU HAVE ANY QUESTIONS OR COMMENTS - PLEASE REFER TO YOUR SERVICE ADVISOR.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER-PAY REPAIRS.

ACKNOWLEDGEMENT OF NOTICE AND CONSENT
"I ACKNOWLEDGE NOTICE AND VERBAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE."

[redacted]

JUL 22 2015

INVOICE PREPARED BY [redacted] CASH ☐
PAYMENT RECEIVED BY [redacted] $ [redacted] AMOUNT RECEIVED
$ [redacted] CHANGE RETURNED
CREDIT CARD ☐ CHECK ☐
[redacted] NO. [redacted]
WARRANTY ☐ INTERNAL ☐
[redacted] OTHER ☐

SERVICE DEPARTMENT HOURS
TUESDAY THRU FRIDAY
7:30 AM TO 6:00 PM
MONDAY 7:30 AM TO 8:00 PM
SATURDAY 8:00 AM TO 4:00 PM
NO VEHICLES RELEASED
AFTER SERVICE
DEPARTMENT CLOSES
PARTS DEPARTMENT HOURS
MONDAY THRU FRIDAY
8:00 AM TO 5:30 PM
SATURDAY 8:00 AM TO 4:00 PM
BODY SHOP HOURS
MONDAY THRU FRIDAY
7:30 AM TO 5:30 PM
SATURDAY 8:00 AM TO NOON

0

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

**NOTICE TO CUSTOMER**
WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE



Copyright © 1998 The Reynolds and Reynolds Company
ERAINTINVE SF614787 Q (02/04)

TERMS
CASH ☐
CREDIT CARD ☐
CHECK ☐ (PRIOR APPROVAL)
OTHER ☐

CALL: WHEN READY ☐ YES ☐ NO

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

APPOINTMENT ☐ YES ☐ NO

VEHICLE ID. NO. [redacted] | YEAR / MAKE / MODEL | PRODUCTION DATE | LICENSE NO. | R.O. [redacted]

[redacted]

CUSTOMER NO. [redacted] | COLOR | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE

SERVICE CONTRACT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | ADVISOR

[redacted]

RESIDENCE PHONE [redacted] | BUSINESS PHONE [redacted]

TIME RECEIVED | DATE / TIME PROMISED | PRIORITY

STATE FARM GROUP REP.

LABOR RATE

"BY LAW, YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY."

PRELIMINARY EST. $ _____

HAZARDOUS WASTE DISPOSAL ESTIMATE $ _____

ESTIMATE DOES NOT INCLUDE SALES TAX

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

**PLEASE READ REVERSE SIDE.**

**SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.**

SIGNED AND RECEIPTED X _____

| | | | | | | |
|---|---|---|---|---|---|---|
| REVISED EST. 1 $ | LINE | TIME AM PM | DATE | PERSON CONTACTED | BY | PRSN PHN |
| REVISED EST. 2 $ | LINE | TIME AM PM | DATE | PERSON CONTACTED | BY | PRSN PHN |
| REVISED EST. 3 $ | LINE | TIME AM PM | DATE | PERSON CONTACTED | BY | PRSN PHN |

HAT # 130
MILEAGE
TRANS.
AIR COND.
TURBO
P.S.

PHN # 1 | PHN # 2 | PHN # 3

## LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL 5.7

COMMENTS : WAITER! RECHECK! [redacted]

U #15002

1564 STEERING/SUSPENSION
FIRST STATES SPOC POWER STEERING & STABILITRAC LIGHTS CHK OIL
LEAK. RECHECK. SEE WITCHER HISTORY

7421770 2.4

1030
WAITER

Kurt Schmidt 8-1506935747

WAITER

## SELMAN CHEVROLET

1600 E. Chapman • Orange, CA 92867 • (714) 628-3813 • (714) 543-8432

B.A.R. REG. NO. #ARD 003847 E.P.A. NO. CAD 981572886

## WE RECOMMEND THE FOLLOWING:

INSURANCE COMPANY

ADDRESS

ADJUSTOR

POLICY NO.

CLAIM NO.

CUSTOMER PAYS →

INS. CO. PAYS →

## ROAD TEST INFO.

MILES IN _____ MILES OUT 4521

INSPECTED AND TESTED BY: RB

## TIRE INFLATION SERVICE PRESSURE CHECK

( ) COMPLETED ( ) NITROGEN
( ) DECLINED ( ) OTHER

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

LIMITED WARRANTY PARTS AND LABOR CARRIES A 12 MONTH OR 12,000 MILE WARRANTY WHICHEVER COMES FIRST. VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

3/8 07-24-2015 12:20:58 Selman Chevrolet 7146339406

| RETURNED PARTS | | |
|---|---|---|
| RTS | TECH. | REC. BY |
| rack & pinion | 1564 | |
| | | |
| | | |
| | | |
| | | |

EQUIPMENT ON VEHICLE

A/C ☐ TBI ☐
P/S ☐ MFI ☐
AIR ☐ TPI ☐
P/B ☐ ____ ☐
____ ☐ ____ ☐

TRANS. TYPE ____
DIFF. TYPE ____
FULL ☐ SEMI ☐
OTHER EQUIPMENT

| STRAIGHT TIME (HRS) | FLAT RATE PRICE | R.O. NO. | EMP. NO. | TIME | OFF |
|---|---|---|---|---|---|
| | | [redacted] | 1564 | '15 JUL 16 AM | 9:19 |
| | | | | '15 JUL 16 AM | 9:41 |

FLAG

| STRAIGHT TIME (HRS) | FLAT RATE PRICE | R.O. NO. | EMP. NO. | TIME | OFF |
|---|---|---|---|---|---|
| 2 4 | | [redacted] | 1564 | ON | 7-23-15 |

FLAG

FLAG

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD — ELAPSED TIME | TIME CLOCK

MECHANIC'S NAME & NUMBER 1564
COMPLAINT: P/S & stabilitrac lights come on
CAUSE: C0545 · Internal rack + pinion failure.
CORRECTION: Scanned for codes. Ck for bulletins. Called TAC for assistance. Replaced rack + pinion.

MECHANIC'S NAME & NUMBER Set toe. Reprogram PSCM. Road test.
COMPLAINT:
CAUSE:
CORRECTION:

MECHANIC'S NAME & NUMBER
COMPLAINT:
CAUSE:
CORRECTION:

MECHANIC'S NAME & NUMBER
COMPLAINT:
CAUSE:
CORRECTION:

MECHANIC'S NAME & NUMBER
COMPLAINT:
CAUSE:
CORRECTION:

MECHANIC'S NAME & NUMBER
COMPLAINT:
CAUSE:
CORRECTION:

Selman Chevrolet
07-24-2015 12:22:00
4 /8
7146339406

# Selman Chevrolet Company

1800 East Chapman
**ORANGE, CALIFORNIA 92867-7704**
Phone (714) 633-3521
**B.A.R. REG. NO. AA003847 • E.P.A. NO. CAD 981572885**

[redacted]

CELL: [redacted]

| | | | | | |
|---|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR BRANDON SKY 1798 | TAG NO. 159 | INVOICE DATE 07/09/15 | INV C[redacted] | |
| [redacted] | LABOR RATE | LICENSE NO | MILEAGE 4,228 | COLOR SUMMIT WHT/[redacted] | |
| ANAHEIM, CA [redacted] | YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB | | DELIVERY DATE 02/10/15 | DELIVERY MILES 7 | |
| [redacted] | VEHICLE I.D. NO. 1 G C G T C E 3 1 F 1 [redacted] | | SELLING DEALER NO. | PRODUCTION DATE | |
| RESIDENCE PHONE [redacted] | F.T.E. NO | P.O. NO | R.O. DATE 07/07/15 | | |
| BUSINESS PHONE [redacted] | COMMENTS | | | | |

LABOR & PARTS

J# 1 03CVZZ9177/MAINT CHEV MAINT PROGRAM HOURS: 0.70 TECH(S):1695 76.34
CHEVROLET COMPLIMENTARY MAINTENANCE
LOF - TIRE ROTATION
MAINTENANCE PROGRAM
COMPLETED

| PARTS | QTY | FP-NUMBER | DESCRIPTION | U/COST | E/COST | U/PRICE | |
|---|---|---|---|---|---|---|---|
| JOB # 1 | 1 | PK2129D | | **** | **** | **** | **** |
| JOB # 1 | 1 | 19303250 | FILTER 1.836 | 3.76 | 3.76 | 5.26 | 5.26 |
| JOB # 1 | 6 | 19293003 | OIL 8.800 | 2.92 | 17.52 | 4.09 | 24.54 |
| | | | JOB # 1 COST TOTAL | | 21.28 | | |
| | | | JOB # 1 TOTAL PARTS | | | | 29.80 |
| | | | JOB # 1 TOTAL LABOR & PARTS | | | | 106.14 |

J# 2 77CVZ ACCESSORY & TRIM HOURS: 0.20 TECH(S):165 21.81
RECALL 15150 - FRONT SEAT HOOKS NOT INSTALLED INTO
UNDERBODY
15150
INSPECT FRONT SEAT MOUNTS
JOB # 2 TOTAL LABOR & PARTS 21.81

J# 3 15CVZ STEERING/SUSPENSION HOURS: 0.30 TECH(S):1564 32.72
CUST STATES HE LOST POWER STEERING A FEW TIMES AND MESSAGE
CAME ON DASH TO "SERVICE P/S". CHECK AND ADVISE
C0415
REPROGRAM PSCM
JOB # 3 TOTAL LABOR & PARTS 32.72

| MISC | CODE | DESCRIPTION | CONTROL NO | |
|---|---|---|---|---|
| JOB # 1 | GMDP | GM MAINT DISC PARTS | | -6.52 |
| JOB # 1 | GMDL | GM MAINT DISC LBR | | -64.62 |
| | | TOTAL - MISC | | -71.14 |

COMMENTS
WAITER!

R/O TAX 0.00
R/O TOTALS 89.53

WARRANTY CLAIM DETAIL TOTALS

| CLAIM# | TOTAL |
|---|---|
| 677035-1 | 35.00 |
| 677035-2 | 21.81 |
| 677035-3 | 32.72 |
| CLAIM TOTALS | 89.53 |

APPROVED BY SIGNATURE

INVOICE PREPARED BY _____ CASH ☐
PAYMENT RECEIVED BY _____ $ _____ AMOUNT RECEIVED
$ _____ CHANGE RETURNED
CREDIT CARD ☐ CHECK ☐
_____ NO. _____
WARRANTY ☐ INTERNAL ☐
_____ OTHER ☐

SERVICE DEPARTMENT HOURS
TUESDAY THRU FRIDAY
7:30 AM TO 6:00 PM
MONDAY 7:30 AM TO 8:00 PM
SATURDAY 8:00 AM TO 4:00 PM
NO VEHICLES RELEASED
AFTER SERVICE
DEPARTMENT CLOSES
PARTS DEPARTMENT HOURS
MONDAY THRU FRIDAY
8:00 AM TO 5:30 PM
SATURDAY 8:00 AM TO 4:00 PM
BODY SHOP HOURS
MONDAY THRU FRIDAY
7:30 AM TO 5:30 PM
SATURDAY 8:00 AM TO NOON

0

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

**NOTICE TO CUSTOMER**
WE MAKE A SEPARATE CHARGE FOR THE STORAGE AND DISPOSAL OF TOXIC WASTES. RATHER THAN RECOVER THESE COSTS BY INCREASING OUR LABOR RATES TO ALL OF OUR CUSTOMERS, WE MAKE THIS CHARGE ONLY ON THOSE PARTICULAR REPAIRS OR SERVICES WHICH GENERATE THESE WASTES. THESE ARE UNIFORM CHARGES WHICH ARE CALCULATED ANNUALLY FOR EACH PARTICULAR SERVICE AND ARE AVAILABLE ON REQUEST.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

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ERAINTPRVE SF814787 Q (03/94)

CHEVROLET

# Selman Chevrolet Company

CTCS677035

1800 East Chapman

**ORANGE, CALIFORNIA 92867-7704**

Phone (714) 633-3521

**B.A.R. REG. NO. AA003847 • E.P.A. NO. CAD 981572886**

[redacted]

[redacted] CELL: [redacted]

[redacted]

ANAHEIM, CA [redacted]

[redacted] BUSINESS PHONE [redacted]

| | | | |
|---|---|---|---|
| BRANDON SKY 1798 | TAG NO. 159 | INVOICE DATE 07/07/15 | |
| LABOR RATE | LICENSE NO. | MILEAGE 4,228 | COLOR SUMMIT WHT/ [redacted] |
| YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB | | DELIVERY DATE 02/10/15 | DELIVERY MILES 7 |
| VEHICLE I.D. NO. 1GCGTCE31F1 [redacted] | | SELLING DEALER NO. | PRODUCTION DATE |
| F.T.E. NO. | P.O. [redacted] | R.O. DATE 07/07/15 | |
| COMMENTS | | | |

TOTALS

IF YOU HAVE ANY QUESTIONS OR COMMENTS - PLEASE REFER TO YOUR SERVICE ADVISOR.

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER-PAY REPAIRS.

ACKNOWLEDGEMENT OF NOTICE AND CONSENT
"I ACKNOWLEDGE NOTICE AND VERBAL APPROVAL OF AN INCREASE IN THIS ORIGINAL ESTIMATED PRICE."

[redacted]

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

INVOICE PREPARED BY _____

CASH ☐ $ _____ AMOUNT RECEIVED

PAYMENT RECEIVED BY _____

$ _____ CHANGE RETURNED

CREDIT CARD ☐ CHECK ☐

_____ NO _____

WARRANTY ☐ INTERNAL ☐

_____ OTHER ☐

SERVICE DEPARTMENT HOURS
TUESDAY THRU FRIDAY
7:30 AM TO 6:00 PM
MONDAY 7:30 AM TO 8:00 PM
SATURDAY 8:00 AM TO 4:00 PM
NO VEHICLES RELEASED
AFTER SERVICE
DEPARTMENT CLOSES
PARTS DEPARTMENT HOURS
MONDAY THRU FRIDAY
8:00 AM TO 5:30 PM
SATURDAY 8:00 AM TO 4:00 PM
BODY SHOP HOURS
MONDAY THRU FRIDAY
7:30 AM TO 5:30 PM
SATURDAY 8:00 AM TO NOON

0

**NOTICE TO CONSUMER:**
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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

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ERAINTAVE SF614787 Q (03/04)

PAGE 2 OF 2 ACCOUNTING COPY [ END OF INVOICE ] 03:06pm

SALESPERSON NO. 452 ARTHUR E. STORES SERVICE

TERMS: CASH ☐ CREDIT CARD ☐ CHECK (PRIOR APPROVAL) ☐ OTHER ☐

VEHICLE ID NO. 1G[redacted]

YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/SILVERADO 1[redacted]

PRODUCTION DATE | STOCK NO. [redacted] | LICENSE NO. | R.O. NO. [redacted]

COLOR SUMMIT WHITE BLA | DELIVERY DATE 02/10/15 | DELIVERY MILES 7 | SELLING DEALER NO. | R.O. DATE 02/04/15

SERVICE CONTRACT | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | ADVISOR 1[redacted]

CALL WHEN READY ☐ YES ☐ NO

ALL PARTS WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

ANAHEIM, CA [redacted]

*BY LAW, YOU MAY CHOOSE ANOTHER LICENSED FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.*

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection.

**PLEASE READ REVERSE SIDE.**
**SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT.**

PRELIMINARY EST. $ _____ ESTIMATE DOES NOT INCLUDE SALES TAX

HAZARDOUS WASTE DISPOSAL ESTIMATE $ _____

SIGNED AND RECEIPTED X _____

TIME RECEIVED 12:52PM | DATE/TIME PROMISED 02/07/15 02:30PM | PRIORITY 2

APPOINTMENT ☐ YES ☐ NO

LABOR RATE

| | | | | | | |
|---|---|---|---|---|---|---|
| REVISED EST. 1 $ | LINE | TIME AM PM | DATE | PERSON CONTACTED | BY | PRSN PHN |
| REVISED EST. 2 $ | LINE | TIME AM PM | DATE | PERSON CONTACTED | BY | PRSN PHN |
| REVISED EST. 3 $ | LINE | TIME AM PM | DATE | PERSON CONTACTED | BY | PRSN PHN |

JOB

## LABOR INSTRUCTIONS

ORIGINAL CUSTOMER ESTIMATE: TOTAL

COMMENTS :
WAITER!

-7

1 W 09LV2791Z2MAINT CHEV MAINT PROGRAM
CHEVROLET LIGHT DUTY ARY MAINTENANCE
1695 LUB - TIRE ROTATION
10mm 8mm

2 W 77602 14 ACCESSORY & TRIM
REMOVE 15150 - FRONT SEAT BOLTS NOT INSTALLED INTO UNDERBODY

9101513 .2

2810625 .3

3 W 15002 1564 STEERING/SUSPENSION
CUST STATES HE LOST POWER STEERING A FEW TIMES AND MESSAGE CAME ON DASH TO "SERVICE P/S". CHECK AND ADVISE

PHN # 1 | PHN # 2 | PHN # 3

**SELMAN CHEVROLET**
1800 E. Chapman • Orange, CA 92867 • (714) 628-3813 • (714) 543-6432
B.A.R. REG. NO. #ARD 003847 E.P.A. NO. CAD 981572886

**WE RECOMMEND THE FOLLOWING:**

INSURANCE COMPANY

ADDRESS

ADJUSTOR

POLICY NO.

CLAIM NO.

CUSTOMER PAYS →

INS. CO. PAYS →

**ROAD TEST INFO.**

MILES IN _____ MILES OUT _____

INSPECTED AND TESTED BY:

WAITER

**TIRE INFLATION SERVICE PRESSURE CHECK**

( ) COMPLETED ( ) NITROGEN
( ) DECLINED ( ) OTHER

**ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE**

LIMITED WARRANTY PARTS AND LABOR CARRIES A 12 MONTH OR 12,000 MILE WARRANTY WHICHEVER COMES FIRST. VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPT. FOR ADJUSTMENTS.

PAGE 1 OF 1 [redacted]

7/8 07-24-2015 12:25:02 Selman Chevrolet 7146339406

8/8
07-24-2015
12:26:45
Selman Chevrolet
7146339406

| RETURNED PARTS | | |
|---|---|---|
| PARTS | TECH | REASON |
| | | |
| | | |
| | | |
| | | |
| | | |

EQUIPMENT ON VEHICLE

A/C ☐ TILT ☐
P/S ☐ MFI ☐
AIR ☐ TPI ☐
P/B ☐ ____ ☐
____ ☐ ____ ☐

TRANS. TYPE ____
DIFF. TYPE ____
FULL ☐ SEMI ☐
OTHER EQUIPMENT

MECHANIC'S FINDINGS AND REMARKS

LABOR RECORD

| LABOR OP. | TIME |
|---|---|
| | |

MECHANIC'S NAME & NUMBER
COMPLAINT:
CAUSE:
CORRECTION:

MECHANIC'S NAME & NUMBER 115
COMPLAINT: 15150
CAUSE:
CORRECTION: Inspect front strut mounts

STRAIGHT TIME (HRS): 1.7 | FLAT RATE PRICE: | R.O. NO. [redacted] | EMP NO. 1695 | TIME | OFF 11 | ON 7-7

MECHANIC'S NAME & NUMBER 1564
COMPLAINT: Service P/S
CAUSE: C0415
CORRECTION: Reprogram PSCM

FLAG

MECHANIC'S NAME & NUMBER
COMPLAINT:
CAUSE:
CORRECTION:

STRAIGHT TIME (HRS): 2 | FLAT RATE PRICE: | R.O. NO. [redacted] | EMP NO. | TIME | OFF 8 | ON 7-7-15

FLAG

MECHANIC'S NAME & NUMBER
COMPLAINT:
CAUSE:
CORRECTION:

STRAIGHT TIME (HRS): 3 | FLAT RATE PRICE: | R.O. NO. [redacted] | EMP NO. | TIME | OFF 5 | ON 7-7-15

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

CHECK No. [redacted]

DATE 08/27/15 | 1,000 DOLLARS | 00 CENTS | AMOUNT 1,000.00

NOT VALID AFTER
180 DAYS FROM DATE

PAY TO THE ORDER OF [redacted]
Rochester Hills MI [redacted]

JPMorgan Chase Bank N.A
Syracuse, New York

AUDIT

General Motors LLC
Disbursement Account
[redacted]
SIGNATURE

[redacted]

VENDOR DUNS NO [redacted]
VENDOR NA[redacted]

1

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

DETACH BEFORE DEPOSITING CHECK
CHECK NO [redacted]

PAYMENT DATE 08/27/15

| REGISTER NO. DESCRIPTION | INVOICE DATE | DOC. REFERENCE NUMBER | % DISC | INVOICE AMOUNT | DISC. AMOUNT | NET AMOUNT |
|---|---|---|---|---|---|---|
| [redacted] | [redacted] | [redacted] | 00.0000 | 1,000.00 | .00 | 1,000.00 |

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

W3

| TOTAL | 1,000.00 | .00 | 1,000.00 |
|---|---|---|---|

[redacted]

**EXTERIOR: EMERALD GREEN METALLIC**
**INTERIOR: COCOA / DUNE**

**ENGINE, 3.6L DI DOHC V6 VVT**
**TRANSMISSION, 6-SPD AUTOMATIC**

*Visit us at www.gmc.com*

- INSIDE REARVIEW MIRROR, AUTO DIMMING
- VISORS, DRIVER & FRONT PASS. ILLUMINATED VANITY MIRRORS
- CRUISE CONTROL
- DRIVER & FRONT PASSENGER HEATED SEATS
- LEATHER WRAP STEERING WHEEL
- DISPLAY, MULTI-COLOR DRIVER INSTRUMENT INFO ENHANCED
- STEERING WHEEL CONTROLS
- SOFT-TOUCH INSTRUMENT PANEL W/ ALUMINUM TRIM

**CONNECTIVITY FEATURES**

- AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ INTELLILINK
- XM RADIO + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MTHS
- 6 MTH ONSTAR(R) DIRECTIONS & CONNECTIONS W/ AUTOMATIC CRASH RESPONSE & TURN-BY-TURN
- NAV PLUS 5-YEAR ONSTAR BASIC PLAN (OMITS SAFETY, SECURITY & NAV) (SEE ONSTAR.COM)
- 4 USB PORTS
- ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL

## OPTIONS & PRICING

MANUFACTURER'S SUGGESTED RETAIL PRICE

| | |
|---|---|
| **STANDARD VEHICLE PRICE** | **$37,250.00** |

OPTIONS INSTALLED BY THE MANUFACTURER (MAY REPLACE STANDARD EQUIPMENT SHOWN)

| | |
|---|---|
| CHROME TUBULAR ASSIST STEPS (DEALER INSTALLED) | 725.00 |
| TONNEAU COVER, VINYL (DEALER INSTALLED) | 615.00 |
| EMERALD GREEN METALLIC | 495.00 |
| BED LINER, SPRAY ON | 475.00 |
| FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED) | 160.00 |
| CARGO TIE-DOWN | 110.00 |
| WHEEL LOCKS (DLR INSTALLED) | 60.00 |
| REAR AXLE - 3.42 RATIO | INC. |
| TOTAL OPTIONS | $2,640.00 |
| TOTAL VEHICLE & OPTIONS | $39,890.00 |
| DESTINATION CHARGE | 925.00 |
| **TOTAL VEHICLE PRICE*** | **$40,815.00** |

## NMENT 5-STAR SAFETY RATINGS

has not been rated by the government
ehicle score, frontal crash, side crash
isk.

nal Highway Traffic Safety Administration (NHTSA)
www.safercar.gov or 1-888-327-4236

LTE **Equipped with the safety and connectivity of OnStar®**

Visit **onstar.com** for details.

## PARTS CONTENT INFORMATION

**FOR VEHICLES IN THIS CARLINE:**
**U.S./CANADIAN PARTS CONTENT: 66%**
**MAJOR SOURCES OF FOREIGN PARTS CONTENT: MEXICO 17%**

**NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.**

**FOR THIS VEHICLE:**
**FINAL ASSEMBLY POINT:**
**WENTZVILLE, MO U.S.A.**
**COUNTRY OF ORIGIN:**
**ENGINE: UNITED STATES**
**TRANSMISSION: UNITED STATES**

This label has been applied pursuant to Federal law - Do not remove prior to delivery to the ultimate purchaser. *Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options and accessories not listed above, local taxes or license fees.

© 2009 General Motors LLC
GMLBL_PROD_0032 - 8/10/2014

ORDER NO SFWN4M SALES CODE E
SALES MODEL CODE T2V43
DEALER NO 21537
FINAL ASSEMBLY:
WENTZVILLE, MO U.S.A.

VIN 1GTG6CE35F1[redacted]

DEALER TO WHOM DELIVERED
GOLLING BUICK GMC, INC.
1491 S LAPEER RD
LAKE ORION, MI 48360-1438

[redacted]

# GOLLING

GMC

1491 S. Lapeer Rd., Lake Orion, MI 48360
Phone: (248) 693-5900 • Fax (248) 693-5185
www.golling.com

| NEW / USED | YEAR | MAKE | MODEL | STYLE |
|---|---|---|---|---|
| XXXX | 2015 | GMC | CANYON | PICK UP |

| VEHICLE IDENTIFICATION NUMBER | ODOMETER |
|---|---|
| 1GTG6CE35F1 [redacted] | 5 |

| COLOR | STOCK NUMBER | WEIGHT / FEE | DELIVERY DATE |
|---|---|---|---|
| EMERAL [redacted] | | 37 | 02/02/2015 |

## AUTHORIZATION INFORMATION

| LEASE LOYALTY NUMBER | GM CARD AUTH # |
|---|---|
| | |

| EMPLOYEE AUTHORIZATION | APPR CODE |
|---|---|
| GMS | |

## LIEN PLACEMENT

| LIEN HOLDER | PHONE |
|---|---|
| HANTZ BANK | |

| ADDRESS | | |
|---|---|---|
| 26200 AMERICAN DR | | |
| CITY | STATE | ZIP |
| SOUTHFIELD | MI | 48034 |

## DESCRIPTION OF TRADE IN 1

| YEAR | MAKE | MODEL | STYLE |
|---|---|---|---|
| | | | |

| VEHICLE IDENTIFICATION NUMBER | APPRAISAL |
|---|---|
| | |

| CURRENT ODOMETER | PLATE # | EXP. DATE |
|---|---|---|
| | | |

## PAYOFF INFORMATION / LIEN HOLDER

PAYOFF FOR TRADE

| PAYOFF | GOOD TILL (10 DAYS) | PER |
|---|---|---|
| N/A | | |

ACCOUNT NUMBER

## INSURANCE INFORMATION

| AGENT | INSURANCE COMPANY |
|---|---|
| | ENCOMPASS |

| ADDRESS | | |
|---|---|---|
| 26200 AMERICAN DR FIFTH FLOOR | | |
| CITY | STATE | ZIP |
| SOUTHFIELD | MI | 48034 |

| PHONE | POLICY NUMBER | | |
|---|---|---|---|
| 248 304 2855 | [redacted] | | |
| COLL. DED. | COMP. DED. | | PER |
| N/A | N/A | | 04/10/15 |

## IMPORTANT BUYER INFORMATION

**1. Any warranties from a Manufacturer or supplier, including warranties on any Dealer-installed Non-Manufacturer accessories are theirs, not Dealers, and only such Manufacturer or other supplier will be liable for performance under those warranties. All goods, services and Vehicles sold by Dealer are sold "AS IS." (SEE PARAGRAPH 10 ON REVERSE SIDE.) This disclaimer in no way affects the manufacturer's Vehicle Warranty.**

2. If this is a credit sale or lease, this Order is not binding on the Buyer and the Buyer can cancel it and recover the deposit until Buyer receives a document containing the required financial or lease disclosures.

3. The annual percentage rate for a credit sale may be negotiable with the Dealer. The Dealer may assign this contract and retain its right to receive a part of the finance charge.

4. The salesperson has no authority to make and dealer shall not be bound by any promises or representations unless they are written on this order and approved by dealer's authorized representative.

5. Unless otherwise noted, the Buyer listed as Buyer "A" will be the registered owner/lessee of the Vehicle.

6. The installment contract, lease or other document signed by the Buyer may require the Buyer to submit claims arising from or related to the purchase, lease or financing of the vehicle to binding arbitration.

7. Any claim or lawsuit arising out of the purchase or lease of the vehicle against the dealer by the Buyer must be filed no more than 365 days after the date of the delivery

| NAME(A) | DATE |
|---|---|
| [redacted] | 02/02/2015 |
| NAME(B) | CUSTOMER NO. [redacted] |
| ADDR [redacted] | DEAL NO. 59046 |

| CITY | STATE | ZIP | COUNTY |
|---|---|---|---|
| ROCHESTER HILLS | MI | [redacted] | OAKLAND |

| | BUSINESS PHONE (A) | Cell (A) |
|---|---|---|
| [redacted] | ( ) - | [redacted] |

E-MAIL ADDRESS (A) [redacted]

| | STATE | D.O.B. |
|---|---|---|
| [redacted] | | [redacted] |
| DRIVERS LICENSE (B) | STATE | D.O.B. |
| | | |

| SALESPERSON | SALESPERSON |
|---|---|
| DAVID J CROWDER | |

## TERMS OF LEASE

| | |
|---|---|
| GM PREFERRED PRICE | 37343.11 |
| MSRP | 40815.00 |

## TERMS OF SALE FOR FINANCED/CASH DEALS

| | | | |
|---|---|---|---|
| 1. | Price of Vehicle | 1 | 37343.11 |
| 2. | Aftermarket Accessories | | N/A |
| | A | 2A | |
| | B | 2B | |
| | C | 2C | |
| | D | 2D | |
| | E | 2E | |
| | F | 2F | |
| 3. | Other Taxable Charges | 3 | N/A |
| 4. | Documentation Fee | 4 | 95.00 |
| 5. | CVR Electronic Filing Fee | 5 | N/A |
| 6. | Total Taxable Price | 6 | 37438.11 |
| 7. | a.) Sales Tax | 7a | 2246.29 |
| | b.) License Fee (Mos. ) | 7b | 8.00 |
| | c.) Title Fee | 7c | 15.00 |
| 8. | A. Svc. Contract | 8A | N/A |
| | B. Other Ins | 8B | N/A |
| | C. Other Ins | 8C | N/A |
| | D. Other Ins | 8D | N/A |
| 9. | Subtotal | 9 | 39707.40 |
| 10. | Deposit | 10 | 8000.00 |
| 11. | Rebates | 11 | |
| | A GM LOYALTY CODE DVM | 11A | 500.00 |
| | B CODE | 11B | |
| | C CODE | 11C | |
| | D CODE | 11D | |

Reacquired Vehicle Disclosure Center

## Case Number: 234804

**Originator Name:** Timothy Farmer 615-451-7878 timothy.farmer@gm.com
**Created Date:** 07/28/2015

**Vehicle Info**

| | | | | | |
|---|---|---|---|---|---|
| ***VIN:** | 1GTH6AE37F1[redacted] | **MSRP:** | 31550.0 | ***TAC #:** | |
| **Year:** | 2015 | **Make:** | GMC | **Model:** | Canyon |

**Vehicle Comments & TAC Explanation:**

| | | | |
|---|---|---|---|
| ***Date Reviewed with Customer:** | 01/01/1900 | ***Repurchase Mileage:** | 0 |
| **Original Purchase Date:** | 01/01/1900 | *** Original Purchase Condition:** | New |
| **Stipend Amount:** | $4,000.00 | | |

**Vehicle Owner(s)**

**Entity Type** Person
*** Title State:** TN

| | | | |
|---|---|---|---|
| *** Names(s) on Title:** | [redacted] | | |
| *** Primary Owner:** | [redacted] | | |
| *** Address** | | | |
| *** City** | | *** State** | *** ZIP Code:** |
| *** Day Phone:** | [redacted] | *** Home Phone:** | *** Cell Phone:** |
| *** E-mail:** | | *** Fax Phone:** | |

*** Reason Repurchase** loss of power steering

**UCC Codes**

**State**

**Vehicle Lien Holder**

| | | | |
|---|---|---|---|
| **Type of Secured Interest:** | | *** Company:** | **Account #:** |
| **Contact or Attention:** | | | |
| **Address** | | | |
| **City** | | **State** | **ZIP Code:** |
| **Day Phone:** | | **Fax:** | **E-mail:** |

**Original Selling Dealer**

| | | | |
|---|---|---|---|
| *** Dealer #:** | | **Dealer Name:** | |
| **Region:** | | **District:** | |
| *** Phone:** | | **Fax:** | |
| *** Contact Name:** | | *** Contact Title:** | **E-Mail:** |

**Repurchasing Dealer:** -

| | | | |
|---|---|---|---|
| *** Dealer #:** | 116404 | **Dealer Name:** | CUNNINGHAM BUICK-GMC TRUCK, INC. |
| **Region:** | 30 | **District:** | 3212 |
| *** Phone:** | (615) 384-3559 | **Fax:** | (615) 384-1841 |
| *** Contact Name:** | Roy Drusky | *** Contact Title** | **E-Mail:** |

**Repair**

| | | | |
|---|---|---|---|
| *** Contact Name:** | | *** Contact Title:** | |

**Vehicle Location:** -

| | | | |
|---|---|---|---|
| *** Company Name:** | | | |
| **Phone:** | | **Fax:** | |
| *** Contact Name:** | | *** Contact Title** | **E-Mail:** |
| **Address:** | | | |
| **City** | | | **ZIP Code:** |




## Case Number: [redacted]

**Originator Name:** Timothy Farmer 615-451-7878 timothy.farmer@gm.com
**Created Date:** 07/28/2015

**Transaction Details**

| | | | |
|---|---|---|---|
| **Siebel Request #:** | | *** Disposition:** | |
| **State:** | | *** Type:** | |
| **Source:** | | | |
| **Replacement VIN:** | 1G4GB5G35F[redacted] | | Year: 2015 Make: Buick Model: LaCrosse |
| **Compliance Date:** | | **Compliance Type:** | |
| **MSRP:** | 0.0 | **Order #:** | |

**Repurchase:**

*** Processing Instructions:**

**Disposition:**

*** Processing Instructions:**

**Transaction Details**

| Group | Responsible | Formula | Additional Explanation | Value |
|---|---|---|---|---|

**Chevrolet Division**
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

August 25, 2015

ATLANTIC CHEVROLET CADILLAC
Vinny Barbado
1356 SUNRISE HWY
BAY SHORE NY 11706-5914

Re: [redacted]
Service Request: [redacted]
Vehicle Identification Number: 1GCHTAE31F[redacted]
2015 Chevrolet Colorado
Customer Relationship Specialist: Alicia

Dear Mr.Vinny Barbado :

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to 866-485-4464. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 800-231-1841, prompt 1, extension 5911403.

Your cooperation is greatly appreciated.

Sincerely,

Chevrolet

**Chevrolet Division**
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

August 25, 2015

ATLANTIC CHEVROLET CADILLAC
Vinny Barbado
1356 SUNRISE HWY
BAY SHORE NY 11706-5914

Re: Barry Spector
Service Request: [redacted]
Vehicle Identification Number: 1GCHTAE31F[redacted]
2015 Chevrolet Colorado
Customer Relationship Specialist: Alicia

Dear Mr.Vinny Barbado :

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to 866-485-4464. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 800-231-1841, prompt 1, extension 5911403.

Your cooperation is greatly appreciated.

Sincerely,

Chevrolet

# BBB AUTO LINE

## MANUFACTURER RESPONSE FORM

Case Number: [redacted]
Customer Name: [redacted]
VIN: 1GCHTAE31F1[redacted]

Start Date: 08/24/15
State: New York
Probable Hearing Location: New York

This claim is ✓ IN Warranty ☐ OUT of Warranty
Has the customer contacted you regarding the claim? ✓ YES ☐ NO
Is the VIN listed above correct? ✓ YES ☐ NO
If you checked NO, please indicate the correct VIN: _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _
Customer Contact Info:

**SETTLEMENT INFORMATION**
What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.).

General Motors regrets that Mr. Spector is dissatisfied with his 2015 Chevrolet Colorado. General Motors' continued success depends upon the satisfaction our customers receive from their vehicles which is why we strive daily to maintain the highest levels of satisfaction with our products.

General Motors makes every effort to meet the highest quality standards. By providing the New Vehicle Limited Warranty for 36 months or 36,000 miles, whichever comes first, General Motors covers the cost of repairs to correct any vehicle defect related to materials or workmanship occurring during the warranty period. We have and will continue to address all concerns per the terms of the warranty.

As a voluntary settlement gesture to address Mr. [redacted]s inconvenience with his 2015 Chevrolet Colorado and to promote his satisfaction with our products, General Motors has offered a one month vehicle payment. The consumer has declined at this time.

Has this offer been communicated to the customer? ✓ YES NO
If you checked YES, please indicate the customer's response below:
The customer accepted the offer on
✓ The customer rejected the offer on 09/10/15
The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed**? Please indicate a specific performance date or time frame: _____

**ARBITRATION INFORMATION**
Please list customer requests that you feel are ineligible for arbitration and explain why.

We do not believe that Mr. [redacted]2015 Chevrolet Colorado meets the criteria of the Lemon Law, or the General Motors Program Summary

# BBB AUTO LINE

## MANUFACTURER RESPONSE FORM

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

All of the concerns that Mr. [redacted] has brought to the attention of the dealer in regards to his 2015 Chevrolet Colorado have been addressed. The last time the vehicle was in a General Motors dealer all concerns were addressed, and when released the vehicle was operating 100% as designed. If there are any current concerns on the vehicle we request that Mr. [redacted] make the vehicle available for repairs per the terms of the manufacturer's written warranty. There has been no significant loss of use, value or safety of his vehicle.

Please indicate the decision you request the arbitrator to render:

We respectfully ask that Mr. [redacted] request for repurchase of his 2015 Chevrolet Colorado be denied and that Mr. [redacted] continue to work with General Motors per the terms of our written warranty coverage.

**List the amount of any over allowance/negative equity**: $_____

I will participate ☐ By phone ☐ In person ☐ In writing

Return this form as soon as possible

To: Santiago Gonzalez
BBB AUTO LINE
Fax: 7032479700

Completed by: Jessica _____Date:09/10/15
Future contact:_____
Phone: _____ Fax: _____

MRF

**BBB AUTO LINE**
**Customer Claim Form**

Case number: [redacted]
Contact Date: 08/12/15
Start Date:

**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: | | | |
| City: Massapequa Park | State: NY | Zip code: [redacted] | |
| Day phone: [redacted] | Evening phone: [redacted] | Cell phone: | |
| Fax: | E-mail address: [redacted] | | |

**SECTION 2: VEHICLE INFORMATION**

| | | | |
|---|---|---|---|
| Make: Chevrolet | Model: Colorado | Year: 2015 | Current mileage: 1200 |
| Name(s) that appears on the vehicle title: [redacted] | | | |
| **Selling** dealer/city/state: Altantic Chevrolet, Bayshore, NY | | | |
| **Primary Servicing** dealer/city/state: ROBERT CHEVROLET, INC, | | | |
| Acquired as ☒ new ☐ used ☐ demo ☐ leased | Is the vehicle in your possession? ☒ yes ☐ no | | |
| Purchase/lease date: 01/20/15 | Mileage at purchase/lease: | | |
| First repair attempt date: 04/14/15 | First repair attempt mileage: 0 | | |
| How often is the vehicle used for business purposes (percentage): 0 % | Number of vehicles owned or leased by the business: | 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)**

He would like the truck replaced.

**Please complete the missing information in the box below and on page 2.**

**VEHICLE INDENTIFICATION NUMBER** _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

**Lienholder/Leasing Company** _____ **Phone Number**_____

**Account Number** _____



CCF

Case Number: [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:**<br>**A/C won't cool properly** | **Any Dealer, Inc.** | **2** | **4/23/06 3,500 miles 5 days**<br>**6/10/07 12,700 miles 1 day** | **yes** |
| bad tire | | 1 | | no |
| recall - front brake caliphers | | 1 | | no |
| rattle in back under window | | 1 | | no |
| transmission went out - wouldn't drive forward | | 1 | | no |
| steering unit failed while fixing the transmission | | 1 | | no |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

**Total days out of service for all problems: _____**

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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**

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

CHEVROLET

August 25, 2015

ATLANTIC CHEVROLET CADILLAC
Vinny Barbado
1356 SUNRISE HWY
BAY SHORE NY 11706-5914

Re: Barry Spector
Service Request: [redacted]
Vehicle Identification Number: 1GCHTAE31F1[redacted]
2015 Chevrolet Colorado
Customer Relationship Specialist: Alicia

Dear Mr.Vinny Barbado :

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to 866-485-4464. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 800-231-1841, prompt 1, extension 5911403.

Your cooperation is greatly appreciated.

Sincerely,

Chevrolet

*Thank You For Borrowing At Your Credit Union*

NEFCU™

1000 Corporate Drive • Westbury, NY 11590
www.mynefcu.org • 516.561.0030

LOANLINER

# Loan and Security Agreement and Disclosure Statemen

Loan Date 01/20/2015 | Loan Number | Account Number

Borrower 1 Name and Address
[redacted]
MASSAPEQUA PK NY [redacted]

Borrower 2 Name (and address if different from Borrower 1)

## TRUTH IN LENDING DISCLOSURE 'e' means an estimate

| ANNUAL PERCENTAGE RATE | FINANCE CHARGE | Amount Financed | Total of Payments | Total Sale Price |
|---|---|---|---|---|
| The cost of your credit as a yearly rate. | The dollar amount the credit will cost you. | The amount of credit provided to you or on your behalf. | The amount you will have paid after you have made all payments as scheduled. | The total cost of your purchase on credit is |
| 1.45 % | $ 171.77 | $ 11327.59 | $ 11499.36 | $ which includes your downpayment of $ |

**Filing Fees** $ N/A **Non-Filing Insurance** $ N/A

**Prepayment:** If you pay off early you will not have to pay a penalty. **Required Deposit:** The Annual Percentage Rate does not take into account your required deposit, if any.

**Property Insurance:** You may obtain property insurance from anyone you want that is acceptable to the Credit Union. If you get the insurance from us, you will pay $

**Late Charge:** If a payment is 15 or more days late, a charge of 20% of accrued finance charges, but not less than $.05 will be deducted from your payment.

| Your Payment Schedule will be: | Number of Payments | Amount of Payments | When Payments Are Due |
|---|---|---|---|
| | 24 | 479.14 | BEGINNING: 02/19/2015 |

**Security:** Collateral securing other loans with the Credit Union may also secure this loan. You are giving a security interest in your shares and dividends and, if any, your deposits and interest in the Credit Union; and the property described below:

| Collateral | Property/Model/Make | Year | I.D. Number | Type/Lien Amount | Value | Key Number |
|---|---|---|---|---|---|---|
| | CHEVROLET COLORADO | 2015 | 1GCHTAE31F[redacted] | PICK | 29259.00 | Z4671 |

Other (Describe):
Pledge of Shares $ N/A in Account Number $ N/A in Account Number

SEE YOUR CONTRACT DOCUMENTS FOR ANY ADDITIONAL INFORMATION ABOUT NONPAYMENT, DEFAULT, AND ANY REQUIRED REPAYMENT IN FULL BEFORE THE SCHEDULED DATE.

## ITEMIZATION OF THE AMOUNT FINANCED

IF AN AMOUNT IS MARKED WITH AN ASTERISK (*), WE WILL BE RETAINING A PORTION OF THE AMOUNT

| Itemization of Amount Financed of | Amount Given to You Directly | Amount Paid on Your Account | Prepaid Finance Charge |
|---|---|---|---|
| $ 11327.59 | $ 11327.59 | $ | $ |
| Amount Paid to Others on Your Behalf | $ 12.50 To NY TAX DEPT | $ N/A To | $ N/A To |
| | $ N/A To N/A | $ N/A To N/A | |

## LOAN AGREEMENT continued on reverse side

☐ CONSUMERS' CLAIMS AND DEFENSES NOTICE — IF CHECKED, SEE REVERSE SIDE FOR NOTICE

In this Loan Agreement ("Agreement"), all references to "Credit Union," "we," "our," or "us," mean the Credit Union whose name appears on this document and anyone to whom the Credit Union assigns or transfers this Agreement. All references to "you" or "your" mean each person who signs, or otherwise authenticates, this Agreement as a borrowe

**1. Promise to Pay:** You promise to pay $ 11327.59 to the Credit Union plus interest on the unpaid balance until what you owe has been repaid. For fixed rate loan the interest rate is 1.45 per year. This Agreement is governed by the laws of YOU PROMISE TO PAY ALL COSTS OF COLLECTING THE AMOUNT YOU OWE UNDER THIS AGREEMENT INCLUDING COURT COSTS AND REASONALBE ATTORNEY FEES.

**3. Collection Costs:** You agree to pay all costs of collecting the amount you owe under this Agreement, including court costs and reasonable attorney fees.

**4. PAYMENTS** — You promise to make payments of the amount and at the time shown in the Truth in Lending Disclosure. You may prepay any amount without penalty. If you prepay any part of what you owe, you are still required to make the regularly scheduled payments, unless we have agreed to a change in the payment schedule. Because this is a simple interest loan, if you do not make payments exactly as scheduled, your final payment may be more or less than the amount of the final payment that is disclosed. If you elect credit insurance, we will either include the premium in your payments or extend the term of your loan. If the term is extended, you will be required to make additional payments of the scheduled amount, until what you owe has been paid. You promise to make all payments to the place we choose. If this loan refinances another loan we have with you, the other loan will be canceled and refinanced as of the date of this loan. Unless otherwise required by law, payments will be applied to amounts owed in the manner we choose.

**5. LOAN PROCEEDS BY MAIL** — If the proceeds of this loan are mailed to you, interest on this loan begins on the date the loan proceeds are mailed to you.

**6. SECURITY FOR LOAN** — This Agreement is secured by all property described

01/20/2015

We can enforce a statutory lien against your shares and dividends, and if any, interes and deposits, in all individual and joint accounts you have with us to satisfy an outstanding financial obligation that is due and payable to us. We may exercise ou right to enforce this lien without further notice to you, to the extent permitted by law. ***For all borrowers:*** You pledge as security for this loan all shares and dividends and if any, all deposits and interest in all joint and individual accounts you have with th Credit Union now and in the future. **The statutory lien and/or your pledge will allo us to apply the funds in your account(s) to what you owe when you are in default** The statutory lien and your pledge do not apply to any Individual Retirement Accour or any other account that would lose special tax treatment under state or federal la if given as security.

**7. DEFAULT** — You will be in default under this Agreement if you do not make payment of the amount required on or before the date it is due. You will be in defau if you break any promise you made in connection with this loan or if anyone is i default under any security agreement made in connection with this Agreement. Yo will be in default if you die, file for bankruptcy, become insolvent (that is, unable t

**ITEMIZATION OF THE AMOUNT FINANCED** IF AN AMOUNT IS MARKED WITH AN ASTERISK (*), WE WILL BE RETAINING A PORTION OF THE AMOUNT.

| Itemization of Amount Financed of | Amount Given to You Directly | Amount Paid on Your Account | Prepaid Finance Charge |
|---|---|---|---|
| $ 11327.59 | $ 11327.59 | $ | $ |
| Amount Paid to Others on Your Behalf | $ 12.50 To NY TAX DEPT | $ N/A To N/A | $ N/A |
| | $ N/A To N/A | $ N/A To N/A | |

**LOAN AGREEMENT** continued on reverse side ☐ **CONSUMERS' CLAIMS AND DEFENSES NOTICE — IF CHECKED, SEE REVERSE SIDE FOR NOTICE**

In this Loan Agreement ("Agreement"), all references to "Credit Union," "we," "our," or "us," mean the Credit Union whose name appears on this document and anyone to whom the Credit Union assigns or transfers this Agreement. All references to "you" or "your" mean each person who signs, or otherwise authenticates, this Agreement as a borrower.

11327.59
1.45

**1. Promise to Pay:** You promise to pay $ to the Credit Union plus interest on the unpaid balance until what you owe has been repaid. For fixed rate loans the interest rate is

**2. Payment Terms:** Enter your 12 These Agreements are governed by the laws of

YOU PROMISE TO PAY ALL COSTS OF COLLECTING THE AMOUNT YOU OWE UNDER THIS AGREEMENT INCLUDING COURT COSTS AND REASONALBE ATTORNEY FEES

01/30/2015

**3. Collection Costs:** You agree to pay all costs of collecting the amount you owe under this Agreement, including court costs and reasonable attorney fees.

**4. PAYMENTS** — You promise to make payments of the amount and at the time shown in the Truth In Lending Disclosure. You may prepay any amount without penalty. If you prepay any part of what you owe, you are still required to make the regularly scheduled payments, unless we have agreed to a change in the payment schedule. Because this is a simple interest loan, if you do not make payments exactly as scheduled, your final payment may be more or less than the amount of the final payment that is disclosed. If you elect credit insurance, we will either include the premium in your payments or extend the term of your loan. If the term is extended, you will be required to make additional payments of the scheduled amount, until what you owe has been paid. You promise to make all payments to the place we choose. If this loan refinances another loan we have with you, the other loan will be canceled and refinanced as of the date of this loan. Unless otherwise required by law, payments will be applied to amounts owed in the manner we choose.

**5. LOAN PROCEEDS BY MAIL** — If the proceeds of this loan are mailed to you, interest on this loan begins on the date the loan proceeds are mailed to you.

**6. SECURITY FOR LOAN** — This Agreement is secured by all property described in the "Security" section of the Truth in Lending Disclosure. Property securing other loans you have with us also secures this loan, unless the property is a dwelling. In addition to your pledge of shares, we may also have what is known as a statutory lien on all individual and joint accounts you have with us. A statutory lien means we have the right under federal law and many state laws to claim an interest in your accounts. We can enforce a statutory lien against your shares and dividends, and if any, interest and deposits, in all individual and joint accounts you have with us to satisfy any outstanding financial obligation that is due and payable to us. We may exercise our right to enforce this lien without further notice to you, to the extent permitted by law. ***For all borrowers:*** You pledge as security for this loan all shares and dividends and, if any, all deposits and interest in all joint and individual accounts you have with the Credit Union now and in the future. **The statutory lien and/or your pledge will allow us to apply the funds in your account(s) to what you owe when you are in default.** The statutory lien and your pledge do not apply to any Individual Retirement Account or any other account that would lose special tax treatment under state or federal law if given as security.

**7. DEFAULT** — You will be in default under this Agreement if you do not make a payment of the amount required on or before the date it is due. You will be in default if you break any promise you made in connection with this loan or if anyone is in default under any security agreement made in connection with this Agreement. You will be in default if you die, file for bankruptcy, become insolvent (that is, unable to pay your bills and loans as they become due), or if you made any false or misleading statements in your loan application. You will also be in default if something happens that we believe may seriously affect your ability to repay what you owe under this Agreement or if you are in default under any other loan agreement you have with us.

**SIGNATURES FOR LOAN AND SECURITY AGREEMENTS**

**VERMONT NOTICE TO CO-SIGNER: YOUR SIGNATURE ON THIS NOTE MEANS THAT YOU ARE EQUALLY LIABLE FOR REPAYMENT OF THIS LOAN. IF THE BORROWER DOES NOT PAY, THE LENDER HAS A LEGAL RIGHT TO COLLECT FROM YOU.**

**NOTICE TO UTAH BORROWERS:** This written agreement is a final expression of the agreement between you and the Credit Union. This written agreement may not be contradicted by evidence of any oral agreement.

By signing, or otherwise authenticating, as Borrower, you agree to the terms of the Loan Agreement. If property is described in the "Security" section of the Truth in Lending Disclosure, you also agree to the terms of the Security Agreement on the reverse side. If you sign, or otherwise authenticate, as "Owner of Property" you agree only to the terms of the Security Agreement. **CAUTION: IT IS IMPORTANT THAT YOU THOROUGHLY READ THE AGREEMENT BEFORE YOU SIGN IT.**

[redacted]
X _____ Date
(Seal) XX

☐ Other Borrower ☐ Owner of Property ☐ Witness
X _____ Date XX
(Seal) XX

Borrower 2
X _____ Date
(Seal)

☐ Other Borrower ☐ Owner of Property ☐ Witness
X _____ Date
(Seal)

CUNA Mutual Group 2012 All Rights Reserved

CREDIT UNION COPY

NXY071



# GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

**CUSTOMER NAME:** [redacted]

**VIN:** 1 G C H T A E 3 Y F 1 [redacted]

## Customer Incentive Acknowledgement

**1. Customer Incentive**

I assign the total amount of customer incentive (s) listed to the dealer named below and request that the available customer incentive (s) be applied: (a) ___ the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

| Incentive Program Reference | Amount | GM Incentive Code |
|---|---|---|
| N/A | $ N/A | N/A |
| N/A | $ N/A | N/A |
| N/A | $ N/A | N/A |
| N/A | $ N/A | N/A |
| N/A | $ N/A | N/A |
| N/A | $ N/A | N/A |
| **Total Incentive Amount Received** | $ N/A | |

GCU

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

I elect to receive the following in lieu of _____.

AND/OR

I elect to receive _____.

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 12 01 14 acknowledge receipt of incentive (s) as described in Item(s) ____ and release GM from any future claim or obligation for incentive (s) on this u[redacted]

**Purchaser/Lessee Signature:** [redacted] 01 14

## Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

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

Agreement to OnStar Terms and Conditions

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

Cancellation of OnStar Services

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

Payment Methods

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

**Purchaser/Lessee Signature:** [redacted] 01 14

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

**Authorized Dealer Signature:** [redacted] 12 01 14

**Dealership Name:** ATLANTIC CHEV CADILLAC **Dealer Code:** _____

***Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. (GM379509-060120f4) Rev 06-01-2014***

VEHICLE INVOICE

# ATLANTIC

CHEVROLET • CADILLAC
1356 SUNRISE HIGHWAY • BAY SHORE, NY 11706
(631) 665-0002 FAX: (631) 665-0006
Dealer Facility No. 7080197

DEAL NO. [redacted]

SOLD TO: [redacted]
ADDRESS [redacted]

DATE 01/20/2015

SALESPERSON: DINA MARIE CAMPANAR MASSAPEQUA PK, NY [redacted]

| | YEAR | MAKE | NEW OR USED | STOCK NUMBER | MODEL OR SERIES | VEHICLE IDENTIFICATION NO. | KEY NUMBER |
|---|---|---|---|---|---|---|---|
| VEHICLE SOLD | 2015 | CHEVROLET | NEW | X1624 | COLORADO | 1GCHTAE31F1[redacted] | 24671 |
| TRADE IN | 2010 | CHEVROLET TRU | USED | 27212T | SILVERADO 15 | 1GCSCSE27AZ[redacted] | |

INSURANCE COVERAGE INCLUDES

- ☐ FIRE AND THEFT
- ☐ COLLISION - AMT. DEDUCT.
- ☐ PUBLIC LIABILITY - AMT.
- ☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP / DESCRIPTION

FACTORY INSTALLED: [redacted]

**THIS PRICE INCLUDES YOUR FIRST OIL CHANGE**

MILEAGE: 10

DEALER INSTALLED:

| | |
|---|---|
| SELLING PRICE | 29259.00 |
| WASTE TIRE FEE | 12.50 |
| SALES TAX 8.625% | 971.09 |
| LICENSE AND TITLE | 60.00 |
| TOTAL CASH PRICE | 30302.59 |
| INSPECTION FEE | 10.00 |
| DOC FEE | 75.00 |
| FINANCING | 171.77 |
| INSURANCE | NONE |
| TOTAL TIME PRICE | 30559.36 |
| SETTLEMENT: | |
| DEPOSIT | NONE |
| CASH ON DELIVERY | 1060.00 |
| TRADE-IN $ 18000.00 | |
| LESS LIEN $ NONE | 18000.00 |
| PAYMENTS: 24 AT $ 479.14 | 11493.36 |
| NASSAU EDUCATORS FCU | |
| 1000 CORPORATE DRIVE | |
| WESTBURY NY 11590 | |
| TOTAL | 30559.36 |

'DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE, AND FOR SECURING SPECIAL OR DISTINCTIVE PLATES (IF APPLICABLE) THIS IS NOT A DMV FEE '$75 00' 'THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE ($75 00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE ($3 00 MAXIMUM) IS NOT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLE ISSUING OFFICE ''NEW YORK STATE LAW REQUIRES US TO ACCEPT AND MANAGE WASTE TIRES FROM VEHICLES IN EXCHANGE FOR AN EQUAL NUMBER OF NEW TIRES THAT WE SELL OR INSTALL WE ARE REQUIRED TO CHARGE A SEPARATE AND DISTINCT WASTE TIRE MANAGEMENT AND RECYCLING FEE OF $2.50 FOR EACH NEW TIRE WE SELL ANY ADDITIONAL TIRE MANAGEMENT RECYCLING COSTS ARE INCLUDED IN THE ADVERTISED PRICE OF THE NEW TIRE

The Seller ATLANTIC CHEVROLET•CADILLAC•OLDSMOBILE hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and ATLANTIC CHEVROLET•CADILLAC•OLDSMOBILE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

**"IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE DEALER NAMED ABOVE CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY."**

If you have any additional questions, please call 1-800-841-3000.

CAUTIONARY NOTE: THE CURRENT COVERAGES, LIMITS, AND DEDUCTIBLES MAY DIFFER FROM THE COVERAGES, LIMITS, AND DEDUCTIBLES IN EFFECT AT O
TIMES DURING THE POLICY PERIOD. THIS VERIFICATION OF COVERAGE REFLECTS THE COVERAGES, LIMITS AND DEDUCTIBLES AS OF THE ISSUED DATE OF T

NEW YORK AUTOMOTIVE GIANT

[redacted] LEXUS

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway
**BAYSHORE, NY 11706**
(631) 665-0002
**NYS R/S NUMBER 7080197**

CELL [redacted]

| | | | | | |
|---|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR: DOMENIC ORTORE 2430 | TAG NO.: 1624 | INVOICE DATE: 01/24/15 | [redacted] | |
| [redacted] | LABOR RATE: 129.99 | LICENSE NO.: | MILEAGE: 7 | COLOR: BLK/JET BLK | STOCK NO.: X1624 |
| MASSAPEQUA PK, NY [redacted] | YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/EXT CAB | | DELIVERY DATE: 01/20/15 | DELIVERY MILES: 10 | |
| | VEHICLE I.D. NO.: 1 G C H T A E 3 1 F 1 [redacted] | | SELLING DEALER NO.: | PRODUCTION DATE: | |
| | F. T. E. NO.: | P.O. | R. O. DATE: 01/24/15 | | |
| [redacted] | COMMENTS: | | | MO: 7 | |

LABOR & PARTS

SUBL LABOR MISC NEW CAR MISC TECHS 1000 WARRANTY

ADI TO INSTALL LPO SPLASH GUARDS

JOB # 1 TOTAL LABOR & PARTS 0.00

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

JOB # 1 [redacted] [redacted] 01/24/15 SPLASH GUARDS--287462 WARRANTY

TOTAL - SUBLET 0.00

TOTALS

On behalf of all of us at Atlantic Chevrolet/Cadillac, we would like to THANK YOU for your continued patronage
**********

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

In an ever increasing need to reduce paper consumption, we are asking that you provide us with your email address so we may contact you regarding upcoming factory recalls, service specials and/or an effort to receive your overall satisfaction input regarding our Service Department.
WE DO NOT SHARE THIS INFORMATION WITH ANY OUTSIDE SOURCES.

Email Address:.....
With your help, we can look forward to a greener future!!

YOUR SATISFACTION IS OUR TOP PRIORITY!

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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 NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LIMITED EXPRESS WARRANTY

Warranty on GENUINE GM Parts installed is 12 months or 12000 miles. All other parts and labor is covered for 90 days or 4000 miles, whichever comes first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF SUSINESS.

THE FOLLOWING ARE NOT COVERED BY WARRANTY

FRONT END ALIGNMENT - COOLANT AND COOLANT LEAKS - AIR CONDITIONING SEAL LEAKS - POLISHES - ELECTRICAL WIRING AND SHORTS (WHEN NOT RELATED TO ORIGINAL REPAIR) - FUEL SYSTEM - WHEN DUE TO CONTAMINATION.

TIRES AND BATTERIES WARRANTED AT MANUFACTURERS OPTION.
THIS WARRANTY DOES NOT COVER CONDITIONS RESULTING FROM MISUSE, NEGLIGENCE ACCIDENT OR ALTERATIONS.

*Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.*

*THANK YOU*

Storage fee of $35.00 per day applies if vehicle is not picked up within 24 hrs of completion.



The Reynolds and Reynolds Company ERAINTU SF852949 Q (12/

NEW YORK AUTOMOTIVE GIANT

[redacted]

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway
**BAYSHORE, NY 11706**
(631) 665-0002
**NYS R/S NUMBER 7080197**

CEL [redacted]

| | | | | | |
|---|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR WILLIAM MEYER 2690 | TAG NO. W869 | INVOICE DATE 04/16/15 | | |
| [redacted] | LABOR RATE 129.99 | LICENSE NO. | MILEAGE 139 | COLOR BLK/JET BLK | |
| MASSAPEQUA PK, NY [redacted] | YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/EXT CAB | | DELIVERY DATE 01/20/15 | DELIVERY MILES 10 | |
| | VEHICLE I.D. NO. 1 G C H T A E 3 1 F 1 [redacted] | | SELLING DEALER NO. | PRODUCTION DATE | |
| | F.T.E. NO. [redacted] | | R. O. DATE 04/14/15 | | |
| [redacted] | COMMENTS | | | MO: 139 | |

LABOR & PARTS----------

JOB # 1 82672 MAKE SERVICE TECH(S): 1006 WARRANTY

CUSTOMER STATES THUMPING FROM VEHILCE PREDOMINANTLY
DRIVER SIDE
FOUND FLAT SPOT ON TIRE
REPLACED TIRE

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE | |
|---|---|---|---|---|---|---|
| JOB # 1 | 1 | | 94775413 | 5.880 | | WARRANTY |
| JOB # 1 | 1 | | 19259446 | WEIGHT 5.805 | | WARRANTY |

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 82672 RETAIL RETAIL RENT TECH(S): 1006 WARRANTY

Added Operation (WMEYER @ 04/16/2015 11:31)
CUSTOMER REQUESTS ALTERNATE TRANSPORTATION RENTAL
SUPPLIED CUSTOMER WITH RENTAL
SUBLET RENTAL VEHICLE

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE | |
|---|---|---|---|---|---|---|

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

| SUBLET | PO# | VEND INV# | INV.DATE | DESCRIPTION | | |
|---|---|---|---|---|---|---|
| JOB # 2 | 138676 | H25850510 | 04/16/15 | RENTAL - H25850510 | | WARRANTY |

TOTAL - SUBLET 0.00

TOTALS----------

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**********

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WE DO NOT SHARE THIS INFORMATION WITH ANY OUTSIDE SOURCES.

Email Address:----------
With your help, we can look forward to a greener future!!

YOUR SATISFACTION IS OUR TOP PRIORITY!

| | |
|---|---|
| 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
**********

DUPLICATE INVOICE

**********

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LIMITED EXPRESS WARRANTY

Warranty on GENUINE GM Parts installed is 12 months or 12000 miles. All other parts and labor is covered for 90 days or 4000 miles, whichever comes first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

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FRONT END ALIGNMENT - COOLANT AND COOLANT LEAKS - AIR CONDITIONING SEAL LEAKS - POLISHES - ELECTRICAL WIRING AND SHORTS (WHEN NOT RELATED TO ORIGINAL REPAIR) - FUEL SYSTEM - WHEN DUE TO CONTAMINATION.

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*THANK YOU*

Storage fee of $35.00 per day applies if vehicle is not picked up within 24 hrs of completion.



ACCOUNTING COPY

[ END OF INVOICE ] 11:44am

The Reynolds and Reynolds Company ERAINTI SF652B49 Q (12

[redacted]

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway
**BAYSHORE, NY 11706**
(631) 665-0002
**NYS R/S NUMBER 7080197**

[redacted]

| | | | | | |
|---|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR: PAUL CAPPARELLI 315 | TAG NO.: 1624 | INVOICE DATE: 01/21/15 | | |
| ATLANTIC CHEV/CADILLAC/OLDS<br>1356 SUNRISE HWY<br>BAY SHORE, NY 11706 | LABOR RATE: 129.99 | LICENSE NO. | MILEAGE: 6 | COLOR: BLK/JET BLK | |
| | YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/EXT CAB | | | DELIVERY DATE: 01/20/15 | DELIVERY MILES: 10 |
| | VEHICLE I.D. NO.: 1GCHTAE31F1[redacted] | | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. [redacted] | P.O. NO. | | R.O. DATE: 01/19/15 | |
| RESIDENCE PHONE: 631-665-0002 | BUSINESS PHONE: 631-665-0002 | COMMENTS | | | MO: 6 |

LABOR & PARTS----------

SA 1 SALES PDI PRE-DELIVERY INSP TECH SV 1000 INTERNAL

PDI PER CHECK LIST

JOB # 1 TOTAL LABOR & PARTS 0.00

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

JOB # 1 137085 01/20/15 PDI ONLY

TOTAL - SUBLET 0.00

TOTALS----------

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**********

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WE DO NOT SHARE THIS INFORMATION WITH ANY OUTSIDE SOURCES.

Email Address:----------
With your help, we can look forward to a greener future!!

YOUR SATISFACTION IS OUR TOP PRIORITY!

| | |
|---|---|
| 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

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ACCOUNTING COPY

[ END OF INVOICE ] 11:44am

The Reynolds and Reynolds Company BRAINTR SF652949 Q (12/

[redacted]

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway
**BAYSHORE, NY 11706**
(631) 665-0002
**NYS R/S NUMBER 7080197**

[redacted]

CEL [redacted]

| | | | | |
|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR KRISTINE COLOKA 2467 | TAG NO. 830 | INVOICE DATE 01/29/15 | |
| [redacted] | LABOR RATE 129.99 | LICENSE NO. | MILEAGE 10 | COLOR BLK/JET BLK |
| MASSAPEQUA PK, NY [redacted] | YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/EXT CAB | | DELIVERY DATE 01/20/15 | DELIVERY MILES 10 |
| | VEHICLE I.D. NO. 1GCHTAE31F1 [redacted] | | SELLING DEALER NO. | PRODUCTION DATE |
| | F.T.E. NO. | P.O. NO. | P.O. DATE 01/29/15 | |
| [redacted] | COMMENTS | | | MO: 10 |

LABOR & PARTS----------

JOB # 1 90 DAY N.Y.S.I. INSP FOR DEL REPAIR ORDER 703 INTERNAL

PERFORM N.Y.S.I. FOR DELIVERY
STICKER 10902362

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

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**********

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Email Address:----------
With your help, we can look forward to a greener future!!

YOUR SATISFACTION IS OUR TOP PRIORITY!

| | |
|---|---|
| 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
********** DUPLICATE INVOICE **********

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*THANK YOU*

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The Reynolds and Reynolds Company ERAINTIN
SF852949 Q (12/1

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway
**BAYSHORE, NY 11706**
(631) 665-0002
**NYS R/S NUMBER 7080197**

CEL [redacted]

CUSTOMER NO. [redacted]

[redacted]

MASSAPEQUA PK, NY [redacted]

[redacted] [redacted]

| | | | | |
|---|---|---|---|---|
| ADVISOR: ~~DOMENIC ORTORE~~ 2430 | TAG NO. ~~1624~~ | INVOICE DATE: ~~01/24/15~~ | | |
| LABOR RATE: ~~129.99~~ | LICENSE NO. | MILEAGE: ~~7~~ | COLOR: ~~BLK/JET BLK~~ | STOCK NO.: ~~X1624~~ |
| YEAR/MAKE/MODEL: ~~15/CHEVROLET TRUCK/COLORADO/EXT CAB~~ | | DELIVERY DATE: ~~01/20/15~~ | DELIVERY MILES: ~~10~~ | |
| VEHICLE I.D. NO.: ~~1 G C H T A E 3 1 F 1~~ [redacted] | | SELLING DEALER NO. | PRODUCTION DATE | |
| R.T.E. NO. | P.O. NO. | R.O. DATE: ~~01/24/15~~ | | |

MO: 7

COMMENTS

LABOR & PARTS

~~1 SERVICE MISC. HELP YOU MISC FEDEX/UPS WARRANTY~~

ADI TO INSTALL LPO SPLASH GUARDS

JOB # 1 TOTAL LABOR & PARTS 0.00

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

| | | | | | WARRANTY |
|---|---|---|---|---|---|
| JOB # 1 | 137175 | 287462 | 01/24/15 | SPLASH GUARDS--287462 | |
| | | | | TOTAL - SUBLET | 0.00 |

TOTALS

On behalf of all of us at Atlantic Chevrolet/Cadillac, we would like to THANK YOU for your continued patronage
**********

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WE DO NOT SHARE THIS INFORMATION WITH ANY OUTSIDE SOURCES.

| | |
|---|---|
| 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** |

Email Address:
With your help, we can look forward to a greener future!!

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CUSTOMER SIGNATURE

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GENERAL MOTORS PARTS COVERED AGAINST DEFECTS FOR 12 MONTHS OR 12,000 MILES.

- ☐ NO GUARANTEE ON WORK PERFORMED
- ☐ 30 DAYS OR 1,000 MILES WHICHEVER OCCURS FIRST
- ☐ 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST
- ☐ 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

**ALL PARTS NEW UNLESS OTHERWISE NOTED.**

**NYS R/S NUMBER** 7080197

☐ CASH ☐ CHECK

☐ MC ☐ VISA ☐ DISCOVER

CUSTOMER ACKNOWLEDGES REC. OF COPY X

*Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.*

*THANK YOU*



CUSTOMER COPY

[ END OF INVOICE ] 11:43am

The Reynolds and Reynolds Company SHAWNTSIKE CC6873993 Q (05/09)

SF657999 Q (05/1

[redacted]

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway
**BAYSHORE, NY 11706**
(631) 665-0002
**NYS R/S NUMBER 7080197**

[redacted]

CEL[redacted]

| | | | | | |
|---|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR: DOMENIC ORTORE 2430 | TAG NO.: 1624 | INVOICE DATE: 01/24/15 | | |
| [redacted] | LABOR RATE: 129.99 | LICENSE NO.: | MILEAGE: 7 | COLOR: BLK/JET BLK | |
| MASSAPEQUA PK, NY [redacted] | YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/EXT CAB | | DELIVERY DATE: 01/20/15 | DELIVERY MILES: 10 | |
| | VEHICLE I.D. NO.: 1 G C H T A E 3 1 F 1 [redacted] | | SELLING DEALER NO. | PRODUCTION DATE | |
| | F.T.E. NO. | P.O. NO. | R.O. DATE: 01/24/15 | | |
| RESIDENCE PHONE [redacted] | BUSINESS PHONE | COMMENTS | | | MO: 7 |

LABOR & PARTS----------

SA 1 SECVC PISC NEW CAR MISC TECHS: 1408 WARRANTY

ADI TO INSTALL LPO SPLASH GUARDS

JOB # 1 TOTAL LABOR & PARTS 0.00

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

JOB # 1 [redacted] [redacted] 01/24/15 SPLASH GUARDS--287462

TOTAL - SUBLET 0.00

TOTALS----------

On behalf of all of us at Atlantic Chevrolet/Cadillac, we would like to THANK YOU for your continued patronage
**********

| | |
|---|---|
| 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** |

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CUSTOMER SIGNATURE
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*THANK YOU*

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SERVICE FILE COPY

[ END OF INVOICE ] 11:43am

The Reynolds and Reynolds Company ERAINTI SF652949 Q (12/

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway
**BAYSHORE, NY 11706**
(631) 665-0002

**NYS R/S NUMBER 7080197**

[redacted]

CUSTOMER NO. [redacted]

[redacted]

MASSAPEQUA PK, NY [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

ADVISOR: WILLIAM MEYER 2690 TAG NO.: W869
LABOR RATE: 129.99 LICENSE NO. MILEAGE: 139
YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/EXT CAB
VEHICLE I.D. NO.: 1 G C H T A E 3 1 F 1 [redacted]
F.T. E. NO. P.O. NO.: [redacted]
COMMENTS: MQ: 139

INVOICE DATE: 04/16/15
COLOR: BLK/JET BLK X1624
DELIVERY DATE: 01/20/15 DELIVERY MILES: 10
SELLING DEALER NO. PRODUCTION DATE
R. O. DATE: 04/14/15

CELL [redacted]

LABOR & PARTS

J# 1 4216V2 MAIN SERVICE TECH(S): 1045 WARRANTY

CUSTOMER STATES THUMPING FROM VEHILCE PREDOMINANTLY
DRIVER SIDE
FOUND FLAT SPOT ON TIRE
REPLACED TIRE

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | |
|---|---|---|---|---|---|
| JOB # 1 | 1 | 94775413 | 5.880 | | WARRANTY |
| JOB # 1 | 1 | 19259446 | WEIGHT 5.805 | | WARRANTY |
| | | | JOB # 1 TOTAL PARTS | | 0.00 |
| | | | JOB # 1 TOTAL LABOR & PARTS | | 0.00 |

J# 2 4216V2-RETAIL RETAIL RENT TECH(S): 1080 WARRANTY

Added Operation (WMEYER @ 04/16/2015 11:31)
CUSTOMER REQUESTS ALTERNATE TRANSPORTATION RENTAL
SUPPLIED CUSTOMER WITH RENTAL
SUBLET RENTAL VEHICLE

| PARTS | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | |
|---|---|---|---|---|---|
| | | | JOB # 2 TOTAL PARTS | | 0.00 |
| | | | JOB # 2 TOTAL LABOR & PARTS | | 0.00 |

| SUBLET | PO# | VEND INV# | INV.DATE | DESCRIPTION | |
|---|---|---|---|---|---|
| JOB # 2 | 138676 | H25850510 | 04/16/15 | RENTAL - H25850510 | WARRANTY |
| | | | | TOTAL - SUBLET | 0.00 |

TOTALS

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Email Address:----------
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YOUR SATISFACTION IS OUR TOP PRIORITY!

| | |
|---|---|
| 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
**********

DUPLICATE INVOICE

**********

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GENERAL MOTORS PARTS COVERED AGAINST DEFECTS FOR 12 MONTHS OR 12,000 MILES.

- ☐ NO GUARANTEE ON WORK PERFORMED
- ☐ 30 DAYS OR 1,000 MILES WHICHEVER OCCURS FIRST
- ☐ 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST
- ☐ 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

**ALL PARTS NEW UNLESS OTHERWISE NOTED.**

**NYS R/S NUMBER** 7080197

☐ CASH ☐ CHECK
☐ MC ☐ VISA ☐ DISCOVER

CUSTOMER ACKNOWLEDGES REC. OF COPY X

*Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends, if not, please tell us immediately.*

*THANK YOU*

The Reynolds and Reynolds Company ERAUTS14E CG6873303.0 (05/06)



CUSTOMER COPY

[ END OF INVOICE ] 11:44am

SF037209.0 (0

NEW YORK AUTOMOTIVE GIANT

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway
**BAYSHORE, NY 11706**
(631) 665-0002
**NYS R/S NUMBER 7080197**

[redacted]

CEL [redacted]

| | | | | | |
|---|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR WILLIAM MEYER 2690 | TAG NO. W869 | INVOICE DATE 04/16/15 | | |
| [redacted] | LABOR RATE 129.99 | LICENSE NO. | MILEAGE 139 | COLOR BLK/JET BLK | STOCK NO. X1624 |
| MASSAPEQUA PK, NY [redacted] | YEAR/MAKE/MODEL 15/CHEVROLET TRUCK/COLORADO/EXT CAB | | DELIVERY DATE 01/20/15 | DELIVERY MILES 10 | |
| | VEHICLE I.D. NO. 1GCHTAE31F1 [redacted] | | SELLING DEALER NO. | PRODUCTION DATE | |
| | F.T.E. NO. [redacted] | | R.O. DATE 04/14/15 | | |
| RESIDENCE PHONE [redacted] | BUSINESS PHONE [redacted] | COMMENTS | | | MO: 139 |

LABOR & PARTS

JOB # 1 02617 MISC. SERVICE [redacted] WARRANTY

CUSTOMER STATES THUMPING FROM VEHILCE PREDONINANTLY
DRIVER SIDE
FOUND FLAT SPOT ON TIRE
REPLACED TIRE

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE | |
|---|---|---|---|---|---|---|
| JOB # 1 | 1 | | 94775413 | 5.880 | | WARRANTY |
| JOB # 1 | 1 | | 19259446 | WEIGHT 5.805 | | WARRANTY |

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

JOB # 2 02617 RETAIL RETAIL REMI [redacted] WARRANTY

Added Operation (WMEYER @ 04/16/2015 11:31)
CUSTOMER REQUESTS ALTERNATE TRANSPORTATION RENTAL
SUPPLIED CUSTOMER WITH RENTAL
SUBLET RENTAL VEHICLE

| PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE |
|---|---|---|---|---|---|

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

| SUBLET | PO# | VEND INV# | INV.DATE | DESCRIPTION | |
|---|---|---|---|---|---|
| JOB # 2 | 138676 | H25850510 | 04/16/15 | RENTAL - H25850510 | WARRANTY |

TOTAL - SUBLET 0.00

TOTALS

On behalf of all of us at Atlantic Chevrolet/Cadillac, we would like to THANK YOU for your continued patronage
**********

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WE DO NOT SHARE THIS INFORMATION WITH ANY OUTSIDE SOURCES.

Email Address:
With your help, we can look forward to a greener future!!

YOUR SATISFACTION IS OUR TOP PRIORITY!

| | |
|---|---|
| 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

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LIMITED EXPRESS WARRANTY

Warranty on GENUINE GM Parts installed is 12 months or 12000 miles. All other parts and labor is covered for 90 days or 4000 miles, whichever comes first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

THE FOLLOWING ARE NOT COVERED BY WARRANTY

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*THANK YOU*

Storage fee of $35.00 per day applies if vehicle is not picked up within 24 hrs of completion.



The Reynolds and Reynolds Company ERAINT SF652949 Q (12

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway
**BAYSHORE, NY 11706**
(631) 665-0002

**NYS R/S NUMBER 7080197**

[redacted]

CUSTOMER NO. [redacted]

ATLANTIC CHEV/CADILLAC/OLDS
1356 SUNRISE HWY
BAY SHORE, NY 11706

| | | | |
|---|---|---|---|
| ADVISOR: PAUL CAPPARELLI 315 | TAG NO.: 1624 | INVOICE DATE: 01/21/15 | [redacted] |
| LABOR RATE: 129.99 | LICENSE NO. | MILEAGE | COLOR: 6 BLK/JET BLK X1624 |
| YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/EXT CAB | | DELIVERY DATE: 01/20/15 | DELIVERY MILES: 10 |
| VEHICLE I.D. NO.: 1 G C H T A E 3 1 F 1 [redacted] | | SELLING DEALER NO. | PRODUCTION DATE |
| F.T.E. NO. [redacted] | P.O. N | R. O. DATE: 01/19/15 | |

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted] COMMENTS MO: 6

LABOR & PARTS----------

J# 1 SOCVZ PDI PRE-DELIVERY INSP. TECH(S): 1000 INTERNAL

PDI PER CHECK LIST

JOB # 1 TOTAL LABOR & PARTS 0.00

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

JOB # 1 137085 01/20/15 PDI ONLY

TOTAL - SUBLET 0.00

TOTALS----------

On behalf of all of us at Atlantic Chevrolet/Cadillac, we would like to THANK YOU for your continued patronage
**********

| | |
|---|---|
| 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** |

In an ever increasing need to reduce paper consumption, we are asking that you provide us with your email address so we may contact you regarding upcoming factory recalls, service specials and/or an effort to receive your overall satisfaction input regarding our Service Department.
WE DO NOT SHARE THIS INFORMATION WITH ANY OUTSIDE SOURCES.

Email Address:
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- ☐ 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST
- ☐ 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

**ALL PARTS NEW UNLESS OTHERWISE NOTED.**

**NYS R/S NUMBER** 7080197

☐ CASH ☐ CHECK

☐ MC ☐ VISA ☐ DISCOVER

CUSTOMER ACKNOWLEDGES REC. OF COPY X

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*THANK YOU*

The Reynolds and Reynolds Company CC9857393 Q (05/09)



SF857699 Q 40

[redacted]

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway
**BAYSHORE, NY 11706**
(631) 665-0002
**NYS R/S NUMBER 7080197**

[redacted]

| | | | | | |
|---|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR PAUL CAPPARELLI 315 | TAG NO. 1624 | INVOICE DATE 01/21/15 | | |
| ATLANTIC CHEV/CADILLAC/OLDS<br>1356 SUNRISE HWY<br>BAY SHORE, NY 11706 | LABOR RATE 129.99 | LICENSE NO. | MILEAGE 6 | COLOR BLK/JET BLK | |
| | YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/EXT CAB | | DELIVERY DATE 01/20/15 | DELIVERY MILES 10 | |
| | VEHICLE I.D. NO. 1GCHTAE31F1[redacted] | | SELLING DEALER NO. | PRODUCTION DATE | |
| | F.T.E. NO. [redacted] | P.O. NO. | R.O. DATE 01/19/15 | | |
| RESIDENCE PHONE [redacted] | BUSINESS PHONE [redacted] | COMMENT [redacted] | | MO: 6 | |

LABOR & PARTS----------

J# 1 SUBJ: PDI PRE-DELIVERY INSP TECH(S): 1008 INTERNAL

PDI PER CHECK LIST

JOB # 1 TOTAL LABOR & PARTS 0.00

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

JOB # 1 [redacted] 01/20/15 PDI ONLY

TOTAL - SUBLET 0.00

TOTALS----------

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**********

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| | |
|---|---|
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| 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
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SERVICE FILE COPY

[ END OF INVOICE ] 11:44am

The Reynolds and Reynolds Company ERAINT SF652949 Q (12

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway
**BAYSHORE, NY 11706**
(631) 665-0002

**NYS R/S NUMBER 7080197**

CELL [redacted]

| | | | |
|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR: KRISTINE COLOKA 2467 | TAG NO.: 830 | INVOICE DATE: 01/29/15 |
| [redacted] | LABOR RATE: 129.99 | LICENSE NO. | MILEAGE: 10 |
| MASSAPEQUA PK, NY [redacted] | YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/EXT CAB | | COLOR: BLK/JET BLK |
| | VEHICLE I.D. NO.: 1 G C H T A E 3 1 F 1 [redacted] | | DELIVERY DATE: 01/20/15 |
| | R.T.E. NO. | P.O. N [redacted] | SELLING DEALER NO. |
| | | | R.O. DATE: 01/29/15 |
| RESIDENCE PHONE [redacted] | BUSINESS PHONE [redacted] | COMMENTS | PRODUCTION DATE: 10 |

MO: 10

LABOR & PARTS

[redacted] INSP FOR DE... [redacted] INTERNAL

PERFORM N.Y.S.I. FOR DELIVERY
STICKER 10902362

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

On behalf of all of us at Atlantic Chevrolet/Cadillac, we would like to THANK YOU for your continued patronage
**********

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Email Address:
With your help, we can look forward to a greener future!!

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| | |
|---|---|
| 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

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- ☐ 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST

**ALL PARTS NEW UNLESS OTHERWISE NOTED.**

**NYS R/S NUMBER** 7080197

☐ CASH ☐ CHECK

☐ MC ☐ VISA ☐ DISCOVER

CUSTOMER ACKNOWLEDGES REC. OF COPY X

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*THANK YOU*

The Reynolds and Reynolds Company ERAINT314E CC6677393 Q (05/09)



SP657998 Q (0

NEW YORK AUTOMOTIVE GIANT

[redacted]

# ATLANTIC CHEVROLET CADILLAC

1356 Sunrise Highway
**BAYSHORE, NY 11706**
(631) 665-0002
**NYS R/S NUMBER 7080197**

CELL [redacted]

| | | | | | |
|---|---|---|---|---|---|
| CUSTOMER NO. [redacted] | ADVISOR KRISTINE COLOKA 2467 | TAG NO. 830 | INVOICE DATE 01/29/15 | | |
| [redacted] | LABOR RATE 129.99 | LICENSE NO. | MILEAGE 10 | COLOR BLK/JET BLK | |
| MASSAPEQUA PK, NY [redacted] | YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/EXT CAB | | DELIVERY DATE 01/20/15 | | 10 |
| | VEHICLE I.D. NO. 1GCHTAE31F1 [redacted] | | SELLING DEALER NO. | PRODUCTION DATE | |
| | F.T.E. NO. | P.O. NO. | R. O. DATE 01/29/15 | | |
| RESIDENCE PHONE [redacted] | BUSINESS PHONE [redacted] | COMMENTS | | | MO: 10 |

LABOR & PARTS

[redacted] INTERNAL

PERFORM N.Y.S.I. FOR DELIVERY
STICKER 10902362

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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| | |
|---|---|
| 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

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*THANK YOU*

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SERVICE FILE COPY

[ END OF INVOICE ] 11:43am

The Reynolds and Reynolds Company ERAINTIN SF852949 O (12/1

FS-20

GEICO.
geico.com

Phone Number: 1-800-841-3000

NEW YORK STATE INSURANCE IDENTIFICATION CARD

Policy Number
[redacted]

Effective Date
05/25/2015 (12:01 A.M.)

Expiration Date
11/25/2015 (12:01 A.M.)

(Not acceptable to obtain registration after 45 days from effective date.)

[redacted] NEW YORK insurer has issued an Owner's Policy of Liability Insurance complying with Article 6 (Motor Vehicle Financial Security Act) of the [redacted] and Traffic Law to:

[redacted]

MASSAPEQUAPARK NY [redacted]

Name & Address of Insured

Applicable with respect to the following Motor Vehicle:

2015 Year CHEV Make COLORADO

1GCHTAE31F[redacted] Vehicle Identification Number

GEICO GENERAL INSURANCE COMPANY
One GEICO Plaza,
Washington DC 20076-0001

Company Code: 639

[redacted]

---

MV-82[redacted] (10/13) NEW YORK STATE REGISTRATION DOCUMENT

[redacted]R

2015 CHEVR NONTRANSFERABLE

PICK BK 1GCHTAE31F1[redacted]

004210 G 6 JAN [redacted] 2015

Wt/Seats Fuel/Cyl [redacted]B92

Expires 11/30/15

*NYMA*

[redacted]PK NY [redacted] 32.50

ANNUAL CHG

[redacted]OID IF ALTERED EXCEPT FOR ADDRESS 60.00

[redacted]

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

CHEVROLET

August 25, 2015

Robert Chevrolet
Tony Carozza
27 First ST
Hicksville, NY

Re: [redacted]
Service Request: [redacted]
Vehicle Identification Number: 1GCHTAE31F1[redacted]
2015 Chevrolet Colorado
Customer Relationship Specialist: Alicia

Dear Mr. Tony Carozza:

This is a letter of notification regarding a Better Business Bureau case involving the above referenced customer.

In order for us to adequately research the background to this situation, please provide copies of all dealer sales and service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All sales, purchase and finance agreements, including a conversion invoice (if applicable)
- The incentives acknowledgement form
- The Actual Cash Value statement of any trade
- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include front and backs of the shop copies).

Please fax them to 866-485-4464. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 800-231-1841, prompt 1, extension 5911403.

Your cooperation is greatly appreciated.

DID NOT PURCHASE AT 111262

Sincerely,

Chevrolet

# Repair Order Detail - Internal Copy

RO Number [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Cell:
Vehicle: 1GCHTAE31F1[redacted] 2015 COLRAD

Click to View Cust Copy

Mileage: 1,066
Service advisor: 240
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 07/15/2015

Waiter: No
Estimate: 0.00
Customer Comments: No

---

A RECALL 14888

| | | | | |
|---|---|---|---|---|
| 9101540 | W | CALIPER REPLACE 2 | 1.20 | 143.71 |
| Tech(s): 74 | | | | |
| 23341891 | | 1 F-(S)CALIPER | | 137.26 |
| 23341892 | | 1 F-(S)CALIPER | | 137.26 |
| 21012386 | | 4 (S)WASHER | | 2.88 |
| 19299818 | | 2 FLUID | | 17.92 |
| SUBL | W | HERTZ RENTAL [redacted] - VIN # KL8CD6S91FC[redacted] | | 228.00 |

Pts: 295.32 Lbr: 143.71 Other: 228.00 Total Line A: 667.03

Story: 1066 REPLACED THE CALIPERS AND BLED THE SYSTEM.

---

B RECALL 15150

| | | | | |
|---|---|---|---|---|
| 9101513 | W | 15150 INSP ONLY | 0.20 | 23.95 |
| Tech(s): 74 | | | | |

Pts: 0.00 Lbr: 23.95 Other: 0.00 Total Line B: 23.95

Story: 1066 INSPECTION ONLY

---

C RECALL 15190

| | | | | |
|---|---|---|---|---|
| 9101546 | W | Inspect and Reposition Both Wiring Harnesses | 0.50 | 59.88 |
| Tech(s): 74 | | | | |

Pts: 0.00 Lbr: 59.88 Other: 0.00 Total Line C: 59.88

Story: 1066 THE TECH REROUTED BOTH SEAT HARNESSES

---

D CUSTOMER STATES THAT THERE IS A NOISE LIKE A BOLT LOOSE IN THE BACK AREA - WHEN ACCELERATING AND BRAKING

| | | | | |
|---|---|---|---|---|
| 23 | W | BODY REPAIRS | 1.50 | 179.64 |
| Tech(s): 74 | | | | |
| 7025390 | W | REAR SEAT BACK CUSHION COVER AND PAD REPLACEMENT | 0.40 | 47.90 |
| Tech(s): 74 | | | | |
| 23262201 | | 1 F-PANEL | | 92.00 |
| Z5001 | | 1 FREIGHT | | 16.10 |

Pts: 108.10 Lbr: 227.54 Other: 0.00 Total Line D: 335.64

Story: 1066 THE TECH REMOVED THE PANELING REMOVED THE BOLT. HE ALSO FOUND ONE OF THE PANELS TO BE CRACKED. THE TECH REPLACED THE PANEL AND REINSTALLED ALL THE TRIM TO COMPLETE THE REPAIR.

---

E PERFORM GM MULTI POINT INSPECTION AND PRESENT GM RECOMMENDATIONS

| | | | | |
|---|---|---|---|---|
| MULTI | W | PERFORM GM MULTI | 0.00 | 0.00 |

# Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted] Click to View Cust Copy
Phone(s): Contact: [redacted] Mair[redacted] Cell:
Vehicle: 1GCHTAE31F1[redacted] 2015 COLRAD

Mileage: 1,066 Payment type: CASH Waiter: No
Service advisor: 240 Promised time: 05:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 07/15/2015 Customer Comments: No

POINT INSPECTION AND
PRESENT GM
RECOMMENDATIONS

Tech(s): 74

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

# Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: [redacted] Main: (516)799-6836
Vehicle: 1GCHTAE31F1[redacted] 2015 COLRAD

Click to View Cust Copy
Cell:

Mileage: 1,133
Service advisor: 240
Tag number: [redacted]

Payment type: CASH
Promised time: 05:00 PM
Promised date: 08/15/2015

Waiter: No
Estimate: 0.00
Customer Comments: No

---

A CUSTOMER STATES THAT H HEARD A POP NOISE AND NOW THEIR IS NO FORWARD GEARS

| | | | | |
|---|---|---|---|---|
| 8466410 | W | 1-2-3-4 CLUTCH PLATE REPLACEMENT | 9.50 | 1,137.72 |
| Tech(s): 9 | | | | |
| 24240632 | | 1 F-(S)RING | | 4.84 |
| 24263589 | | 1 (S)HOUSING | | 244.52 |
| 24272471 | | 1 (S)SEAL KIT | | 106.30 |
| 24236933 | | 1 (S)FILTER KIT | | 51.17 |
| 24225522 | | 1 (S)DAM | | 16.47 |
| 24241073 | | 1 (S)PISTON | | 32.51 |
| 24243890 | | 1 F-(S)SEAL KIT | | 30.36 |
| 24262872 | | 1 (S)HOUSING | | 63.68 |
| SUBL | W | HERTZ RENTAL 7/17/15 [redacted] | | 988.00 |

Pts: 549.85 Lbr: 1,137.72 Other: 988.00 Total Line A: 2,675.57

Story: 1133 THE TECH REPLACED THE 1-2-3-4 AND 3-5-R CLUTCH HOUSING ASSEMBLY, RETAINING RING, AND PISTON DAM HOUSING(DAMAGED). THE TECH THEN FLUSHED THE UNIT. CODE BA32EC4 CYCLE # 838 FLOW 1.4 GPM @ 83 DEGREES. HE THEN ROAD TESTED THE VEHICLE TO COMPLETE THE REPAIR.

---

B** POWER STEERING MODULE SHORTED OUT DURING PROGRAMMING

| | | | | |
|---|---|---|---|---|
| 7421770 | W | ELECTRIC BELT DRIVE RACK AND PINION STEERING GEAR REPLACEMENT | 1.70 | 203.59 |
| Tech(s): 9 | | | | |
| 23353848 | | 1 F-(S)GEAR | | 1,314.87 |
| 23353848 | | -1 CORE RETURN | | -150.00 |
| 12474081 | | 1 (S)CLAMP | | 8.08 |
| 12345382 | | 1 ADHESIVE | | 9.64 |
| SUBL | W | ALIGNMENT 41542 | | 55.00 |

Pts: 1,182.59 Lbr: 203.59 Other: 55.00 Total Line B: 1,441.18

Story: 1133 TAC CASE # [redacted] SHORTED OUT POWER STEERING MODULE. THE TECH REPLACED THE STEERING GEAR THAT COMES WITH THE POWER STEERING MODULE TO CORRECT THE CONCERN. HE THEN HAD THE VEHICLE ALIGNED TO COMPLETE THE REPAIR.

---

| Customer Pay | |
|---|---|
| Labor | 0.00 |
| Parts | 0.00 |
| Lube | 0.00 |
| Sublet | 0.00 |

# Repair Order Detail - Internal Copy

| | |
|---|---|
| Miscellaneous/Shop Charge | 0.00 |
| Deductible | 0.00 |
| Total Charges | 0.00 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 0.00 |
| Total | 0.00 |

No. 3888 P. 6

[redacted]

MASSAPEQUA, NY
HOM[redacted] CONT[redacted] CELL:
EMAIL:

Invoice #: [redacted]
Tag #: [redacted]
Customer #: [redacted]
Service Advisor: 240 STEVEN J FOX

# ROBERT
BUILT ON TRUST SINCE '57
27 First Street P.O. Box 248 · Hicksville, NY 11802
(516) 931-1145 Fax (516) 931-0684
www.robertchevrolet.com
N.Y. State Reg. No. 1300712

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN | MILEAGE OUT |
|---|---|---|---|---|---|---|
| | 15 | CHEVROLET COLORADO | 1GCHTAE31F[redacted] | | 1066 | 1070 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED | READY |
|---|---|---|---|---|---|---|---|---|---|
| 01JAN15 | | | 17:00 15JUL15 | | 130.00 | CASH | 02JUL15 | 26JUN15 | 02JUL15 |

OPTIONS: DLR:02283 ENG:3.6 Liter DOHC

| | | LIST | NET | TOTAL |
|---|---|---|---|---|
| A | **RECALL 14888**<br>**CAUSE:** PERFORMED RECALL<br>9101540 CALIPER REPLACE 2<br>74 W hrs. | | | 143.71 |
| 1 | 23341891 F-(S)CALIPER 7460 13726 | 149.20 | 137.26 | 137.26 |
| 1 | 23341892 F-(S)CALIPER 7460 13726 | 149.20 | 137.26 | 137.26 |
| 4 | 21012386 (S)WASHER 156 288 | 0.78 | 0.72 | 2.88 |
| 2 | 19299818 FLUID 974 1792 16050 295 | 9.74 | 8.96 | 17.92 |
| | | TPARTS | | |
| | | TLABOR | | |
| | SUBL HERTZ RENTAL 41194 - VIN # KL8CD6S91F[redacted] PO#[redacted]<br>W | | | 228.00 |
| | REPLACED THE CALIPERS AND BLED THE SYSTEM. | | | |
| B | **RECALL 15150**<br>**CAUSE:** PERFORMED RECALL<br>9101513 15150 INSP ONLY<br>74 W hrs. | | | 23.95 |
| | INSPECTION ONLY | | | |
| C | **RECALL 15190**<br>**CAUSE:** PERFORMED RECALL<br>9101546 Inspect and Reposition Both Wiring Harnesses<br>74 W hrs | | | 59.88 |
| | THE TECH REROUTED BOTH SEAT HARNESSES | | | |
| D | **CUSTOMER STATES THAT THERE IS A NOISE LIKE A BOLT LOOSE IN THE BACK AREA - WHEN ACCELERATING AND BRAKING**<br>**CAUSE:** DUPLICATED THE CONCERN AND FOUND A REAR SEAT BELT BOLT IN THE BACK PANEL BEHIND THE REAR SEAT. BACK PANEL BEHIND THE REAR SEAT.<br>23 BODY REPAIRS<br>74 W hrs. | | | 179.64 |

**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 or 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.

x _____
CUSTOMER SIGNATURE

DESCRIPTION

| TOTALS | |
|---|---|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| ADJUSTMENTS | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

THANK YOU!

**File Copy**

Aug. 26. 2015 8:55AM

Copyright 2000 ADP, Inc. 4.03.274.25433.012 2.01.1

[redacted]
IASSAPEQUA, NY [redacted]
OME [redacted] CONT [redacted] CELL:
MAIL:

Invoice #: [redacted]
Tag #: [redacted]
Customer #:
Service Advisor: *240 STEVEN J FOX*

# ROBERT
BUILT ON TRUST SINCE '57
27 First Street · P.O. Box 248 · Hicksville, NY 11802
(516) 931-1145 · Fax (516) 931-0684
www.robertchevrolet.com
N.Y. State Reg. No. 1300712

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN | MILEAGE OUT |
|---|---|---|---|---|---|---|
| | 15 | CHEVROLET COLORADO | 1GCHTAE31F1[redacted] | | 1066 | 1070 |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | [illegible]NT | INV. DATE | R.O. OPENED | READY |
|---|---|---|---|---|---|---|---|---|---|
| 01JAN15 | | | 17:00 15JUL15 | | 130.00 | CASH | 02JUL15 | 26JUN15 | 02JUL15 |

OPTIONS: DLR:02283 ENG:3.6 Liter DOHC

| | | LIST | NET | TOTAL |
|---|---|---|---|---|
| | 7025390 REAR SEAT BACK CUSHION COVER AND PAD REPLACEMENT | | | |
| | 74 W hrs. | | | 47.90 |
| 1 | 23262201 F-PANEL 5000 9200 | 92.00 | 92.00 | 92.00 |
| 1 | Z5001 FREIGHT 0 1610 5000 108 | 16.10 | 16.10 | 16.10 |
| | | TPARTS | | |
| | | TLABOR | | |
| | THE TECH REMOVED THE PANELING REMOVED THE BOLT. HE ALSO FOUND ONE OF THE PANELS TO BE CRACKED. THE TECH REPLACED THE PANEL AND REINSTALLED ALL THE TRIM TO COMPLETE THE REPAIR. | | | |
| E | **PERFORM GM MULTI POINT INSPECTION AND PRESENT GM RECOMMENDATIONS** | | | |
| | **CAUSE:** PERFORM INSPECTION AND COMPLETE THE REPORT AND ADVISE CUSTOMER MULTI PERFORM GM MULTI POINT INSPECTION AND PRESENT GM RECOMMENDATIONS | | | |
| | 74 W hrs. | | | 0.00 |

***File Copy***

**STATEMENT OF DISCLAIMER**

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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 |
| ADJUSTMENTS | 0.00 |
| SALES TAX | 0.00 |
| PLEASE PAY | 0.00 |

Aug. 26. 2015 8:56AM No. 3888 P. 7

'an Copy

WORKORDER [redacted]

IN15

[redacted]

MASSAPEQUA, NY [redacted]

PAGE 2

ROBERT
BUILT ON TRUST SINCE '57
27 First Street · P.O. Box 248
Hicksville, NY 11802
(516) 931-1145 · Fax (516) 931-0684
www.robertchevrolet.com
N.Y. State Reg. No. 1300712

HOME: 516-799-6836 CONT :516-799-6836 CELL [redacted]

EMAIL:

SERVICE ADVISOR: 240 FOX,STEVEN J

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| | 15 | CHEVROLET COLORADO | 1GCHTAE31F1[redacted] | | 1066 / 1070 | T458. |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN15 D | | | 17:00 26JUN15 | | 130.00 | CASH | |

| R.O. OPENED | READY | OPTIONS: DLR:02283 ENG:3.6_Liter_DOHC |
|---|---|---|
| 26JUN201510:37 | 01JAN15 D | |

| LINE | OP CODE | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS |
|---|---|---|---|---|
| # A | 30 | | W | RECALL 14888 1.2 |
| | | | | NHL |
| # B | 30 | | W | RECALL 15150 24K |
| # C | 30 | | W | RECALL 15190 |
| # D | | | W | CUSTOMER STATES THAT THERE IS A NOISE LIKE A BOLT LOOSE IN THE BACK AREA - WHEN ACCELERATING AND BRAKING |
| | | | | CSAT PANEL CHANGED / DUCT TAPE See Steve |
| # E | MULTI | | W | PERFORM GM MULTI POINT INSPECTION AND PRESENT GM RECOMMENDATIONS Good Work |

[redacted]

UP77

Year: 15 VIN#: 1GCHTAE31F1138121

**EXCLUSION OF WARRANTIES**

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

**AUTHORIZATION FOR REPAIRS**

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant

PRELIMINA[redacted]

| | | | |
|---|---|---|---|
| AUTHORIZED BY X | | | |
| REVISED ESTIMATE (1) | | | |
| REVISED ESTIMATE (2) | | | |
| REVISED ESTIMATE (3) | | | |

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL

L/R Seat Back cushion

Part # 23262201XX (16) Rec'd 7/11/15

A) Perform Recall # 14888,
Tech Found Calipers of First Design Installed
Tech Replaced Front Calipers & hoses washers.
Tech Bleed Brake System & Rodeotested 1.2

C) Perform Recall # 15150, Tech
Inspected Front Seats & Found Both Front seat
hooks Properly Engaged in Floor Board: .2

D) Perform Recall # 15190, Tech Inspected
Front Seat harness & Found Both Front seat harness Routed
to be Rerouted. Tech routed harnesses & Found
Customer Concern Corrected .5

E) C/S Noise in Rear of Vehicle, Tech Verified Noise From
Drivers side Rear Seat area, Tech Removed Both Rear Seat Is
& Rear Back Panels, Tech Removed L/R Pillar Trim to gain
access to area of Noise, Tech Pulled carpet Back in L/R Corner &
Found a Bolt Rolling around on Floor Board Causing Noise, Tech Retrieved
Bolt to Parts. Tech Installed all Parts & Rodetested Tech Retested
after Removal of L/R Seats, Tech Ordered New

[redacted]

'an Copy

'N15

WORKORDER [redacted]

PAGE 1

[redacted]

MASSAPEQUA, NY [redacted]

HOME: [redacted] CONT [redacted] CELL:

EMAIL:

**ROBERT**
BUILT ON TRUST SINCE '57

27 First Street · P.O. Box 248
Hicksville, NY 11802
(516) 931-1145 · Fax (516) 931-0684
www.robertchevrolet.com
N.Y. State Reg. No. 1300712

SERVICE ADVISOR: 240 FOX,STEVEN J

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/ OUT | TAG |
|---|---|---|---|---|---|---|
| | 15 | CHEVROLET COLORADO | 1GCHTAE31F1[redacted] | | 1066 / | T458. |

| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|---|---|---|---|---|---|---|---|
| 01JAN15 D | | | 17:00 26JUN15 | | 130.00 | CASH | |

| R.O. OPENED | READY | OPTIONS: DLR:02283 ENG:3.6_Liter_DOHC |
|---|---|---|
| 26JUN201510:37 | 01JAN15 D | |

VEHICLE SERVICE HISTORY

RO# S/A MILEAGE OP CODE TECH... TYPE DESCRIPTION CLSD DTE

| STRAIGHT TIME (HOURS) | FLAT RATE | R/O NO. | TIME | OFF / ON |
|---|---|---|---|---|
| #A | 1.2 | 140016 | | 3 |
| | | OPER. NO. 74 | | |
| | | EMP. NO. | | |

| STRAIGHT TIME (HOURS) | FLAT RATE | R/O NO. | TIME | OFF / ON |
|---|---|---|---|---|
| #B | .2 | 140016 | | 4 |
| | | OPER. NO. 74 | | |
| | | EMP. NO. | | |

| STRAIGHT TIME (HOURS) | FLAT RATE | R/O NO. | TIME | OFF / ON |
|---|---|---|---|---|
| #C | .5 | 140016 | | 5 |
| | | OPER. NO. 74 | | |
| | | EMP. NO. | | |

| STRAIGHT TIME (HOURS) | FLAT RATE | R/O NO. | TIME | OFF / ON |
|---|---|---|---|---|
| #D | 1.5 | 140016 | | 6 |
| | | OPER. NO. 74 | | |
| | | EMP. NO. | | |

| STRAIGHT TIME (HOURS) | FLAT RATE | R/O NO. | TIME | OFF / ON |
|---|---|---|---|---|
| 1. | .4 | 146016 | | 6 |
| | | OPER. NO. 74 | | |
| | | EMP. NO. | | |

Body Rqmt
6/30 12:00
[redacted]

Year: 15 VIN#: 1GCHTAE31F[redacted]

**EXCLUSION OF WARRANTIES**

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

**AUTHORIZATION FOR REPAIRS**

ereby authorize the repair work herein set forth to be done along with the necessary material l agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in e of fire, theft or any other cause beyond your control or for any delays caused by ailability of parts or delays in parts shipments by the supplier or transporter. I hereby and/or your employees

PRELIMINARY ESTIMATE $

AUTHORIZED BY X

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

## Penny Crisp (C)

From: Jason E Perez
Sent: Friday, September 18, 2015 12:00 PM
To: Penny Crisp (C)
Subject: RE: [redacted] - Seeking arbitration availability 1GCHTAE31F1[redacted]

Penny,

After reviewing the case I approve a buyback. Who was working with the customer at Robert Chevrolet?

Jason E Perez
Chevrolet Northeast Region
District Manager of Aftersales
Long Island, NY
[redacted] - Cell
Jason.perez@chevrolet.com
39 Old Ridgebury Road, Suite 1
Danbury, CT 08610

FIND NEW ROADS

---

From: Penny Crisp (C)
Sent: Thursday, September 17, 2015 9:59 AM
To: Jason E Perez
Cc: MILTON HAMILTON; Carlos Aponte
Subject: FW: [redacted] - Seeking arbitration availability 1GCHTAE31F1[redacted]
Importance: High

Jason,

Have you had a chance to review my email below?
I've confirmed the consumer has had 48 days out of service.
He has owned the vehicle for 9 months and has advised he does not trust the reliability.
He declined a vehicle payment.
Would this be a case you would consider settling with a trade?
Please advise.
Arbitration is set for October 2, 2015. I have attached the hearing documents.

Thank You,

Penny Crisp
Arbitration Specialist
General Motors - Business Resource Center
Phone: 866-790-5600 x5911368
Fax: 866-485-4466
penny.crisp@gm.com

From: Penny Crisp (C)
Sent: Wednesday, September 16, 2015 9:17 AM
To: 'jason.perez@gm.com'
Subject: FW: [redacted] - Seeking arbitration availability 1GCHTAE31F1[redacted]
Importance: High

It looks like this customer has had 37 or more days out of service. He has had transmission issues, steering issues.
It is my opinion it might be for the best. What are your thoughts?

Thank You,

Penny Crisp
Arbitration Specialist
General Motors - Business Resource Center
Phone: 866-790-5600 x5911368
Fax: 866-485-4466
penny.crisp@gm.com

---

From: Penny Crisp (C)
Sent: Monday, September 14, 2015 8:17 AM
To: Jason E Perez
Cc: Julia Villareal (C)
Subject: RE: [redacted] - Seeking arbitration availability 1GCHTAE31F1[redacted]

Jason

Is this a case you would settle with a trade?
It is my opinion it might be for the best. What are your thoughts?

Thank You,

Penny Crisp
Arbitration Specialist
General Motors - Business Resource Center
Phone: 866-790-5600 x5911368
Fax: 866-485-4466
penny.crisp@gm.com

---

From: Jason E Perez
Sent: Saturday, September 12, 2015 3:26 PM
To: Penny Crisp (C)
Cc: Julia Villareal (C)
Subject: RE: [redacted] - Seeking arbitration availability 1GCHTAE31F1[redacted]

Yes, let me know the date. October 2nd will work best.

Jason E Perez
Chevrolet Northeast Region
District Manager of Aftersales
Long Island, NY
[redacted] - Cell
Jason.perez@chevrolet.com
39 Old Ridgebury Road, Suite 1
Danbury, CT 08610

FIND NEW ROADS

From: Penny Crisp (C)
Sent: Friday, September 11, 2015 6:06 PM
To: Jason E Perez
Cc: Julia Villareal (C)
Subject: FW: [redacted] - Seeking arbitration availability 1GCHTAE31F1[redacted]
Importance: High

RE:
Customer: [redacted]
SR#: [redacted]
VIN#: 1GCHTAE31F1[redacted]
2015 Chevrolet Colorado

BAC#: 11262

Mr. Perez,

It looks like this customer has had 37 or more days out of service. He has had transmission issues, steering issues. The agent working the file offered a vehicle payment reimbursement. If you would like I could discuss other settlement strategies with you. In the meantime however BBB is looking to schedule it for arbitration.

BBB would like to schedule this case for arbitration in Farmingdale, NY during the week of Sept. 28th – Oct. 2nd.

I am contacting you to inquire if you would like to participate in the arbitration process. Please respond via email on whether you will want to attend in person, by phone, or will be declining to attend. Should you choose to participate in the arbitration could you also please advise of the following:

- Which of the provided dates do you prefer?
- Do you prefer a morning or afternoon hearing?
- Would you like the assistance of an Arbitration Specialist over speaker phone at the hearing, or will you wish to defend the claim for General Motors on your own?

I must provide the BBB an answer within 24 hours. If a response is not received I will have to give a date and time without your input. Thank you in advance for your cooperation and assistance.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above 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.

Thank You,

Penny Crisp.
Arbitration Specialist
General Motors - Business Resource Center
Phone: 866-790-5600 x 5911368
Fax: 866-485-4466
penny.crisp@gm.com

---

From: Gonzalez, Santiago [mailto:SGonzalez@council.bbb.org]
Sent: Friday, September 11, 2015 5:23 PM
To: Penny Crisp (C); Jessica Contreras (C); Kayla Sikes (C)
Subject: [redacted] - HRG
Importance: High

Hello,

We are scheduling this case for hearing purposes at the BBB in Farmingdale, NY during the week of Sept. 28th – Oct. 2nd. Please provide me with availability so it may be proposed to hearing site.

Thanks,

Santiago Gonzalez, *Dispute Resolution Specialist*
Council of Better Business Bureaus, Inc.
p: 800.955.5100 x530
bbb.org *Start With Trust®*

Columbus copy document requested by nzxlpb at 9:01:24 AM on 9/14/2015

2015 COLORADO 4WD WT EXT CAB — GENERAL MOTORS LLC
GBA BLACK /V6G
H2R JET BLACK / DARK ASH — RENAISSANCE CENTER
ORDER NO. [redacted]/SRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GC HTAE 31 F1[redacted] — VEHICLE INVOICE [redacted]
**********1779******13*02015S

| MODEL & FACTORY OPTIONS | MSRP | INV AMT |
|---|---|---|
| 12M53 COLORADO 4WD WT EXT CAB | 26885.00 | 25809.61 |
| LFX ENGINE, 3.6L SIDI DOHC V6 VVT | 1235.00 | 1086.80 |
| * TIRE, 16" SPARE, ALL SEASON | | |
| MYB TRANSMISSION, 6-SPD AUTOMATIC | N/C | N/C |
| NE1 50-STATE EMISSIONS | N/C | N/C |
| PCN WT CONVENIENCE PACKAGE INCL: | 490.00 | 431.20 |
| * REMOTE KEYLESS ENTRY | | |
| * CRUISE CONTROL | | |
| * EZ LIFT AND LOWER TAILGATE | | |
| * CONTENT THEFT ALARM, THEFT DETERRENT SYSTEM | | |
| VQK FRONT & REAR SPLASH GUARDS (DEALER INSTALLED) | 150.00 | 132.00 |

RETAIL - SOLD
INVOICE 11/06/14
SHIPPED 10/31/14
EXP I/T 11/17/14
INT COM 11/17/14
PRC EFF 10/30/14
KEYS Z4671 Z4671
WFP-S QTR OPT-1
BANK: MANUFACTURE
CHG-TO 02-015

SHIP WT: 4209
HP: 32.9
GVWR: 5900
GAWR.FT: 3200
GAWR.RR: 3500
EMPLOY: 27436.23
SUPPLR: 28534.61
NTR: 1/2
DAN: SPECT
EMPINC: 1625.34
SUPINC: 526.96

| | | | | |
|---|---|---|---|---|
| TOTAL MODEL & OPTIONS | 28760.00 | 27459.61 | ACT 237 | 27471.81 |
| DESTINATION CHARGE | 875.00 | 875.00 | H/B 261 | 862.80 |
| DEALER IMR CONTRIBUTION | | 143.80 | ADV 261 | 143.80 |
| LMA GROUP CONTRIBUTION | | 287.60 | EXP 65A | 287.60 |
| TOTAL | 29635.00 | 28766.01 | PAY 310 | 28766.01 |

MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT 27499.93

**********

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.

**********

ATLANTIC CHEVROLET CADILLAC

CHEVROLET

Monday, November 09, 2015

[redacted]
Massapequa Park, NY [redacted]

**BBB Arbitration Decision - Trade**

Subject: Repurchase of 2015 Chevrolet Colorado
VIN: 1GCHTAE31F1[redacted]
Ref SR: [redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2015 Chevrolet Colorado, VIN 1GCHTAE31F1[redacted] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

Per the Better Business Bureau, Chevrolet will assist you into a replacement vehicle to keep you a satisfied Chevrolet customer, Chevrolet will assist you into a 2016 Chevrolet Colorado, VIN 1GCHTCE32G1[redacted]. Your responsibilities are outlined below. This is calculated by using the following figures:

| | |
|---|---|
| Payoff of original vehicle good until December 9, 2015 | $7,128.56 |
| Plus upgrade | $3,295.00 |
| **Total Responsibility of Customer** | **$10,423.56** |

**TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW**

**If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction.. I can be reached at 866-802-6625 x 1205 if you have any questions or concerns.**

[redacted] 11/10/15

[redacted] 11/10/15

*Please return this signed document to fax number **866-802-6668** by* Thursday November 12, 2015

*The requirements of the trade repurchase are as follows:*

⇒ **Vehicle Damage -** vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
⇒ **A "Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes).*

[redacted]



CHEVROLET

- ⇒ **An "Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** – needs to be intact and functional.
- ⇒ **Title** – if no lien, a free and clear title is provided at the time of repurchase.
- ⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.
- ⇒ **Lending/Leasing Institution** – this offer is contingent upon approval of your lending/leasing institution.

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

Sincerely,

General Motors RVDC
2717 Schust Rd
Saginaw, MI 48603

[redacted]

November 9, 2015

ROBERT CHEVROLET INC
Robert Pitchon
27 FIRST ST
HICKSVILLE, NY 11801

**Dealer Confirmation Letter – Trade**

Subject: **Trade Repurchase**
Customer: [redacted]

Vehicle: 2015 Chevrolet Colorado
VIN: 1GCHTAE31F1[redacted]
Ref SR: [redacted]

Dear Robert Pitchon:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of **$20,310.73** to ROBERT CHEVROLET INC. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC), General Motors will issue a check in the amount of $7,128.56 to NEFCU.

When writing the sales agreement for the trade repurchase, please use the numbers below:

| | |
|---|---|
| Replacement VIN: | 1GCHTCE32GI[redacted] |
| New Vehicle Sales Price: | **$30,272.60** |
| Used Vehicle Trade Value: | **$26,977.60** |
| Trade Difference: | **$3,295.00** |
| Taxes: | **$284.19** |
| Additional Tax: | **$12.50** |
| Reg/Lic/Title Fees: | **$155.00** |
| State Fees: | **$10.00** |
| Cash Paid on Delivery (Paid by GM) | **$461.69** |
| Document Fees: | **Not paid by either party** |
| Dealer Processing Fee: | $ 200.00 (Paid by check, after receipt of documents) |

****No cash back rebates or incentives of any kind are applicable towards this transaction.****

***If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Thursday November 12, 2015. If you have any questions you may reach me at 866-802-6625 x 1205.

[redacted] SALES MANAGER ROBERT CHEVROLET

ROBERT CHEVROLET INC 111262 Management Agent's Signature and Title.

[redacted] INVENTORY MANAGER

ROBERT CHEVROLET INC 111262 Management Agent's Printed Name and Title.

[redacted]

Nov. 11. 2015 12:53PM No. 8520 P. 1

Reacquired Vehicle Disclosure Center

## Case Number: [redacted]

**Originator Name:** Alicia Galvez 512-386-0501 alicia.galvez@gm.com
**Created Date:** 10/07/2015

**Vehicle Info**

| | | | | | |
|---|---|---|---|---|---|
| ***VIN:** | 1GCHTAE31F1[redacted] | **MSRP:** | 29635.0 | ***TAC #:** | 8[redacted] |
| **Year:** | 2015 | **Make:** | Chevrolet | **Model:** | Colorado |

**Vehicle Comments & TAC Explanation:**
Caller?s Name & Position (For rental facilities, list phone # & shop address): Oscar Magana tech

| | | | |
|---|---|---|---|
| ***Date Reviewed with Customer:** | 09/18/2015 | ***Repurchase Mileage:** | 1200 |
| **Original Purchase Date:** | 12/01/2014 | ***Original Purchase Condition:** | New |

**Vehicle Owner(s)**

| | | | | | |
|---|---|---|---|---|---|
| **Entity Type** | Person | | | | |
| ***Names(s) on Title:** | [redacted] | ***Title State:** | NY | | |
| ***Primary Owner:** | [redacted] | | | | |
| ***Address** | [redacted] | | | | |
| ***City** | Massapequa Park | ***State** | NY | ***ZIP Code:** | [redacted] |
| ***Day Phone:** | [redacted] | ***Home Phone:** | [redacted] | ***Cell Phone:** | [redacted] |
| ***E-mail:** | | ***Fax Phone:** | | | |
| ***Reason Repurchase** | Ttransmission - Inoperable | | | | |

**UCC Codes** (K3003) Transmission - Automatic - Inoperative
(M0112) Steering - General - Power - Lack of

**Vehicle Lien Holder**

| | | | | | |
|---|---|---|---|---|---|
| **Type of Secured Interest:** | Standard Lien | ***Company:** | Nassau Educators Fed.. | **Account #:** | |
| **Contact or Attention:** | | | | | |
| **Address** | | | | | |
| **City** | | **State** | NY | **ZIP Code:** | |
| **Day Phone:** | 516-561-0030 | **Fax:** | | **E-mail:** | |

**Original Selling Dealer**

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer #:** | 169651 | **Dealer Name:** | ATLANTIC CHEVROLET CADILLAC | | |
| **Region:** | 40 | **District:** | 4113 | | |
| ***Phone:** | (631) 665-0002 | **Fax:** | (631) 665-0006 | | |
| ***Contact Name:** | Vinny Barbado | ***Contact Title:** | Service Manager | **E-Mail:** | |

**Repurchasing Dealer:** -

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer #:** | 111262 | **Dealer Name:** | ROBERT CHEVROLET INC | | |
| **Region:** | 40 | **District:** | 4113 | | |
| ***Phone:** | (516) 931-1145 | **Fax:** | (516) 931-0684 | | |
| ***Contact Name:** | John Bariola | ***Contact Title** | Sales manager | **E-Mail:** | |

**Repair**

| | | | | | |
|---|---|---|---|---|---|
| ***Contact Name:** | John Bariola | ***Contact Title:** | Sales Manager | | |

**Vehicle Location:** -

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer #:** | 111262 | **Dealer Name:** | ROBERT CHEVROLET IN.. | | |
| **Region:** | 40 | **District:** | 4113 | | |
| ***Phone:** | (516) 931-1145 | **Fax:** | (516) 931-0684 | | |
| ***Contact Name:** | John Bariola | ***Contact Title** | Sales Manager | **E-Mail:** | |




## Case Number: [redacted]

**Originator Name:** Alicia Galvez 512-386-0501 alicia.galvez@gm.com
**Created Date:** 10/07/2015

**Transaction Details**

| | | | |
|---|---|---|---|
| **Siebel Request #:** | [redacted] | *** Disposition:** | Auction |
| **State:** | NY | *** Type:** | Trade - New Finance |
| **Source:** | DMA Voluntary | | |
| **Replacement VIN:** | | | - |
| **Compliance Date:** | 2015-09-18 | **Compliance Type:** | BBB Mediated |
| **MSRP:** | 32930.0 | **Order #:** | [redacted] |

**Repurchase:**

*** Processing Instructions:** no usage no state tax fees
MSRP to MSRP if he upgrades he is responsible for difference and taxes on difference

**Disposition:**

Auction

*** Processing Instructions:**

**Transaction Details**

| Group | Responsible | Formula | Additional Explanation | Value |
|---|---|---|---|---|
| Usage | Use Lemon Law | NA | Usage per Lemon Law | 0 |
| Sales Tax | Customer | NA | Sales Tax | 0 |
| State/Gov Fees | Customer | NA | Fees | 0 |
| After Market Item(s) | Does Not Apply | NA | No Aftermarket Items | 0 |
| Negative Equity | Customer | NA | Negative Equity | 0 |
| Over Allowance Amount | Customer | NA | Over Allowance | 0 |

[redacted]

NEW YORK STATE

Commissioner of Motor Vehicles

COMMERCIAL DRIVER LICENSE

[redacted]

ID: [redacted] CLASS AM

[redacted]

MASSAPEQUA PK NY [redacted]

DOB: [redacted]

SEX: M EYES: BL HT: 6-00

END: NONE

R: A3-B

ISSUED: 01-20-13 EXPIRES: 02-19-21 [redacted]

---

STOP DON'T PEEL STICKER FROM FRONT - SEE BACK!

*Keep this document to show to the police and courts:*

STOP

[redacted]

*NYMA* LT 11/30/17

1GCHTAE31F1[redacted]

2015 CHEVR PICK [redacted] SRF 9 G

11 17

[redacted]

STOP

MV-82GCR (1/15) NEW YORK STATE REGISTRATION DOCUMENT

[redacted]

2015 CHEVR NONTRANSFERABLE

PICK BK 1GCHTAE31F1[redacted]

4210 G 6 UTD4032 NOV 09 2015

Wt/Seats Fuel/Cyl 022 UTD21F

[redacted]

Expires 11/30/17

*NYMA*

MASSAPEQUA PK NY [redacted] 32.50

ANNUAL CHG

AMT PAID (INCL ADD CHG)

* ALTERED EXCEPT FOR ADDRESS 257.50

[redacted]

STOP

STOP

# CERTIFICATE OF TITLE

## NEW YORK STATE

www.dmv.ny.gov

VOID IF ALTERED

VOID IF ALTERED

| Title and Identification No. | Year | Make | Model Code | Body/Hull | * * LIENS * * Document No. |
|---|---|---|---|---|---|
| 1GCHTAE31F1 [redacted] | 2015 | CHEVR | CLD | PICK | [redacted] |
| 1GCHTAE31F1 [redacted] | | | | | |

| Color | Wt./Sts./Lgth. | Fuel | Cyl./Prop. | New or Used | Type of Title | Date Issued |
|---|---|---|---|---|---|---|
| BK | 4209 | GAS | 6 | NEW | VEHICLE | 3/09/15 |

Name and Address of Owner(s)

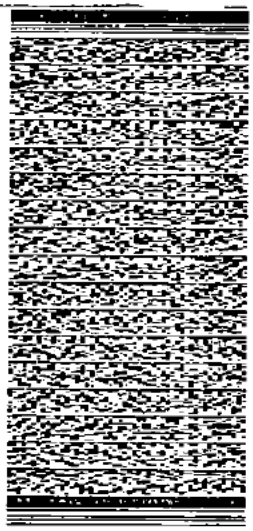
[redacted]

MASSAPEQUA PK NY [redacted]

ODOMETER READING: 00010

00010

ACTUAL MILEAGE



This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.

Lienholder

NASSAU EDUCATORS
FEDERAL CREDIT UNION
1000 CORPORATE DR
WESTBURY NY 11590

01

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

Lienholder

* ONE LIEN RECORDED *

MV-999 (1/11)

DEPARTMENT OF MOTOR VEHICLES

## SECTION I - Transfer by Owner

**ODOMETER DISCLOSURE STATEMENT**

***Note:** This vehicle cannot be registered or titled in the name of the new owner unless mileage is disclosed.*
**Federal and State Law require that you state the mileage of the vehicle described on this certificate when transferring ownership. Failure to do so, or providing a false statement, may result in fines and/or imprisonment.**

I certify that, to the best of my knowledge, this odometer reading *(check one)*:

☐ 1. reflects the ACTUAL MILEAGE as seen on the odometer of the vehicle described on the front.
☐ 2. EXCEEDS MECHANICAL LIMITS (odometer started over at zero)
☐ 3. not the actual mileage. WARNING - ODOMETER DISCREPANCY.

**ODOMETER READING**

(no tenths)

**ODOMETER HAS SPACE FOR:** *(Check one)*
☐ Five Digits, *excluding tenths*
☐ Six Digits, *excluding tenths*

## DAMAGE DISCLOSURE STATEMENT (To be Completed by Owner Named on Face of Title)

I certify that, to the best of my knowledge, this vehicle ☐ has been or ☐ has not been wrecked, destroyed or damaged to such an extent that the total estimate or actual cost of parts and labor to rebuild or reconstruct the vehicle to the condition it was in before an accident, and for legal operation on the road or highways, is more than 75% of the retail value of the vehicle at the time of loss. (Checking the "has" box means that the vehicle must have an anti-theft examination before being registered and that the title issued will have the statement "Rebuilt Salvage: NY" on it.)

I or we transfer the vehicle, boat or manufactured home described on this certificate. At the time of transfer, this title is subject only to the liens or encumbrances listed on this certificate, if any. I also certify that this is the most recent title issued for this vehicle, boat or manufactured home.

***[redacted]Traffic Law requires that application for a title must be made within 30 days of transfer.***

**Seller**

| | | | | |
|---|---|---|---|---|
| | | Seller's Name *(Print in Full)* | | |
| | City | State | ZIP code | Date of Statement |

**Buyer**

| | | | | |
|---|---|---|---|---|
| Buyer's Signature | | Buyer's Name *(Print in Full)* | | |
| Street Address | City | State | ZIP code | Date of Statement |

## SECTION II - Reassignment by Manufactured Home Dealer or Registered Boat Dealer or Out-of-State Dealer

**ODOMETER DISCLOSURE STATEMENT**

***Note:** This vehicle cannot be registered or titled in the name of the new owner unless mileage is disclosed.*
**Federal and State Law require that you state the mileage of the vehicle described on this certificate when transferring ownership. Failure to do so, or providing a false statement, may result in fines and/or imprisonment.**

I certify that, to the best of my knowledge, this odometer reading *(check one)*:

☐ 1. reflects the ACTUAL MILEAGE of the vehicle described on the front.
☐ 2. EXCEEDS MECHANICAL LIMITS (odometer started over at zero)
☐ 3. not the actual mileage. WARNING ODOMETER DISCREPANCY.

**ODOMETER READING**

(no tenths)

**ODOMETER HAS SPACE FOR:** *(Check one)*
☐ Five Digits, *excluding tenths*
☐ Six Digits, *excluding tenths*

I or we transfer the vehicle, boat or manufactured home described on this certificate. At the time of transfer, this title is subject only to the liens or encumbrances listed on this certificate, if any. I also certify that this is the most recent title issued for this vehicle, boat or manufactured home.

***Note: Section 2113 of the Vehicle and Traffic Law requires that application for a title must be made within 30 days of transfer.***

**Seller**

| | | | | |
|---|---|---|---|---|
| Seller's Signature | | Seller's Name *(Print in Full)* | | |
| Street Address | City | State | ZIP code | Date of Statement |

**Buyer**

| | | | | |
|---|---|---|---|---|
| Buyer's Signature | | Buyer's Name *(Print in Full)* | | |
| Street Address | City | State | ZIP code | Date of Statement |

[redacted]

Boat Dealer's Facility #

## STANDARD TRADE REPURCHASE WORKSHEET

| File Number | Customer Name | Worksheet filled out by: |
|---|---|---|
| [redacted] | [redacted] | Mike Rankin |
| **Old Vehicle VIN:** | **New Vehicle VIN:** | **Date:** |
| 1GCHTAE31F1[redacted] | **1GCHTCE32G1**[redacted] | **November 9, 2015** |

| TRADE REPURCHASE | | | | | |
|---|---|---|---|---|---|
| Replacement Veh.Cost (231/237) | $30,272.60 | G | ACT 237 | | $30,272.60 |
| Conversion / Upfit Cost | $0.00 | E | | | |
| State Sales Tax | $284.19 | N | | 8.63% | |
| Additional Tax | $12.50 | E | NY State Tire Tax | | |
| Reg./Lic./Title Fees (opt) | $155.00 | R | $75 Title + $80 Registration Transfer | | |
| Taxes Reimbursed on old vehicle | $0.00 | A | | | |
| Fees (Explain) | $0.00 | L | | | |
| State Fees | $10.00 | M | NY State Inspection | | |
| **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 | $0.00 | R | | | |
| Transportation Fees | $0.00 | S | | | |
| Misc. (Explain) | $0.00 | | | | |
| | | | | | |
| **Total Replacement Price** | **$30,734.29** | | | | |
| | | | | | |
| State Sales Tax | $0.00 | | | | |
| 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 | $0.00 | M | Usage waived | | |
| Damage | $0.00 | E | | | |
| MSRP Upgrade | $3,295.00 | R | MSRP of Repurchase Vehicle | | $29,635.00 |
| MSRP Downgrade (deducted) | $0.00 | | MSRP of Replacement Vehicle | | $32,930.00 |
| Reimb. of Aft. Mkts on Old Unit | $0.00 | | | | |
| Misc. Customer Credit | $0.00 | | | | |
| Less Dealer Contribution to Cust | $0.00 | | | | |
| | | | | | |
| **Total Customer Cost** | **$3,295.00** | | | | |
| | | | | | |
| **Trade Repurchase Amount** | **$27,439.29** | | | | |
| | | | | | |
| Attorney Fees | $0.00 | | | | |
| | | | | | |
| **Total Repurchase Amount** | **$27,439.29** | | | | |
| | | | | | |
| Less Dealer Contribution to GM | $0.00 | | | | |
| | | | | | |
| (30-day) Lien Payoff | $7,128.56 | | | | |
| *Good Through (12/09/15)* | | | | | |
| | | | | | |
| **Dealer Due to GM** | **NA** | | | | |
| **GM Due to Dealer** | **$20,310.73** | | 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)** | **-$27,439.29** | | **(Repurchase Group Only)** | | |
| | | | | | Form Rev 11/11/2005 |

| BILL OF SALE | |
|---|---|
| Purchase Price (New Unit) | $30,272.60 |
| | |
| State Sales Tax | $284.19 |
| | |
| Additional Tax | $12.50 |
| | |
| Reg./Lic./Title Fees (opt) | $155.00 |
| | |
| New Aftermarket Items | $0.00 |
| | |
| State Fees | $10.00 |
| | |
| Fees | $0.00 |
| | |
| Less Dealer Contribution to Cust | $0.00 |
| | |
| Subtotal | $30,734.29 |
| | |
| Trade-In Allowance | $26,977.60 |
| | |
| Loan Payoff | $7,128.56 |
| | |
| Net Allowance | $19,849.04 |
| | |
| Cash on Delivery (Paid by GM) | $461.69 |
| | |
| Total Balance Due | $10,423.56 |
| | |
| | |
| Amount to Dealer for additional Fees | $0.00 |
| | |
| | |
| New Vehicle VIN: | |
| 1GCHTCE32G1[redacted] | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| Form Rev 11/11/2005 | |

Reacquired Vehicle Disclosure Center

## Case Number: [redacted]

**Originator Name:** Dwellion Howard 770-880-7276 dwellion.howard@gm.com
**Created Date:** 08/11/2015

**Vehicle Info**

| | | | | | |
|---|---|---|---|---|---|
| ***VIN:** | 1GCGTCE30F1[redacted] | **MSRP:** | 37860.0 | ***TAC #:** | |
| **Year:** | 2015 | **Make:** | Chevrolet | **Model:** | Colorado |

**Vehicle Comments & TAC Explanation:**

| | | | |
|---|---|---|---|
| ***Date Reviewed with Customer:** | 01/01/1900 | ***Repurchase Mileage:** | 0 |
| **Original Purchase Date:** | 01/01/1900 | ***Original Purchase Condition:** | New |
| **Stipend Amount:** | $11,924.61 | | |

**Vehicle Owner(s)**

**Entity Type** Person
*** Names(s) on Title:** [redacted]
*** Title State:** GA
*** Primary Owner:** [redacted]
*** Address**
*** City** *** State** *** ZIP Code:**
*** Day Phone:** [redacted] *** Home Phone:** [redacted] *** Cell Phone:** [redacted]
*** E-mail:** *** Fax Phone:**
*** Reason Repurchase** Power Steering failure

**UCC Codes**

**State**

**Vehicle Lien Holder**

**Type of Secured Interest:** *** Company:** **Account #:**
**Contact or Attention:**
**Address**
**City** **State** **ZIP Code:**
**Day Phone:** **Fax:** **E-mail:**

**Original Selling Dealer**

*** Dealer #:** **Dealer Name:**
**Region:** **District:**
*** Phone:** **Fax:**
*** Contact Name:** *** Contact Title:** **E-Mail:**

**Repurchasing Dealer:** -

| | | | | | |
|---|---|---|---|---|---|
| *** Dealer #:** | 256804 | **Dealer Name:** | RICK HENDRICK CHEVROLET OF BUFORD | | |
| **Region:** | 30 | **District:** | 3113 | | |
| *** Phone:** | (678) 745-2500 | **Fax:** | (678) 745-2501 | | |
| *** Contact Name:** | Michael Dinardi | *** Contact Title** | | **E-Mail:** | |

**Repair**

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

**Vehicle Location:** -

*** Company Name:**
**Phone:** **Fax:**
*** Contact Name:** *** Contact Title** **E-Mail:**
**Address:**
**City** **ZIP Code:**




## Case Number: [redacted]

**Originator Name:** Dwellion Howard 770-880-7276 dwellion.howard@gm.com
**Created Date:** 08/11/2015

**Transaction Details**

| | | | |
|---|---|---|---|
| **Siebel Request #:** | | *** Disposition:** | |
| **State:** | | *** Type:** | |
| **Source:** | | | |
| **Replacement VIN:** | 1GCGTCE36F1[redacted] | | Year: 2015 Make: Chevrolet Model: Colorado |
| **Compliance Date:** | | **Compliance Type:** | |
| **MSRP:** | 0.0 | **Order #:** | |

**Repurchase:**

*** Processing Instructions:**

**Disposition:**

*** Processing Instructions:**

**Transaction Details**

| Group | Responsible | Formula | Additional Explanation | Value |
|---|---|---|---|---|

## Chris Murin

**From:** Dwellion Howard <dwellion.howard@chevrolet.com>
**Sent:** Wednesday, August 12, 2015 11:17 AM
**To:** Chris Murin
**Subject:** FW: Trade Assust Stipned in Excess of 15% - 1 attachment DELETE WHEN FINAL
**Attachments:** [redacted] 08-11-15.xlsx

Chris,

Just a heads up on the approval…..this customer is one of the most impatient I have ever worked with!!!

Dwellion

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

GENERAL MOTORS COMPANY

---

**From:** Wes M. Preece
**Sent:** Wednesday, August 12, 2015 10:44 AM
**To:** Christine Samsell
**Cc:** Dave Umberg; Dwellion Howard
**Subject:** FW: Trade Assust Stipned in Excess of 15% - 1 attachment DELETE WHEN FINAL

Christine, approve exchange; exceeds 15%.

Thanks

wes

---

**From:** Dwellion Howard
**Sent:** Wednesday, August 12, 2015 9:53 AM
**To:** Wes M. Preece
**Cc:** Dave Umberg
**Subject:** FW: Trade Assust Stipned in Excess of 15% - 1 attachment DELETE WHEN FINAL

Wes,

I am unable to contact Dave and this customer is as impatient as any I have ever dealt with. Can you go ahead and approve this? This is the Executive CAC case that you passed to me.

Thanks,

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:** Dwellion Howard [dwellion.howard@chevrolet.com]
**Received:** Tuesday, 11 Aug 2015, 5:30PM
**To:** Dave Umberg [dave.umberg@chevrolet.com]
**Subject:** Trade Assust Stipned in Excess of 15% - 1 attachment DELETE WHEN FINAL

Dave,

I'm seeking your approval on a GM Exchange for a stipend that exceeds 15% of MSRP. The vehicle is 2015 Colorado, VIN 1GCGTCE30F1[redacted]. **NOTE!! This was Executive CAC case [redacted] which Wes Preece was involved and decided that the owner should be traded with no owner participation.** The vehicle was purchased on 02/10/2015 and currently has 7,300 miles. The owner experienced a power steering failure in south GA while returning from a Florida vacation. During this time the owner experienced numerous difficulties including the necessity to leave his boat and other personal property in south GA and being given a compact rental vehicle in place of his mid-size truck. Parts were not available for the repair and the owner was out of his vehicle for over two weeks before he contacted Mary Barra thru the Executive CAC. The owner was also afraid to drive the repaired vehicle due to the power steering failure, hence Wes's decision to trade the owner.

The owner and dealer are requesting that we trade into another 2015 Colorado, 1GCGTCE36F1[redacted]. Per Wes's decision the owner will pay no use. The only 'suitable' replacement vehicle has an MSRP that is $1,320 less than the original but was missing equipment that had to be added to the replacement vehicle for an additional expense of $2,283.63. This added equipment included an upgrade of the Infotainment system to navigation, front and rear splash guards, and tinted windows. It was also necessary to swap wheel locks, all weather floor mats, assist steps, folding tonneau cover, bed liner, and bed rails from the current vehicle to the replacement vehicle. The selling dealership added or swapped these parts at near cost to facilitate the sale. Per Wes's instructions to swap keys with the owner, this requires a stipend of $11,924.61 or 31.4%. It is also important to note that the owner was given the opportunity to special order a replacement vehicle to which he refused and would have only accepted a straight repurchase had that been necessary, therefore we added the missing accessories to the replacement vehicle. Please see the attached Exchange Calculation Worksheet and let me know if you need any additional information.

Dwellion

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




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Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

# Request for Taxpayer Identification Number and Certification

**Give Form to the requester. Do not send to the IRS.**

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Lemon Law Group Partners PLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only one of the following seven boxes:
☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☑ Partnership ☐ Trust/estate
☑ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ P
Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.
☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any) _____
Exemption from FATCA reporting code (if any) _____
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)
4511 Thorncroft Ave

Requester's name and address (optional)

6 City, state, and ZIP code
Royal Oak, MI 48073

7 List account number(s) here (optional)

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Note.** If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number
[redacted]

or

Employer identification number
[redacted]

## Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other [redacted] the certification, but you must provide your correct TIN. See the instructions on page 3.

**Sign Here** | **Signature of U.S. person** ▶ [redacted] **Date** ▶ 1/05/15

## General Instructi[redacted]

Section references are to the I[redacted]

**Future developments.** Inform[redacted] as legislation enacted after we release it) is at *www.irs.gov/fw9*.

### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

[redacted]orm 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T [redacted]ion)

[redacted]orm 1099-C (canceled debt)

[redacted]orm 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.*

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

## Liliana Campuzano (C)

From: Liliana Campuzano (C)
Sent: Friday, October 30, 2015 9:47 AM
To: 'atodd@lemonlawgrouppartners.com'
Cc: 'Maritza A'
Subject: FW: Offer [redacted] v. General Motors
Attachments: Offer 10.20.15.pdf; Release of Claim 10.20.15.pdf; 10 Day Ltr.doc

Good Day,

We're following up with you in regards to GM's offer communicated on 10/20/2015. Please advise as to your client's position at your earliest convenience.

Best regards,

*Liliana Campuzano*
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

---

From: Liliana Campuzano (C)
Sent: Tuesday, October 27, 2015 10:50 AM
To: 'atodd@lemonlawgrouppartners.com'
Cc: 'Maritza A'
Subject: FW: Offer [redacted] v. General Motors

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on 10/20/2015 at your earliest convenience.

Best regards,

*Liliana Campuzano*
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

---

From: Liliana Campuzano (C)
Sent: Friday, October 23, 2015 10:35 AM
To: 'Aaron Todd'
Cc: 'Maritza A'
Subject: RE: Offer [redacted] v. General Motors

Good Day,

Thank you for the correspondence; the offer letter and release dated 10/20/2015 was drafted correctly. Please provide confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer at your earliest convenience.

Best regards,

*Liliana Campuzano*
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

---

From: Aaron Todd [mailto:atodd@lemonlawgrouppartners.com]
Sent: Tuesday, October 20, 2015 5:30 PM
To: Liliana Campuzano (C)
Cc: Maritza A
Subject: Re: Offer [redacted] v. General Motors

Please let me know if the offer letter and release we already have are good, or if you will need to revise either of them based on the registration.

Regards

Aaron Todd
Lemon Law Group Partners, PLC
Phone: (888) 415-0610 Ext. 102
Fax: (888) 809-7010
atodd@lemonlawgrouppartners.com

LEMON LAW GROUP PARTNERS PLC

On Oct 20, 2015, at 5:03 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

The client accepts. Please see attached registration.

On Tue, Oct 20, 2015 at 1:55 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

RE : [redacted]

Service Request: [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Responding to your counter demand dated 10/12/2015; GM would like to extend the following offer for consideration. Please review the attached offer letter and advise.

Best regards,

*Liliana Campuzano*

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, October 20, 2015 12:43 PM
To: Liliana Campuzano (C)
Subject: Re: FW: Offer[redacted] v. General Motors

They are interested in a cash settlement.

On Mon, Oct 19, 2015 at 3:32 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please advise if your client is still interested in a cash settlement, thank you.

Best regards,

*Liliana Campuzano*

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

**From:** Maritza A [mailto:maritza@lemonlawgrouppartners.com]
**Sent:** Monday, October 12, 2015 10:04 AM
**To:** Liliana Campuzano (C)
**Subject:** Re: FW: Offer [redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for $10,000 inclusive of attorney fees and costs. This offer to compromise will remain valid for 7 days. Please contact me to discuss after you have had an opportunity to review.

On Fri, Oct 9, 2015 at 1:23 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Good afternoon.

Any updates?

On Thu, Oct 8, 2015 at 6:17 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Would they be willing to replace his vehicle?

On Mon, Oct 5, 2015 at 10:33 AM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on September 28, 2015 at your earliest convenience.

Best regards,

*Liliana Campuzano*

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Liliana Campuzano (C)
Sent: Monday, September 28, 2015 10:27 AM
To: 'Maritza A'
Subject: Offer [redacted] v. General Motors

Good Day,

Responding to your counter demand of September 23, 2015. Based on our assessment of this case at this time General Motors is not considering a vehicle repurchase. Notwithstanding, we are extending the following for client's consideration. Please review and advise accordingly.

Best regards,

*Liliana Campuzano*

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Wednesday, September 23, 2015 3:43 PM
To: Liliana Campuzano (C)
Subject: Re: Follow up [redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for a repurchase plus attorney fees and costs. This offer to compromise will remain valid for 7 days. Please contact me to discuss after you have had an opportunity to review.

On Wed, Sep 23, 2015 at 3:24 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

<image001.jpg>

RE : [redacted]

Service Request: [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on 9/18/2015 at your earliest convenience. Please forward a copy of your client's current vehicle registration.

Best regards,

*Liliana Campuzano*

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

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--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

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Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

LEMON LAW GROUP
PARTNERS PLC

[redacted] registration.pdf>

To

CRS - Liliane

fax 866 874 5908

RE: [redacted]

2015 Colorado

Service Request - [redacted]

**Chevrolet Division**
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

19:14

Kim Stevens
Robert Denooyer Chevrolet, Inc.
600 E 8th St
Holland MI 49423

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE38F1[redacted]
Customer Relationship Specialist: Liliana
Fax: 866-874-5908

Dear Ms. Stevens:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet

2015 COLORADO 4WD LT CREW LONG BOX GENERAL MOTORS LLC
GBA BLACK /V6G
H2U JET BLACK RENAISSANCE CENTER
ORDER NO. SHMXRT/SRE [redacted] STOCK NO. DETROIT MI 48243-1114
VIN 1GC GTBE 38 F1[redacted] VEHICLE INVOICE [redacted]
**********1991**********

| MODEL & FACTORY OPTIONS | MSRP | INV AMT |
|---|---|---|
| 12U43 COLORADO 4WD LT CREW LONG B | 32385.00 | 30765.76 |
| FE9 50-STATE EMISSIONS | N/C | N/C |
| G80 DIFFERENTIAL, LOCKING REAR FULLY AUTOMATIC | 325.00 | 286.00 |
| H2U JET BLACK LEATHER APPOINTED FRONT SEATS | 950.00 | 836.00 |
| LFX ENGINE, 3.6L SIDI DOHC V6 VVT | N/C | N/C |
| MYB TRANSMISSION, 6-SPD AUTOMATIC | N/C | N/C |
| PCK LUXURY PACKAGE INCLUDES: | 1080.00 | 950.40 |
| * SEAT ADJUSTER, 4-WAY POWER FRONT PASSENGER | | |
| * POWER LUMBAR, DRIVER SEAT | | |
| * POWER LUMBAR, FRONT PASSENGER | | |
| * AIR CONDITIONING, AUTOMATIC | | |
| * INSIDE REARVIEW MIRROR, AUTO DIMMING | | |
| * POWER OUTSIDE MIRRORS, HEATED CHROME, MANUAL FOLDING | | |
| * DOOR HANDLES, CHROME | | |
| * DRIVER & FRONT PASSENGER HEATED SEATS | | |
| * HEADLAMPS, PROJECTOR-TYPE | | |
| * REAR BUMPER, CHROME | | |
| PCM LT CONVENIENCE PACKAGE INCL: | 615.00 | 541.20 |
| * REMOTE VEHICLE START | | |
| * REAR WINDOW DEFROSTER | | |
| * EZ LIFT AND LOWER TAILGATE | | |
| * FRONT FOG LAMPS | | |
| Z82 TRAILERING EQUIPMENT PACKAGE: | 250.00 | 220.00 |
| [redacted] | | |

RETAIL - SOLD
INVOICE 02/19/15
SHIPPED 02/19/15
EXP I/T 02/27/15
INT COM 02/27/15
PRC EFF 02/19/15
KEYS Z0548 Z0548
WFP-S QTR OPT-1
BANK: FIFTH THIRD
CHG-TO 44-075

SHIP WT: 4390
HP: 32.9
GVWR: 6000
GAWR.FT: 3200
GAWR.RR: 3500
EMPLOY: 33330.39
SUPPLR: 34674.36
NTR: 1/2
DAN: COHEP
EMPINC: 2020.41
SUPINC: 676.44

| | | | | | |
|---|---|---|---|---|---|
| TOTAL MODEL & OPTIONS | 35605.00 | 33599.36 | ACT 237 | 33406.21 | |
| DESTINATION CHARGE | 875.00 | 875.00 | H/B 261 | 1068.15 | |
| DEALER IMR CONTRIBUTION | | 178.03 | ADV 261 | ~~178.03~~ | 356.05 |
| LMA GROUP CONTRIBUTION | | 356.05 | EXP 65A | 356.05 | |
| TOTAL | 36480.00 | 35008.44 | PAY 310 | ~~35008.44~~ | 35186.46 |
| MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT | | 33454.51 | | | |

**********
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.
**********

ROBERT DENOOYER CHEVROLET, INC.

[redacted]

# Deal Recap

Feb 26, 2015

**Name :** [redacted]

**Stock # :** [redacted]

Deal Type: Retail
Lender: CONSUMERS CREDIT UNION
Term-Pmt/Amt Fin: 78Mo. @ 419.83/29,774.52
New - Used: New

Address [redacted]
Holland, MI [redacted]
Home Phone [redacted]
Work Phone: () -

**Purchase Vehicle :**

Stock [redacted]
Miles : 10
Year : 2015
Make : CHEVROLET
Model : COLORADO L
Body : CREW
Vin : 1GCGTBE38F[redacted]

**Trade Vehicle #1:**

Stock #:
Miles :
Year :
Make :
Model :
Body :
Vin :

**Trade Vehicle #2:**

Stock #:
Miles :
Year :
Make :
Model :
Body :
Vin :

**Front Gross :**

| | |
|---|---|
| Selling Price : | 35,239.36 |
| Cost : | 35,286.46 |
| | -47.10 |
| Add Ins : | 0.00 |
| Dealer Pack: | 50.00 |
| Hold Back: | 1,068.15 |
| Gross Trade : | 0.00 |
| ACV Trade : | 0.00 |
| N/A : | 0.00 |
| N/A : | 0.00 |
| N/A : | 0.00 |
| N/A : | 0.00 |
| N/A : | 0.00 |
| Advertising: | 0.00 |
| N/A : | 0.00 |
| Front Gross : | 1,071.05 |

**Back Gross :**

| | | | |
|---|---|---|---|
| Sell Rate : | 2.94000 | | |
| Buy Rate : | 0.00000 | | |
| Bank Reserve : | 595.50 | N/A : | 0.00 |
| Warranty Gross : | 918.00 | Paint Protection | 79.00 |
| Service Gross : | 0.00 | Fabric Protection | 56.50 |
| Life Gross : | 0.00 | N/A : | 0.00 |
| A&H Gross : | 0.00 | N/A : | 0.00 |
| Gap Gross : | 0.00 | N/A : | 0.00 |
| SVC KIT / DOC : | 225.00 | N/A : | 0.00 |
| EVAN SPIFF : | -30.00 | N/A : | 0.00 |
| N/A : | 0.00 | N/A : | 0.00 |
| | | N/A : | 0.00 |
| | | Back Gross : | 1,844.00 |

## Total Gross For Deal : $2,915.05

**Sales Rep #1 Commission :**

**EVAN PETERSON**

| | |
|---|---|
| Commissionable Gross : | 0.00 |
| Commission Percent : X | 0.00 |
| Net Commission : | 0.00 |
| Spiff : | 0.00 |
| Flat : | 0.00 |
| Commission : | 0.00 |

**Sales Rep #2 Commission :**

**N/A**

| | |
|---|---|
| Commissionable Gross : | 0.00 |
| Commission Percent : X | 0.00 |
| Net Commission : | 0.00 |
| Spiff : | 0.00 |
| Flat : | 0.00 |
| Commission : | 0.00 |

**Sales Manager Commission :**

**NICOLE DENOOYER**

| | |
|---|---|
| Front Commissionable Gross : | 0.00 |
| Front Commission Percent : X | 0.00% |
| Front Commission : | 0.00 |
| Back Commissionable Gross : | 0.00 |
| Back Commission Percent : X | 0.00% |
| Back Commission : | 0.00 |
| Spiff : | 0.00 |
| Flat : | 0.00 |
| Total Commission : | 0.00 |

**Finance Manager Commission :**

**ANGELA WISE**

| | |
|---|---|
| Front Commissionable Gross : | 0.00 |
| Front Commission Percent :X | 0.00% |
| Front Commission : | 0.00 |
| Back Commissionable Gross : | 0.00 |
| Back Commission Percent :X | 0.00% |
| Back Commission : | 0.00 |
| Spiff : | 0.00 |
| Flat : | 0.00 |
| Commission : | 0.00 |

# ...es Rep Recap

...g 26, 2015

**Stock # :** [redacted]

**Name :** [redacted]

**Sales Rep #1 Commission :**

**EVAN PETERSON**

**Name :** [redacted]
**Address :** [redacted]
Holland, MI [redacted]
**Home Phone # :** [redacted]
**Work Phone # :** () -
**Stock #** [redacted]

| | |
|---|---|
| Commission Percent : | 0.00 |
| Net Commission : | 0.00 |
| Spiff : | 0.00 |
| Flat : | 0.00 |
| Commission : | 0.00 |

**Sales Rep #2 Commission :**

**N/A**

**Name** [redacted]
**Address** [redacted]
Holland, MI [redacted]
**Home Phone # :** (616) 799-0733
**Work Phone # :** () -
**Stock #** [redacted]

| | |
|---|---|
| Commission Percent : | 0.00 |
| Net Commission : | 0.00 |
| Spiff : | 0.00 |
| Flat : | 0.00 |
| Commission : | 0.00 |

**Sales Manager Commission :**

**NICOLE DENOOYER**

**Name :** [redacted]
**Address :** [redacted]
Holland, MI [redacted]
**Home Phone # :** [redacted]
**Work Phone # :** () -
**Stock #** [redacted]

| | |
|---|---|
| Front Commission Percent : | 0.00% |
| Front Commission : | 0.00 |
| Back Commission Percent : | 0.00% |
| Back Commission : | 0.00 |
| Spiff : | 0.00 |
| Flat : | 0.00 |
| Total Commission : | 0.00 |

**Finance Manager Commission :**

**ANGELA WISE**

**Name :** [redacted]
**Address :** [redacted]
Holland, MI [redacted]
**Home Phone # :** [redacted]
**Work Phone # :** () -
**Stock #** [redacted]

| | |
|---|---|
| Front Commission Percent : | 0.00% |
| Front Commission : | 0.00 |
| Back Commission Percent : | 0.00% |
| Back Commission : | 0.00 |
| Spiff : | 0.00 |
| Flat : | 0.00 |
| Commission : | 0.00 |

# Cash Receipt

[redacted] CASH [redacted] 01/15/15
13:44:13
C/D 6

## Cash Receipt

[redacted] VEH.DEPOSIT [redacted]

Received (Credit Card) $ 1000.00 VISA
No.: XXXX XXXX XXXX xxxx
Exp:

Total Received $ 1000.00

[redacted] [redacted] VEH DEP. .00 1000.00
1000.00 .00

**Robert DeNooyer Chevrolet, Inc.**

[redacted]
Page 1 Of 1
Accounting Copy

# Cash Receipt

[redacted] CASH [redacted] 02/26/15 16:13:42 C/D 6

## Cash Receipt

[redacted] VEH.DWN.PYMNT [redacted]

Received (Check) $ 9000.00 Check No.: [redacted]

Total Received $ 9000.00

| | | | | |
|---|---|---|---|---|
| 220A | [redacted] | VEH.DWN.PYMNT | .00 | 9000.00 |
| 201 | | Check No. [redacted] | 9000.00 | .00 |

**Robert DeNooyer Chevrolet, Inc.**

[redacted]

Page 1 Of 1
Accounting Copy

# STATEMENT OF VEHICLE SALE

Purchase Date 2/26/2015 Inv [redacted]

Delivery Date 2/26/2015 Invoice/Stock No.

Dealer **ROBERT DENOOYER CHEVROLET, Inc.**

Address 600 East Eighth Street

City HOLLAND

| County | State | Zip Code |
|---|---|---|
| OTTAWA | MICHIGAN | 49423 |

| Dealer License | Sales Tax License | Phone Number |
|---|---|---|
| A-002591 | F-38-1424548 | (616) 396-2333 |

Vehicle Sold New [ ] Used [XX] Demo [ ] Trade-In Yes [ ] No [XX]

| Trade-In Year | Make | Vehicle No. |
|---|---|---|
| | | |

**TEMPORARY VEHICLE REGISTRATION USED TO TRANSFER PLATES**
*Expires 15 days after delivery date*

| Plate Transferred from: Year | Make | Vehicle No. | Plate No. | Temp. Expiration Date |
|---|---|---|---|---|
| 2005 | FORD | 1FAFP56205A [redacted] | [redacted] | 3/13/15 |

**VEHICLE USE AND HISTORY DISCLOSURE:**

[ ] A POLICE VEHICLE [ ] VEHICLE HAS BEEN FLOOD-DAMAGED
[ ] A GOVERNMENT VEHICLE [ ] A SALVAGE TITLE HAS PREVIOUSLY BEEN ISSUED
[ ] TAXI

**ODOMETER MILEAGE**

*The following section must be completed when odometer disclosure is required. The odometer mileage reading must match the mileage reading disclosed to the purchaser on the title and/or mileage statement.*

[ ][ ][ ][ ][ ][ ] NO TENTHS

[XX] actual mileage [ ] not actual mileage [ ] exceeds mechanical limits of odometer

Factory Installed Accessories [ ] Factory List Affixed to Vehicle

Dealer Installed Accessories When Optional to Purchaser

3VC KIT 275

REMARKS:

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLES ONLY
*"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."*

"I CERTIFY I SOLD THIS VEHICLE TO THE PURCHASER NAMED IN THIS FORM. HE [redacted] AND CERTIFY THAT THE VEH [redacted] RESTS NAMED ABOVE."

[redacted] AGENT
Title

| Expires on Month | Day | Year | Months | |
|---|---|---|---|---|
| BAZ3893 | 06 | 02 2015 | 5 | [ ] NEW PLATE [ ] RENEWAL [XX] TRANSFER |

| Year | Make | Body Style | Code | County |
|---|---|---|---|---|
| 2015 | CHEVROLET | CREW | 1 | 70 |

Vehicle No. 1GCGTBE38F1 [redacted] Fee Category/Weight 32 License Fee N/A

Driver License No./PIDs of All Owners: 1) [redacted] 3) [redacted]

2) County of Residence OTTAWA Title 15.00

Title Late Fee N/A

Complete Names and Addresses of All Owners or Lessors:
[redacted]
Holland, MI

Tax 2,137.16

Transfer Fee 18.00

Total Trans. to #4 2,160.16

Complete Names and Addresses of All Lessees:

Full Rights to Survivor Yes [XX] No [ ]

Insurance Company PROGRESSIVE Policy No. or Binder No. [redacted]

First Secured Interest CONSUMERS CREDIT UNION
Address PO BOX 525
City-State-Zip OSHTEMO, MI 49077

Second Secured Interest
Address
City-State-Zip

Filing Date 2/26/15

| | | |
|---|---|---|
| 1. PURCHASE PRICE OF VEHICLE (Including Freight & Accessories) | | 35,409.36 |
| 2. OTHER TAXABLE CHARGES (Documentary Fee, Service Fee, Temp. Reg. Fee, Etc.) | | 210.00 |
| 3. [redacted] | | 35,619.36 |
| 4. | | 2,160.16 |
| 5. | | 1,995.00 |
| 6. | | 39,774.52 |
| 7. | | N/A |
| 8. DELIVERY | | 10,000.00 |
| 9. TRADE-IN | $ N/A | |
| 10. LESS LIEN | $ N/A | N/A |
| 11. TOTAL DOWN PAYMENT | | 10,000.00 |
| 12. UNPAID BALANCE TO BE FINANCED | | 29,774.52 |
| 13. INSURANCE CHARGE * | | N/A |
| 14. TOTAL AMOUNT OF FINANCE CONTRACT | | 29,774.52 |

* TYPE OF INSURANC [redacted] Insurance required by Michigan law.
[redacted] [ ] HEALTH & ACCIDENT
[ ]

Temporary Registration No. [redacted] Temporary Fee Charged Yes [XX] No [ ]

Salesperson EVAN PETERSON

**PURCHASER WARNING: DO NOT SIGN BLANK FORM**

I am purchasing or [redacted] for a Michigan certificate of title and registration or, if the lessee, applying for registration. I certify that my driver license is not suspended, revoked, or denied. [redacted] to purchase or register the vehicle. I further certify that if a tax exemption is shown above it is valid.

2/26/15X Date
2/26/15X Date
2/26/15X Date
Purchaser's/Lessor's Signature(s)

2/26/15X Date
2/26/15X Date
2/26/15X Date
Lessee's Signature(s)

**PURCHASERS NOTE: IF VEHICLE TITLE IS NOT RECEIVED WITHIN 30 DAYS, CONTACT THE BUREAU OF AUTOMOTIVE REGULATION AT 1-800-292-4204**

Authority granted by P.A. 300 of 1949, as amended. **THIS FORM MUST BE TYPED ONLY** RD-108N.12/02

# (WITH ARBITRATION PROVISION)

Dealer Number _____ Contract Number _____

| Buyer Name and Address (Including County and Zip Code) | Co-Buyer Name and Address (Including County and Zip Code) | Seller-Creditor (Name and Address) |
|---|---|---|
| [redacted] Holland (OTTAWA), MI [redacted] | N/A | Robert DeHooyer Chevrolet Inc. 600 East 8th Street Holland, MI 49423 |

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 th on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "u contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance c a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

| New/Used/Demo | Year | Make and Model | Odometer | Vehicle Identification Number | Primary Use For Which Purcha |
|---|---|---|---|---|---|
| New | 2015 | CHEVROLET COLORADO 1 | 10 | 1GCGTBE38F1 [redacted] | Personal, family, or household un otherwise indicated below ☒ business ☐ agricultural |

## FEDERAL TRUTH-IN-LENDING DISCLOSURES

| ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate. | FINANCE CHARGE The dollar amount the credit will cost you. | Amount Financed The amount of credit provided to you or on your behalf. | Total of Payments The amount you will have paid after you have made all payments as scheduled. | Total Sale Price The total cost of your purchase on credit, including your down payment of $10,000.00 |
|---|---|---|---|---|
| 2.94 % | $ 2,972.82 | $29,774.52 | $32,746.74 | $42,746.74 |

**Your Payment Schedule Will Be:**

| Number of Payments | Amount of Payments | When Payments Are Due |
|---|---|---|
| 72 | $419.09 | Monthly beginning 03/26/2015 |
| N/A | $N/A | N/A |

Or As Follows: N/A

**Late Charge:** If payment is not received in full within 10 days after it is due, you will pay a late charge of $ 15 or 5 % of the part of the payment that is late, whichever is greater.

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

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

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

**ITEMIZATION OF AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)**

| | |
|---|---|
| 1. Cash Price | |
| A. Taxable Part of Cash Price | |
| to Seller for Vehicle | $5,400.26 |
| to Seller for Accessories and Installation Charges | $ N/A |
| to Seller for Document Preparation Fee | $ 210.00 |
| to N/A for N/A | $ N/A |
| to N/A for N/A | $ N/A |
| to N/A for N/A | $ N/A |
| to N/A for N/A | $ N/A |
| Total Taxable Part of Cash Price | $5,610.26 |
| B. To Government Agencies for Sales Tax | $ 2,127.16 |
| C. Non-Taxable Part of Cash Price | |

Insurance. You may buy the physical dama ance this contract requires (see back) from you choose who is authorized to sell insu Michigan. You are not required to buy any other ins obtain credit.

If any insurance is checked below, po certificates from the named insurance compa describe the terms and conditions.

Check the insurance you want and sign be

**Optional Credit Insurance**

☒ Credit Life ☒ Buyer ☒ Co-Buyer ☐
☒ Credit Disability ☒ Buyer ☒ Co-Buyer

Premium:
Credit Life $ N/A Term N
Credit Disability $ N/A Term N
Insurance Company Name
N/A
Home Office Address

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

**Other Optional Insurance**

☐ N/A N/A
Type of Insurance Term
Premium $ N/A
Insurance Company Name N/A
Home Office Address N/A

| | | |
|---|---|---|
| to N/A | for N/A | $ N/A |
| to N/A | for N/A | $ N/A |
| to N/A | for N/A | $ N/A |
| Total Non-Taxable Part of Cash Price | | $ 7,756.52 (1) |
| Total Cash Price | | |
| 2 Total Downpayment = | | |
| Trade-In N/A (Year) (Make) (Model) | | |
| Gross Trade-In Allowance | | $ N/A |
| Less Pay Off Made By Seller | | $ N/A |
| Equals Net Trade-In | | $ N/A |
| + Cash | | $ 10,000.00 |
| + Other | | $ N/A |
| (If total downpayment is negative, enter "0" and see 4H below) | | $ 10,000.00 (2) |
| 3 Unpaid Balance of Cash Price (1 minus 2) | | $ -2,243.48 (3) |
| 4 Other Charges Including Amounts Paid to Others on Your Behalf | | |
| A Cost of Optional Credit Insurance Paid to Insurance Company or Companies | | |
| Life | $ N/A | $ N/A |
| Disability | $ N/A | $ N/A |
| B Other Optional Insurance Paid to Insurance Company or Companies | | $ N/A |
| C Optional Gap Contract | | $ N/A |
| D Official Fees Paid to Government Agencies | | $ N/A |
| E Government Taxes Not Included in Cash Price | | $ 0.00 |
| F Government License Fees and/or Registration Fees | | $ 15.00 |
| G Government Certificate of Title Fees | | $ N/A |
| H Prior Credit or Lease Balance Paid to | | |
| I Other Charges (Seller must identify who is paid and describe purpose) | | |
| to N/A for N/A | | $ N/A |
| to M&A for M&A | | $ 1,995.00 |
| to N/A for N/A | | $ N/A |
| to N/A for N/A | | $ N/A |
| to N/A for N/A | | $ N/A |
| to N/A for N/A | | $ N/A |
| to N/A for N/A | | $ N/A |
| to N/A for N/A | | $ N/A |
| to N/A for N/A | | $ N/A |
| to N/A for N/A | | $ N/A |
| Total Other Charges and Amounts Paid to Others on Your Behalf | | $ 2,010.00 (4) |
| 5 Amount Financed - Principal Balance (3 + 4) | | $ 9,774.52 (5) |
| 6 Finance Charge | | $ 2,222.22 (6) |
| 7 Total of Payments - Time Balance | | $ 7,746.74 (7) |

Payment Schedule: The payment schedule will be 78 installments of $ 119.93 each, monthly beginning 3/28/2015, or if scheduled payments are irregular or uneven, as follows: N/A

$ N/A N/A

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

Premium) $ —

Insurance Company Name N/A

Home Office Address N/A

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

I want the insurance checked above.

X N/A
Buyer Signature Date

X N/A
Co-Buyer Signature Date

**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 4C 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

☐ If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use.

If a payment is not received in full within N/A days after it is due you will pay a late charge of $ N/A or N/A % of the part of the payment that is late, whichever is less. If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

**Agreement to Arbitrate:** By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.

Buyer Signs X

Co-Buyer Signs X

**NO COOLING OFF PERIOD**

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

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

**NO COOLING OFF PERIOD**

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

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

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the en[redacted] us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X _____ Co-Buyer Signs X _____

If any part of this contract is not valid, all other parts stay valid. We may delay or forget from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

**See back for other important agreements.**

**Warning: The insurance afforded hereunder does not cover liability for injury to persons or damage to property of others, unless so indicated hereon.**

**Notice To Buyer: Do not sign this contract in blank. You are entitled to 1 true copy of the contract you sign without charge. Keep it to protect your legal rights.**

[redacted]

Buyer Signs X _____ Date 1/26/2015 Co-Buyer Signs X _____ Date _____

Co-Buyers and Other O[redacted] person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given [redacted]

Other owner signs here X _____ Add[redacted]

Seller signs Robert DeNooyer Chevrolet Date 1/26/2015 By [redacted] Title Business Manager

**You agree to the terms of this contract. You confirm that before yo[redacted] and you were free to take it and review it. You acknowledge that you have read both sides of this contract, including the arbitration provision on the reverse sid[redacted] You confirm that you received a completely filled-in copy when you signed it.**

Buyer Signs X [redacted] Date 1/26/2015 Co-Buyer Signs X _____ Date _____

Seller assigns its interest in this contract to [redacted] CREDIT UNION (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse XX ☒ Assigned without re[redacted] mited recourse

Seller Robert DeNooyer Chevrolet Inc By [redacted]

LAW FORM NO. 553-M[-ARB 10/14 U.S. PATENT NO. D460,782
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DEALER COPY

# Preferred Owner Program

http://www.GMPreferredOwner.com

DENOOYER CHEVROLET

**ROBERT DENOOYER CHEVROLET INC**
600 E 8TH ST
HOLLAND, MI 494233756
(616) 396-2333
www.denooyerchevy.com

[redacted]
HOLLAND, MI [redacted]
[redacted] exp: 02/27/2020

***Thank You for Your Business!***

| *Date* | *Type* | *RO Number* | *VIN* | *Account* | *Reason* | *Correction* | *Service* | *Sales* | *Points Plus* |
|---|---|---|---|---|---|---|---|---|---|
| 2/27/2015 10:26:00 AM | Reward | | | Sales | New Card Activation | | | 0.00 | |
| 2/27/2015 10:26:00 AM | Reward | 5T081 | 1GCGTBE38F1[redacted] | Sales | New Car Sales | | | 100.00 | |
| **Balances** | | | | | | | **0.00** | **100.00** | **0.00** |

***Remember you earn 15% on all Non-Warranty Service Work toward any Vehicle Purchase/Lease***

***You can also earn $100 when you use our Body Shop. See our friendly Body Shop staff for details.***

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# Robert DeNooyer Chevrolet, Inc.

600 E. 8th Street
Holland, MI 49423
(616) 396-2333

| | | | | | |
|---|---|---|---|---|---|
| [redacted] | VIN 1GCGTBE38F[redacted] | | [redacted] | | DATE IN 06/04/15 |
| YEAR 2015 | MAKE CHEVROLET | MODEL COLORADO L | COLOR BLACK | Holland MI [redacted] | TIME IN 08:50 |
| MILES IN 5014 | MILES OUT 5014 | FIRST USE 02/26/15 | LIC. | | CLOSED 06/04/15 09:37 |
| SEE | | RES. [redacted] | SUB. (616) - | CEL. ( ) - | WRITER SPENCER |

| | | | | | | |
|---|---|---|---|---|---|---|
| (1) LUBE, CHANGE OIL AND OIL FILTER | | | | | | |
| PERFORMED LUBRICATION & CHANGED OIL & FILTER. | Labor | [12] | 4 | 5.72 | 12.45 |
| | 19303249 | (FILTER KIT) | 1 | 5.20 | 8.50 |
| | 19293000 | (DEXOS1 5W30) | 6 | 16.74 | 22.80 |
| | Total Labor | | | 5.72 | 12.45 |
| | Total Parts | | | 21.94 | 31.30 |
| (12-7888 KERLY-) A | Total Repair (Customer) | | | | 43.75 |
| (2) ROTATE TIRES | | | | | | |
| PERFORMED TIRE ROTATION. | Labor | [12] | 2 | 2.86 | 10.00 |
| | Total Labor | | | 2.86 | 10.00 |
| (12-7888 KERLY-) A | Total Repair (Customer) | | | | 10.00 |
| (3) CHEVY TWO YEAR MAINT.FOR 2015 VEHICLES | | | | | |
| | 0600723 | 9094 0021 [12] | | | .00 |
| (12-7888 KERLY-) A | Total Repair (Warranty) | | | | .00 |

| | --C/P-- | --W/C-- | --INT-- | -Total- | Gross |
|---|---|---|---|---|---|
| Labor Time | 6 | 0 | 0 | 6 | |
| Total Labor | 22.45 | .00 | .00 | 22.45 | 61.8% |
| Total Parts | 31.30 | .00 | .00 | 31.30 | 29.9% |
| Total G/O/G | .00 | .00 | .00 | .00 | .0% |
| Total Sublet | .00 | .00 | .00 | .00 | .0% |
| Total R/O | 53.75 | .00 | .00 | 53.75 | (N/A) |

| W/C | INT | | CUSTOMER |
|---|---|---|---|
| .00 | .00 | Labor | 22.45 |
| .00 | .00 | Parts | 31.30 |
| .00 | .00 | Sublet | .00 |
| | | Warr Deduct | .00 |
| .00 | .00 | Shop Supplies | .00 |
| .00 | .00 | Oil/Grease | .00 |
| .00 | .00 | Less Disc. | .00 |
| .00 | .00 | Total | 53.75 |
| .00 | .00 | Tax | .00 |
| .00 | .00 | Tax2 | .00 |
| .00 | .00 | Tire Tax | .00 |
| .00 | .00 | TOTAL (CASH) | 55.63 |



Printed 1 time(s)

[redacted] Job [redacted]

R/O HISTORY

# Robert DeNooyer Chevrolet, Inc.

600 E. 8th Street
Holland, MI 49423
(616) 396-2333

| | | | | | |
|---|---|---|---|---|---|
| R/O [redacted] | VIN 1GCGTBE38F1 [redacted] | | | | DATE IN 06/02/15 |
| YEAR 2015 | MAKE CHEVROLET | MODEL COLORADO L | COLOR BLACK | [redacted] Holland MI [redacted] | TIME IN 11:16 |
| MILES IN 4978 | MILES OUT 4978 | FIRST USE 02/26/15 | LIC. | | CLOSED 06/02/15 11:22 |
| SEE | REF. [redacted] | | BUS. (616) - | CEL. ( ) - | WRITER MIKE |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| (1) GENERAL MOTORS RECALL | | | | | | | |
| 15150 FRONT SEAT HOOKS | 9101513 | 9090 | 0900 | [60] | 2 | 3.34 | 19.04 |
| PERFORMED GM RECALL 15150 - FOUND BOTH FRONT SEATS TO BE PROPERLY ENGAGED. NO FURTHER ACTION IS REQUIRED. | Total Labor ..... | | | | | 3.34 | 19.04 |
| (60-3827 JUSTIN-) A | Total Repair (Warranty ) ..... | | | | | | 19.04 |

| | --C/P-- | --W/C-- | --INT-- | -Total- | Gross |
|---|---|---|---|---|---|
| Labor Time | 0 | 2 | 0 | 2 | |
| Total Labor | .00 | 19.04 | .00 | 19.04 | 82.5% |
| Total Parts | .00 | .00 | .00 | .00 | .0% |
| Total G/O/G | .00 | .00 | .00 | .00 | .0% |
| Total Sublet | .00 | .00 | .00 | .00 | .0% |
| Total R/O | .00 | 19.04 | .00 | 19.04 | (N/A) |

| W/C | INT | | CUSTOMER |
|---|---|---|---|
| 19.04 | .00 | Labor | .00 |
| .00 | .00 | Parts | .00 |
| .00 | .00 | Sublet | .00 |
| | | Warr Deduct | .00 |
| .00 | .00 | Shop Supplies | .00 |
| .00 | .00 | Oil/Grease | .00 |
| .00 | .00 | Less Disc. | .00 |
| 19.04 | .00 | Total | .00 |
| .00 | .00 | Tax | .00 |
| .00 | .00 | Tax2 | .00 |
| .00 | .00 | Tire Tax | .00 |
| 19.04 | .00 | TOTAL (CHRG) | .00 |



[redacted] Job [redacted] Printed 1 time(s)

R/O HISTORY

# Robert DeNooyer Chevrolet, Inc.

## Customer Information

08/18/2015

Cust.: [redacted]
Holland MI
[redacted]
[redacted] Home
(616) - Work
( ) - Cell

Vehicle No [redacted]
VIN: 1GCGTBE38F1[redacted]
2015 CHEVROLET COLORADO L
BLACK

Stock No: [redacted]
Salesman: EVAN PETERSON

Rec. Next Service: 9/15 Lube-Oil-Filter
Inspection Month: 00
Service Contract: Exp.: 2/21

Memo:

| R/O | Date | Odom. | TN | T | Service | Total |
|---|---|---|---|---|---|---|
| 78400A | 03/03/15 | 1 | 12 | N | PRE-DELIVERY INSPECTION | 42.75 |
| 78400B | 03/03/15 | 1 | 12 | W | WASHER FLUID NEW VEHICLE | 1.64 |
| 78681A | 03/04/15 | 15 | 99 | I | INSTALL PAINT AND FABRIC | 34.50 |
| 82903A | 06/02/15 | 4978 | 60 | W | GENERAL MOTORS RECALL | 19.04 |
| 82999A | 06/04/15 | 5014 | 12 | C | LUBE, CHANGE OIL AND OIL FILTER | 43.75 |
| 82999B | 06/04/15 | 5014 | 12 | C | ROTATE TIRES | 10.00 |
| 82999C | 06/04/15 | 5014 | 12 | W | CHEVY TWO YEAR MAINT.FOR 2015 VEHICLES | .00 |
| 84324A | 07/27/15 | 6466 | 85 | W | C/S THE VEH HAS BEEN USING COOLANT | 8028.23 |
| 84324B | 07/27/15 | 6466 | 85 | W | TRANSPORTATION | .00 |
| 84324C | 07/27/15 | 6466 | 85 | W | CONTINUE FROM LINE 1 | .00 |
| 85625A | 08/06/15 | 6897 | 85 | I | C/S THE VEH HAS SOMETHING SPURTING OUT L | .00 |
| 85625B | 08/06/15 | 6897 | 85 | I | C/S THE ENGINE OIL PRESSURE IS ERRATIC | .00 |

# Robert DeNooyer Chevrolet, Inc.

600 E. 8th Street
Holland, MI 49423
(616) 396-2333

| | | | | | |
|---|---|---|---|---|---|
| [redacted] VIN 1GCGTBE38F1[redacted] | | | [redacted] Holland MI [redacted] | | DATE IN 07/02/15 |
| YEAR 2015 | MAKE CHEVROLET | MODEL COLORADO L | COLOR BLACK | | TIME IN 08:31 |
| MILES IN 6466 | MILES OUT 6466 | FIRST USE 02/26/15 | LIC. | | CLOSED 07/27/15 09:58 |
| SEE | REG. [redacted] | BUS. (616) - | CEL. ( ) - | | WRITER CARMEN |

| | | | | | | |
|---|---|---|---|---|---|---|
| (1) C/S THE VEH HAS BEEN USING COOLANT HAS HAD TO ADD COOLANT ENGINE HAS OVER HEATED COOLANT A TOUCH LOW. P-TESTED COOLING SYSTEM FOR 30MIN FOUND PRESSUR E LOSS BUT NO VISABLE LEAKS. ADDED COOLANT DYE AND RAN. NO LEAKS. P TESTED 1HR NO VISABLE LEAKS. CALLED TAC . N O OTHER CASES. PTESTED OVER WEEKEND AND PRESS URE DROPPED 8 PSI AND COOLANT PUDDLE ON GROUN D. FOUND COOLANT COMING FROM BEHIND LEFT MOTORMO UNT, REMOVED MOUNT AND STARTER FOUND COOLANT LEAKING FROM BLOCK DUE TO POROSITY.NEXT LINE | 4067490 | 6061 0327 [85] | 176 | 293.92 | 1675.87 |
| | 89022219 | (DYE) | 1 | 2.40 | 3.36 |
| | 12634318 | (GASKET 01844) | 1 | 2.54 | 5.59 |
| | 12622550 | (SEAL 01123) | 1 | 6.35 | 13.97 |
| | 12566429 | (SEAL 01173) | 1 | 2.62 | 5.76 |
| | 12584040 | (SEAL 01154) | 1 | 2.57 | 5.65 |
| | 11569873 | (BOLT) | 1 | 3.01 | 4.21 |
| | 12646459 | (GASKET KIT) | 1 | 15.85 | 22.19 |
| | 12652805 | (ENGINE) | 1 | 3952.00 | 5532.80 |
| | 12664358 | (SEAL) | 1 | 8.12 | 11.37 |
| | 20893953 | (GASKET) | 2 | 5.62 | 7.86 |
| | 22971963 | (GASKET) | 2 | 2.26 | 3.16 |
| | 19293000 | (DEXOS1 5W30) | 6 | 16.02 | 22.44 |
| | DENOOYER R 84324 | | | .00 | 714.00 |
| | Total Labor ..... | | | 293.92 | 1675.87 |
| | Total Parts ..... | | | 4019.36 | 5638.36 |
| | Total Sublet ..... | | | .00 | 714.00 |
| (85-1879 JASON-M238725) A | Total Repair (Warranty ) ..... | | | | 8028.23 |

| | | | | |
|---|---|---|---|---|
| (2) TRANSPORTATION COURTESY TRANSPORTATION/SHUTTLE 25 DAYS DRACS | Labor | [85] | | .00 |
| (85-1879 JASON-M238725) A | Total Repair (Warranty ) ..... | | | .00 |

| | | | | |
|---|---|---|---|---|
| (3) CONTINUE FROM LINE 1 CALLED TAC AND THEY SAD YES REPLACE ENG. INST ALLED GM ENG. HAD TO TRANSFER OIL PAN,FRT COV ER,OIL FILTER ADAPTER HOUSING. REASS CORE ENG . INSTALLED GM ENG WITH REQ GASKETS. PRELUBED ENG. FILLED FLUIDS AND RECHARGED AC. RAN. RELEARENED IDLE. TEST DROVE 10 MILES ALL OK | Labor | [85] | | .00 |
| (85-1879 JASON-M238725) A | Total Repair (Warranty ) ..... | | | .00 |

| | --C/P-- | --W/C-- | --INT-- | -Total- | Gross |
|---|---|---|---|---|---|
| Labor Time | 0 | 176 | 0 | 176 | |
| Total Labor | .00 | 1675.87 | .00 | 1675.87 | 82.5% |
| Total Parts | .00 | 5638.36 | .00 | 5638.36 | 28.7% |
| Total G/O/G | .00 | .00 | .00 | .00 | .0% |
| Total Sublet | .00 | 714.00 | .00 | 714.00 | 100.0% |
| Total R/O | .00 | 8028.23 | .00 | 8028.23 | (N/A) |

| W/C | INT | | CUSTOMER |
|---|---|---|---|
| 1675.87 | .00 | Labor | .00 |
| 5638.36 | .00 | Parts | .00 |
| 714.00 | .00 | Sublet | .00 |
| | | Warr Deduct | .00 |
| .00 | .00 | Shop Supplies | .00 |
| .00 | .00 | Oil/Grease | .00 |
| .00 | .00 | Less Disc. | .00 |
| 8028.23 | .00 | Total | .00 |
| .00 | .00 | Tax | .00 |
| .00 | .00 | Tax2 | .00 |
| .00 | .00 | Tire Tax | .00 |
| 8028.23 | .00 | TOTAL (CHRG) | .00 |



Printed 1 time(s)

[redacted] Job 84324

R/O HISTORY

## Repair Estimate:

| | Components Required to Repair Assembly > $150 | | | Part Number: | Part Cost |
|---|---|---|---|---|---|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |
| | Total Component Part Cost Required to Repair | | | | $0.00 |
| | Common Part for both Replace and Repair. Example: Radiator | | | Part Number: | Part Cost |
| 1 | A | | | | |
| 2 | B | | | | |
| 3 | C | | | | |
| 4 | D | | | | |
| 5 | E | | | | |
| 6 | F | | | | |
| 7 | G | | | | |
| | Total Additional Components Required to Repair Assembly> $150 | | | | $0.00 |
| | Summarized Repair Items under $150.00. | | | | |
| | Total Part Cost: | | | | $0.00 |

| Repair Labor Op. Code: | Labor Hours | Labor Hourly Rate: | Labor Cost: | Other Labor Hours: | Other Labor Hourly Rate: | OLH Cost | Total Labor Cost: |
|---|---|---|---|---|---|---|---|
| Input Repair Labor Op. Code | | | $0.00 | | $0.00 | $0.00 | $0.00 |

Grand Total: $0.00

Block Damage

## Replacement Component Assembly Estimate:

| | Assembly Part Description | | | Part Number: | Part Cost |
|---|---|---|---|---|---|
| | Assembly | | | | |
| | 12652805 engine | | | | $532.00 |
| | | | | | |
| | Common Part for both Replace and Repair. Example: Radiator | | | Part Number: | Part Cost |
| 1 | A | | | | $0.00 |
| 2 | B | | | | $0.00 |
| 3 | C | | | | $0.00 |
| 4 | D | | | | $0.00 |
| 5 | E | | | | $0.00 |
| 6 | F | | | | $0.00 |
| 7 | G | | | | $0.00 |
| | Total Additional Components Required to Replace Assembly > $150 | | | | $0.00 |
| | Summarized Repair Items under $150.00. | | | | |
| | Total Part Cost: | | | | $0.00 |

| Assembly Replacement Labor Op. Code | Labor Hours | Labor Hourly Rate: | Labor Cost: | Other Labor Hours: | Other Labor Hourly Rate: | OLH Cost | Total Labor Cost: |
|---|---|---|---|---|---|---|---|
| Choose from one below | | $0.00 | $0.00 | | $0.00 | $0.00 | $0.00 |

Grand Total: $0.00

labor = 406 7490 = 13.0 + 3 + 3 = 13.6

+2hr Ring O.H

+2hr transfer frt cover/oil pan/adapter

17.6 hr

# GM *Rental Vehicle* Documentation Form

For use when there is a rental charge to General Motors. Attach to repair order after Faxed to AVM at: 616-257-0034.

Dealership: Robert Denooyer R.O. No. [redacted] Vehicle being serviced? 2015 Colorado

Vehicle Rented? _____ Enterprise Rent-A-Car? ___ Yes ✓ No ___ GM Make? ✓ Yes ___ No

If "No", please explain: _____ Date Customer in Rental: 7/22 Date Out: 7/27

Number of Days: 25 Allowance First Day Only: _____ Allowance Thereafter: _____

## Note below what was taking place each day of rental period

| Day 1 | Day 2 | Day3 | Day 4 | Day 5 | Day 6 | Day 7 |
|---|---|---|---|---|---|---|
| rec camp in, w/u coolant loss 7/2 | pressure test no leaks left Pressure unchecked | sat closed | sun closed | monday pressure dropped leak at cylhead | still diag | still diag |

**Parts Expediting**

Needed Part(s): Engine Part Number(s): 12652005

Attempt made to obtain part(s) locally? ✓ Yes ___ No (If "No", why not?) _____

Date Part Ordered: _____ Part on Back Order? ___ Yes ___ No Date Part Received: _____

SPAC Case Number: _____ Date of SPAC order: _____ Date SPAC part Received: _____

Remember that SPAC Information is Required to use Labor Op Z7907. Refer to Bulletin #02-00-89-004B.

**Repair Information**

Nature of problem: leaking Coolant From Engine Block

Technician working on vehicle: 305 Jason Shike [redacted]

Technical Assistance involved? Y Yes Date: _____ Case number: CASE# [redacted]

Other Comments: _____

**SERVICE MANAGER REVIEW:** Al Goboly Jeremy Seppert

Number of days requested for warranty to GM: 27

Reason for extension: Diag & parts not available

Copy of rental invoice attached to RO: ✓ Yes ___ No (If "No", why not?)

Service Manager Sig [redacted] Review Date: _____

Revised 1-5-05

Please attach completed form to Hard Copy of Repair Order. All cases beyond normal 3 day limit, will require this form

2

# GM *Rental Vehicle* Documentation Form

For use when there is a rental charge to General Motors. Attach to repair order after Faxed to AVM at: 616-257-0034.

Dealership: _____ R.O. No. _____ Vehicle being serviced? _____

Vehicle Rented? _____ Enterprise Rent-A-Car? ___ Yes ___ No ___ GM Make? ___ Yes ___ No

If "No", please explain: _____ Date Customer in Rental: _____ Date Out: _____

Number of Days: _____ Allowance First Day Only: _____ Allowance Thereafter: _____

## Note below what was taking place each day of rental period

| Day 8 | Day 9 | Day 10 | Day 11 | Day 12 | Day 13 | Day 14 |
|---|---|---|---|---|---|---|
| Called tech | Sat<br>Closed<br>Replace engine<br>Closed | Sun<br>Closed | mon<br>help<br>to<br>replace<br>engine | ordered pt | no pts | no pts |

**Parts Expediting**

Needed Part(s): _____ Part Number(s): _____

Attempt made to obtain part(s) locally? ___ Yes ___ No (If "No", why not?) _____

Date Part Ordered: _____ Part on Back Order? ___ Yes ___ No Date Part Received: _____

SPAC Case Number: _____ Date of SPAC order: _____ Date SPAC part Received: _____

Remember that SPAC Information is Required to use Labor Op Z7907. Refer to Bulletin #02-00-89-004B.

**Repair Information**

Nature of problem: _____

Technician working on vehicle: _____

Technical Assistance involved? __ Yes Date: _____ Case number: _____

Other Comments: _____

**SERVICE MANAGER REVIEW:**

Number of days requested for warranty to GM: _____

Reason for extension: _____

_____

Copy of rental invoice attached to RO: ___Yes ___No (If "No", why not?)

Service Manager Signature: _____ Review Date: _____

Revised 1-5-05

Please attach completed form to Hard Copy of Repair Order. All cases beyond normal 3 day limit, will require this form

3

# GM *Rental Vehicle* Documentation Form

For use when there is a rental charge to General Motors. Attach to repair order after Faxed to AVM at: 616-257-0034.

Dealership: _____ R.O. No. _____ Vehicle being serviced? _____

Vehicle Rented? _____ Enterprise Rent-A-Car? ___ Yes ___ No ___ GM Make? ___ Yes ___ No

If "No", please explain: _____ Date Customer in Rental: _____ Date Out: _____

Number of Days: _____ Allowance First Day Only: _____ Allowance Thereafter: _____

## Note below what was taking place each day of rental period

| Day 1 5 | Day 26 | Day 37 | Day 48 | Day 59 | Day 60 | Day 21 |
|---|---|---|---|---|---|---|
| Fri no pts | Sat closed | Sun closed | Mon no pts | pts arrived | work on engine Replace | work on engine Replace |

**Parts Expediting**

Needed Part(s): _____ Part Number(s): _____

Attempt made to obtain part(s) locally? ___ Yes ___ No (If "No", why not?) _____

Date Part Ordered: _____ Part on Back Order? ___ Yes ___ No Date Part Received: _____

SPAC Case Number: _____ Date of SPAC order: _____ Date SPAC part Received: _____

Remember that SPAC Information is Required to use Labor Op Z7907. Refer to Bulletin #02-00-89-004B.

**Repair Information**

Nature of problem: _____

Technician working on vehicle: _____

Technical Assistance involved? __ Yes Date: _____ Case number: _____

Other Comments: _____

**SERVICE MANAGER REVIEW:**

Number of days requested for warranty to GM: _____

Reason for extension: _____

_____

Copy of rental invoice attached to RO: ___Yes ___No (If "No", why not?)

Service Manager Signature: _____ Review Date: _____

Revised 1-5-05

All cases beyond normal 3 day limit, will require this form

# GM *Rental Vehicle* Documentation Form

For use when there is a rental charge to General Motors. Attach to repair order after Faxed to AVM at: 616-257-0034.

Dealership: _____ R.O. No. _____ Vehicle being serviced? _____

Vehicle Rented? _____ Enterprise Rent-A-Car? ___ Yes ___ No ___ GM Make? ___ Yes ___ No

If "No", please explain: _____ Date Customer in Rental: _____ Date Out: _____

Number of Days: _____ Allowance First Day Only: _____ Allowance Thereafter: _____

## Note below what was taking place each day of rental period

| Day 22 | Day 23 | Day 24 | Day 25 | Day 5 | Day 6 | Day 7 |
|---|---|---|---|---|---|---|
| Friday work on engine | Sat closed | Sun closed | mon finished engine | | | |

**Parts Expediting**

Needed Part(s): _____ Part Number(s): _____

Attempt made to obtain part(s) locally? ___ Yes ___ No (If "No", why not?) _____

Date Part Ordered: _____ Part on Back Order? ___ Yes ___ No Date Part Received: _____

SPAC Case Number: _____ Date of SPAC order: _____ Date SPAC part Received: _____

Remember that SPAC Information is Required to use Labor Op Z7907. Refer to Bulletin #02-00-89-004B.

**Repair Information**

Nature of problem: _____

Technician working on vehicle: _____

Technical Assistance involved? __ Yes Date: _____ Case number: _____

Other Comments: _____

**SERVICE MANAGER REVIEW:**

Number of days requested for warranty to GM: _____

Reason for extension: _____

Copy of rental invoice attached to RO: ___Yes ___No (If "No", why not?)

Service Manager Signature: _____ Review Date: _____

Revised 1-5-05

Hard Copy of Repair Order All cases beyond normal 3 day limit, will require this form

# Robert DeNooyer Chevrolet, Inc.

600 E. 8th Street
Holland, MI 49423
(616) 396-2333

[redacted] | VIN 1GCGTBE38F1[redacted]

| YEAR | MAKE | MODEL | COLOR |
|---|---|---|---|
| 2015 | CHEVROLET | COLORADO L | BLACK |

| MILES IN | MILES OUT | FIRST USE | LIC. |
|---|---|---|---|
| 6897 | 6897 | 02/26/15 | |

SEE | RES. [redacted]

[redacted] Holland MI [redacted]

BUS. (616) - | CEL. ( ) -

DATE IN 07/31/15
TIME IN 14:05
CLOSED 08/06/15 12:29
WRITER CARMEN

(1) C/S THE VEH HAS SOMETHING SPURTING OUT LIKE A MIST FROM BOTH SIDES THE HOOD RELATED TO JOB 2.. PRESSURE SENSOR NOT CONNEC TED CORRECTLY AND CAUSING FREON TO BLEED OFF. RECHARGED TO PROPER LEVEL AND RAN ALL OK.
(85-1879 JASON-M238725) A

Labor [85] .00

Total Repair (Internal )..... .00

(2) C/S THE ENGINE OIL PRESSURE IS ERRATIC ESP WITH THE A/C ON CONFIRMED OIL PRESSURE AT 20-30 PSI WHEN AC O FF AND 80 PSI WHEN AC COMMANDED ON. SWITCHED EOP SENSOR WITH KNOWN GOOD ONE, COMPARED TO L IKE VEH. CALLED TAC,8-1522757187 AND AFTER SP EAKING WITH JEREMY FOUND AC PRESSURE SENSOR N D EOP SENSOR PLUGS CROSSED. SWITCHED AND RAN ALL OK. NO DAMAGED HAPPENED. RAN VEH MULIPLE TIMES TO CONFIRM FIXED.
(85-1879 JASON-M238725) A

Labor [85] .00

Total Repair (Internal )..... .00

| | --C/P-- | --W/C-- | --INT-- | -Total- | Gross |
|---|---|---|---|---|---|
| Labor Time | 0 | 0 | 0 | 0 | |
| Total Labor | .00 | .00 | .00 | .00 | .0% |
| Total Parts | .00 | .00 | .00 | .00 | .0% |
| Total G/O/G | .00 | .00 | .00 | .00 | .0% |
| Total Sublet | .00 | .00 | .00 | .00 | .0% |
| Total R/O | .00 | .00 | .00 | .00 | (N/A) |

| W/C | INT | | CUSTOMER |
|---|---|---|---|
| .00 | .00 | Labor | .00 |
| .00 | .00 | Parts | .00 |
| .00 | .00 | Sublet | .00 |
| | | Warr Deduct | .00 |
| .00 | .00 | Shop Supplies | .00 |
| .00 | .00 | Oil/Grease | .00 |
| .00 | .00 | Less Disc. | .00 |
| .00 | .00 | Total | .00 |
| .00 | .00 | Tax | .00 |
| .00 | .00 | Tax2 | .00 |
| .00 | .00 | Tire Tax | .00 |
| .00 | .00 | TOTAL (CHRG) | .00 |



Printed 1 time(s)

[redacted] Job 85625

R/O HISTORY

# Gasoline Engine Assembly Authorization Request

Home Page

**Note:** If you are requesting a Powertrain/Drivetrain Replacement Authorization due to a part availability concern, please call SPAC U.S. 1-800-433-6961 Canada 1-866-275-5832.

Is the vehicle at an independent shop? Yes __ No X (If yes, please call PCC at 866-453-4123) U.S. Only
BAC: 115187
Technician Name: Steve
Technician Training ID: 650847
Direct Phone number 616 [redacted]
VIN: 1GCGTDE38F [redacted]
Mileage: 4468
R.O. #: [redacted]

Number of Times in for Same Condition: 1
Number of Days Down for Same Condition: 25

Customer Concern: Coolant loss
Point of assembly Failure: Block porosity
Has the unit been disassembled? Yes __ No X
Is the vehicle modified with non-production accessories? Yes __ No X
Personal or Commercial use? Yes __ No X
Any signs of abuse or improper maintenance: Yes __ No X

Is this an OEM or Genuine GM Parts Assembly? Yes X No__
OEM Serial #: 10DL2 V158 M 8057 (Bulletin 06-00-89-031 Engine and Automatic Transmission/Transaxle Identification)

Genuine GM Parts (Reman) if applicable
P/N: N/A
Serial #
Build Date
(Note: Reman engines have a metal tag installed on side of block that lists engine p/n, serial # and build date.)
Mileage since the current Genuine GM Parts assembly was installed:
Date when current Genuine GM Parts assembly was installed:
Did the customer pay any portion when the Genuine GM Parts assembly was installed?

List all current and history DTCs: N/A
Did the DTC's reappear? Yes __ No__
Did you capture any snapshot DTC freeze frame data? Yes __ No__
Was TAC contacted? Yes [redacted]
TAC case number:
TAC Recommendation: Eng. replacement

Why is the Replacement Necessary? Block Damage (porosity)

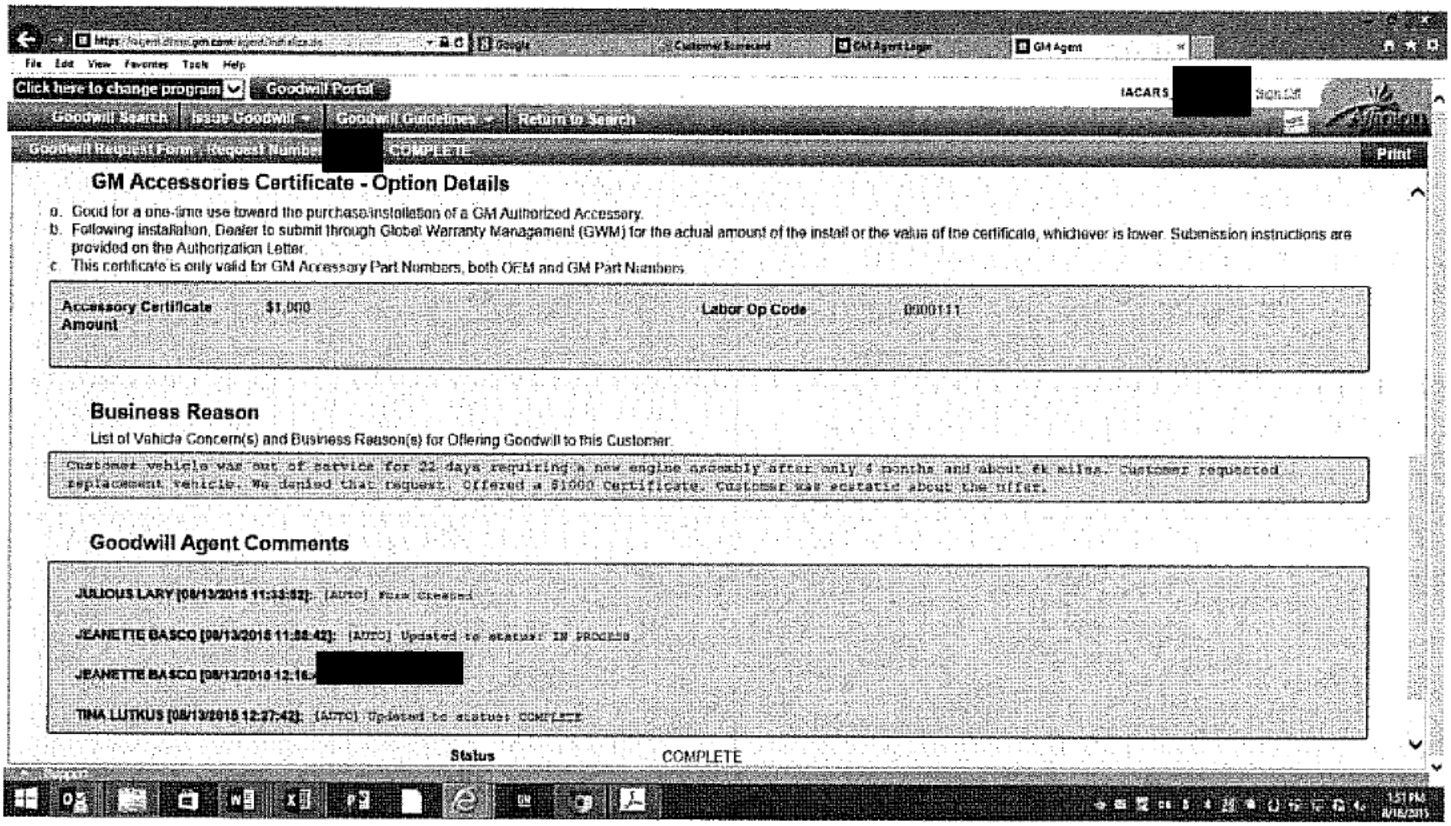
Is this replacement request the result of a part not serviced? Yes __ No X
Was ParTech contacted? Yes __ No X
ParTech case #:
(If no,contact Partech and confirm part is not serviced and call with Partech case #)

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.
What step was performed to diagnose the assembly replacement?
Was there any Engine Block Damage? Yes __ No__
If Yes indicate what 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 are involved- Example: Number 3 cylinder damage in fire ring area.
For concerns of block damage due to a Scored Cylinder Bore, please be advised Cylinder Bore Scoring is only considered to be block damage when the score is deep enough to be able to be catch your fingernail.

Does the engine have piston or valve debris in one of the cylinders? Yes __ No__
(If yes, refer to 00-06-01-026 for Intake Manifold Inspection/Replacement After Severe Internal Engine Damage)

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)

image003.png



Click here to change program | Goodwill Portal | IACARS [redacted] Sign Out

Goodwill Search | Issue Goodwill | Goodwill Guidelines | Return to Search

Goodwill Request Form - Request Number [redacted] COMPLETE Print

## GM Accessories Certificate - Option Details

a. Good for a one-time use toward the purchase/installation of a GM Authorized Accessory.
b. Following installation, Dealer to submit through Global Warranty Management (GWM) for the actual amount of the install or the value of the certificate, whichever is lower. Submission instructions are provided on the Authorization Letter.
c. This certificate is only valid for GM Accessory Part Numbers, both OEM and GM Part Numbers

| | | | |
|---|---|---|---|
| **Accessory Certificate Amount** | $1,000 | **Labor Op Code** | 0000111 |

## Business Reason

List of Vehicle Concern(s) and Business Reason(s) for Offering Goodwill to this Customer.

Customer vehicle was out of service for 22 days requiring a new engine assembly after only 6 months and about 6k miles. Customer requested replacement vehicle. We denied that request. Offered a $1000 Certificate. Customer was ecstatic about the offer.

## Goodwill Agent Comments

JULIOUS LARY [08/13/2015 11:33:52]: [AUTO] Task Created

JEANETTE BASCO [08/13/2015 11:58:42]: [AUTO] Updated to status: IN PROCESS

JEANETTE BASCO [08/13/2015 12:16:[redacted]

TINA LUTKUS [08/13/2015 12:27:42]: [AUTO] Updated to status: COMPLETE

**Status** COMPLETE

# Robert DeNooyer Chevrolet, Inc.

600 E. 8th Street
Holland, MI 49423
(616) 396-2333

| | | | | | |
|---|---|---|---|---|---|
| [redacted] VIN 1GCGTBE38F1[redacted] | | | | | DATE IN 08/28/15 |
| YEAR 2015 | MAKE CHEVROLET | MODEL COLORADO L | COLOR BLACK | [redacted] Holland MI [redacted] | TIME IN 10:14 |
| MILES IN 8649 | MILES OUT 8649 | FIRST USE 02/26/15 | LIC. | | CLOSED / / : |
| SEE [redacted] | | BUS. (616) - | CEL. ( ) - | | WRITER CARMEN\ |

(1) C/S THE "SERVICE P/S " LIGHT[redacted]
HAS NO POWER STEERING
VERIFIED, FOUND DTC C047A-P/S MOTOR POS.
SENSOR CIRCUIT FAULT, STORED AND CURRENTLY
FAILING. VERIFIED GOOD POWER AND GROUND TO
P/S CONTROL MODULE/ASSIST MOTOR. DOC. ID
3713409-STATES P/S ASSIST MODULE MUST BE
REPLACED, THIS IS ONLY AVAILABLE AS AN ENTIRE
STEERING GEAR AT THIS TIME. PART IS ORDERED,
SPAC CASE.

Labor [54] 0 .00
Total Repair (Warranty ) ..... .00

(2) TRANSPORTATION
COURTESY TRANSPORTATION/SHUTTLE

Labor [54] 0 .00
Total Repair (Warranty ) ..... .00

| | --C/P-- | --W/C-- | --INT-- | -Total- | Gross |
|---|---|---|---|---|---|
| Labor Time | 0 | 0 | 0 | 0 | |
| Total Labor | .00 | .00 | .00 | .00 | .0% |
| Total Parts | .00 | .00 | .00 | .00 | .0% |
| Total G/O/G | .00 | .00 | .00 | .00 | .0% |
| Total Sublet | .00 | .00 | .00 | .00 | .0% |
| Total R/O | .00 | .00 | .00 | .00 | (N/A) |

| W/C | INT | | CUSTOMER |
|---|---|---|---|
| .00 | .00 | Labor | .00 |
| .00 | .00 | Parts | .00 |
| .00 | .00 | Sublet | .00 |
| | | Warr Deduct | .00 |
| .00 | .00 | Shop Supplies | .00 |
| .00 | .00 | Oil/Grease | .00 |
| .00 | .00 | Less Disc. | .00 |
| .00 | .00 | Total | .00 |
| .00 | .00 | Tax | .00 |
| .00 | .00 | Tax2 | .00 |
| .00 | .00 | Tire Tax | .00 |
| .00 | .00 | TOTAL (CHRG) | .00 |



[redacted] Job 86859

VIEW R/O

## Liliana Campuzano (C)

From: Liliana Campuzano (C)
Sent: Tuesday, October 27, 2015 10:50 AM
To: 'atodd@lemonlawgrouppartners.com'
Cc: 'Maritza A'
Subject: FW: Offer-[redacted] v. General Motors
Attachments: Offer 10.20.15.pdf; Release of Claim 10.20.15.pdf

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on 10/20/2015 at your earliest convenience.

Best regards,

*Liliana Campuzano*
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

---

From: Liliana Campuzano (C)
Sent: Friday, October 23, 2015 10:35 AM
To: 'Aaron Todd'
Cc: 'Maritza A'
Subject: RE: Offer-[redacted] v. General Motors

Good Day,

Thank you for the correspondence; the offer letter and release dated 10/20/2015 was drafted correctly. Please provide confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer at your earliest convenience.

Best regards,

*Liliana Campuzano*
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

---

From: Aaron Todd [mailto:atodd@lemonlawgrouppartners.com]
Sent: Tuesday, October 20, 2015 5:30 PM
To: Liliana Campuzano (C)

Cc: Maritza A
Subject: Re: Offer [redacted] v. General Motors

Please let me know if the offer letter and release we already have are good, or if you will need to revise either of them based on the registration.

Regards

Aaron Todd
Lemon Law Group Partners, PLC
Phone: (888) 415-0610 Ext. 102
Fax: (888) 809-7010
atodd@lemonlawgrouppartners.com

LEMON LAW GROUP
PARTNERS PLC

On Oct 20, 2015, at 5:03 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

The client accepts. Please see attached registration.

On Tue, Oct 20, 2015 at 1:55 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

RE : [redacted]

Service Request: [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Responding to your counter demand dated 10/12/2015; GM would like to extend the following offer for consideration. Please review the attached offer letter and advise.

Best regards,

*Liliana Campuzano*

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Tuesday, October 20, 2015 12:43 PM
To: Liliana Campuzano (C)
Subject: Re: FW: Offer-[redacted] v. General Motors

They are interested in a cash settlement.

On Mon, Oct 19, 2015 at 3:32 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please advise if your client is still interested in a cash settlement, thank you.

Best regards,

*Liliana Campuzano*

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

**From:** Maritza A [mailto:maritza@lemonlawgrouppartners.com]
**Sent:** Monday, October 12, 2015 10:04 AM
**To:** Liliana Campuzano (C)
**Subject:** Re: FW: Offe[redacted]v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY
PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for $10,000 inclusive of attorney fees and costs. This offer to compromise will remain valid for 7 days. Please contact me to discuss after you have had an opportunity to review.

On Fri, Oct 9, 2015 at 1:23 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Good afternoon.

Any updates?

On Thu, Oct 8, 2015 at 6:17 PM, Maritza A <maritza@lemonlawgrouppartners.com> wrote:

Would they be willing to replace his vehicle?

On Mon, Oct 5, 2015 at 10:33 AM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on September 28, 2015 at your earliest convenience.

Best regards,

*Liliana Campuzano*

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

---

From: Liliana Campuzano (C)
Sent: Monday, September 28, 2015 10:27 AM
To: 'Maritza A'
Subject: Offer [redacted] v. General Motors

Good Day,

Responding to your counter demand of September 23, 2015. Based on our assessment of this case at this time General Motors is not considering a vehicle repurchase. Notwithstanding, we are extending the following for client's consideration. Please review and advise accordingly.

Best regards,

*Liliana Campuzano*

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

**From:** Maritza A [mailto:maritza@lemonlawgrouppartners.com]
**Sent:** Wednesday, September 23, 2015 3:43 PM
**To:** Liliana Campuzano (C)
**Subject:** Re: Follow up [redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY
PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for a repurchase plus attorney fees and costs. This offer to compromise will remain valid for 7 days. Please contact me to discuss after you have had an opportunity to review.

On Wed, Sep 23, 2015 at 3:24 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

<image001.jpg>

RE [redacted]

Service Request: [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on 9/18/2015 at your earliest convenience. Please forward a copy of your client's current vehicle registration.

Best regards,

*Liliana Campuzano*

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

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--

Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com




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Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

[redacted] registration.pdf>

Liliana Campuzano (C)

From: Liliana Campuzano (C)
Sent: Monday, September 21, 2015 3:24 PM
To: 'Maritza A'
Subject: Follow up-[redacted] v. General Motors
Attachments: Release of Claim.doc; Offer 9.18.15.doc

RE : [redacted]
Service Request: [redacted]
Vehicle: 2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on 9/18/2015 at your earliest convenience. Please forward a copy of your client's current vehicle registration.

Best regards,

*Liliana Campuzano*
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

## Liliana Campuzano (C)

From: Liliana Campuzano (C)
Sent: Monday, October 05, 2015 10:33 AM
To: 'Maritza A'
Subject: FW: Offer [redacted] v. General Motors
Attachments: Release of Claim 9.28.15.pdf; Offer 9.28.15.pdf

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on September 28, 2015 at your earliest convenience.

Best regards,

*Liliana Campuzano*
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

---

From: Liliana Campuzano (C)
Sent: Monday, September 28, 2015 10:27 AM
To: 'Maritza A'
Subject: Offer-[redacted] v. General Motors

Good Day,

Responding to your counter demand of September 23, 2015. Based on our assessment of this case at this time General Motors is not considering a vehicle repurchase. Notwithstanding, we are extending the following for client's consideration. Please review and advise accordingly.

Best regards,

*Liliana Campuzano*
General Motors
Mediation Liaison/BRC
Liliana.Campuzano@gm.com
PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

From: Maritza A [mailto:maritza@lemonlawgrouppartners.com]
Sent: Wednesday, September 23, 2015 3:43 PM
To: Liliana Campuzano (C)
Subject: Re: Follow up-[redacted] v. General Motors

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

RE: [redacted]

Vehicle: 2015 Chevrolet Colorado

VIN: 1GCGTBE38F1[redacted]

Dear Ms. Campuzano:

We received your offer for $4,000 inclusive of attorney fees and costs.

At this point, our client is willing to settle this matter for a repurchase plus attorney fees and costs. This offer to compromise will remain valid for 7 days. Please contact me to discuss after you have had an opportunity to review.

On Wed, Sep 23, 2015 at 3:24 PM, Liliana Campuzano (C) <liliana.campuzano@gm.com> wrote:

RE [redacted]

Service [redacted]

Vehicle: 2015 Chevrolet Colorado

Vehicle Identification Number: 1GCGTBE38F1[redacted]

Good Day,

Please accept this request for confirmation regarding the customer's decision regarding acceptance or rejection of the settlement offer communicated on 9/18/2015 at your earliest convenience. Please forward a copy of your client's current vehicle registration.

Best regards,

*Liliana Campuzano*

General Motors

Mediation Liaison/BRC

Liliana.Campuzano@gm.com

PH: 866-790-5600 ext: 5911092/ Fax: 866-874-5908

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--
Best regards,

Maritza Izquierdo

Paralegal

Lemon Law Group Partners, PLC

Phone: (888) 415-0610 Ext. 110
Fax: (888) 809-7010
maritza@lemonlawgrouppartners.com

2015 COLORADO 4WD LT CREW LONG BOX GENERAL MOTORS LLC
GBA BLACK /V6G
H2U JET BLACK RENAISSANCE CENTER
ORDER NO. SHMXKT/SRE STOCK NO. DETROIT MI 48243-1114
VIN 1GC GTBE 38 F1[redacted] VEHICLE INVOICE [redacted]
**********1991******13*44075S

| MODEL & FACTORY OPTIONS | MSRP | INV AMT | RETAIL - SOLD |
|---|---|---|---|
| 12U43 COLORADO 4WD LT CREW LONG B | 32385.00 | 30765.76 | INVOICE 02/19/15 |
| FE9 50-STATE EMISSIONS | N/C | N/C | SHIPPED 02/19/15 |
| G80 DIFFERENTIAL, LOCKING REAR | 325.00 | 286.00 | EXP I/T 02/27/15 |
| FULLY AUTOMATIC | | | INT COM 02/27/15 |
| H2U JET BLACK | 950.00 | 836.00 | PRC EFF 02/19/15 |
| LEATHER APPOINTED FRONT SEATS | | | KEYS Z0548 Z0548 |
| LFX ENGINE, 3.6L SIDI DOHC V6 VVT | N/C | N/C | WFP-S QTR OPT-1 |
| MYB TRANSMISSION, 6-SPD AUTOMATIC | N/C | N/C | BANK: FIFTH THIRD |
| PCK LUXURY PACKAGE INCLUDES: | 1080.00 | 950.40 | CHG-TO 44-075 |
| * SEAT ADJUSTER, 4-WAY POWER | | | |
| FRONT PASSENGER | | | SHIP WT: 4390 |
| * POWER LUMBAR, DRIVER SEAT | | | HP: 32.9 |
| * POWER LUMBAR, FRONT PASSENGER | | | GVWR: 6000 |
| * AIR CONDITIONING, AUTOMATIC | | | GAWR.FT: 3200 |
| * INSIDE REARVIEW MIRROR, AUTO | | | GAWR.RR: 3500 |
| DIMMING | | | EMPLOY: 33330.39 |
| * POWER OUTSIDE MIRRORS, HEATED | | | SUPPLR: 34674.36 |
| CHROME, MANUAL FOLDING | | | NTR: 1/2 |
| * DOOR HANDLES, CHROME | | | DAN: COHEP |
| * DRIVER & FRONT PASSENGER | | | EMPINC: 2020.41 |
| HEATED SEATS | | | SUPINC: 676.44 |
| * HEADLAMPS, PROJECTOR-TYPE | | | |
| * REAR BUMPER, CHROME | | | |
| PCM LT CONVENIENCE PACKAGE INCL: | 615.00 | 541.20 | |
| * REMOTE VEHICLE START | | | |
| * REAR WINDOW DEFROSTER | | | |
| * EZ LIFT AND LOWER TAILGATE | | | |
| * FRONT FOG LAMPS | | | |
| Z82 TRAILERING EQUIPMENT PACKAGE: | 250.00 | 220.00 | |

| | | | |
|---|---|---|---|
| TOTAL MODEL & OPTIONS | 35605.00 | 33599.36 | ACT 237 33406.21 |
| DESTINATION CHARGE | 875.00 | 875.00 | H/B 261 1068.15 |
| DEALER IMR CONTRIBUTION | | 178.03 | ADV 261 178.03 |
| LMA GROUP CONTRIBUTION | | 356.05 | EXP 65A 356.05 |
| TOTAL | 36480.00 | 35008.44 | PAY 310 35008.44 |
| MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT | | 33454.51 | |

**********
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.
**********

ROBERT DENOOYER CHEVROLET, INC.

October 20, 2015

Jason S Hegedus
Lemon Law Group Partners, PLC
4511 Thorncroft Ave
Royal Oak, MI 48073

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE38F[redacted]
Customer Relationship Specialist: Liliana

Dear Mr. Hegedus:

We regret that your client is dissatisfied with his 2015 Chevrolet Colorado and that several attempts by the dealer to resolve the concerns have not met your client's expectations. General Motors takes great pride in the service we provide to our customers, and we apologize for any inconvenience and frustration experienced by your client.

After careful review of this case, General Motors would like to make the following voluntary settlement offer for all defendants. This offer is being made in an effort to reach an early resolution that will be equitable to your client and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your client at the earliest possible opportunity.

A cash settlement of $ 5,000.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your client) to show proof of ownership.

Your client would retain the vehicle.

If this offer is acceptable to your client, please have your client sign this offer letter as well as the attached release and return them to us at the fax number shown on the fax cover sheet. This offer is good for 10 calendar days from the date of this letter. If your client does not agree with the terms of this offer, we ask that you contact us immediately to further discuss resolution of this matter.

Furthermore, this settlement offer is contingent upon General Motors receiving a completed W-9 containing your Federal Tax ID. Failure to return the W-9 will result in a delay of processing this offer. To assist in ensuring the security of this information, the W-9 form needs to be faxed back to GM separately

from all other settlement documents. The W-9 form can be downloaded from the IRS website at www.irs.gov. In addition, the IRS website will provide instructions for completing the W-9.

Please refer to the service request number above when contacting our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

11,640
Odometer

[redacted]
Client's Signature

10/29/15
Date

Client's Signature
Date

## RELEASE OF CLAIM

I, Aaron D Cohen, (hereinafter referred to as "Releasor"), on behalf of myself and my assigns, heirs and executors, in consideration of $ 5,000.00 paid by General Motors LLC, hereby release and discharge General Motors LLC, General Motors Company, General Motors Corporation, Motors Liquidation Company, their subsidiaries, their authorized independent dealers, any designers and suppliers of vehicles, parts and components that are distributed by them, and their respective agents and employees (hereinafter referred to as "Releasee") from any and all claims, causes of action, demands, damages, and claims for attorney's fees and costs which directly or indirectly arise from, are related to, or are in any way associated with the purchase, repair, maintenance, operation, alteration, or use of Releasor 2015 Chevrolet Colorado bearing Vehicle Identification Number 1GCGTBE38F1185650 ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors Company agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasor has initiated any court, arbitration or other proceeding against Releasee, Releasor immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 11,040 on the date of the signing of this release.

Releasor has carefully read and understands this release. Releasor agrees and acknowledges that this Release constitutes the entire agreement between Releasor and Releasee, and Releasor is not relying on any representations, promises or inducements other than those stated in this release.

**PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.**

I agree to the terms of this Release of All Claims

DATE SIGNED: 10/30/15

[redacted]

Claimant's Signature

[redacted]

Address

Holland MI, [redacted]

City, State, Zip Code

City, State, Zip Code

STATE OF Michigan

COUNTY OF Allegan

Sworn to (or affirmed) and subscribed before me this 30th day of October, 2015,
by [redacted]

Signature of Notary Public

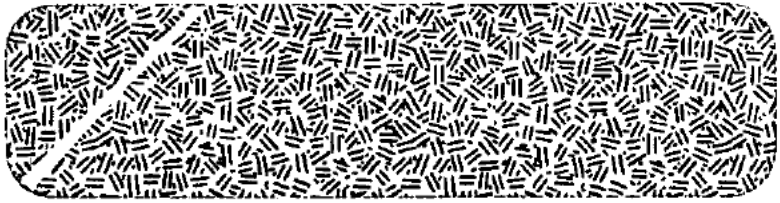
Tammy Broekhuizen
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ✓

Type of identification DL C500028135192

My commission expires: June 18, 2018

Lemon Law Group Partners PLC
Attorneys and Counselors at Law
2775 Sunny Isles Blvd., Suite 150
North Miami Beach, FL 33160



RECEIVED AUG 14 2015

[redacted]

9414 7119 9956 2025 2460 21
CERTIFIED MAIL
stamps.com
★ Pitney 5,575,977 ★
★ 5,697,648 ★ 5,848,369 ★
★ 1-UP Laser Form ★
★ USA CMF-134 06/14 ★

# LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law
P.O. Box 317
Clawson, MI 48017

Telephone (888) 415-0610
Facsimile (888) 809-7010
Email: info@lemonlawgrouppartners.com


August 6, 2015

General Motors LLC
P.O. 33170
Detroit, MI 48232

Re: [redacted]
Vehicle: 2015Chevrolet Colorado
VIN: 1GCGTBE38F1[redacted]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of Aaron Cohen relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. The only exception is the dealership may communicate with our client in reference to future repairs. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC
By: s/n Jason S. Hegedus
Attorney for Plaintiff
CC: Robert DeNoover Chevrolet

**VIA FAX ONLY**

August 18, 2015

Jason Hegedus, Esq.
Lemon Law Group Partners, PLC
4511 Thorncroft Ave
Royal Oak, MI 48073

RE: [redacted]
Service Request [redacted]
2015 Chevrolet Colorado
Vehicle Identification Number: 1GCGTBE38F1[redacted]
Customer Relationship Specialist: Liliana

Dear Mr. Hegedus:

This is to advise that General Motors is in receipt of the above referenced case dated August 6, 2015. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five **(5)** days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

- ☒ Copy of owner's current title and/or registration
- ☒ Other: Repair History
- ☒ Other: Release of Lien
- ☒ Finance agreement
- ☒ Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

If you have further questions, please contact our 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 and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

## RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

## VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

**MICHIGAN REGISTRATION**
RECREATION PASSPORT

RUTH JOHNSON
Secretary of State

Plate: [redacted] Expires: 06/02/2016
DUPLICATE REGISTRATION
2015 CHEVROLET [redacted] PICKUP
Vehicle No.: 1GCGTBE38F[redacted]
[redacted]
Fee Cat. or Wt.: 000032
County: ALLEGAN

[redacted]
HOLLAND MI [redacted]
[redacted]
License Fee: 0.00
[redacted] 0.00

TR-II

**MICHIGAN REGISTRATION**
RECREATION PASSPORT

RUTH JOHNSON
Secretary of State

Plate: BAZ3893 Expires: 06/02/2016
DUPLICATE REGISTRATION
2015 CHEVROLET [redacted] PICKUP
Vehicle No.: 1GCGTBE38F[redacted]
[redacted]
Fee Cat. or Wt.: 000032
County: ALLEGAN

[redacted]
HOLLAND MI [redacted]
[redacted]
License Fee: 0.00
[redacted] 0.00

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