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

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

Caller English

System [8:13:53 AM]:

Welcome to chat.

Brandon [8:14:05 AM]:

Thanks for contacting General Motors Customer Assistance, my name is Brandon. I see that you have a question in regards to a recall on your vehicle. How may I assist you with your question [redacted]?

Brandon [8:15:34 AM]:

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

[redacted] [8:15:45 AM]:

I have a 2015 Chevy Colorado and the power steering keeps going out in it. I took it to a dealership and they said that the re-call has been performed on it but it still keeps going out on me. How can I get this safety issue fixed?

Brandon [8:16:50 AM]:

We do apologize that the power steering keeps going out on your vehicle and I would be more than happy to assist you further. May you please provide me your VIN, phone number, email, mailing address and current mileage?

Brandon [8:17:18 AM]:

The VIN can be found on your vehicle's insurance papers, vehicle registration papers, vehicle's title, repair orders from your dealership, or on the vehicle itself (e.g. on top of the Instrument Panel (IP) / dash on the driver's side of the vehicle under the windshield, on a sticker that's on the inside of the driver's door, under the hood at the front of the engine block).

Brandon [8:20:16 AM]:

[redacted] are you still there? I'm still here to assist you.

[redacted] [8:20:44 AM]:

Still here trying to get the VIN #

David Parker [8:21:18 AM]:

1GCGSBE36F[redacted]

[redacted] [8:22:13 AM]:

CURRENT MILAGE IS AROUND 52,000

Brandon [8:23:46 AM]:

Thank you for providing me with that information. Have you received a chance to have the vehicle visually inspected and diagnosed?

Brandon [8:25:07 AM]:

I'm looking up your VIN for information now. We also have a great self-service tool on our website where you can check your vehicle for Recalls at: my.gm.com/recalls.

[redacted] [8:25:32 AM]:

Yes and was given the following error code C0545

Brandon [8:25:58 AM]:

Did the dealer state that it is the recall?

[redacted] [8:27:39 AM]:

No he did not, he didn't even mention the recall I did, and all he said is that it has been performed when I asked if they were connected issues

Brandon [8:29:59 AM]:

The field action states: This bulletin provides a service procedure to reprogram the electric power steering assist (EPS) software on certain 2015 model year Chevrolet Colorado and GMC Canyon vehicles. At vehicle start-up in below freezing temperatures, power steering assist may be inoperative. No parts are required for this repair.

Brandon [8:31:21 AM]:

I have begun a case in regards to your concerns. Your case number is [redacted]. What is the name of the Chevrolet dealership that was assisting you and how much the dealer state the repair would cost?

[redacted] [8:32:16 AM]:

So what your saying is that the recall and my issue are not related?

Brandon [8:33:11 AM]:

The dealership stated that the symptoms are not related.

[redacted] [8:34:53 AM]:

Walker Jones in Waycross Ga provided the error code, Volkswagen of Gainesville Fl actually re-programmed the computer for me because that's who I bought it from 30 days ago.

[redacted] [8:35:37 AM]:

What dealership stated that?

Brandon [8:37:18 AM]:

If the cause of the concern was related the dealership will have mentioned the recall would have been the cause of the error code.

Brandon [8:38:53 AM]:

The recall is a service procedure to reprogram the EPS software of the vehicle and there are no parts related to the cause.

Brandon [8:40:27 AM]:

Did the dealership indicate how much it will cost to repair the vehicle by any chance?

Brandon [8:44:00 AM]:

[redacted] are you still there? I'm still here to assist you.

[redacted] [8:44:41 AM]:

The part is $592.99 and labor is $320.00

Brandon [8:46:18 AM]:

Thank you for providing me with that information.

Brandon [8:46:40 AM]:

To better assist you, what type of resolution are you seeking from General Motors?

[redacted] [8:49:40 AM]:

They should do a re-call on these trucks to fix this problem, I'm not the only one there's a forum online with numerous same complaints that im having

Brandon [8:49:59 AM]:

Please keep in mind that we treat each customer's situation on a case by case basis and cannot take into account information found on third party web sites. Reading through a thread may not necessarily be comparing apples to apples. It is worth noting that sometimes what may seem to be common symptoms can actually be the result of very different root causes. This is important to keep in mind when reading online forum posts, as every vehicle owner may not know the exact symptom, root cause and/or

subsequent repair that has been completed. This is why we handle every situation on a case by case basis.

[redacted] [8:51:08 AM]:

Valid point, but they are very similar issues.

Brandon [8:52:22 AM]:

I do understand. Are you looking for assistance in repairing the vehicle?

[redacted]rker [8:53:55 AM]:

Im looking for ANY assistance I can get, like I said I just bought this truck 30 days ago

Brandon [8:54:42 AM]:

Based on the information that you have shared with me, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle and concerns. Please know that all the information you have provided me will be available to them as well. I will forward your case to them and the Advisor and Dealer will review your case and vehicle details then contact you within 2 business days to assist you further. May I please gather some additional information for the Senior Advisor?

[redacted] [8:55:34 AM]:

Sure What you need

Brandon [8:55:54 AM]:

May you please provide me your phone number, email and mailing address?

[redacted] [8:57:00 AM]:

Phone #[redacted] and [redacted]

[redacted] [8:57:17 AM]:

[redacted] Patterson Ga[redacted]

Brandon [8:58:17 AM]:

Thank you for providing me with that information. Is the vehicle presently operable or inoperable?

[redacted] [9:00:17 AM]:

well I have NO power steering but it is operable, but I also am not driving it for safety reasons.

Brandon [9:00:58 AM]:

I understand and do apologize [redacted]. What is the best time to contact you in regards to your case?

[redacted] [9:02:26 AM]:

by phone is after 2:00pm, by the [redacted] is between 6am and 2pm and the [redacted] is after 2pm

Brandon [9:02:38 AM]:

Have you spent any money out of pocket as a result of this concern and what is the status of the repairs?

Brandon [9:02:45 AM]:

Thank you for that information.

[redacted] [9:04:54 AM]:

I spent $55.39 for the diagnostic test and another 100.00 dollars in gas driving it back and forth to Gainesville FL

Brandon [9:05:53 AM]:

Is the vehicle presently located at Walker Jones Chevrolet?

[redacted] [9:06:41 AM]:

No its under my car port at home

Brandon [9:07:13 AM]:

I appreciate you taking the time to chat in with us and allowing me the opportunity to assist you today. Is there anything else that I can do to further assist you with or do you have any additional questions for me?

[redacted] [9:08:43 AM]:

Not at this time and thanks for the help.

Brandon [9:08:57 AM]:

You're welcome, have a great weekend and thanks for contacting General Motors Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday – Friday 8:00 am – 9:00 pm and Saturdays 9:00 am – 9:00 pm Eastern Standard Time. You may also call in at 1-866-790-3600.

Call Disconnected.

ALL ROADS LEAD TO

Simpson

SINCE 1951

of Garden Grove CHEVROLET

10150 TRASK AVE.
GARDEN GROVE, CA 92843
(714) 534-2700
SimpsonGM.com

BAR # ARD267108
EPA # CAR000016881

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
21CVZSBELT	REP. SERPENTINE BELT	MI		21CVZSTAT	COOLANT THERMOSTAT	MI	
41CVZENGFLSH	PERFORMANCE OIL SERV	MI		08CVZZBRFLSH	BRAKE FLUID EXCHANGE	MI	
03CVZZPSFLSH	BETTER P/S SERVICE	MI		22CVZZACCLEAN	DEODORIZE, CLEAN A/C	MI	
41CVZLUBE	LUBRICARE	MI		12CVZFLFTR	*REPLACE FUEL FILTER	MI	
21CVZIFLSH	COOLING SYSTEM SERVI	MI		41CVZDIFFSVC	DIFFERENTIAL SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/30/17	97699	45927	103	87	C	04CVZINFLATION	TIRE INFLATION SERVI
				87	C	11CVZ	ENGINE
				87	I	11CVZINSP	INSPECT ENGINE
				87	C	12CVZIINJT	BEST INDUCTION SERV
10/09/17	96632	45223	103	577	C	04CVZINFLATION	TIRE INFLATION SERVI
				577	C	41CVZZEOILDEXOS	DEXOS OIL CHANGE

SALESPERSON NO.

S E R V I C E

STATE REG# [redacted]

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

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

APPOINTMENT: ☐ Yes ☒ No

VEHICLE I.D. NO.: 1GCGTCE30F[redacted]

[redacted]

WESTMISTER, CA [redacted]

RESIDENCE PHONE: [redacted]

BUSINESS PHONE:

TIME RECEIVED: 08:37am | DATE/TIME PROMISED: 11/02/17 06:00pm | PRIORITY: 1

CELL: [redacted]

YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CA

PRODUCTION DATE:

STOCK NO.:

LICENSE NO.:

R. O. NO.: [redacted]

CUSTOMER NO.: [redacted]

SERVICE CONTRACT:

DELIVERY DATE:

DELIVERY MILES:

SELLING DEALER NO.:

R. O. DATE: 11/02/17

COLOR:

CONTRACT NO.:

EXPIRATION DATE:

EXPIRATION MILES:

TAG NO.: 1799

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	N	A	46,020	103	LUIS MEJIA

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.
TERMS ARE CASH ON DELIVERY. ESTIMATES ARE LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

SIGNED X [redacted]

ORIGINAL CUSTOMER ESTIMATE

PRELIMINARY ESTIMATE

ENVIRONMENTAL DISPOSAL

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X [redacted]

AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH

1 C * 04CVZINFLATION *TIRE INFLATION SERVI*

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
MILEAGE OUT

2 C * 11CVZ *ENGINE*

CUSTOMER STATE THAT THE TRACTION CONTROL AND STABILITRACK LIGHT IS ON CHECK AND ADVISE

28/0035 .3

The Reynolds and Reynolds Company ERAINTWO14E CC/705421 Q (11/16)

SERVICE FILE COPY

[redacted]

ALL ROADS LEAD TO

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of Garden Grove CHEVROLET

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(714) 534-2700
SimpsonGM.com
BAR # ARD267108 • EPA # CAR000016881

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR LUIS MEJIA 103	TAG NO. 1799	INVOICE DATE 11/02/17	INVOICE NO. [redacted]	
[redacted]		LICENSE NO.	MILEAGE 46,020	COLOR /	STOCK NO.
WESTMISTER, CA [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GCGTCE30F [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 11/02/17	
[redacted]	BUSINESS PHONE	COMMENTS			

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**

THANK YOU FOR CHOOSING SIMPSON CHEVROLET.
YOUR BUSINESS IS TRULY APPRECIATED.

JAY MALLOY
OPERATIONS DIRECTOR
JONATHAN MENGE
SERVICE MANAGER

PLEASE POST A REVIEW - WWW.SIMPSONGM.COM/CHEVROLETREVIEWS

CUSTOMER SIGNATURE

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company ERAINTINVE CC705416 Q (01/17)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[END OF INVOICE] 05:26pm

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

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GARDEN GROVE, CA 92843
(714) 534-2700
SimpsonGM.com
BAR # ARD267108 • EPA # CAR000016881

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	LUIS MEJIA 103	1799	11/02/17	[redacted]
[redacted]	LICENSE NO.	MILEAGE 46,020	COLOR /	STOCK NO.
WESTMISTER, CA [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G C G T C E 3 0 F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 11/02/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS----------

J# 1 04CVZINFLATION TIRE INFLATION SERVI TECH(S):675 INTERNAL

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE
PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY
SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE
SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS
NOT CHECKED
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY
+/- 2 PSI
MILEAGE OUT
35 35 35 35
THE TIRE PRESSURES WERE CHECKED AND SET TO THE FOLLOWING
PRESSURES IN THE FOLLOWING ORDER
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
YOU CONSENT TO RECEIVE TEXTS FROM US ON YOUR CELL PHONE AT
THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT
YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO
NOT AGREE, YOU MAY PROVIDE A LANDLINE PHONE NUMBER.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 11CVZ ENGINE TECH(S):675 INTERNAL

CUSTOMER STATE THAT THE TRACTION CONTROL AND STABILITRACK
LIGHT IS ON CHECK AND ADVISE
SCANNED VEHICLE GOT U-CODES SET AS HISTORY U0420 5A, 42 ON
EBCM AND U0415 00 ON TRANSFER CASE MODULE
PERFORMED EBCM SOFTWARE UPDATE USING SPS PROGRAMMING
WARRANTY CODE# 28885
2810035 .3

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE----------

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

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company ERAINTNVE CC7054I6 Q (01/17)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[CONTINUED ON NEXT PAGE] 03:26pm

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

Waitek of Garden Grove

ALL ROADS LEAD TO **Simpson** SINCE 1951

CHEVROLET

10150 TRASK AVE.
GARDEN GROVE, CA 92843
(714) 534-2700
SimpsonGM.com

BAR # ARD267108
EPA # CAR000016881

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
21CVZSBELT	REP. SERPENTINE BELT	MI		21CVZSTAT	COOLANT THERMOSTAT	MI	
41CVZENGFLSH	PERFORMANCE OIL SERV	MI		08CVZZBRFLSH	BRAKE FLUID EXCHANGE	MI	
03CVZZPSFLSH	BETTER P/S SERVICE	MI		22CVZZACCLEAN	DEODORIZE, CLEAN A/C	MI	
41CVZLUBE	LUBRICARE	MI		12CVZFLFTR	*REPLACE FUEL FILTER	MI	
21CVZIFLSH	COOLING SYSTEM SERVI	MI		41CVZDIFFSVC	DIFFERENTIAL SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/29/16	[redacted]	32897	103	397	C	04CVZINFLATION	TIRE INFLATION SERVI
				397	C	41CVZZEDEXOS3PK	DEXOS 3 PACK BOOK
				397	C	41CVZZEOILDEXOS	DEXOS OIL CHANGE
				366	W	49CVZZ16019	HVAC MODULE DOOR
				366	W	49CVZZ15116	HOOD STRIKER

SALESPERSON NO.

SERVICE

STATE REG# [redacted]

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

VEHICLE I.D. NO. 1GCGTCE30F[redacted]

YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CA

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

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 04/28/17

[redacted] WESTMISTER, CA [redacted]

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 1799

TURBO	M/MC	AIR COND.	P. S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	N	A	39,607	411	JOSE BONILLA

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

CERTIFICATE TYPE [redacted] | BUSINESS PHONE

TIME RECEIVED 07:12am | DATE/TIME PROMISED 04/28/17 06:00pm | PRIORITY 12

APPOINTMENT ☐ Yes ☒ No

CELL: 714-861-9445

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.
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SIGNED X [redacted]

ORIGINAL CUSTOMER ESTIMATE | PRELIMINARY ESTIMATE $ | ENVIRONMENTAL DISPOSAL

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 5.00

X [redacted]

COMMENTS:
CUSTOMER DECLINES BRAKE FLUID SERVICE sign X [redacted]

AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH

1 C 04CVZINFLATION *TIRE INFLATION SERVI*

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
MILEAGE OUT 35,35,35,35 #397

2 C 41CVZZEOILDEXOS *DEXOS OIL CHANGE* 05

REDEEM ONE OIL AND FILTER CHANGE COUPON FOR DEXOS OIL.
INSPECT ALL UNDER HOOD FLUIDS, TIRE PRESSURE, PERFORM MULTI-POINT INSPECTION. CUSTOMER TO PAY TAX ONLY #397

I acknowledge that I removed all of my personal belongings from my vehicle.

X [redacted]

The Reynolds and Reynolds Company ERAINTWO14E CC7052421 Q (11/16)

SERVICE FILE COPY

[redacted]

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SINCE 1951

CHEVROLET

10150 TRASK AVE.
GARDEN GROVE, CA 92843
(714) 534-2700
SimpsonGM.com
BAR # ARD267108 • EPA # CAR000016881

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: JOSE BONILLA 411	TAG NO.: 1799	INVOICE DATE: 04/28/17		
[redacted]		LICENSE NO.	MILEAGE: 39,607	COLOR: /	STOCK NO.
WESTMISTER, CA [redacted]	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CAB			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GCGTCE30F [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			R.O. DATE: 04/28/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			

RECOMMENDATIONS----------
CABIN FILTER. $93.00

TOTALS----------

TOTAL LABOR....	20.00
TOTAL PARTS....	44.72
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-64.72
TOTAL TAX.....	3.47
TOTAL INVOICE $	**3.47**

THANK YOU FOR CHOOSING SIMPSON CHEVROLET.
YOUR BUSINESS IS TRULY APPRECIATED.

JAY MALLOY
SERVICE DIRECTOR
JAMES SIMPSON
SERVICE MANAGER

PLEASE POST A REVIEW - WWW.SIMPSONGM.COM/CHEVROLETREVIEWS

CUSTOMER SIGNATURE

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company ERAINTHWE CC705416 Q (08/14)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

END OF INVOICE 04:38am

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ALL ROADS LEAD TO

Simpson

of Garden Grove

SINCE 1951

CHEVROLET

10150 TRASK AVE.
GARDEN GROVE, CA 92843
(714) 534-2700
SimpsonGM.com
BAR # ARD267108 • EPA # CAR000016881

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	JOSE BONILLA 411	1799	04/28/17
[redacted]	LICENSE NO. / MILEAGE 39,607	COLOR /	STOCK NO.
WESTMISTER, CA [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GCGTCE30F [redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.	R.O. DATE 04/28/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	

LABOR & PARTS----------

J# 1 04CVZINFLATION TIRE INFLATION SERVI TECH(S):397 0.00

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
MILEAGE OUT
STATE LAW.
THE TIRE PRESSURES WERE CHECKED AND SET TO THE FOLLOWING PRESSURES IN THE FOLLOWING ORDER
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
35,35,35,35

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 41CVZZEOILDEXOS DEXOS OIL CHANGE TECH(S):397 20.00

REDEEM ONE OIL AND FILTER CHANGE COUPON FOR DEXOS OIL.
INSPECT ALL UNDER HOOD FLUIDS, TIRE PRESSURE, PERFORM MULTI-POINT INSPECTION. CUSTOMER TO PAY TAX ONLY
DUE TO TIME OR MILEAGE.
CHANGED OIL AND FILTER WITH DEXOS OIL, PERFORMED MULTI-POINT INSPECTION, CHECKED ALL UNDER HOOD FLUIDS, CHECKED TIRE PRESSURE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	19355319	FILTER KI 1.836 Y	10.40	10.40
JOB # 2	6	19293000	DEXOS 5W3 8.800 N	5.72	34.32
			JOB # 2 TOTAL PARTS		44.72
			JOB # 2 TOTAL LABOR & PARTS		64.72

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	32	E-OIL PARTS DISC		-19.42
JOB # 2	33	E-OIL LABOR DISC		-45.30
		TOTAL - MISC		-64.72

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $5.00 (+TAX)

COMMENTS----------
CUSTOMER DECLINES BRAKE FLUID SERVICE sign X

RECOMMENDATIONS----------
VEHICLE NEEDS
BRAKE FLUID SERVICE $132.00
AIR FILTER $221.00
FUEL SYSTEM SERVICE $221.00

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company ERAINTIVE CC705416 Q (06/14)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[CONTINUED ON NEXT PAGE]

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK



Dealer Name# Simpson Chevrolet of Garden Grove
BAC# 273945
RO# [redacted]
Created: 08:25 am 04/28/17

Tech# 397
Flagged Hours:

0.5	04/28/17

Total: 0.5

Certified Service

MULTI-POINT VEHICLE INSPECTION

Name: [redacted] Year/Model: _____ Date: _____

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

☐ Checked and OK ☐ May Require Attention Soon ☐ Requires Immediate Attention

WIPER BLADES



XWIPY XWIPR RF

XWIPY XWIPR LF

Rear (if applicable)

XWNDY XWNDR Windshield condition

Cracks_____ Chips_____

☐☐ OnStar active

☐☐ Enrolled in OVD

☐☐ Enrolled in DMN

☐ Service History Check

☐ XACY XACR Air Conditioning Performance

XOLSG XOLSY XOLSR Remaining engine oil life:_____% Reset:_____ N/A:_____

CHECK BATTERY



☐ XBATY XBATR Battery health

☐ XCABY XCABR Battery cables and connections

CHECK TIRES AND TREAD DEPTH

XROTR Rotation needed ☐ Rotation performed

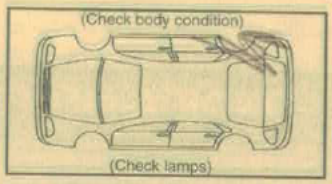
XALGN Alignment needed ☐ Alignment performed

XBALR Balance needed ☐ Balance performed

		ACTUAL				ACTUAL				ACTUAL				ACTUAL	
	TIRE8 8/32 or Greater				TIRE8 8/32 or Greater				8/32 or Greater TIRE8				8/32 or Greater TIRE8		
	TIRE7 7/32				TIRE7 7/32				7/32 TIRE7				7/32 TIRE7		
LF	TIRE6 6/32	LF		LR	TIRE6 6/32	LR		RF	6/32 TIRE6	RF		RR	6/32 TIRE6	RR	
	TIRE5 5/32				TIRE5 5/32				5/32 TIRE5				5/32 TIRE5		
	TIRE4 4/32				TIRE4 4/32				4/32 TIRE4				4/32 TIRE4		
	TIRE3 3/32 or Less				TIRE3 3/32 or Less				3/32 or Less TIRE3				3/32 or Less TIRE3		

PSI@:____ set to:____ PSI PSI@:____ set to:____ PSI PSI@:____ set to:____ PSI PSI@:____ set to:____ PSI

(Check body condition)



(Check lamps)

Lowest Tread Depth:____/32

☐ LF ☐ RF ☐ LR ☐ RR Wear Pattern Damage

CHANGE ENGINE OIL & FILTER ☐ N/A

CHECK FLUID LEVELS

OK	FILLED		REQUIRES ATTENTION
☐	☐	Engine oil	☐
☒	☐	Brake fluid reservoir	☐
☐	☐	Transmission (if equipped w/dipstick)	☐
☒	☐	Coolant recovery reservoir	☐
☐	☐	Power steering	☐
☐	☒	Windshield washer	☐

CHECK BRAKES/MEASURE FRONT AND REAR LININGS

		ACTUAL					ACTUAL			ACTUAL	
	BK7				BK7	7 mm greater	BK7			BK7	
	BK6				BK6	6 mm	BK6			BK6	
	BK5				BK5	5 mm	BK5			BK5	
LF	BK4	LF	RF	RF	BK4	4 mm	BK4	LR	RR	BK4	RR
	BK3				BK3	3 mm/less	BK3			BK3	
	BK2				BK2	2 mm/less	BK2			BK2	
	BK1				BK1	1 mm/less	BK1			BK1	

Lowest Front Lining _____ Lowest Rear Lining _____

ADDITIONAL CHECKS (Inspect for visible leaks and visual condition)

☐	XFULY XFULR	Fuel system (also including gas cap seating)
☐	XTRAY XTRAR	Engine, transmission, drive axle, transfer case
☐	XENGY XENGR	Engine cooling system, leak/other
☐	XSHKY XSHKR	Shocks and struts - also check operation
☐	XBELY XBELR	Belts: engine, power steering and/or V-drive
☐	XHOSY XHOSR	Hoses: engine, power steering and HVAC
☐	XAFY XAFR	Engine air filter
☐	XCFY XCFR	Passenger Compartment Air Filter
☐	XSTRY XSTRR	Steering components and steering linkage
☐	XCVJY XCVJR	CV drive axle boots or driveshafts and U-joints
☐	XEXHY XEXHR	Exhaust system components
☐	XBODY XBODR	Body components lubrication

☐ XBRKY XBRKR Brake system (also including lines, hoses and parking brake)

Additional Recommended Services	FRH
1)	
2)	
3)	
Service Consultant:	
Technician: No.:	
Recommended FRH:	
Total FRH Sold:	

☐	XRESY XRESR	Restraint system component check
☐	XCHSY XCHSR	Chassis components lubrication
☐	XAXLY XAXLR	Drive Axle (leak/other)
☐	XEVPY XEVPR	Evaporative control system

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CUSTOMER FILE COPY

4/11/14

ALL ROADS LEAD TO

Simpson

SINCE 1951

of Garden Grove CHEVROLET

10150 TRASK AVE.
GARDEN GROVE, CA 92843
(714) 534-2700
SimpsonGM.com
BAR # ARD267108 • EPA # CAR000016881

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
21CVZSBELT	REP. SERPENTINE BELT	MI		21CVZSTAT	COOLANT THERMOSTAT	MI	
41CVZENGFLSH	PERFORMANCE OIL SERV	MI		08CVZZBRFLSH	BRAKE FLUID EXCHANGE	MI	
03CVZZPSFLSH	BETTER P/S SERVICE	MI		22CVZZACCLEAN	DEODORIZE, CLEAN A/C	MI	
41CVZLUBE	LUBRICARE	MI		12CVZFLFTR	*REPLACE FUEL FILTER	MI	
21CVZIFLSH	COOLING SYSTEM SERVI	MI		41CVZDIFFSVC	DIFFERENTIAL SERVICE	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/29/16	[redacted]	32897	103	397	C	04CVZINFLATION	TIRE INFLATION SERVI
				397	C	41CVZZEDEXOS3PK	DEXOS 3 PACK BOOK
				397	C	41CVZZEOILDEXOS	DEXOS OIL CHANGE
				366	W	49CVZZ16019	HVAC MODULE DOOR
				366	W	49CVZZ15116	HOOD STRIKER

SALESPERSON NO.

S E R V I C E

STATE REG# [redacted]

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

VEHICLE I.D. NO.: 1GCGTCE30F[redacted]

YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CA

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

[redacted]
WESTMISTER, CA [redacted]

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R. O. DATE 04/28/17

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO. 1799

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	N	A	39,607	411	JOSE BONILLA

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED 07:12am | DATE/TIME PROMISED 04/28/17 06:00pm | PRIORITY 12

APPOINTMENT ☐ Yes ☒ No

CELL: [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED. TERMS ARE CASH ON DELIVERY. ESTIMATES ARE LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL. **PLEASE READ REVERSE SIDE.**

X _____ CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 5.00

X _____

COMMENTS :
CUSTOMER DECLINES BRAKE FLUID SERVICE sign X

1 **C** 04CVZINFLATION ***TIRE INFLATION SERVI***

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
MILEAGE OUT

2 **C** 41CVZZEOILDEXOS ***DEXOS OIL CHANGE***

REDEEM ONE OIL AND FILTER CHANGE COUPON FOR DEXOS OIL. INSPECT ALL UNDER HOOD FLUIDS, TIRE PRESSURE, PERFORM MULTI-POINT INSPECTION. CUSTOMER TO PAY TAX ONLY

OUR CHARGES FOR LABOR ARE NOT BASED ON ACTUAL MECHANICS TIME, BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY TIME ALLOWANCES OR OUR OWN JUDGEMENT OF THE TIME TO BE CHARGED.

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

SERVICE & PARTS HOURS

MONDAY - FRIDAY 7:00 A.M. to 6:00 P.M.
SATURDAY 8:00 A.M. to 3:00 P.M.

IMPORTANT: REMOVE **ALL** PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO **NOT** ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ACCOUNTING COPY

The Reynolds and Reynolds Company ERAINTWO2E CC7054190 (11/16)

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

[redacted]

ALL ROADS LEAD TO
Simpson
SINCE 1951
of Garden Grove CHEVROLET

10150 TRASK AVE.
GARDEN GROVE, CA 92843
(714) 534-2700
SimpsonGM.com

BAR # ARD267108
EPA # CAR000016881

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
21CVZSBELT	REP. SERPENTINE BELT	MI		21CVZSTAT	COOLANT THERMOSTAT	MI	
41CVZENGFLSH	PERFORMANCE OIL SERV	MI		08CVZZBRFLSH	BRAKE FLUID EXCHANGE	MI	
03CVZZPSFLSH	BETTER P/S SERVICE	MI		22CVZZACCLEAN	DEODORIZE, CLEAN A/C	MI	
41CVZLUBE	LUBRICARE	MI		12CVZFLFTR	*REPLACE FUEL FILTER	MI	
21CVZIFLSH	COOLING SYSTEM SERVI	MI		41CVZDIFFSVC	DIFFERENTIAL SERVICE	MI	

SERVICE HISTORY

RECOMMENDATIONS FROM RO# [redacted] VEHICLE NEEDS

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/28/17	[redacted]	39607	411	397	C	04CVZINFLATION	TIRE INFLATION SERVI
				397	C	41CVZZEOILDEXOS	DEXOS OIL CHANGE
11/29/16		32897	103	397	C	04CVZINFLATION	TIRE INFLATION SERVI
				397	C	41CVZZEDEXOS3PK	DEXOS 3 PACK BOOK
				397	C	41CVZZEOILDEXOS	DEXOS OIL CHANGE
				366	W	49CVZZ16019	HVAC MODULE DOOR

SALESPERSON NO.

S E R V I C E

STATE REG# [redacted]

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

SAVE REMOVED PARTS FOR CUSTOMER: ☐ YES ☐ NO

APPOINTMENT: ☐ Yes ☒ No

VEHICLE I.D. NO.: 1GCGTCE30F[redacted]

YEAR/MAKE/MODEL: 15/CHEVROLET TRUCK/COLORADO/CREW CA

PRODUCTION DATE | STOCK NO. | LICENSE NO.: [redacted]

CUSTOMER NO.: 126668 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO.: [redacted] 10/09/17

[redacted] WESTMINSTER, CA [redacted]

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | TAG NO.: 1799

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	N	A	45,223	103	LUIS MEJIA

RESIDENCE PHONE: [redacted] | BUSINESS PHONE

TIME RECEIVED: 08:31am | DATE/TIME PROMISED: 10/09/17 06:00pm | PRIORITY: 1

CELL: [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.
TERMS ARE CASH ON DELIVERY. ESTIMATES ARE LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

SIGNED X [redacted]

ORIGINAL CUSTOMER ESTIMATE
PRELIMINARY ESTIMATE: $ | ENVIRONMENTAL DISPOSAL

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 5.00

X [redacted]

AUTH	CC	FC	LABOR OPERATION	TIME	OLH	SUBLET	TECH

1 C [redacted] *TIRE INFLATION SERVI*

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
MILEAGE OUT

35PSI 577

2 C 41CVZZEOILDEXOS *DEXOS OIL CHANGE*

REDEEM ONE OIL AND FILTER CHANGE COUPON FOR DEXOS OIL.
INSPECT ALL UNDER HOOD FLUIDS, TIRE PRESSURE, PERFORM MULTI-POINT INSPECTION. CUSTOMER TO PAY TAX ONLY

577

The Reynolds and Reynolds Company ERAINTWO14E CC705421 Q (11/16)

SERVICE FILE COPY

[redacted]

ALL ROADS LEAD TO

Simpson

SINCE 1951

of Garden Grove CHEVROLET

10150 TRASK AVE.
GARDEN GROVE, CA 92843
(714) 534-2700
SimpsonGM.com
BAR # ARD267108 • EPA # CAR000016881

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR LUIS MEJIA 103	TAG NO. 1799	INVOICE DATE 10/09/17		
[redacted]		LICENSE NO.	MILEAGE 45,223	COLOR /	
WESTMISTER, CA [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GCGTCE30F [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 10/09/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			

PARTS------QTY---FP-NUMBER-------------DESCRIPTION-------------------UNIT PRICE-

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+56CVZZFILTER RED-ENGINE AIRFILTER TECH(S):24 INTERNAL

Added Operation (GAVINOF @ 10/09/2017 09:03)
ENGINE AIR FILTER REQUIRES IMMEDIATE ATTENTION
ENGINE AIR FILTER REQUIRES IMMEDIATE ATTENTION
ENGINE AIR FILTER REQUIRES IMMEDIATE ATTENTION

PARTS------QTY---FP-NUMBER-------------DESCRIPTION-------------------UNIT PRICE-

JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

MISC------CODE--------DESCRIPTION-----------------------------CONTROL NO---------

JOB # 2	32	E-OIL PARTS DISC	-19.42
JOB # 2	33	E-OIL LABOR DISC	-45.30
		TOTAL - MISC	-64.72

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $5.00 (+TAX)

RECOMMENDATIONS----------

DIFF SERVICDE
BRAKE FLUID
AIR FILTER
FUEL SYSTEM SERVICE

TOTALS----------

TOTAL LABOR....	20.00
TOTAL PARTS....	44.72
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-64.72
TOTAL TAX.....	3.47
TOTAL INVOICE $	**3.47**

THANK YOU FOR CHOOSING SIMPSON CHEVROLET.
YOUR BUSINESS IS TRULY APPRECIATED.

JAY MALLOY
OPERATIONS DIRECTOR
JONATHAN MENGE
SERVICE MANAGER

PLEASE POST A REVIEW - WWW.SIMPSONGM.COM/CHEVROLETREVIEWS

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company ERAINTNVE CC7705416 Q (01/17)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[END OF INVOICE] 09:52am

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ALL ROADS LEAD TO
Simpson
SINCE 1951
of Garden Grove CHEVROLET

10150 TRASK AVE.
GARDEN GROVE, CA 92843
(714) 534-2700
SimpsonGM.com
BAR # ARD267108 • EPA # CAR000016881

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	LUIS MEJIA 103	1799	10/09/17
[redacted] WESTMINSTER, CA [redacted]	LICENSE NO.	MILEAGE 45,223	COLOR /
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GCGTCE30F [redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. DATE 10/09/17	
[redacted]	BUSINESS PHONE	COMMENTS	

LABOR & PARTS----------

J# 1 04CVZINFLATION TIRE INFLATION SERVI TECH(S):577 0.00

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
MILEAGE OUT
STATE LAW
THE TIRE PRESSURES WERE CHECKED AND SET TO THE FOLLOWING PRESSURES IN THE FOLLOWING ORDER
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
35,35,35,35

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 41CVZZEOILDEXOS DEXOS OIL CHANGE TECH(S):577 20.00

REDEEM ONE OIL AND FILTER CHANGE COUPON FOR DEXOS OIL.
INSPECT ALL UNDER HOOD FLUIDS, TIRE PRESSURE, PERFORM MULTI-POINT INSPECTION. CUSTOMER TO PAY TAX ONLY
DUE FOR SERVICE
CHANGED OIL AND FILTER WITH DEXOS OIL, PERFORMED MULTI-POINT INSPECTION, CHECKED ALL UNDER HOOD FLUIDS, CHECKED TIRE PRESSURE.

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 2	1	19355319	FILTER KI 1.836 Y	10.40	10.40
JOB # 2	6	19293000	DEXOS 5W3 8.800 N	5.72	34.32

JOB # 2 TOTAL PARTS 44.72

JOB # 2 TOTAL LABOR & PARTS 64.72

J# 3+56CVZZFUELSYS RED-FUEL SYSTEM TECH(S):577 INTERNAL

Added Operation (GAVINOF @ 10/09/2017 09:03)
FUEL SYSTEM REQUIRES IMMEDIATE ATTENTION
FUEL SYSTEM REQUIRES IMMEDIATE ATTENTION
FUEL SYSTEM REQUIRES IMMEDIATE ATTENTION

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 3 TOTAL PARTS 0.00

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4+57CVZZHOSES YEL-HOSES TECH(S):577 INTERNAL

Added Operation (GAVINOF @ 10/09/2017 09:03)
HOSES WILL REQUIRE FURTHER ATTENTION
HOSES WILL REQUIRE FURTHER ATTENTION
HOSES WILL REQUIRE FURTHER ATTENTION

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company ERAINTINVE CC7705416.Q (01/17)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[CONTINUED ON NEXT PAGE] 09:52am

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ALL ROADS LEAD TO

Simpson

SINCE 1951

of Garden Grove CHEVROLET

10150 TRASK AVE.
GARDEN GROVE, CA 92843
(714) 534-2700
SimpsonGM.com

BAR # ARD267108
EPA # CAR000016881

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
21CVZSBELT	REP. SERPENTINE BELT	MI		21CVZSTAT	COOLANT THERMOSTAT	MI	
41CVZENGFLSH	PERFORMANCE OIL SERV	MI		08CVZZBRFLSH	BRAKE FLUID EXCHANGE	MI	
03CVZZPSFLSH	BETTER P/S SERVICE	MI		22CVZZACCLEAN	DEODORIZE, CLEAN A/C	MI	
41CVZLUBE	LUBRICARE	MI		12CVZFLFTR	*REPLACE FUEL FILTER	MI	
21CVZIFLSH	COOLING SYSTEM SERVI	MI		41CVZDIFFSVC	DIFFERENTIAL SERVICE	MI	

SERVICE HISTORY

RECOMMENDATIONS FROM RO# [redacted] DIFF SERVICDE

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/09/17	[redacted]	45223	103	577	C	04CVZINFLATION	TIRE INFLATION SERVI
				577	C	41CVZZEOILDEXOS	DEXOS OIL CHANGE
				577	I	56CVZZFUELSYS	RED-FUEL SYSTEM
				577	I	57CVZZHOSES	YEL-HOSES
				24	I	56CVZZFILTER	RED-ENGINE AIRFILTER
04/28/17		39607	411	397	C	04CVZINFLATION	TIRE INFLATION SERVI

SALESPERSON NO.

S E R V I C E

STATE REG# [redacted]

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

SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO

APPOINTMENT ☒ Yes ☐ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GCGTCE30F [redacted]	15/CHEVROLET TRUCK/COLORADO/CREW CA				[redacted]

[redacted] WESTMINSTER, CA [redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	10/30/17
[redacted]					

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				1799

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	CVZZ	Y	N	A	45,927	103	LUIS MEJIA

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 08:14am DATE/TIME PROMISED 10/30/17 03:45pm PRIORITY 1

CELL: [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH NECESSARY PARTS AND MATERIALS, AND HEREBY GRANT YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND OR INSPECTION. ALL LABOR CHARGES ARE FIXED PRICES, AND BEAR NO RELATIONSHIP TO ACTUAL HOURS OF LABOR PERFORMED. ALL REFERENCES HEREIN OR OTHERWISE, INCLUDING ANY POSTING OF LABOR RATES OR FLAT RATE LABOR HOURS ARE FOR INFORMATION ONLY TO INDICATE TO THE CUSTOMER THE BASIS UPON WHICH THE FIXED PRICES WERE ESTABLISHED BUT NEITHER SUCH REFERENCES OR POSTING NOR THE FACT THAT THE ACTUAL HOURS OF LABOR PERFORMED MAY BE MORE OR LESS THAN THE INDICATED FLAT RATE HOURS SHALL HAVE ANY EFFECT WHATSOEVER ON THE FIXED PRICES SO CHARGED.
TERMS ARE CASH ON DELIVERY. ESTIMATES ARE LABOR AND PARTS. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ORIGINAL CUSTOMER ESTIMATE: PRELIMINARY ENVIRONMENTAL DISPOSAL

SIGNED X [redacted] $ 582.00 REVISED EJT

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 135.00

X [redacted]

AUTH	CC	OP. CODE	LABOR OPERATION	TIME	OLHT	SUBLET	TECH
				135.00			

1 C 04CVZINFLATION *TIRE INFLATION SERVI*
CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
MILEAGE OUT

2 C 11CVZ 87 *ENGINE* 2.0 P0496
CUSTOMER STATES THAT THE SES LIGHT CAME ON CHECK AND ADVISE

3 C 11CVZINSP 87 *INSPECT ENGINE* N/C No Codes
CUSTOMER STATES THAT THE TRACTION CONTROL STABILITRAC LIGHT CAME ON WHILE DRIVING WHEN THIS HAPPENED THE STEERING WHEEL LOCKED UP
CHECK AND ADVISE

4 Best Induction 1.0

The Reynolds and Reynolds Company ERAINTWO14E CC7054210 Q (11/16)

SERVICE FILE COPY

[redacted]

Connect

View Vehicle Summary

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

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

Vehicle Information

VIN: 1GCGTCE30F[redacted]
Model: 12V43-2015 COLORADO
Service Contract: No
Branded Title: No
Warranty Block: No
PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	2016019	16019	HVAC Module Temp Door	10/18/2016	Closed
Service Update Bulletins	N150671	15671	EXCESSIVE WIRING HARNESS LENGTH **EXPIRES WITH BASE WARRANTY**	01/14/2016	Closed
Customer Satisfaction Program	N150116	15116	HOOD STRIKER CORROSION/FRACTURE	11/25/2015	Closed
Service Update Bulletins	N150439	15439	LOSS OF ELECTRIC POWER STEERING ASSIST EXPIRES WITH BASE WARRANTY	09/21/2015	Closed
Service Update Bulletins	N140856	14856	CONTACT BETWEEN ELECTRICAL HARNESS AND BRAKE LINE EXPIRES WITH BASE WARRANTY	07/10/2015	Closed
Product Safety Recall	N140888	14888	FRONT-BRAKE CALIPER LEAK	05/19/2015	Closed
Noncompliance Recall	N150150	15150	FRONT SEAT HOOKS NOT INSTALLED INTO UNDERBODY	05/08/2015	Closed
Service Update Bulletins	N140818	14818	BODY WIRE HARNESS CHAFE EXPIRES WITH BASE WARRANTY	04/22/2015	Closed
Noncompliance Recall	N140690	14690	DRIVER AIRBAG TWO STAGE DEPLOYMENT CONNECTIONS	10/08/2014	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

ALL ROADS LEAD TO

Simpson

SINCE 1951

of Garden Grove CHEVROLET

10150 TRASK AVE.
GARDEN GROVE, CA 92843
(714) 534-2700
SimpsonGM.com
BAR # ARD267108 • EPA # CAR000016881

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR LUIS MEJIA 103	TAG NO. 1799	INVOICE DATE 10/30/17	INVOICE NO. [redacted]
[redacted]	LICENSE NO.	MILEAGE 45,927	COLOR /	STOCK NO.
WESTMISTER, CA [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GCGTCE30F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/30/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS----------

J# 4+12CVZIINJT BEST INDUCTION SERV TECH(S):87 104.95

Added Operation (LUIS @ 10/30/2017 15:54)
PERFORM BEST FUEL INDUCTION SERVICE. CLEANS FUEL SYSTEM. INCREASES FUEL FILTER LIFE. IMPROVES INJECTOR FLOW. CLEAN THROTTLE BODY. REMOVES DEPOSITS FROM INTAKE MANIFOLD. REMOVES COMBUSTION CHAMBER DEPOSITS. IMPROVES 02 SENSOR PERFORMANCE. INCREASES CATALYTIC CONVERTER EFFICIENCY.
KIT 206-3+
due dirty intake and injectors
Fuel Induction Service All

PARTS------QTY---FP-NUMBER----------DESCRIPTION----------UNIT PRICE-

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 104.95

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $135.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $580.00 (+TAX) ON 10/30/17 AT 12:58pm
BY JAVIER OCAMPO COMMENTS APPROVED SOLENOIS AND FUEL SERVICE

TOTALS----------

TOTAL LABOR....	434.95
TOTAL PARTS....	108.20
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.39
TOTAL INVOICE $	**551.54**

THANK YOU FOR CHOOSING SIMPSON CHEVROLET.
YOUR BUSINESS IS TRULY APPRECIATED.

JAY MALLOY
OPERATIONS DIRECTOR
JONATHAN MENGE
SERVICE MANAGER

PLEASE POST A REVIEW - WWW.SIMPSONGM.COM/CHEVROLETREVIEWS

CUSTOMER SIGNATURE

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company ERAINTINVE CC705416.Q (01/17)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[END OF INVOICE] 04:28pm

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

ALL ROADS LEAD TO

Simpson

SINCE 1951

of Garden Grove CHEVROLET

10150 TRASK AVE.
GARDEN GROVE, CA 92843
(714) 534-2700
SimpsonGM.com
BAR # ARD267108 • EPA # CAR000016881

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	LUIS MEJIA 103	1799	10/30/17	[redacted]
[redacted]	LICENSE NO.	MILEAGE 45,927	COLOR /	STOCK NO.
WESTMISTER, CA [redacted]	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/COLORADO/CREW CAB		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GCGTCE30F [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. O. DATE 10/30/17	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 04CVZINFLATION TIRE INFLATION SERVI TECH(S):87 0.00

CALIFORNIA AIR RESOURCES BOARD REQUIRES THAT THE TIRE PRESSURES ARE TO BE CHECKED AND PROPERLY INFLATED ON EVERY SERVICE VISIT AND DOCUMENTED ON THE REPAIR ORDER EFFECTIVE SEPTEMBER 1, 2010
NOTE: TECHNICIAN MUST DOCUMENT REASON IF TIRE PRESSURE IS NOT CHECKED
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
NOTE: THE TIRE PRESSURE MONITOR SYSTEM MAY FLUCUATE BY +/- 2 PSI
MILEAGE OUT
STATE LAW
THE TIRE PRESSURES WERE CHECKED AND SET TO THE FOLLOWING PRESSURES IN THE FOLLOWING ORDER
LEFT FRONT, RIGHT FRONT, LEFT REAR, RIGHT REAR
35.35.35.35
YOU CONSENT TO RECEIVE TEXTS FROM US ON YOUR CELL PHONE AT THE NUMBER YOU HAVE PROVIDED. YOU AGREE THAT WE MAY CONTACT YOU REGARDING SERVICE UPDATES OR OFFERS VIA TEXT. IF YOU DO NOT AGREE, YOU MAY PROVIDE A LANDLINE PHONE NUMBER.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 11CVZ ENGINE TECH(S):87 330.00

CUSTOMER STATES THAT THE SES LIGHT CAME ON CHECK AND ADVISE
SCANNED PCM, P0496 STORED, TESTED PURGE SOLENOID, FOUND STUCK OPEN
NOT COVERED UNDER EMISSIONS
CUSTOMER DECLINED PURGE SOLENOID, THEN CALLED BACK AND APPROVED, REPLACED PURGE SOLENOID

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1		12610560	VALVE 3.130 Y	51.92	51.92
				JOB # 2 TOTAL PARTS		51.92
				JOB # 2 TOTAL LABOR & PARTS		381.92

J# 3 11CVZINSP INSPECT ENGINE TECH(S):87 INTERNAL

CUSTOMER STATES THAT THE TRACTION CONTROL STABILITRAC LIGHT CAME ON WHILE DRIVING WHEN THIS HAPPENED THE STEERING WHEEL LOCKED UP
CHECK AND ADVISE
NO CODES, UNABLE TO DUPLICATE
OPERATES AS DESIGNED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1		2929	FI-GD BG	56.28	56.28
				JOB # 3 TOTAL PARTS		56.28
				JOB # 3 TOTAL LABOR & PARTS		56.28

Congratulations, you may qualify for an additional new car GM Owner Loyalty Incentive.

Please see your Service Consultant or a Sales Associate for further details.

The Reynolds and Reynolds Company ERAINTINVE CC7054160 (01/17)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

[CONTINUED ON NEXT PAGE] 04:28pm

NOTICE TO CUSTOMERS: PLEASE READ IMPORTANT INFORMATION ON BACK

General Motors - Policy Evaluation Tool

Date: 11/28/2017

Customer Information

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

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GTG5BE33F[redacted] **Make:** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 02/17/2018
Job Card Date: 11/28/2017
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,078
Current Mileage: 42,000
Miles out of Warranty: 5,922

Repair

Total Repair Cost At Warranty Rates: $1,800.00
Job Card / Repair Order : Tier2
Repair Group: Steering

Reasons For Policy Adjustment

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

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

GM Participation Amount: $450.00 - $810.00
Cust/Dlr Participation Amount: $990.00 - $1,350.00
Agreed upon Customer/Dealer Participation Amount:

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

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

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Please refer to bulletin 11-00-89-005 for details and decision making methodology.

Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	1GCGSCEA2G[redacted]
User	John Latvala
Case Number	[redacted]
EDR Data Imaging Date	12/13/2017
Crash Date	11/14/2017
Filename	1GCGSCEA2G1[redacted]_ACM.CDRX
Saved on	Wednesday, December 13 2017 at 11:39:13
Imaged with CDR version	Crash Data Retrieval Tool 17.5
Imaged with Software Licensed to (Company Name)	Raytheon Professional Services
Reported with CDR version	Crash Data Retrieval Tool 17.5
Reported with Software Licensed to (Company Name)	Raytheon Professional Services
EDR Device Type	Airbag Control Module
Event(s) recovered	NONE

Comments

Claimant stated that he had just picked up his vehicle from the dealer after being serviced for a power steering complaint. The dealer thought the problem was fixed. After only about 1/2 hour the claimant said the truck steering got hard during a turn and he impacted a pole with the left front. He immediatly returned the truck to the dealer and it is being looked at again

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events for Front, Side, and Rear (FSR) Events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH [8 km/h]. A Non-Deployment Event contains Pre-Crash and Crash data. The oldest Non-Deployment event can be overwritten by a Deployment Event, if all three records are full and the Non-Deployment Event is not locked. A Non-Deployment Event can be overwritten by a more recent Non-Deployment Event if all three records are full and the Non-Deployment is older than approximately 250 ignition cycles. Also, a Non-Deployment event can be recorded if one of the following occurs without the Deployment of any of the frontal air bags, side air bags, or roll bars:

-Pretensioner(s) only Deployment
-Head Rest Deployment
-Battery Cut-Off Deployment

The second type of SDM recorded crash event for FSR Events is the Deployment Event. It also contains Pre-Crash and Crash data. Deployment Events cannot be overwritten or cleared by the SDM.
Rollover Events contains Pre-Crash and Crash data. Rollover event follow the same rules as FSR Deployment events. The SDM can store up to three Events.

Data:

For FSR Events, SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment and Non-Deployment Events, the SDM will record up to 300 milliseconds of data after time zero. The SDM will also record up to 300 milliseconds of Vehicle Acceleration data after time zero.
For Rollover Events, the SDM may record Lateral Acceleration, Vertical Acceleration, and Roll Rate data, if the SDM is rollover capable. This data reflects what the sensing system experienced during the recorded portion of the event. For Rollover Deployment Events, the SDM will record up to 700 milliseconds of data before the Deployment criteria is met and 290 milliseconds after the Deployment criteria is met.
-Deployment loops may be displayed as being deployed in a Non-Deployment event record, if a Deployment event is qualified during the Non-Deployment event. That is, if two or more events are occurring at the same time and one is a Non-Deployment event and one of the others is a Deployment event, and the Deployment event is qualified while the Non-Deployment is still active, the deployed loops may be recorded in the Non-Deployment event record.
-Time between events is recorded in 10 msec intervals and is displayed in seconds for a maximum time of 655.33 seconds. The counter measures the time from the start of one event to the start of the next event if both events occur within the same ignition cycle.

-The Maximum SDM Recorded Vehicle Velocity Change may occur between the recorded 10 millisecond sample points of the SDM Recorded Vehicle Velocity Change.
-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.
-SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:
    -Significant changes in the tire's rolling radius
    -Final drive axle ratio changes
    -Wheel lockup and wheel slip
-Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.
-Pre-Crash data is recorded asynchronously. The 0.5 second Pre-crash data value (most recent recorded data point) is the data point last sampled before Time Zero. That is to say, the last data point may have been captured just before Time Zero but no more than 0.5 second before Time Zero. All subsequent Pre-crash data values are referenced from this data point.
-Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
    -The SDM receives a message with an "invalid" flag from the module sending the pre-crash data
-Pre-Crash Electronic Data Validity Check Status indicates "Data Not Available" if:
    -No data is received from the module sending the pre-crash data
-For diesel powered vehicles, the data displayed as Throttle Position (%) is actually the data for the Air Inlet Flap Position. This is not the same as the throttle position for a gasoline powered engines.
-Belt Switch Circuit Status indicates the status of the seat belt switch circuit.
-The ignition cycle counter will increment when the power mode cycles from OFF/Accessory to RUN. Applying and removing of battery power to the module will not increment the ignition cycle counter.
-Ignition Cycles Since DTCs Were Last Cleared can record a maximum value of 253 cycles and can only be reset by a scan tool.
-Dynamic Deployment Event Counter tracks the number of Deployment events that have occurred during the SDM's lifetime.
-Dynamic Event Counter tracks the number of qualified events (either Deployments, Non-deploy, or Rollover events) that have occurred during the SDM's lifetime.
-For Deployment Events, DTC B0052 (Deployment commanded) shall be recorded with the remainder of the data for this event even though it occurred after Event Enable.
-Once a firing loop has been commanded to be deployed, it will not be commanded to be deployed again during the same ignition cycle. Firing loop times for subsequent deployment type events, during the same ignition cycle, will record the deployment times as N/A.
-The GM parameter name is displayed in parentheses after the NHTSA Part 563 parameter name.
-The reported range of the longitudinal and lateral acceleration values is approximately ± 50 g.
-All data should be examined in conjunction with other available physical evidence from the vehicle and scene.

Data Source:
All SDM recorded data is measured, calculated, and stored internally, except for the following:
-Vehicle Status Data (Pre-Crash) is transmitted by the Body Control Module, via the vehicle's communication network.
-The Belt Switch Circuit is wired directly to the SDM.

Data Element Sign Convention:
The following table provides an explanation of the sign notation for data elements that may be included in this CDR report. Directional references to sign notation are all from the perspective of the driver when seated in the vehicle facing the direction of forward vehicle travel.

Data Element Name	Positive Sign Notation Indicates
Longitudinal Acceleration	Forward
Longitudinal Velocity Change	Forward
Lateral Acceleration	Left to Right
Lateral Velocity Change	Left to Right
Vertical Acceleration	Downward
Roll Rate	Clockwise Rotation

Hexadecimal Data:
Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR tool.

01049_SDM30-autoliv_r010

System Status at Time of Retrieval

Dynamic Deployment Event Counter	0
Multi-Event, Number of Events (Dynamic Event Counter)	0
Dynamic OnStar Notification Event Counter	0
Vehicle Identification Number (VIN)	1GCGSCEA2G1[redacted]
Ignition Cycle, Download (Ignition Cycles at Investigation)	2257
End Model Part Number	00CF73AC
System Type	N/A
Software Module Identifier 1	00CF73A6
Software Module Identifier 2	0503C76F
Software Module Identifier 3	015E927A
Manufacturing Traceability Data, Component Identifier	12
Manufacturing Traceability Data, Part Number/Broadcast Code	1616
Manufacturing Traceability Data, Supplier Code	0
Manufacturing Traceability Data, Traceability Number	000010706
ESS # 1 Traceability Data, Component Identifier	AU
ESS # 1 Traceability Data, Part Number/Broadcast Code	6422
ESS # 1 Traceability Data, Supplier Code	E
ESS # 1 Traceability Data, Traceability Number	0F4A95EA1
ESS # 2 Traceability Data, Component Identifier	AT
ESS # 2 Traceability Data, Part Number/Broadcast Code	6422
ESS # 2 Traceability Data, Supplier Code	E
ESS # 2 Traceability Data, Traceability Number	0B9061BB1
ESS # 3 Traceability Data, Component Identifier	AH
ESS # 3 Traceability Data, Part Number/Broadcast Code	6947
ESS # 3 Traceability Data, Supplier Code	E
ESS # 3 Traceability Data, Traceability Number	01832910A
ESS # 4 Traceability Data, Component Identifier	AJ
ESS # 4 Traceability Data, Part Number/Broadcast Code	6947
ESS # 4 Traceability Data, Supplier Code	E
ESS # 4 Traceability Data, Traceability Number	00F3A910A
ESS # 5 Traceability Data, Component Identifier	DA
ESS # 5 Traceability Data, Part Number/Broadcast Code	4470
ESS # 5 Traceability Data, Supplier Code	E
ESS # 5 Traceability Data, Traceability Number	0FFF90B0B
ESS # 6 Traceability Data, Component Identifier	DB
ESS # 6 Traceability Data, Part Number/Broadcast Code	4470
ESS # 6 Traceability Data, Supplier Code	E
ESS # 6 Traceability Data, Traceability Number	0B7E40B0B
ESS # 7 Traceability Data, Component Identifier	00
ESS # 7 Traceability Data, Part Number/Broadcast Code	0000
ESS # 7 Traceability Data, Supplier Code	0
ESS # 7 Traceability Data, Traceability Number	000000000
ESS # 8 Traceability Data, Component Identifier	00
ESS # 8 Traceability Data, Part Number/Broadcast Code	0000
ESS # 8 Traceability Data, Supplier Code	0
ESS # 8 Traceability Data, Traceability Number	000000000

Hexadecimal Data

```
DPID $11
FF F0 00 FC C0 7C 00

DPID $15
03 02 01 04 05 06 07

DPID $16
08 09 0A 0D 0E 00 00

DPID $17
00 00 00 00 00 00 00

DPID $32
41 41 08 D1 00 00 00

DPID $35
78 00 00 00 00 00 00

DID $01
41 55 36 34 32 32 45 30 46 34 41 39 35 45 41 31

DID $03
41 54 36 34 32 32 45 30 42 39 30 36 31 42 42 31

DID $05
41 48 36 39 34 37 45 30 31 38 33 32 39 31 30 41

DID $07
41 4A 36 39 34 37 45 30 30 46 33 41 39 31 30 41

DID $09
44 41 34 34 37 30 45 30 46 46 46 39 30 42 30 42

DID $0B
44 42 34 34 37 30 45 30 42 37 45 34 30 42 30 42

DID $0D
30 30 30 30 30 30 30 30 30 30 30 30 30 30 30 30

DID $0F
30 30 30 30 30 30 30 30 30 30 30 30 30 30 30 30

DID $30
00 00 00 00

DID $90
31 47 43 47 53 43 45 41 32 47 31 33 31 38 35 37 33

DID $9A
09 11

DID $B4
31 32 31 36 31 36 30 30 30 30 30 31 30 37 30 36

DID $C1
00 CF 73 A6

DID $C2
05 03 C7 6F

DID $C3
```

01 5E 92 7A

DID $CB
00 CF 73 AC

DID $31

0000	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0010	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0020	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0030	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0040	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0050	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0060	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0070	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0080	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0090	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0100	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0110	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0120	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0130	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0140	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0150	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0160	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0170	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0180	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0190	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0200	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0210	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0220	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0230	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0240	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0250	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0260	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
0270	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
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0290	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF
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0570	FF	FF	FF	FF	FF	FF	FF	FF	FF	FF

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DID $32

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