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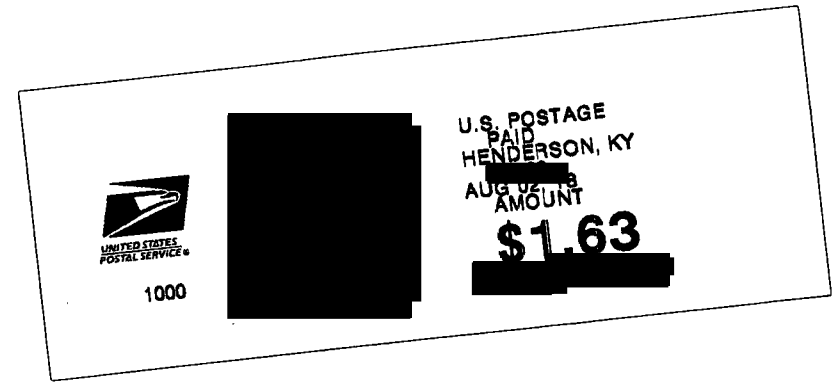
This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

[Redacted]

[Redacted]

Waverly Ky

[Redacted]



Reimbursement Dept.
 PO BOX 33170
 Detroit MI 48232-5170

RECEIVED AUG 07 2018

HENDERSON



GMC
TRUCKS

BUICK

MARY SPRADLIN
SERVICE ADVISOR

2746 U.S. 41 NORTH
HENDERSON, KY 42420
www.hendersonchevrolet.com

MAIN LINE (270) 826-7600
TOLL FREE (800) 761-2277
FAX LINE (270) 831-7171
DIRECT (270) 831-7242

CUST [REDACTED] VIN 3GCUKRECOFG [REDACTED] 15 SILVERADO

SEE ATTACHED RO [REDACTED] CUSTOMER WAS IN FOR SEAT BELT TENSIONER REPLACEMENT
10/23/17. HE PAID FOR IT

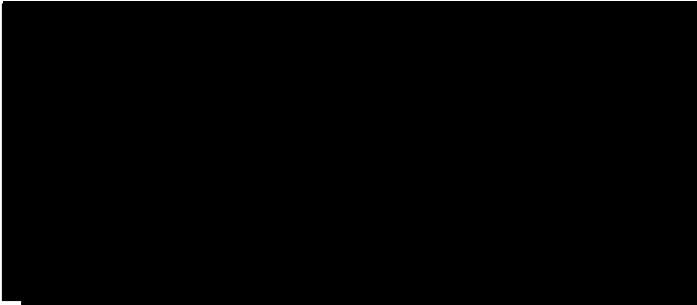
SINCE GM HAS SENT HIM A SPECIAL POLICY NOTICE REGARDING THE SAME TENSIONER
ISSUE IS WE USED A GM PART WHICH DOES NOT REFLECT THE SAME PART NUMBER BUT ACCORDING
TO THE PARTS DEPT, IS THE IDENTICAL PART WE REPLACED.
CUSTOMER SHOULD QUALIFY FOR REIMBURSEMENT.

ANY QUESTIONS FEEL FREE TO CONTACT ME

MARY SPRADLIN

HENDERSON CHEVROLET

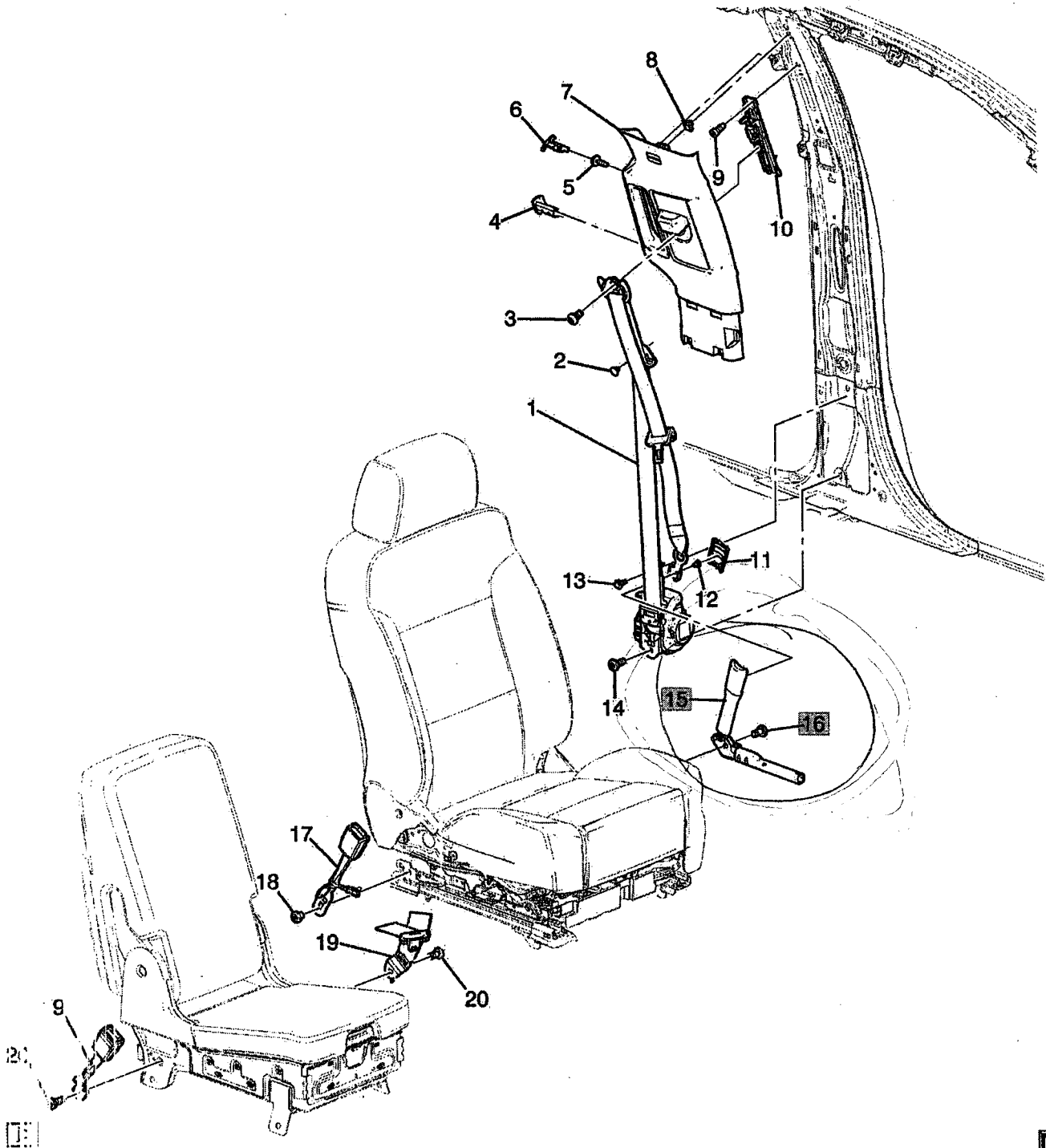
270-831-7242



View: 33CUHRECOFG [REDACTED]

L - Light Truck > 2015 > K - 5C1 - CK15543 - Silverado / Sierra / Cheyenne - 03, 43, 53 Bodystyle (4WD / AWD) > 16 - CAB
AND BODY PARTS-WIPERS-MIRRORS-DOORS-TRIM-SEAT BELTS > (TK16-443) 2014-2018 CK1(43-53) SEAT BELTS/FRONT
>

TK16-443 01/18/2013



General Motors Product Field Action Customer Reimbursement Request Form

18127

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: Waverly State: Ky Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: 3GCUKRE0FG _____
(17 Characters)

Mileage at Time of Repair: 96727 Date of Repair: 03 NOV 17

Amount of Reimbursement Requested: \$ 205.64

The following documentation must accompany this request form.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

A. PLACE THE NEW STICKER DIRECTLY ON THE CORNER OF THE LICENSE PLATE.

B. Make sure the area where the new sticker is to be placed is clean and dry.

C. Peel the new sticker from the backing and place on license plate.

D. Press the sticker onto the plate to make sure it is firmly affixed.

1. You must have this certificate in order to renew the registration of this vehicle before the expiration date.

THERE IS NO GRACE PERIOD ON ANY DECAL EXPIRATION DATE.

A. Passenger cars and motorcycles are on a year-round registration system and may be renewed two months before the expiration date of this vehicle.

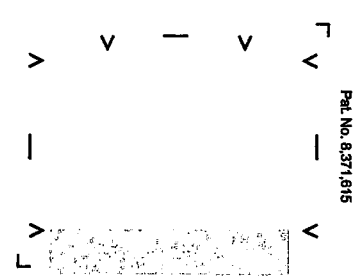
B. For commercial vehicles registered under KRS 186.050(3) through (14), the certificate will be valid through March 31.

C. Trailer registration will also be valid through March 31.

D. Motorboats expire April 30 of each year.

2. This certificate (or a copy) must be carried in this vehicle (except motorcycle) at all times and be available for inspection by any peace officer.

3. Making a false statement in any part of this application will subject the party to a fine of not less than \$20.00 nor more than \$100.00 as set out in KRS 186.990(1)



COMMONWEALTH OF KENTUCKY CERTIFICATE OF REGISTRATION



PLATE NUMBER
[REDACTED] MN

CONTROL NO.
[REDACTED]

DECAL NO.
[REDACTED]

REGISTRATION TYPE
RENEWAL DECAL ONLY

ODOMETER
98596

EXPIRES
03-31-19

PREV. PLATE NO.
[REDACTED]

PREV. DECAL NO.
[REDACTED]

SPECIAL REGIST/LIMITED LOCATION
FARM TRUCK

REGIST WT
26,000

VEHICLE TYPE
TRUCK

VEHICLE IDENTIFICATION
3GCUKRECOFG [REDACTED]

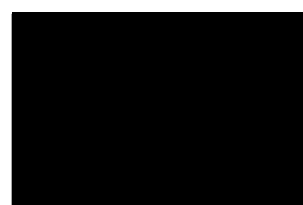
I certify use by KRS 186.050

VEH. YR.	B-STYLE	MAKE	MODEL	COLOR	TITLE NO.
15	PK	CHEV	SILVERA	GRY	[REDACTED]

NOT VALID FOR TRANSFER OF OWNERSHIP

OWNER(S) NAME(S) ADDRESS
[REDACTED]
[REDACTED]
WAVERLY KY [REDACTED]

(OR) 000



[REDACTED]
SIGNATURE

DATE OF ISSUE CLERK I.D.
03-27-18 TLE

LESSEE/EMPLO

COUNTY CLERK: TREY PEAK UNION
COUNTY OF ISSUANCE:



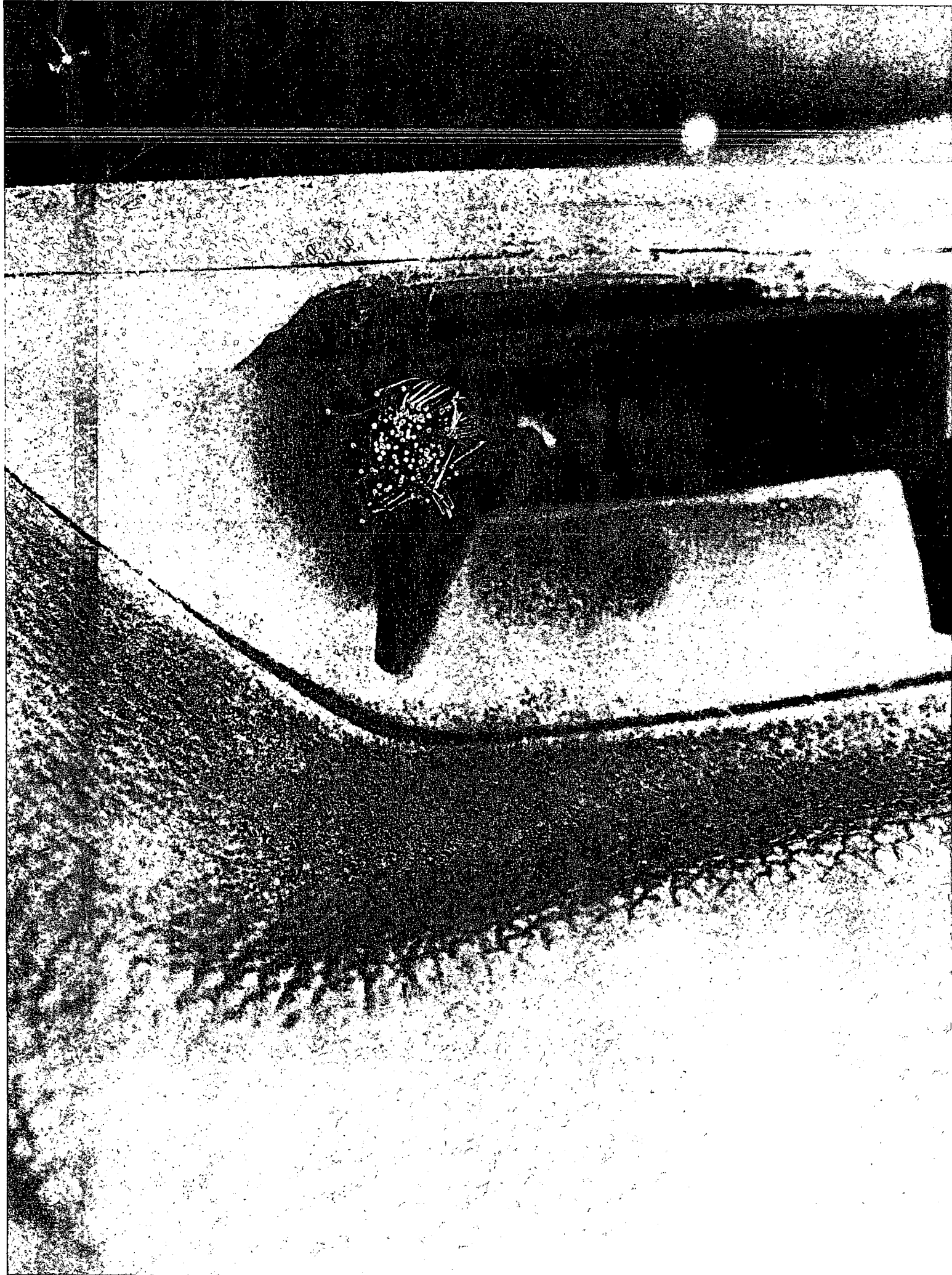
USAGE TAX	TAXABLE VALUE	
	6% TAX	
	TAX CREDIT	0.00
REG FEE	STATE FEE	25.00
	CLERK FEE	6.00
TITLE FEE	STATE FEE	
	CLERK FEE	
AD VALOREM TAX	ASSESSED VALUE	27,925
	CURR. YR. TAX	328.40
	PREV. YRS. TAX	

Keep In Vehicle
Must Return to Renew

03/27/18 11:19:50

Does your vehicle have an open recall?
Some issues covered by recalls pertain to serious safety risks, and all are fixed for free. Check your vehicle at:
www.CheckToProtect.org

PAID 359.40





Mary Spradlin

- [Update My Profile](#)
- [Logout](#)

August 2, 2018

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

INTERFACE WITH CUSTOMER

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: 3GCUKREC0FC [REDACTED] Model: CK15543-2015 SILVERADO 1500 4WD CREW CAB
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [1 Open](#)

[REQUEST ANOTHER VIN](#)

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	<u>Open</u>
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	<u>Closed</u>

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Active
 XM Equipped: Y XM Radio ID: 1HVWC34Y XM Status: Active
 OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	07/14/2015	9 MI	07/14/2018	36,009 MI

LOT LOCATION:

CUSTOMER #:

HENDERSON



INVOICE

2746 US Hwy. 41 North · HENDERSON, KENTUCKY 42420
Phone: (270) 826-7600 · Fax: (270) 831-7171

WAVERLY, KY

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 377 TIMOTHY J MIDGETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	15	CHEVROLET SILVERADO	3GCUKREC0FG		96727/96732	TX	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 IS			17:30 23OCT17		0.00	CASH	03NOV17
01JAN15 DD							

R.O. OPENED	READY	OPTIONS:
13:10 23OCT17	10:57 03NOV17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CS DRIVERS SIDE SEAT BELT BROKEN SOP LENA
 CAUSE: FOUND THAT CABLE WAS BROKEN FROM DRIVER TENSIONER
 MISC MISC.
 36412 CP 101.68 101.68
 1 19329223 TENSIONER KIT 98.08 98.08 98.08
 PARTS: 98.08 LABOR: 101.68 OTHER: 0.00 TOTAL LINE A: 199.76
 FOUND THAT CABLE WAS BROKEN FROM DRIVER TENSIONER REMOVED DRIVER
 SEAT FINISH PANEL, AND ADDITIONAL COVER ON TENSIONER. REPLACED
 TENSIONER, AND REINSTALLED BOTH COVERS. VERIFIED REPAIR

THANK YOU FOR CHOOSING HENDERSON CHEVROLET
 FOR YOUR SERVICE NEEDS. GENERAL MOTORS MAY BE
 SENDING YOU A SURVEY VIA EMAIL. THIS IS OUR
 REPORT CARD. IF YOU CANNOT ANSWER "COMPLETELY
 SATISFIED" PLEASE REACH OUT TO YOUR SERVICE
 CONSULTANT SO WE CAN CORRECT THE ISSUE.
 270.826.7600.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold 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 this company neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	101.68
PARTS AMOUNT	98.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	199.76
LESS INSURANCE	0.00
SALES TAX	5.88
PLEASE PAY THIS AMOUNT	205.64

INVOICE



2746 US Hwy. 41 North · HENDERSON, KENTUCKY 42420
Phone: (270) 826-7600 · Fax: (270) 831-7171

PAGE 1

WAVERLY, KY

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 377 TIMOTHY J MIDGETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	CHEVROLET SILVERADO	3GCUKRECOFG [REDACTED]		96727/96732	TX	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 IS			17:30 23OCT17		0.00	CASH	03NOV17
R.O. OPENED		READY	OPTIONS:				
13:10 23OCT17		10:57 03NOV17					

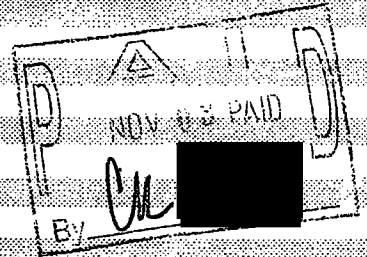
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CS	DRIVERS SIDE SEAT BELT BROKEN SOP LENA					
CAUSE: FOUND THAT CABLE WAS BROKEN FROM DRIVER TENSIONER							
MISC MISC.							
		36412	CP			101.68	101.68
	1	19329223	TENSIONER KIT		98.08	98.08	98.08
PARTS:		98.08	LABOR:	101.68	OTHER:	0.00	TOTAL LINE A: 199.76

FOUND THAT CABLE WAS BROKEN FROM DRIVER TENSIONER REMOVED DRIVER SEAT FINISH PANEL, AND ADDITIONAL COVER ON TENSIONER. REPLACED TENSIONER, AND REINSTALLED BOTH COVERS. VERIFIED REPAIR

THANK YOU FOR CHOOSING HENDERSON CHEVROLET FOR YOUR SERVICE NEEDS. GENERAL MOTORS MAY BE SENDING YOU A SURVEY VIA EMAIL. THIS IS OUR REPORT CARD. IF YOU CANNOT ANSWER "COMPLETELY SATISFIED" PLEASE REACH OUT TO YOUR SERVICE CONSULTANT SO WE CAN CORRECT THE ISSUE.
270.826.7600.

Chad

CASE # [REDACTED]
8- [REDACTED]



DISCLAIMER OF WARRANTIES

Any warranties on the products sold 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 this company neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	101.68
PARTS AMOUNT	98.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	199.76
LESS INSURANCE	0.00
SALES TAX	5.88
PLEASE PAY THIS AMOUNT	205.64

#18127: Special Coverage - Driver's Front Seat Belt Anchor Pretensioner - (Jun 25, 2018)

Subject: 18127 — Driver's Front Seat Belt Anchor Pretensioner



**Models: 2015–2017 Chevrolet Silverado
2015–2017 GMC Sierra**

Reference Number: N182153260	Release Date: June 2018
Revision: 00	

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2015	2017		
GMC	Sierra	2015	2017		

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition:	In certain 2015-2017 model year Chevrolet Silverado LD and GMC Sierra LD, and a limited number of 2016 model year Chevrolet Silverado HD and GMC Sierra HD vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after June 25, 2018, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to June 25, 2018, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign</i></p> <p><small>© 2018 General Motors. All rights reserved.</small></p>

	<i>and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i>
Correction	Dealers are to replace the pretensioner and side shield for all customers that experience a broken pretensioner cable or come to a dealership with excessive wear on the cable sleeve. The repairs will be made at no charge to the customer.

Parts Information

Quantity	Part Name	Part No.
1	Pnl-Side Shield - Two Way Manual LH Remote Recline - Dark Ash Grey	84233205
1	Pnl-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar - Dark Ash Grey	84233193
1	Pnl-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar - Jet Black	84233192
1	Pnl-Side Shield - Power LH - Jet Black	84233195
1	Pnl-Side Shield - Power LH - Dark Grey	84233196
1	Pnl-Side Shield - Power LH - Dune	84233200
1	Pnl-Side Shield - Power LH - Cocoa	84233199
1	Tensioner Kit - Driver Seat Belt - Jet Black	19356262
1	Tensioner Kit - Driver Seat Belt - Dune	19356264
1	Tensioner Kit - Driver Seat Belt - Cocoa	19356267
1	Tensioner Kit - Driver Seat Belt - Dark Ash Grey	19356263

Important: Through GM's continuous improvement process, the above listed parts have been determined to be the most effective design when performing this repair. **Use only the parts listed above** for this repair. The EPC may identify different part numbers for these components, do not use the parts listed in the catalog. Only order the color you need from the list above.

Note: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **as CSO only**. Please **do not place orders as SPAC**;

it will delay shipment of the order and will not provide visibility. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

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

Warranty Information

Labor Code	Description	Labor Time	Trans. Type	list distribution/regions,if applicable]Net Item
9900525	Inspect Only - No Repair Required	0.2	ZREG	N/A
9900526	Replace Front Seat Belt Anchor Plate Tensioner and Cushion Outer Finish Cover (Includes Inspection and Disposal of Pyrotechnic Device)	0.6	ZREG	N/A
9900527	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900528	Customer Reimbursement Denied - For USA dealers only	N/A	ZREG	**

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

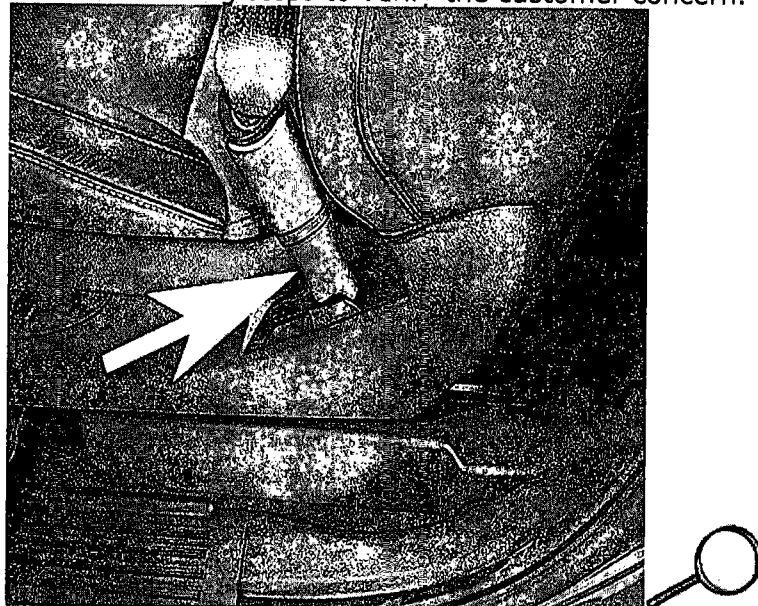
For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

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

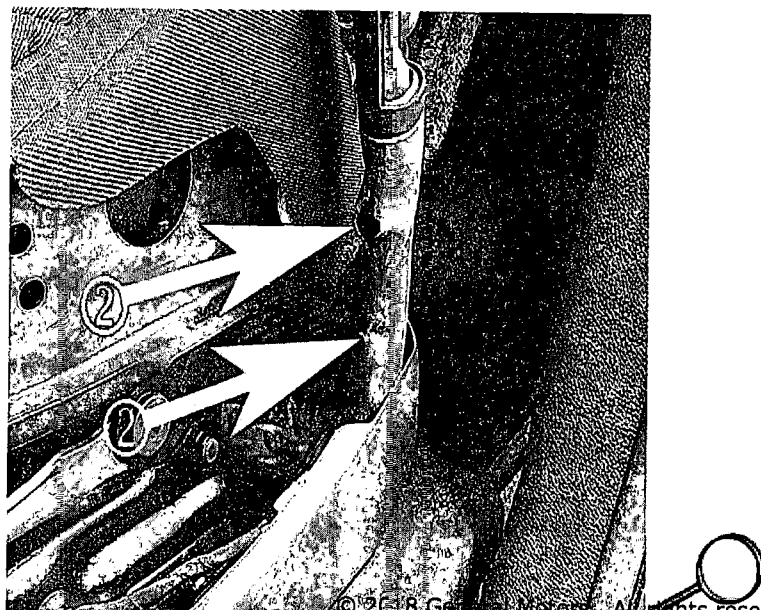
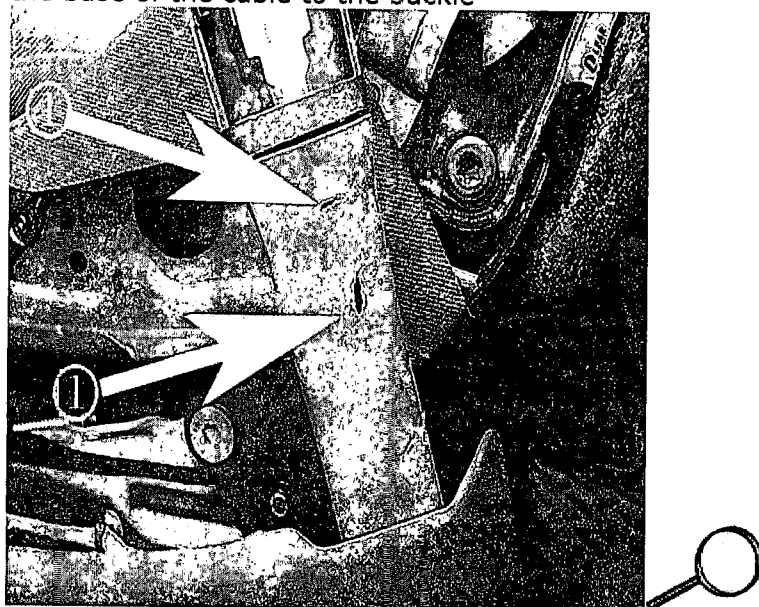
Service Procedure

Inspection Procedure

1. Use the following steps to verify the customer concern.



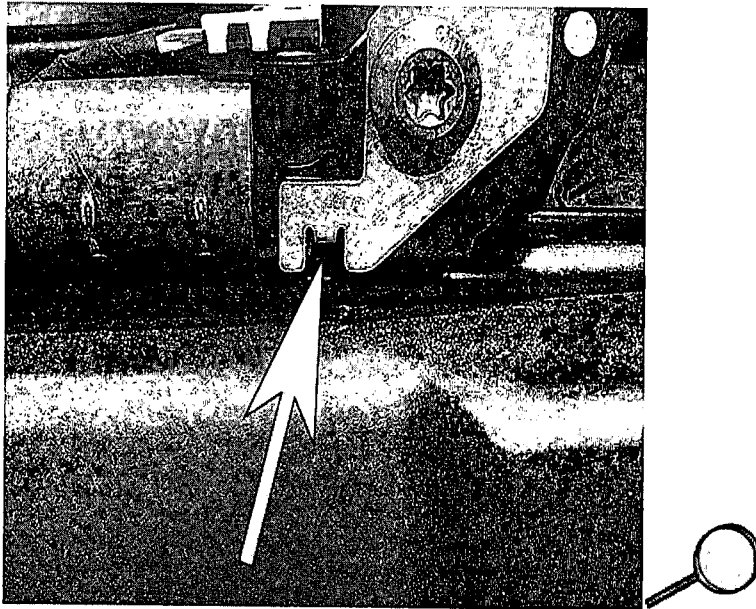
2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle



This damage will be in the form of holes (1) or splitting (2).

- If **any damage** is found, replace the driver side front seat belt anchor plate tensioner and the front seat cushion outer finish cover.
- If no damage is found, inform the customer that the special coverage condition is not present on their vehicle at this time.

Replacement Procedure



Note: If a tensioner bracket was installed as part of a previous service, discard the bracket. The new replacement front seat belt anchor plate tensioner design eliminates the need for the bracket.

1. Replace the driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
2. Replace the driver side front seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

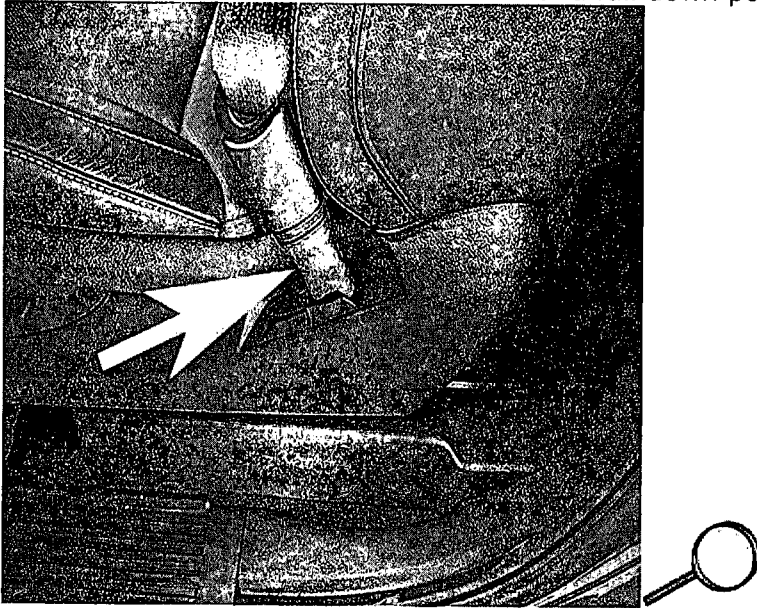
Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July 31, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

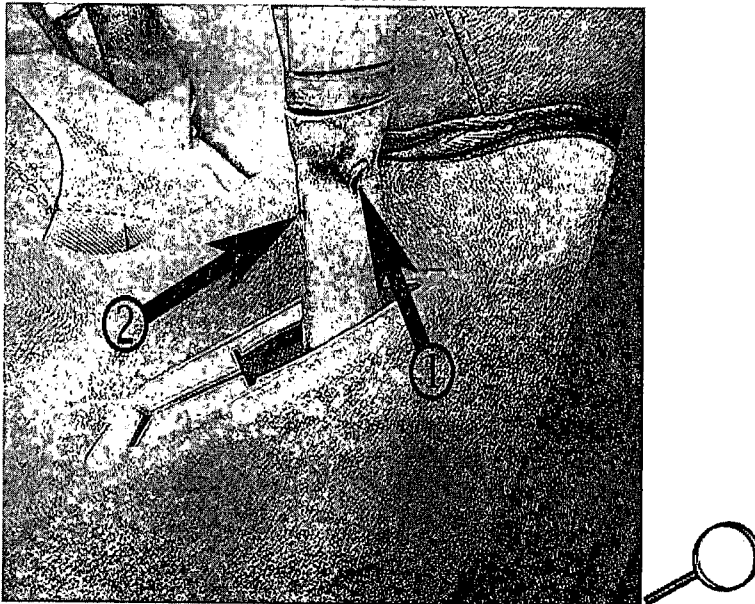
Customer Inspection Procedure

Use the following steps to verify the condition of the seat belt tensioner cable cover.

1. Move the driver seat to the full forward and full down position.



2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.



This damage will be in the form of holes (1) or splitting (2).

- If **any damage** is found, take the vehicle to the dealer for service.
- If no damage is found, the special coverage condition is not present on the vehicle at this time.

July 2018

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2015-2017 model year Chevrolet Silverado or GMC Sierra, your satisfaction with our product is very important to us.

This letter is intended to make you aware that in certain 2015-2017 model year Chevrolet Silverado LD and GMC Sierra LD, and a limited number of 2016 model year Chevrolet Silverado HD and GMC Sierra HD vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt

pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Chevrolet Silverado LD or GMC Sierra LD, or 2016 model year Chevrolet Silverado HD or GMC Sierra HD within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: Please perform the inspection procedure enclosed with this letter, and follow the instructions provided. If you are not comfortable performing this inspection, please take your vehicle to a General Motors dealer and they will perform this inspection free of charge. If you've performed the inspection and believe your vehicle has the condition described above, please take your vehicle to your GM dealer for repair. For the repair to qualify for this special coverage, it must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 31, 2019, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). *Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.*

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor

© 2018 General Motors. All rights reserved.

8/2/2018

Executive Director

North America Contact Center Operations

Enclosures

18127

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



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION







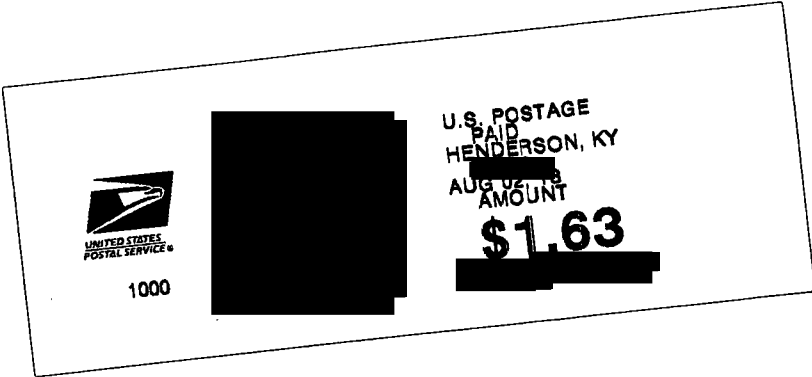


[Redacted]

[Redacted]

Waverly Ky

[Redacted]



Reimbursement Dept.
PO BOX 33170
Detroit MI 48232-5170

RECEIVED AUG 07 2018

HENDERSON



GMC
TRUCKS

BUICK

MARY SPRADLIN
SERVICE ADVISOR

2746 U.S. 41 NORTH
HENDERSON, KY 42420
www.hendersonchevrolet.com

MAIN LINE (270) 826-7600
TOLL FREE (800) 761-2277
FAX LINE (270) 831-7171
DIRECT (270) 831-7242

CUST [REDACTED] VIN 3GCUKRECOFG [REDACTED] 15 SILVERADO

SEE ATTACHED RO [REDACTED] CUSTOMER WAS IN FOR SEAT BELT TENSIONER REPLACEMENT
10/23/17. HE PAID FOR IT

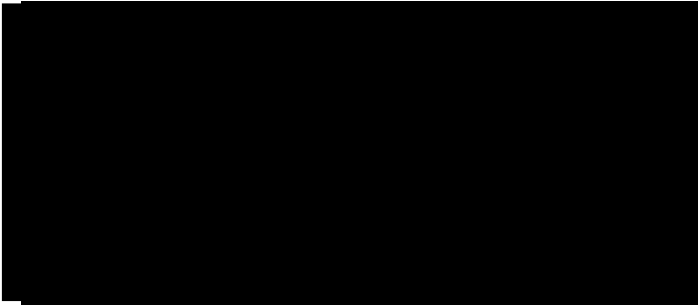
SINCE GM HAS SENT HIM A SPECIAL POLICY NOTICE REGARDING THE SAME TENSIONER
ISSUE IS WE USED A GM PART WHICH DOES NOT REFLECT THE SAME PART NUMBER BUT ACCORDING
TO THE PARTS DEPT, IS THE IDENTICAL PART WE REPLACED.
CUSTOMER SHOULD QUALIFY FOR REIMBURSEMENT.

ANY QUESTIONS FEEL FREE TO CONTACT ME

MARY SPRADLIN

HENDERSON CHEVROLET

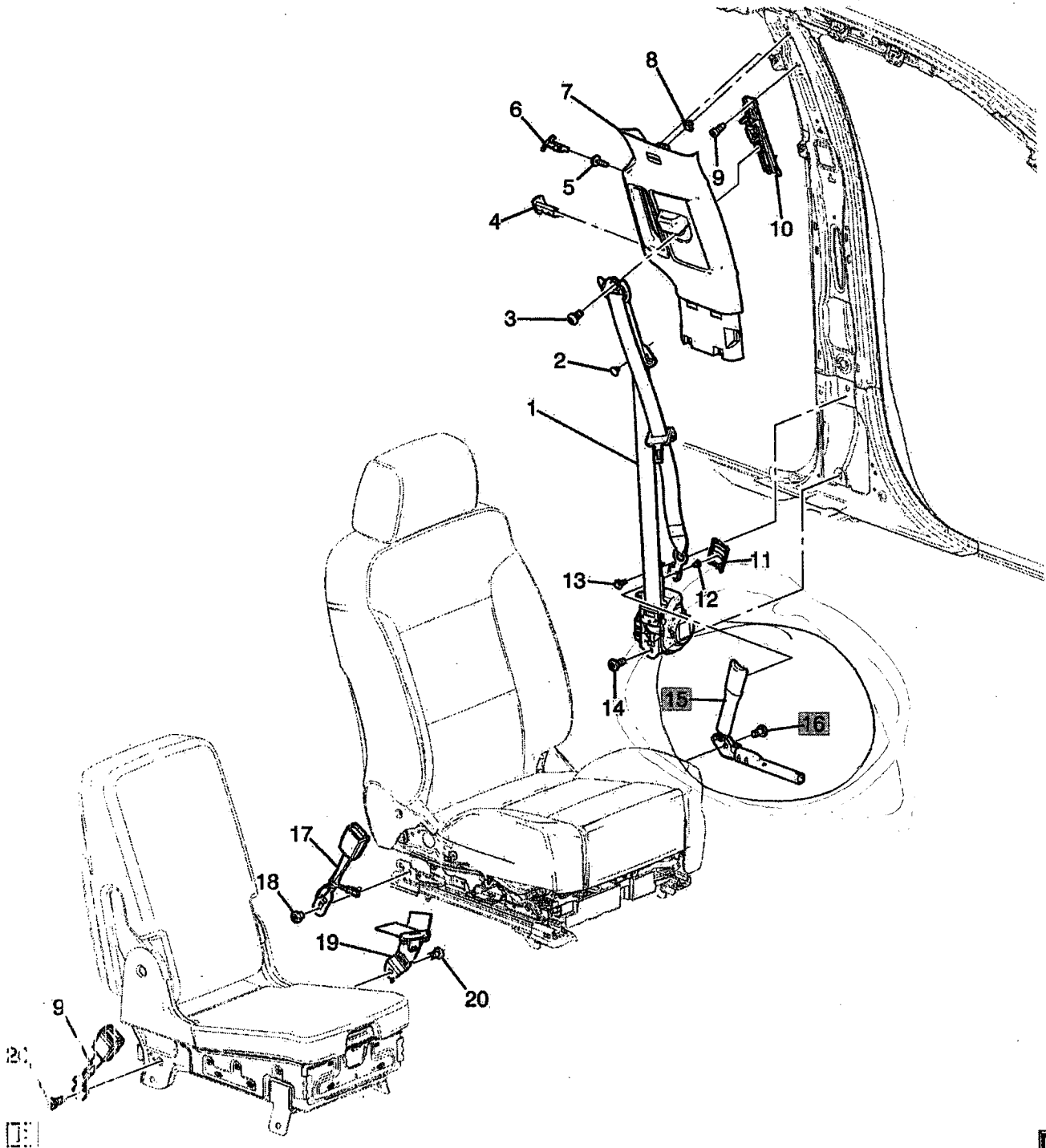
270-831-7242



View: 33CUHRECOFG [REDACTED]

L - Light Truck > 2015 > K - 5C1 - CK15543 - Silverado / Sierra / Cheyenne - 03, 43, 53 Bodystyle (4WD / AWD) > 16 - CAB
AND BODY PARTS-WIPERS-MIRRORS-DOORS-TRIM-SEAT BELTS > (TK16-443) 2014-2018 CK1(43-53) SEAT BELTS/FRONT

TK16-443 01/18/2013



General Motors Product Field Action Customer Reimbursement Request Form

18127

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: Waverly State: Ky Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: 3GCUKRE0FG _____
(17 Characters)

Mileage at Time of Repair: 96727 Date of Repair: 03 NOV 17

Amount of Reimbursement Requested: \$ 205.64

The following documentation must accompany this request form.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Submit this request form and the required documents to your GM dealer for processing. All reasonable and customary costs to correct the condition described in the letter that came with this form will be considered for reimbursement. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the GM Customer Assistance Center at 1-800-204-0261.

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files

A. PLACE THE NEW STICKER DIRECTLY ON THE CORNER OF THE LICENSE PLATE.

B. Make sure the area where the new sticker is to be placed is clean and dry.

C. Peel the new sticker from the backing and place on license plate.

D. Press the sticker onto the plate to make sure it is firmly affixed.

1. You must have this certificate in order to renew the registration of this vehicle before the expiration date.

THERE IS NO GRACE PERIOD ON ANY DECAL EXPIRATION DATE.

A. Passenger cars and motorcycles are on a year-round registration system and may be renewed two months before the expiration date of this vehicle.

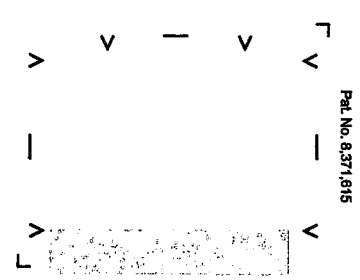
B. For commercial vehicles registered under KRS 186.050(3) through (14), the certificate will be valid through March 31.

C. Trailer registration will also be valid through March 31.

D. Motorboats expire April 30 of each year.

2. This certificate (or a copy) must be carried in this vehicle (except motorcycle) at all times and be available for inspection by any peace officer.

3. Making a false statement in any part of this application will subject the party to a fine of not less than \$20.00 nor more than \$100.00 as set out in KRS 186.990(1)



COMMONWEALTH OF KENTUCKY CERTIFICATE OF REGISTRATION

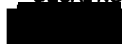


PLATE NUMBER
[REDACTED] MN

CONTROL NO.



DECAL NO.



REGISTRATION TYPE
RENEWAL DECAL ONLY

ODOMETER
98596

EXPIRES
03-31-19

PREV. PLATE NO.
[REDACTED]

PREV. DECAL NO.
[REDACTED]

SPECIAL REGIST/LIMITED LOCATION
FARM TRUCK

REGIST WT
26,000

VEHICLE TYPE
TRUCK

VEHICLE IDENTIFICATION
3GCUKRECOFG [REDACTED]

I certify use by KRS 186.050

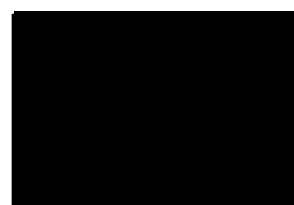
VEH. YR. 15 B-STYLE PK MAKE CHEV MODEL SILVERA COLOR GRY TITLE NO. [REDACTED]

NOT VALID FOR TRANSFER OF OWNERSHIP

OWNER(S) NAME(S) ADDRESS

[REDACTED] (OR) [REDACTED]
WAVERLY KY [REDACTED]

000



[REDACTED] SIGNATURE [REDACTED]

DATE OF ISSUE 03-27-18 CLERK I.D. TLE

LESSEE/EMPLO

COUNTY CLERK: TREY PEAK UNION
COUNTY OF ISSUANCE:



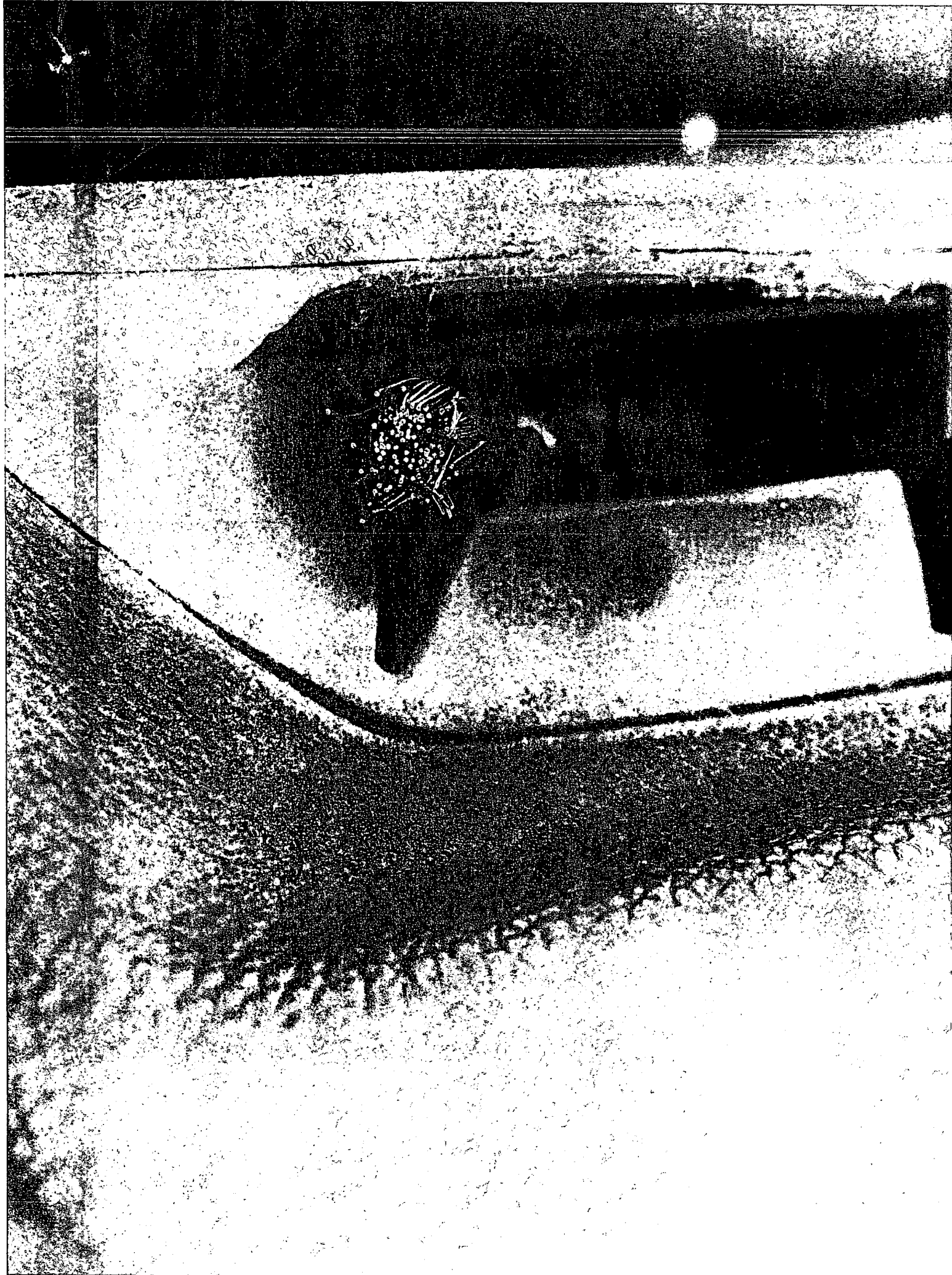
USAGE TAX	TAXABLE VALUE	
	6% TAX	
	TAX CREDIT	0.00
REG FEE	STATE FEE	25.00
	CLERK FEE	6.00
TITLE FEE	STATE FEE	
	CLERK FEE	
AD VALOREM TAX	ASSESSED VALUE	27,925
	CURR. YR. TAX	328.40
	PREV. YRS. TAX	


Keep In Vehicle
Must Return to Renew

03/27/18 11:19:50

Does your vehicle have an open recall?
Some issues covered by recalls pertain to serious safety risks, and all are fixed for free. Check your vehicle at:
www.CheckToProtect.org

PAID 359.40



 **Mary Spradlin** [Update My Profile](#)
[Logout](#)
August 2, 2018

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

INTERFACE WITH CUSTOMER

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: 3GCUKRECOFC [REDACTED] Model: CK15543-2015 SILVERADO 1500 4WD CREW CAB
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [1 Open](#) [REQUEST ANOTHER VIN](#)

Required Field Actions Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	<u>Open</u>
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	<u>Closed</u>

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Active
 XM Equipped: Y XM Radio ID: 1HVWC34Y XM Status: Active
 OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	07/14/2015	9 MI	07/14/2018	36,009 MI

LOT LOCATION:

CUSTOMER #:

HENDERSON



INVOICE

2746 US Hwy. 41 North · HENDERSON, KENTUCKY 42420
Phone: (270) 826-7600 · Fax: (270) 831-7171

WAVERLY, KY

PAGE 1

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 377 TIMOTHY J MIDGETT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	CHEVROLET SILVERADO	3GCUKREC0FG [REDACTED]		96727/96732	TX	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 IS			17:30 23OCT17		0.00	CASH	03NOV17

R.O. OPENED	READY	OPTIONS:
13:10 23OCT17	10:57 03NOV17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CS DRIVERS SIDE SEAT BELT BROKEN SOP LENA
 CAUSE: FOUND THAT CABLE WAS BROKEN FROM DRIVER TENSIONER
 MISC MISC.
 36412 CP 101.68 101.68
 1 19329223 TENSIONER KIT 98.08 98.08
 PARTS: 98.08 LABOR: 101.68 OTHER: 0.00 TOTAL LINE A: 199.76
 FOUND THAT CABLE WAS BROKEN FROM DRIVER TENSIONER REMOVED DRIVER
 SEAT FINISH PANEL, AND ADDITIONAL COVER ON TENSIONER. REPLACED
 TENSIONER, AND REINSTALLED BOTH COVERS. VERIFIED REPAIR

THANK YOU FOR CHOOSING HENDERSON CHEVROLET
 FOR YOUR SERVICE NEEDS. GENERAL MOTORS MAY BE
 SENDING YOU A SURVEY VIA EMAIL. THIS IS OUR
 REPORT CARD. IF YOU CANNOT ANSWER "COMPLETELY
 SATISFIED" PLEASE REACH OUT TO YOUR SERVICE
 CONSULTANT SO WE CAN CORRECT THE ISSUE.
 270.826.7600.

DISCLAIMER OF WARRANTIES

Any warranties on the products sold 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 this company neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	101.68
PARTS AMOUNT	98.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	199.76
LESS INSURANCE	0.00
SALES TAX	5.88
PLEASE PAY THIS AMOUNT	205.64

INVOICE



2746 US Hwy. 41 North · HENDERSON, KENTUCKY 42420
Phone: (270) 826-7600 · Fax: (270) 831-7171

[Redacted]

PAGE 1

WAVERLY, KY

HOME: [Redacted] CONT: [Redacted]

BUS: [Redacted] CELL: [Redacted]

SERVICE ADVISOR: 377 TIMOTHY J MIDGETT

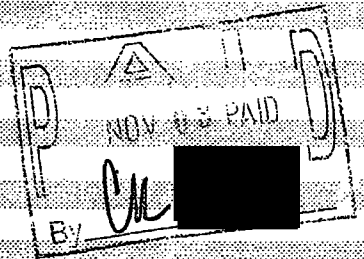
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	CHEVROLET SILVERADO	3GCUKRECOFG [Redacted]		96727/96732	TX	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 IS			17:30 23OCT17		0.00	CASH	03NOV17
R.O. OPENED		READY	OPTIONS:				
13:10 23OCT17		10:57 03NOV17					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CS	DRIVERS SIDE SEAT BELT BROKEN SOP LENA					
CAUSE: FOUND THAT CABLE WAS BROKEN FROM DRIVER TENSIONER							
MISC MISC.							
		36412	CP			101.68	101.68
	1	19329223	TENSIONER KIT		98.08	98.08	98.08
PARTS:		98.08	LABOR:	101.68	OTHER:	0.00	TOTAL LINE A: 199.76

FOUND THAT CABLE WAS BROKEN FROM DRIVER TENSIONER REMOVED DRIVER SEAT FINISH PANEL, AND ADDITIONAL COVER ON TENSIONER. REPLACED TENSIONER, AND REINSTALLED BOTH COVERS. VERIFIED REPAIR

THANK YOU FOR CHOOSING HENDERSON CHEVROLET FOR YOUR SERVICE NEEDS. GENERAL MOTORS MAY BE SENDING YOU A SURVEY VIA EMAIL. THIS IS OUR REPORT CARD. IF YOU CANNOT ANSWER "COMPLETELY SATISFIED" PLEASE REACH OUT TO YOUR SERVICE CONSULTANT SO WE CAN CORRECT THE ISSUE. 270.826.7600.

Chad
CASE # [Redacted]
8- [Redacted]



DISCLAIMER OF WARRANTIES

Any warranties on the products sold 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 this company neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services.

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

DESCRIPTION	TOTALS
LABOR AMOUNT	101.68
PARTS AMOUNT	98.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	199.76
LESS INSURANCE	0.00
SALES TAX	5.88
PLEASE PAY THIS AMOUNT	205.64

#18127: Special Coverage - Driver's Front Seat Belt Anchor Pretensioner - (Jun 25, 2018)

Subject: 18127 — Driver's Front Seat Belt Anchor Pretensioner



Models: 2015–2017 Chevrolet Silverado

2015–2017 GMC Sierra

Reference Number: N182153260	Release Date: June 2018
Revision: 00	

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado	2015	2017		
GMC	Sierra	2015	2017		

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition:	In certain 2015-2017 model year Chevrolet Silverado LD and GMC Sierra LD, and a limited number of 2016 model year Chevrolet Silverado HD and GMC Sierra HD vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.
Special Coverage Adjustment	<p>This special coverage covers the condition described above for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.</p> <p>For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after June 25, 2018, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to June 25, 2018, must be submitted to the Service Contract provider.</p> <p>Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. <i>Customers may not assign</i></p> <p><small>© 2018 General Motors. All rights reserved.</small></p>

	<i>and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.</i>
Correction	Dealers are to replace the pretensioner and side shield for all customers that experience a broken pretensioner cable or come to a dealership with excessive wear on the cable sleeve. The repairs will be made at no charge to the customer.

Parts Information

Quantity	Part Name	Part No.
1	Pnl-Side Shield - Two Way Manual LH Remote Recline - Dark Ash Grey	84233205
1	Pnl-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar - Dark Ash Grey	84233193
1	Pnl-Side Shield - Two Way Manual LH Remote Recline and Manual Lumbar - Jet Black	84233192
1	Pnl-Side Shield - Power LH - Jet Black	84233195
1	Pnl-Side Shield - Power LH - Dark Grey	84233196
1	Pnl-Side Shield - Power LH - Dune	84233200
1	Pnl-Side Shield - Power LH - Cocoa	84233199
1	Tensioner Kit - Driver Seat Belt - Jet Black	19356262
1	Tensioner Kit - Driver Seat Belt - Dune	19356264
1	Tensioner Kit - Driver Seat Belt - Cocoa	19356267
1	Tensioner Kit - Driver Seat Belt - Dark Ash Grey	19356263

Important: Through GM's continuous improvement process, the above listed parts have been determined to be the most effective design when performing this repair. **Use only the parts listed above** for this repair. The EPC may identify different part numbers for these components, do not use the parts listed in the catalog. Only order the color you need from the list above.

Note: Due to flight restrictions for hazardous goods shipments, dealer orders may arrive via FedEx or with your normal PDC delivery. Therefore, dealers should order **as CSO only**. Please **do not place orders as SPAC**;

it will delay shipment of the order and will not provide visibility. Please note, parts will not be shipped overnight. Plan accordingly for transit time to reach your facility.

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

Warranty Information

Labor Code	Description	Labor Time	Trans. Type	list distribution/regions,if applicable]Net Item
9900525	Inspect Only - No Repair Required	0.2	ZREG	N/A
9900526	Replace Front Seat Belt Anchor Plate Tensioner and Cushion Outer Finish Cover (Includes Inspection and Disposal of Pyrotechnic Device)	0.6	ZREG	N/A
9900527	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	N/A 0.2	ZREG	*
9900528	Customer Reimbursement Denied - For USA dealers only	N/A	ZREG	**

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

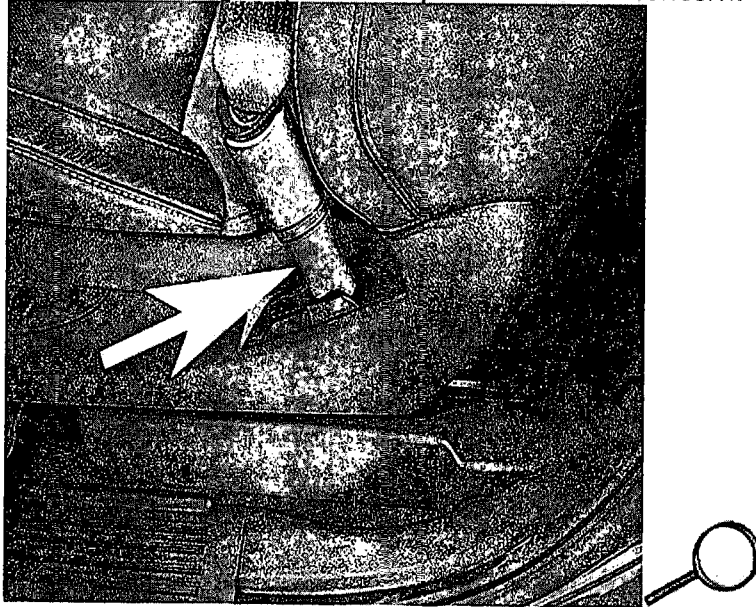
For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

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

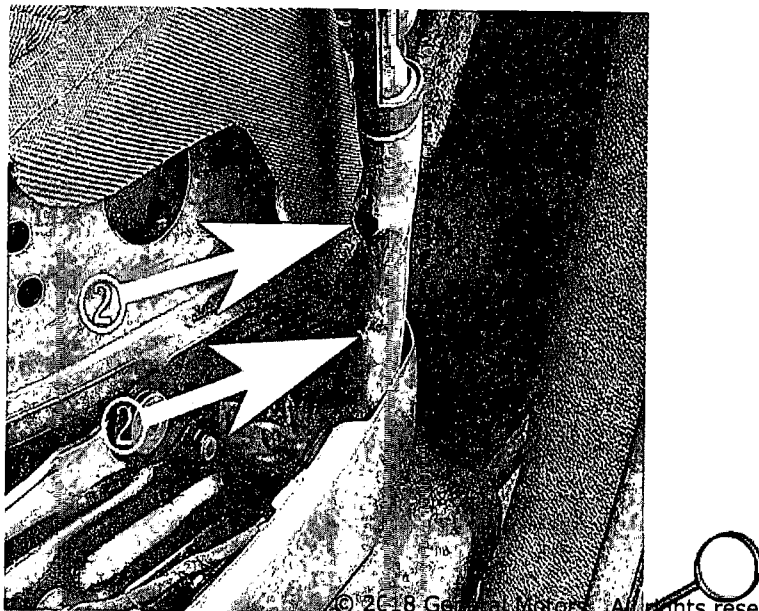
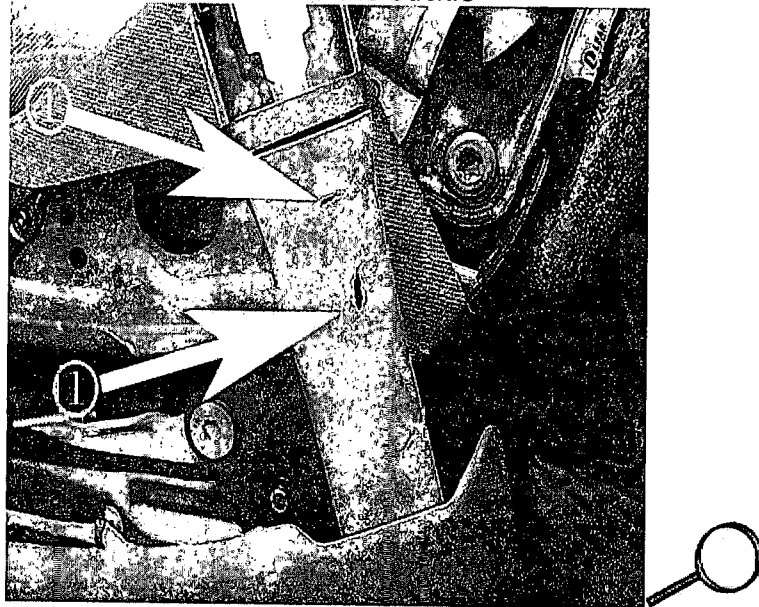
Service Procedure

Inspection Procedure

1. Use the following steps to verify the customer concern.



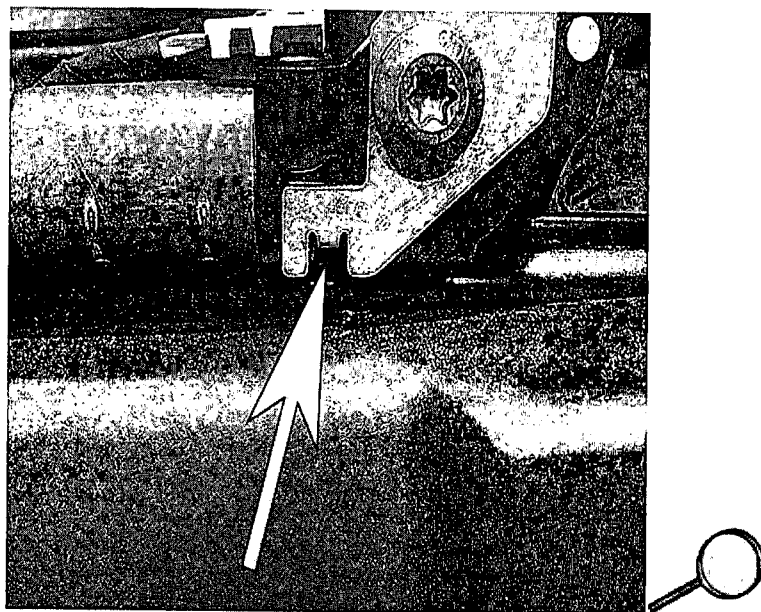
2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle



This damage will be in the form of holes (1) or splitting (2).

- If **any damage** is found, replace the driver side front seat belt anchor plate tensioner and the front seat cushion outer finish cover.
- If no damage is found, inform the customer that the special coverage condition is not present on their vehicle at this time.

Replacement Procedure



Note: If a tensioner bracket was installed as part of a previous service, discard the bracket. The new replacement front seat belt anchor plate tensioner design eliminates the need for the bracket.

1. Replace the driver side front seat belt anchor plate tensioner. Refer to *Front Seat Belt Anchor Plate Tensioner Replacement* in SI.
2. Replace the driver side front seat cushion outer finish cover. Refer to *Front Seat Cushion Outer Finish Cover Replacement* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

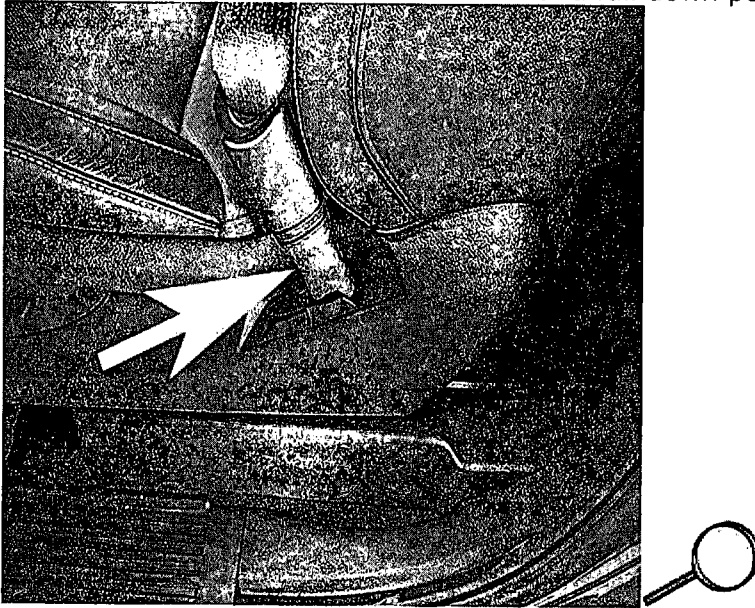
Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by July 31, 2019. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

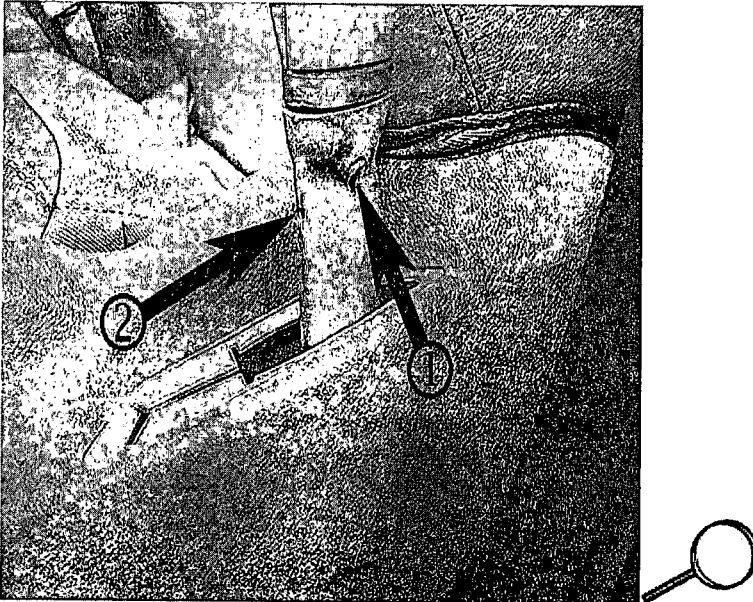
Customer Inspection Procedure

Use the following steps to verify the condition of the seat belt tensioner cable cover.

1. Move the driver seat to the full forward and full down position.



2. Inspect the seat belt tensioner cable cover for damage. Inspect the complete cable cover from the base of the cable to the buckle.



This damage will be in the form of holes (1) or splitting (2).

- If **any damage** is found, take the vehicle to the dealer for service.
- If no damage is found, the special coverage condition is not present on the vehicle at this time.

July 2018

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2015-2017 model year Chevrolet Silverado or GMC Sierra, your satisfaction with our product is very important to us.

This letter is intended to make you aware that in certain 2015-2017 model year Chevrolet Silverado LD and GMC Sierra LD, and a limited number of 2016 model year Chevrolet Silverado HD and GMC Sierra HD vehicles, if a driver repeatedly sits on the seat belt cable cover located at the base of the driver's seat when entering the vehicle, it may cause the seat belt pretensioner to bend sharply over the seat side shield. If this continues to occur over an extended period of time, which is very rare, the seat belt

pretensioner cable may fatigue and eventually separate, which could reduce the effectiveness of the vehicle's seat belts. Before any damage occurs to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield.

What We Have Done:General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Chevrolet Silverado LD or GMC Sierra LD, or 2016 model year Chevrolet Silverado HD or GMC Sierra HD within 10 years of the date your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do:Please perform the inspection procedure enclosed with this letter, and follow the instructions provided. If you are not comfortable performing this inspection, please take your vehicle to a General Motors dealer and they will perform this inspection free of charge. If you've performed the inspection and believe your vehicle has the condition described above, please take your vehicle to your GM dealer for repair. For the repair to qualify for this special coverage, it must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement:If you have already paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by July 31, 2019, unless state law specifies a longer reimbursement period

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). *Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.*

If you have any questions or need any assistance, just contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico - English	1-800-496-9992	
Puerto Rico - Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Neelie O'Connor

Executive Director

North America Contact Center Operations

Enclosures

18127

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



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

PRTS [REDACTED] - Issue Summary

Issue Number: [REDACTED]

Subject: Seat Belt Anchor Cable , Left Front Seat Belt Retractor - Broke

Issue Type: (Aftersales) Field Performance Report

Issue Age: 1 Days

Issue Status: Closed

Program: Suburban / GMNA Truck

Project: US - United States

Current Step Status: Complete

Product Line: CKtruck - Global Full Size Truck Pickup / Utility

Project Number: K2XX NA - Current Product

Current Step Target:

Responsible:

Designee:

Severity: *S - Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Field Performance Report

Vehicle Information

Vehicle Line / Engineering Source: Suburban / GMNA Truck

Country: US - United States

Vehicle Line: Suburban

Hardware Stage:

Product Line: CKtruck - Global Full Size Truck Pickup / Utility

Make: Chevrolet

Project Number: K2XX NA - Current Product

Model Year: 2016

Engine:

Transfer Case:

Transmission:

Axle:

Title

Part Name: Seat Belt Anchor Cable

Part Location: Left Front Seat Belt Retractor

Complaint: Broke

Severity: *S - Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Origination Point: Dealer

Dealer Number: 111928

Field Rep Number:

Emissions:

PRTS [REDACTED] - Issue Summary

Current Step Role Assignments

Name	Date	Name	Assigned By	Phone	Assignment Comments
BQM	19-Apr-2018	[REDACTED]	Wendy Olivier	[REDACTED]	
Issue Approver	19-Apr-2018	[REDACTED]	Wendy Olivier	[REDACTED]	
Originator	19-Apr-2018	[REDACTED]	Wendy Olivier	[REDACTED]	

VIN Information

Cases

No Of Cases	Recorded By/Originator	Recorded Date
1	Originator	

VIN Information

Primary VIN	VIN	Build Date	Odometer Reading	Odometer Unit	Engine No	Transm. No
Y	1GNSKJKC4GR [REDACTED]	05-Aug-2015	73017	Miles		

Affected Parts

VPPS 1: 40-Interior

VPPS 2: 40.06-Safety Belt

VPPS 3: 40.06.01-Front Outboard Safety Belt

VPPS 4:

Parts

PRTS [REDACTED] - Issue Summary

Part Number	Part Name
No records available	

Parts Available?:

Location of Parts
Wendy Olivier on 19-Apr-2018 Repair Order Number: [REDACTED]

Problem Description

Symptoms/Complaints
Hassan Abdallah on 19-Apr-2018 SUFS has been requested. for this PRTS [REDACTED] SF18-[REDACTED]-16
Wendy Olivier on 19-Apr-2018 Condition: The left front seat belt anchor cable broke just above the crimp at the anchor location on the seat frame. Cause: Cable severed. Correction: Replace the left front seat belt retractor assembly.

Probable Cause
No records available

Corrective Action
No records available

Issue Status

System Reference

PRTS [REDACTED] - Issue Summary

External System Name	External System Issue ID
No records available	

Speak Up For Safety Comments
No records available

Additional Product Issue Information
No records available

Service Actions
No records available

Is this part/component used on current program?:

Read Across Confirmed?:

Is a Program Action Plan Required?:

Tech Specialist Comments
No records available

PRTS [REDACTED] - Issue Summary

Issue Events

Date	Event	Code	Comment	Name
20-Apr-2018	Closed			[REDACTED]

PRTS [REDACTED] - Issue Summary

Memos

Date Sent	Subject	Issue Step	Sent By
No records available			

PRTS [REDACTED] - Issue Summary

Attachments

Date	Title	Associated Step	Attached By
19-Apr-2018	Seat Belt Cable.pptx	Field Performance Report	Wendy Olivier

PRTS [REDACTED] - Issue Summary

Associations

Associated Parents

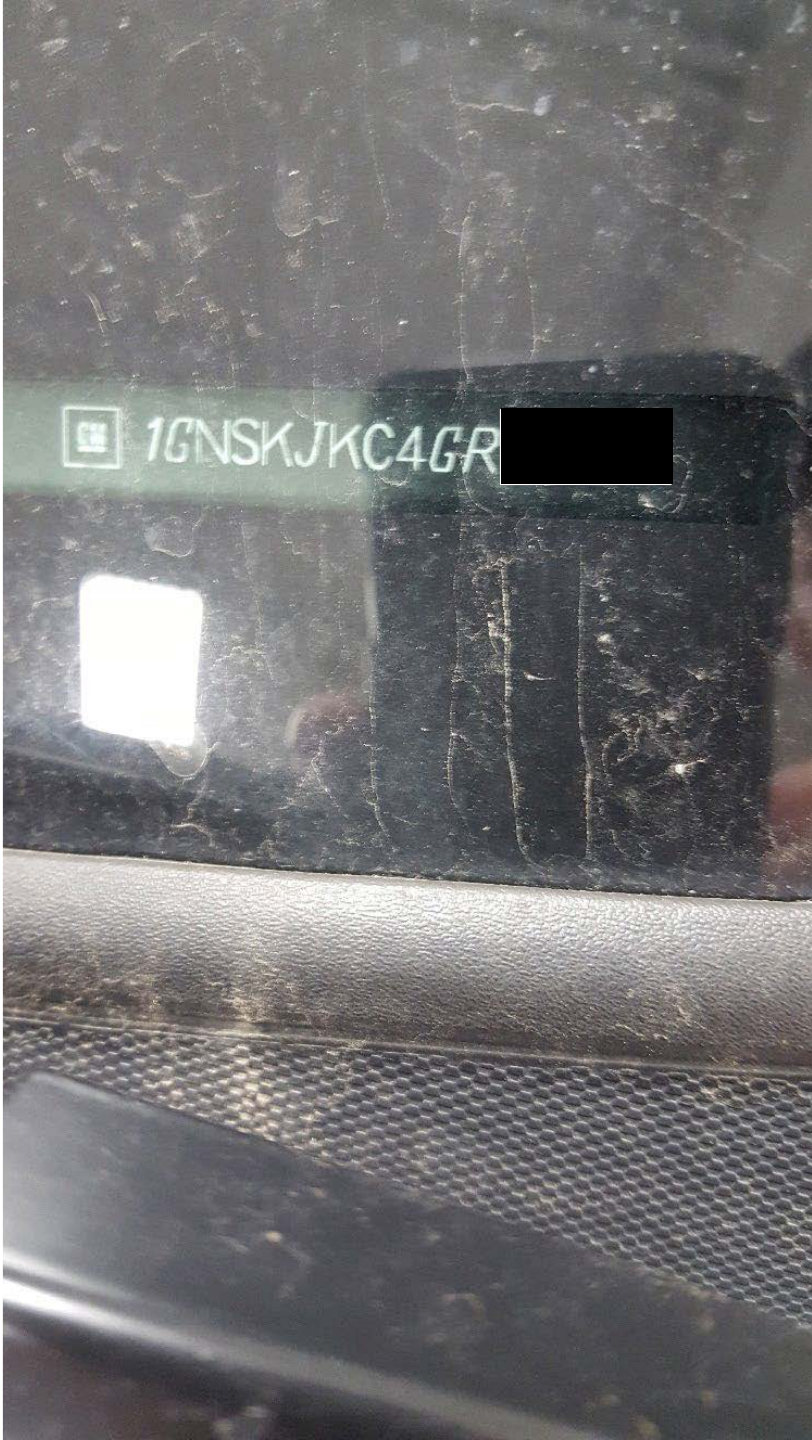
Date	Subject	Issue Number	Issue Type	Issue Status	Current Step	Step Status	Step Roles	Associated By
No records available								

Associated Children

Date	Subject	Issue Number	Issue Type	Issue Status	Current Step	Step Status	Step Roles	Associated By
19-Apr-2018	Seat Belt Anchor Cable , Left Front Seat Belt Retractor - Broke	[REDACTED]	(PRTS) PRTS Issue	Locked	Definition	Suspended	Originator: Hassan Abdallah, Definition Approver: Brian Combs	Wendy Olivier



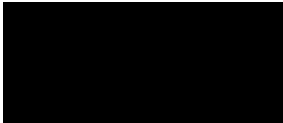
1GNSKJKC4GR







Customer



Vehicle

GMC Terrain 2013
 2GKALSEK9D6 [REDACTED]
 Mileage Now: 80000 mi
 Warranty Start: 12/27/2012

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs have not been scheduled
 Vehicle is operable for this concern and is able to be driven

Key Points

Customer states: His seatbelt broke while he was [REDACTED] parking.
 Called service and spoke with service tech agent Carla she stated that the cable frayed and broke and it was not rubbing on anything, cus states that Bryan said it was a defeat but Carla verified that's not how it's written by the service agent. Cus states he will make his own appointment.

Customer seeks:
 Cost assistance

SA Advised:
 Out of Bumper to Bumper , is an out of pocket expense with 12 month/12,000 warranty added after repair.

Camille/WMI/Tier2

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: 8-[REDACTED]
 Tier 2 CAC advisor: Camille Taylor --> 1-866-790-5700 Ext # 5921917



Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*:

Transaction Type*:

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID:

Original Author: Regina Henry

New Author: Regina Henry

*Required Fields
Disclaimer: All amounts are before taxes

BAC*:

Service Agent: MOTOR CITY CHEVROLET BUICK GMC

Contact Name:

Phone Number:

Fax Number:

Contact Email Address:

Job Card*:

Job Card Date:

Reference Number:

VIN: [Investigate Vehicle History](#)

Odometer:

Transaction Flag: Customer Enthusiasm - Non Warrantable Repair
 Special Coverage
 Policy
 None

Customer Complaint Category*:

Complaint Code*:

Description: *

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 0.5 Supp Time: 0 OLH Time: 0

Labour Rate: 91.21 Common GM Division - Mechanical

Labour Total: 45.6

Parts Total: 100.25

Part Numbers:

Net Item Type

Amount

<Make Selection> + -

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 145.85

Auth Code:

Accept Reject

Comment*:

Created By Regina Henry Create Date/Time Wed Jun 27 15:33:19 EDT 2018 Comment Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name
<			>

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
2CNFLNEC5B6 [REDACTED]	[REDACTED]	2018-06-27
<	>	









Water? N Warr Desc [] 47 Cash Home [] Work []

Enter/Edit RO Line



SA# 03 Bill Code C Est Parts [] Est Hours [] Deductible [] Add Ne
Tech# [] Rate Code A Est Labor [] Est Total [] Comeback Repair? Post L

===== REPAIR LINE 001 =====

CUSTOMER COMPLAINS OF NO WINDSHIELD WIPERS
WIPER TRANSMISSION BROKEN
REPLACE WIPER TRANSMISSION
Bill Code - W
555 REPLACE WIPER TRANSMISSION 08 M A .50 .01 45.61
SHANNON PETTY []

			Total Labor	.01	45.61
GM	[]	MODULE	1	65.89	95.54
GM	[]	PLUG	1	3.25	8.71
			Total Parts	69.14	100.25
			Total Line		145.86

===== REPAIR LINE 002 =====
FRONT END NOISE
Bill Code - C

ere to search









TIRE AND LOADING INFORMATION



SEATING CAPACITY : TOTAL 5 : FRONT 2 : REAR 3

The combined weight of occupants and cargo should never exceed 472 kg or 1040 lbs.

TIRE	ORIGINAL SIZE	COLD TIRE PRESSURE
FRONT	P225/65R17 T	240 kPa, 35 PSI
REAR	P225/65R17 T	240 kPa, 35 PSI
SPARE	T145/70R17 M	420 kPa, 60 PSI

**SEE OWNER'S
MANUAL FOR
ADDITIONAL
INFORMATION**

2CNFLNEC5B6

MOLINE

IL



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CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
06/12/18	11	CHEVROLET	EQUINOX	2CNFLNEC5B6		95462	95462	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	06/14/18	03	00:00			01	06/20/18	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE			WHITE		
							2	

REPAIR LINE 001

CUSTOMER COMPLAINS OF NO WINDSHIELD WIPERS
WIPER TRANSMISSION BROKEN
REPLACE WIPER TRANSMISSION

Complete

Bill Code - W

555 REPLACE WIPER TRANSMISSION 08 M A .50
SHANNON PETTY

Total Labor 45.61

GM 84241847 MODULE 1
GM 15259076 PLUG 1

Total Parts 100.25

Total Line 145.86

REPAIR LINE 002

FRONT END NOISE
REPLACE FRONT SWAY BAR LINKS

Bill Code - C

555 LABOR 08 M A .80 50.00
SHANNON PETTY

Total Labor 50.00

YY K750188 LINK 1 49.50
YY K750189 LINK 1 49.50

Total Parts 99.00

Total Line 149.00

REPAIR LINE 003

MODE ACTUATOR MAKES CLICK SOUND
REPLACE MODE ACTUATOR

Bill Code - C

555 LABOR 08 M A 1.00 70.00
SHANNON PETTY

Total Labor 70.00

GM ACTUATOR 1 54.14

Total Parts 54.14

Total Line 124.14

Payment Type - 01 CASH 285.01

- I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS
- PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS \$ _____
- I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.

ADD'L REPAIRS OK'D BY	
DATE	TIME

LABOR AMOUNT	120.00
PARTS AMOUNT	153.14
MISC. SALES	
MATERIALS	
TOTAL CHARGE	273.14
DEDUCTIBLE	
SALES TAX	11.87
OTHER PAY	
CUSTOMER PAY	285.01

DISCLAIMER OF WARRANTIES

The seller, D&D OF KEWANEE, INC., herein 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.

I hereby authorize the repair work herein set for 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 shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

- CASH
- DISCOVER
- VISA
- M/C
- AMERX

Advertisement

2011 Chevrolet Equinox Pricing Report



Style: LT Sport Utility 4D
Mileage: 99,000

Vehicle Highlights

Fuel Economy:
City 22/Hwy 32/Comb 26 MPG

Max Seating: 5

Doors: 4

Engine: 4-Cyl, 2.4 Liter

Drivetrain: FWD

Transmission: Automatic, 6-Spd
w/Overdrive

EPA Class: Sport Utility Vehicles

Body Style: Sport Utility

Country of Origin: United States

Country of Assembly: Canada

Sell To Private Party

Private Party Range
\$7,148 - \$8,923

Private Party Value
\$8,036



Valid for ZIP Code [REDACTED] through 05/24/2018

Your Configured Options

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

✓ Options that you added while configuring this car.

Engine

4-Cyl, 2.4 Liter

Transmission

Automatic, 6-Spd w/Overdrive

Drivetrain

FWD

Braking and Traction

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

Comfort and Convenience

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

Steering

Power Steering
Tilt & Telescoping Wheel

Entertainment and Instrumentation

AM/FM Stereo
CD/MP3 (Single Disc)
Premium Sound
XM Satellite
Bluetooth Wireless
OnStar

Safety and Security

Backup Camera
Dual Air Bags
Side Air Bags
F&R Head Curtain Air Bags

Seats

Power Seat

Roof and Glass

Privacy Glass

Lighting

Daytime Running Lights

Cargo and Towing

Roof Rack

Wheels and Tires

Alloy Wheels

Exterior Color

✓ Black

Glossary of Terms

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

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

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

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

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

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

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

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

Tip:

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

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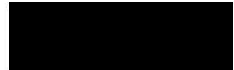












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HARD COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
06/12/18	11	CHEVROLET	EQUINOX	2CNFLNEC5B6			95462	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
		03	00:00			00		
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	COLOR	PRINT #			
				WHITE	2			

===== REPAIR LINE 001 =====

CUSTOMER COMPLAINS OF NO WINDSHIELD WIPERS
WIPER TRANSMISSION BROKEN
REPLACE WIPER TRANSMISSION
Bill Code - C

<p>CASH</p> <input type="checkbox"/> <p>CHARGE</p> <input type="checkbox"/> <p>INTERNAL</p> <input type="checkbox"/>	<p>"I hereby authorize the repair work herein set forth to be done (including parts and materials) and agree to make payment therefore in CASH, unless it is otherwise agreed and so set forth in this order. I understand that as a matter of Iowa law you may retain possession of the vehicle until such cash payment is made. 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."</p> <p>THE SELLING DEALER MAKE NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.</p> <p>X _____</p>	<p>PRELIMINARY ESTIMATE \$ _____</p> <p>AUTHORIZED BY X</p> <table border="1"> <thead> <tr> <th>REVISED ESTIMATE (1)</th> <th>DATE</th> <th>TIME</th> <th>BY</th> </tr> </thead> <tbody> <tr> <td>REVISED ESTIMATE (2)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>REVISED ESTIMATE (3)</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:</p> <p>X _____ CUSTOMER SIGNATURE</p>	REVISED ESTIMATE (1)	DATE	TIME	BY	REVISED ESTIMATE (2)				REVISED ESTIMATE (3)			
	REVISED ESTIMATE (1)	DATE	TIME	BY										
	REVISED ESTIMATE (2)													
	REVISED ESTIMATE (3)													

MOLINE

IL



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*** REPRINT ***

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/01/17	11	CHEVROLET	EQUINOX	2CNFLNEC5B6		80402	80402	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	02/14/17	01	00:00			03	02/15/17	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
	1			WHITE				3

===== REPAIR LINE 002 =====
 CUSTOMER STATES THAT FEELS LIKE VEHICLE CUTS OUT WHEN ACCELERATING - WHEN VEHICLE DOWNSHIFTS IT SEEMS TO HOLD THE LOWER GEAR TOO LONG WITHOUT UPSHIFTING AUTH (\$3140 TOTAL \$2000 FOR PARTS, \$1140 LABOR)

FLUID DARK METAL IN FLUID REMOVED PAN METAL IN BOTTOM OF PAN
 REPLACE WITH GM REMAN TRANS

Bill Code - C

555 R&R TRANS 10 M A 12.00 1140.00
 JOHN THURMAN

		Total Labor	1140.00
GM	19331877	R-TRANSAX	1 2000.00
GM	88900401	LUBRICANT	2 57.76
YY	897492	COOLANT	4 30.00
		Total Parts	2087.76
		Total Line	3227.76

===== REPAIR LINE 003 =====
 CUSTOMER STATES HIGH PITCHED NOISE IN ENGINE
 ENGINE NOT MAKING ANY UNUSUAL SOUNDS. RESONATOR LEAKING
 REPLACE RESONATOR

Bill Code - C

SUBLET:

RESONATOR REPLACEMENT

Bill Code - C PO Number - M 275.00
 Total Sublet 275.00
 Total Line 275.00

===== REPAIR LINE 004 =====
 CUSTOMER STATES WHEN TURNING HEARS RUBBING NOISE UNDER CAR WARRANTY AUTH FOR CALIPERS (\$349.16 REIMB)

BOTH FRONT CALIPERS STUCK
 REPLACE BOTH FRONT CALIPERS AND FRONT PADS AND ROTORS

Bill Code - C

555 R&R FRONT PADS AND ROTORS 10 M A 1.20 114.00
 JOHN THURMAN
 556 REPLACE CALIPERS 08 M A .60 57.00

<input type="checkbox"/> I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS	ADD'L REPAIRS OK'D BY DATE TIME	LABOR AMOUNT	
<input type="checkbox"/> PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS \$ _____		PARTS AMOUNT	
<input type="checkbox"/> I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.		MISC. SALES	
DISCLAIMER OF WARRANTIES The seller, D&D OF KEWANEE, INC., herein 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.		MATERIALS	
I hereby authorize the repair work herein set for 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 shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's line is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		TOTAL CHARGE	
<input type="checkbox"/> CASH	x _____	DEDUCTIBLE	
<input type="checkbox"/> DISCOVER		SALES TAX	
<input type="checkbox"/> VISA		OTHER PAY	
<input type="checkbox"/> M/C		CUSTOMER PAY	
<input type="checkbox"/> AMERX			

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CUSTOMER COPY PAGE 2

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/01/17	11	CHEVROLET	EQUINOX	2CNFLNEC5B6		80402	80402	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	02/14/17	01	00:00			03	02/15/17	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
	1			WHITE				3

SHANNON PETTY

			Total Labor	171.00
YY	72006DG	ROTOR	2	91.26
YY	DG924	PADS	1	44.75
GM	13279639	CALIPER	1	146.08
GM	13279638	CALIPER	1	146.08
		Total Parts		428.17
		Total Line		599.17

===== REPAIR LINE 006 =====

RENTAL REIMBURSEMENT AUTHORIZATION

Bill Code - C

MISCELLANEOUS:

RENTAL

Bill Code - C PO Number -

Total Misc	150.00
Total Line	150.00

Payment Type - 03 MC/VSA/DIS 4301.93

<input type="checkbox"/> I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS	ADD'L REPAIRS OK'D BY DATE TIME	LABOR AMOUNT	1311.00
<input type="checkbox"/> PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS \$ _____		PARTS AMOUNT	2515.93
<input type="checkbox"/> I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.		MISC. SALES	425.00
DISCLAIMER OF WARRANTIES		MATERIALS	50.00
The seller, D&D OF KEWANEE, INC., herein 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.		TOTAL CHARGE	4301.93
I hereby authorize the repair work herein set for to 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 shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's line is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		DEDUCTIBLE	
<input type="checkbox"/> CASH		SALES TAX	
<input type="checkbox"/> DISCOVER		OTHER PAY	
<input type="checkbox"/> VISA		CUSTOMER PAY	4301.93
<input type="checkbox"/> M/C			
<input type="checkbox"/> AMERX	X		

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CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/14/17	11	CHEVROLET	EQUINOX	2CNFLNEC5B6		80102	80102	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	02/14/17	01	00:00			00	02/14/17	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
				WHITE				1

===== REPAIR LINE 001 =====

CHECK ENGINE LIGHT
 DIAG CHECK ENGINE LIGHT - P0420 CAT LOW EFFICENCY CODE PRESENT CHECKED WIRING CLEARED
 CODE DROVE VEHICLE CODE P0420 CODE RETURNED
 REPLACE CATALYTIC CONVERTOR PER BULLITIN 15810
 Bill Code - W
 Transaction Type: ZREG Regular Vehicle Transaction
 Transaction Cat: SPOL Special Coverage
 Transaction No.: [REDACTED]
 Transaction Ver: 0002
 Cause Code: 6021 Module/Component - Damaged/Cracked
 Complaint Code: 0321 Engine/Fuel/Exhaust - "Check Engine" Light
 9900311 REPLACE CAT PER BULLITIN 15810 08 M A 1.60
 SHANNON PETTY
 Labor Type: BASE

			Total Labor	142.38
GM	[REDACTED]	CONVERTER	1	
Failed Part:	23406152			
GM	15709703	NUT	5	
GM	24505057	GASKET	1	
GM	22741672	GASKET	1	
		Total Parts	863.63	
		Total Line	1006.01	

===== REPAIR LINE 002 =====

REPLACE FUEL PUMP FOR RECALL 43180
 PUMP RECALL
 REPLACE PUMP AND PIPE PER BULLITIN 43180
 Bill Code - W
 Transaction Type: ZFAT Field Action Recall
 Transaction No.: [REDACTED]
 Transaction Ver: 0002
 9102226 REPLACE HIGH PRESSURE PUMP 08 M A .80
 SHANNON PETTY
 Labor Type: BASE

<input type="checkbox"/> I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS	ADD'L REPAIRS OK'D BY _____ DATE _____ TIME _____	LABOR AMOUNT	
<input type="checkbox"/> PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS \$ _____		PARTS AMOUNT	
<input type="checkbox"/> I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.		MISC. SALES	
DISCLAIMER OF WARRANTIES The seller, D&D OF KEWANEE, INC., herein 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.		MATERIALS	
I hereby authorize the repair work herein set for 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 shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's line is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		TOTAL CHARGE	
<input type="checkbox"/> CASH		DEDUCTIBLE	
<input type="checkbox"/> DISCOVER		SALES TAX	
<input type="checkbox"/> VISA		OTHER PAY	
<input type="checkbox"/> M/C		CUSTOMER PAY	
<input type="checkbox"/> AMERX	X _____		

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IL [REDACTED]

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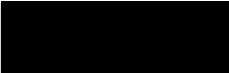
CUSTOMER COPY PAGE 2

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/14/17	11	CHEVROLET	EQUINOX	2CNFLNEC5B6 [REDACTED]	[REDACTED]	80102	80102	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	02/14/17	01	00:00			00	02/14/17	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE			WHITE	1	
[REDACTED]		[REDACTED]	[REDACTED]					

GM	12608374	PIPE	1	Total Labor	71.19
GM	12641847	*PUMP	1		
GM	12605566	FILTER	1		
GM	19293003	DEXOS OIL	1		
				Total Parts	264.12
				Total Line	335.31

<input type="checkbox"/> I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS <input type="checkbox"/> PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS \$ _____ <input type="checkbox"/> I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.		ADD'L REPAIRS OK'D BY _____ DATE _____ TIME _____	LABOR AMOUNT PARTS AMOUNT MISC. SALES MATERIALS TOTAL CHARGE DEDUCTIBLE SALES TAX OTHER PAY CUSTOMER PAY
<input type="checkbox"/> CASH <input type="checkbox"/> DISCOVER <input type="checkbox"/> VISA <input type="checkbox"/> M/C <input type="checkbox"/> AMERX		DISCLAIMER OF WARRANTIES The seller, D&D OF KEWANEE, INC., herein 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. I hereby authorize the repair work herein set for 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 shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's line is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	<input checked="" type="checkbox"/>

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CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
02/26/18	11	CHEVROLET	EQUINOX	2CNFLNEC5B6		90718	90718	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	02/26/18	03	00:00			03	02/27/18	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE			WHITE		
							2	

===== REPAIR LINE 001 =====

REPLACE CAT CON
CAT LOW EFF CODE
REPLACE CAT MANIFOLD O2 SENSOR
Bill Code - W
Transaction Type: ZREG Regular Vehicle Transaction
Transaction Cat: SPOL Special Coverage
Transaction No.:
Transaction Ver: 0006
Cause Code: 6017 Module/Component - Broken
Complaint Code: 0321 Engine/Fuel/Exhaust - "Check Engine" Light
9900311 REPLACE CAT 08 M A 2.20
SHANNON PETTY
Labor Type: BASE

			Total Labor	200.66
GM	23406152	CONVERTER	1	
Failed Part: 23406152				
GM	22741672	GASKET	1	
GM	24505057	GASKET	1	
GM	12622668	GASKET	1	
			Total Parts	862.40
			Total Line	1063.06

===== REPAIR LINE 002 =====

O2 SENSOR TIP WAS DEFORMED EXHAUST MANIFOLD WAS CRACKED
Bill Code - C

GM	12609823	MANIFOLD	1	123.42
GM	12606671	SENSOR	1	68.92
			Total Parts	192.34
			Total Line	192.34

Payment Type - 03 MC/VSA/DIS 207.25

<input type="checkbox"/> I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS	ADD'L REPAIRS OK'D BY DATE TIME	LABOR AMOUNT	
<input type="checkbox"/> PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS \$		PARTS AMOUNT	192.34
<input type="checkbox"/> I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.		MISC. SALES	
DISCLAIMER OF WARRANTIES		MATERIALS	
The seller, D&D OF KEWANEE, INC., herein 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.		TOTAL CHARGE	192.34
I hereby authorize the repair work herein set for 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 shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's line is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		DEDUCTIBLE	
<input type="checkbox"/> CASH		SALES TAX	14.91
<input type="checkbox"/> DISCOVER		OTHER PAY	
<input type="checkbox"/> VISA		CUSTOMER PAY	207.25
<input type="checkbox"/> M/C			
<input type="checkbox"/> AMERX	X		



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CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
05/01/18	11	CHEVROLET	EQUINOX	2CNFLNEC5B6		90718	90718	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	05/04/18	03	00:00			03	05/04/18	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
				WHITE				1

===== REPAIR LINE 001 =====

NEED NEW KEY AND FOB

Bill Code - C

GM	20835404	KEY	1	79.74
			Total Parts	79.74
			Total Line	79.74

Payment Type - 03 MC/VSA/DIS 85.92

<input type="checkbox"/> I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS	ADD'L REPAIRS OK'D BY DATE TIME	LABOR AMOUNT	
<input type="checkbox"/> PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS \$ _____		PARTS AMOUNT	79.74
<input type="checkbox"/> I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.		MISC. SALES	
DISCLAIMER OF WARRANTIES The seller, D&D OF KEWANEE, INC., herein 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.		MATERIALS	
<input type="checkbox"/> CASH	I hereby authorize the repair work herein set for 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 shipment by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's line is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	TOTAL CHARGE	79.74
<input type="checkbox"/> DISCOVER		DEDUCTIBLE	
<input type="checkbox"/> VISA		SALES TAX	6.18
<input type="checkbox"/> M/C		OTHER PAY	
<input type="checkbox"/> AMERX		CUSTOMER PAY	85.92

Connecting... An agent will be with you shortly. Caller English System [7:22:13 PM]:

Welcome to chat. **Honey Lyn [7:22:33 PM]**: Thank you for contacting GMC Customer Assistance, my name is Honey.

Honey Lyn [7:23:22 PM]: I've read your concern in the pre-chat form and I apologize for the inconvenience. I know this is really unfortunate but now that you have me on the line I will be more than happy to assist you today. **Honey Lyn**

[7:23:48 PM]: Have you been to a GM dealership? **Honey Lyn**

[7:24:59 PM]: Thank you for chatting. I am here to assist you.

[7:25:01 PM]:

I called them today, they told me that no recalls on it and i was out of warranty, local shop order new parts from them to repair truck. **Honey Lyn**

[7:25:21 PM]: I can understand how you feel right now and I appreciate you giving us the chance to help you. **Honey Lyn**

[7:25:37 PM]: May I know

where is the vehicle right now?

[7:26:20 PM]:

I just picked it up from shop,

Honey Lyn [7:26:52 PM]: Was it a dealership or a local shop?

[7:27:24 PM]:

They replaced new vacuum pump and belt, the concern is loss of brake function. Local shop is Tilden of centereach.

[7:28:21 PM]:

If i did not have side road i would have crashed, mechanic was shocked at brake from vacuum pump. **Honey Lyn**

[7:28:39 PM]: We wouldn't want any customer to experience what you've described to me right now,

[REDACTED]. Honey Lyn [7:28:53

PM]: Thank you for bringing this concern to GMC's attention today. **[REDACTED]**

[7:30:07 PM]: As if right now i am not allowing any of my family members to drive truck.

This was very horrible moment.

And gmc needs to look into

problem. **Honey Lyn [7:30:16**

PM]: Who's the registered

owner of this vehicle, please?

[7:31:54 PM]:

I understand things go bad, but to loose brake functions , with a belt breaking. There is a problem , please have someone look into issue and get back to me. Thank you

[7:32:25 PM]: I am

purchased new from dealer 3 1/2 ago. **Honey Lyn**

[7:33:32 PM]: Thank you for the information. **Honey Lyn**

[7:33:52 PM]: I will create a case file about this issue. **Honey**

Lyn [7:33:58 PM]: While I am looking into this, may I have your home address? This is to ensure our records are up to date and accurate for recall purposes. [REDACTED]

[7:34:45 PM]: [REDACTED]

south setauket ny [REDACTED] **Honey**

Lyn [7:34:54 PM]: Thank you.

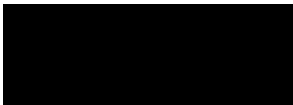
Honey Lyn [7:34:55 PM]: We understand that you do not expect this issue to happen at this point and we know that our customers believe our vehicles to function as designed. Please

accept our sincere apologies on behalf of GMC for the frustration this matter has

caused you. **Honey Lyn**

[7:35:53 PM]: In order for us to better understand that current condition of your vehicle, we do need an official dealer diagnosis performed in the last 60 days.

Please know we must rely on the proper diagnosis our dealerships make as they are our eyes and ears in the field. A diagnosis is an important part in determining the cause of the

failure, complete nature of the concern, and estimated cost of repairs. **Honey Lyn [7:36:31 PM]**: We here at the Customer Assistance Center are not able, nor equipped to make any specific or conclusive diagnosis or technical advice as to why a component failed. It is for this reason that we rely heavily on the service staff at the GMC dealership to provide our customers with any type of mechanical diagnosis or recommendations. 

[7:38:20 PM]: I understand , right now local shop fixed issue , as i can tell i just drove it home, but i can bring it down to local dealer. To have them inspect it. **Honey**

Lyn [7:38:35 PM]: Upon checking the VIN, I also found recalls on this vehicle. **[REDACTED]**

[7:39:14 PM]: Yes when i called dealer he told me , i was not aware ifvthem , never got notices. **Honey Lyn**

[7:39:54 PM]: I understand where you are coming from. We

can request a towing service to the dealership. Only our dealership can fix the recalls.

This recalls will be serviced at no cost to you. **Honey Lyn**

[7:41:22 PM]: Recalls such as, the Loss of power steering, Frontal airbag and Seat Belt Lap Anchor. This might help resolve the issue that you've had. **Honey Lyn [7:41:48 PM]:**

How many mileage do you have? 

[7:41:51 PM]: I can drop it off , brakes seem like they are working right

now , but very concered about future issues , if belt breaks again. [REDACTED]

[7:42:04 PM]: I have 89 k

Honey Lyn [7:43:33 PM]:

Thank you. I understand where you are coming from, Jaime.

We will be more than happy to get a dealership who can fix recall. [REDACTED]

[7:44:21 PM]: I would like to drop off at nearrest dealer , along w recalls to look into matter of vacuum pump and loss of brakes. li cost \$900 in

repairs. But to think this could happen again is scary. **Honey Lyn [7:44:42 PM]:** If you need a towing assistance. I can provide you the roadside department number and you can request towing that will cover under your Powertrain warranty and since you are afraid to drive it to the dealership. **Honey Lyn [7:45:14 PM]:** I understand how frustrating this situation is for you. I'm sorry you feel this way, Jaime. **Honey Lyn [7:45:43 PM]:** To which

dealership are you planning to drop it off? [REDACTED]

[7:46:50 PM]: I can drive it , at slow speeds brakes seem fine now that it got new belt , king Oaroke i think in smithtown.

Honey Lyn [7:48:16 PM]:

Thank you. I'm just making sure if you can drive it there. **Honey**

Lyn [7:48:48 PM]: I already created a case file about the issue. This is to ensure you that GM will be aware of your concern. [REDACTED]

[7:48:54 PM]: Is my truck

under powertrain warranty?

Honey Lyn [7:49:10 PM]: This will be available also to our Engineering Department. If they find out that this is a common issue among owners, we either release a recall or extend the warranty. And if there will be recall or special coverage for that issue. All reasonable and customary cost should be considered for possible reimbursement. [REDACTED]

[REDACTED] **[7:49:46 PM]:** Ok thank you , do i call dealer , in

am? **Honey Lyn [7:49:56 PM]:**

The Powertrain warranty will end on 07/29/2019 or 100,000 miles whichever comes first.

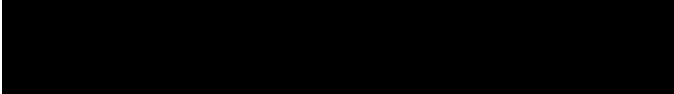
Honey Lyn [7:50:23 PM]:

Also, you may visit our recall website below for future recall inquiry. **Honey Lyn [7:50:27**

PM]:

<http://www.my.gm.com/recalls>

Honey Lyn [7:50:54 PM]: Is there anything else aside from

this?  **[7:52:49**

PM]: No thank you i will call dealer in am **Honey Lyn**

[7:53:32 PM]: I'm sorry. Yes, please call the dealership to set up an appointment. **Honey Lyn**

[7:53:51 PM]: Do you have their contact information? [REDACTED]

[REDACTED] **[7:54:05 PM]:** Yes thanks **Honey Lyn [7:54:08**

PM]: Thank you for chatting with GMC today! Have a great day! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 9:00 p.m. Eastern. **Call Disconnected.**



General Motors - Policy Evaluation Tool

Date: 07/25/2018

Customer Information	Dealer Information
First Name: [REDACTED] Last Name: [REDACTED] Phone: [REDACTED]	BAC: [REDACTED] Name: Amanda Lakin Dealer: Antelope Valley Chevrolet, Inc.

Vehicle/Coverage Information	
VIN: 1G1JC5SH4E4 [REDACTED]	Make: Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage	
Ownership Status Message:	

Time	Mileage
Component's Warranty End Date: 09/05/2016	Component's Warranty End Mileage (Miles): 36,009
Job Card Date: 07/25/2018	Current Mileage: 122,003
Days out of Warranty: 688	Miles out of Warranty: 85,994

Repair	
Total Repair Cost At Warranty Rates: \$337.49	Job Card / Repair Order : 154000
Repair Group: Safety and Security	

Reasons For Policy Adjustment
Primary reason for policy adjustment: Other
Additional Comments: CUSTOMER IS REQUESTING COST ASSISTANCE THROUGH GM. DEALER CASE MANAGEMENT REQUESTED POLICY CALCULATOR SUBMITTED FOR SEAT BELT RETRACTOR

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY	
GM Participation Amount: \$0.00 *	Cust/Dir Participation Amount: \$337.49
Agreed upon Customer/Dealer Participation Amount:	

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

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

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

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



CHECK NO. [REDACTED] 50-937
 213

DATE
 08/30/18

U.S. FUNDS
 283 DOLLARS 19 CENTS

AMOUNT
 \$ 283.19

NOT VALID AFTER
 180 DAYS FROM DATE

PAY TO THE
 ORDER OF

FirstBank AK [REDACTED]

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

AUDIT

SIGNATURE

VENDOR
 DUNS NO.
 VENDOR NAME

1

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

DETACH BEFORE DEPOSITING CHECK
 CHECK NO. [REDACTED]
 PAYMENT DATE 08/30/18

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[REDACTED]	08/29/18	8-23HD5LZ	0.000	283.19	0.00	283.19
P/N: CARS	16CVKREC3FZ	[REDACTED]	UOM: EA	U/P: 283.19	EXT:	283.19
TOTAL				283.19	0.00	283.19



General Motors - Policy Evaluation Tool

Date: 03/06/2019

Customer Information

First Name: [REDACTED]
 Last Name: [REDACTED]
 Phone:

Agent Information

Agent Name: Siebel Service
 Agent Role:

Vehicle/Coverage Information

VIN: 2G1125S36E9 [REDACTED] Make: Chevrolet
 Component Warranty Coverage: Bumper to Bumper Coverage
 Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 09/16/2016
 Job Card Date: 03/06/2019
 Days out of Warranty: 901

Mileage

Component's Warranty End Mileage (Miles): 36,019
 Current Mileage: 72,127
 Miles out of Warranty: 36,108

Repair

Total Repair Cost At Warranty Rates: \$1,000.00 | Job Card / Repair Order : Tier2
 Repair Group: Seats

Reasons For Policy Adjustment

Primary reason for policy adjustment: Other

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

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

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

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

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

Thomas Brown (C)

From: Justin Feist
Sent: Tuesday, June 25, 2019 9:50 AM
To: Greg
Cc: Thomas Brown (C)
Subject: RE: [EXTERNAL] FW: Case 9-[REDACTED], Status update on 2013 Cadillac XTS; [REDACTED]
[REDACTED]

No, the customer is well out of warranty

From: Greg <gwhite@mkb.com>
Sent: Monday, June 24, 2019 2:43 PM
To: Justin Feist <justin.feist@cadillac.com>
Cc: Thomas Brown (C) <thomas.brown@gm.com>
Subject: [EXTERNAL] FW: Case 9-[REDACTED], Status update on 2013 Cadillac XTS; [REDACTED]

Justin,

Would you like us to assist in the replacement of this customers seat belt ?



General Motors - Policy Evaluation Tool

Date: 06/19/2019

Customer Information

First Name: [REDACTED]
Last Name: [REDACTED]
Phone: [REDACTED]

Dealer Information

BAC: [REDACTED]
Name: Greg White
Dealer: Marvin K. Brown Buick

Vehicle/Coverage Information

VIN: 2G61U5S37D9 [REDACTED] Make: CADILLAC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message: Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 10/07/2017
Job Card Date: 06/19/2019
Days out of Warranty: 620

Mileage

Component's Warranty End Mileage (Miles): 50,014
Current Mileage: 106,603
Miles out of Warranty: 56,589

Repair

Total Repair Cost At Warranty Rates: \$259.86 | Job Card / Repair Order : 865704
Repair Group: Safety and Security

Additional Comments:left front seat belt retractor broke from the base

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

GM Participation Amount: \$0.00 * | Cust/Dlr Participation Amount: \$259.86

Agreed upon Customer/Dealer Participation Amount:

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

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

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

Greg White
Service Manager
1441 Camino Del Rio South
San Diego, CA 92108
email: gwhite@mkb.com
Direct line: 619-725-2042

-----Original Message-----

From: CustomerCare@Cadillac.com [mailto:CustomerCare@Cadillac.com]

Sent: Monday, June 24, 2019 9:00 AM

To: gwhite@mkb.com

Subject: Case 9- [REDACTED] Status update on 2013 Cadillac XTS [REDACTED]

Greg,

The latest update from the SPAC escalation on [REDACTED] is as follows:

*We have stock at a gm processing facility that should ship by the end of next week to a GM shipping facility then to your dealership.

Any word from Justin Feist on the customer's request for assistance? This file has been open now since 6/7/19 and management is starting to question why it's still open.

Customer: [REDACTED]

Last 8: D9 [REDACTED]

Thomas/District Specialist
CA CEC Engagement Center
Cadillac Business Resource Center
Phone:(866) 790-5600 Extension number: 5911030

[SR:9- [REDACTED]

Email ID# [REDACTED] (Do not delete/alter this line)

Thomas Brown (C)

From: Thomas Brown (C)
Sent: Friday, June 14, 2019 3:30 PM
To: 'gwhite@mkb.com'
Subject: Requesting updates on multiple cases:

Importance: High

Greg,
I have mandatory callbacks on both of the following cases this afternoon. Any updates on them?

9- [REDACTED]
Customer: [REDACTED]
Last 8: 6U [REDACTED]
Customer seeks: cost assistance on the \$4000 estimate of repairs. PET needs to be run.

9- [REDACTED]
Customer: [REDACTED]
Last 8: D9 [REDACTED]
Customer seeks: cost assistance on the seat belt replacement. PET needs to be run.

You can call me w/ the update, if that's easier or have the adviser call me.

Thomas/District Specialist
CA CEC Engagement Center
Cadillac Business Resource Center
Phone:(866) 790-5600
Extension number: 5911030

Fields with an "*" are required

Customer Information

Owned By Business: Yes No

* First Name

* Last Name

Phone Number

Time

* Component's Warranty End Date

* Job Card Date

Days Out of Warranty 698

Vehicle / Coverage

* Full VIN

Make GMC

* Component Warranty Coverage

* Repair Group

Mileage

* Component's Warranty End Mileage

* Current Mileage

Miles Out of Warranty 53,959

Repair Information

* Total Repair Cost (Warranty Rates)

* Job Card / Repair Order #

Customer Policy Eligibility

Customer may be eligible for Policy Assistance

[Reset](#) [Edit](#) [Home](#)

Fields with an "*" are required

Customer Information

Owned By Business: Yes No

* First Name

* Last Name

Phone Number

Time

* Component's Warranty End Date

* Job Card Date

Days Out of Warranty 0

Repair Information

* Total Repair Cost (Warranty Rates)

Vehicle / Coverage

* Full VIN

Make

* Component Warranty Coverage

* Repair Group

Mileage

* Component's Warranty End Mileage

* Current Mileage

Miles Out of Warranty 18,090

* Job Card / Repair Order #

Customer Policy Eligibility

Customer may be eligible for Policy Assistance

Reset

Edit

Home

Vehicle Information

VIN: 1GCNCNEH2GZ [REDACTED]

Model: CC15703-2016 SILVERADO 1500 REG CAB

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: [1 Open](#)

[REQUEST ANOTHER VIN](#)

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N192268490	N192268490	Increased Brake Pedal Effort	09/06/2019	Open
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	10/16/2019	10/23/2016	9 MI	10/23/2024	80,009 MI
	Bumper to Bumper Limited Warranty	10/16/2019	10/23/2016	9 MI	10/23/2019	36,009 MI
	Chevrolet Scheduled Maintenance-2 visits	10/16/2019	10/23/2016	9 MI	10/23/2018	24,009 MI
	Special Coverage N182202780	10/16/2019	10/23/2016	9 MI	10/23/2026	150,009 MI
	Corrosion Limited Warranty	10/16/2019	10/23/2016	9 MI	10/23/2022	100,009 MI
	Powertrain Limited Warranty	10/16/2019	10/23/2016	9 MI	10/23/2021	60,009 MI
	Special Coverage 18127	10/16/2019	10/23/2016	9 MI	10/23/2026	150,009 MI

Bulletin Summary - 18127 Driver's Front Seat Belt Anchor Pretensioner (Special Coverage)

Condition

Bulletin Summary: 18127 Driver's Front Seat Belt Anchor Pretensioner (Special Coverage)

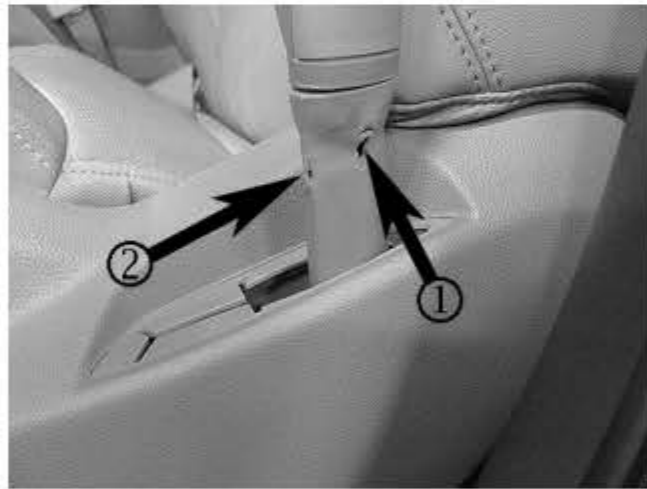
High Level Summary

In involved vehicles, if the driver repeatedly sits on the driver's front seat belt pretensioner cable cover when entering the vehicle, the seat belt's pretensioner cable can become damaged. Before any damage will occur to the pretensioner cable itself, signs of wear will be visible on the pretensioner cable cover where it has been repeatedly bent over the seat side shield. **Customers are to check the condition of their driver's front seat belt pretensioner cable cover using the pictures and instructions which were mailed to them with the Customer Letter. If they're uncomfortable doing the check themselves, a <Brand> Dealer will do it for them at no cost.**

This Special Coverage covers the condition described for a period of 10 years or 150,000 miles, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. Customers should only schedule service for their vehicle if they are experiencing the condition described by this SC: their vehicle's pretensioner cable cover show signs of damage.

Check IVH for the specific time & mileage parameters associated with the Customer's VIN. Set cost expectations accordingly/appropriately. Diagnosis/repair will be \$0 if the vehicle is serviced within the time & mileage parameters, and diagnosis shows that the concern matches the condition described by this field action. Diagnosis/repair will be Customer Pay if the vehicle is serviced after this SC expires (time or mileage) or diagnosis shows the concern is something different from the condition covered by this SC.

Owners are to check the driver's seatbelt's pretensioner cable cover for signs of damage.



Involved Vehicles (U.S. owners)*

Make	Model	Model Year
Chevrolet	Silverado	2015-2017
GMC	Sierra	

**All Field Actions are VIN-Specific. For each MY/Make family listed above, only certain VINs may be involved. To see if the Customer's VIN is included, follow the [Field Action Handling Process](#) and lookup the Customer's VIN in IVH.*



Better Business Bureau Serving Eastern Michigan
20300 W 12 Mile Rd Ste 202
Southfield, MI 48076-6409
Phone: (248)223-9400 | Fax: (248)356-5156
www.easternmichiganbbb.org

12/3/2019

Michelle Mock
General Motors Corporation
PO Box 33170
Detroit, MI 48232

Dear Michelle Mock:

The Better Business Bureau has received information from one of your customers expressing concern with a recent business transaction. The concern was submitted on 12/2/2019 and was assigned an ID of [REDACTED]. Below is the information provided by the consumer. The BBB requests that you please review this information and respond within the next seven business days.

One of your Better Business Bureau benefits is our assistance in achieving a mutually satisfactory settlement when such a problem occurs. Your prompt reply will enable us to help you not only in resolving this matter, but also in retaining your customer's confidence and good will.

Sincerely,

Better Business Bureau
Michelle Brown
Customer Engagement Specialist
Fax: 248-356-5156
mbrown@easternmichiganbbb.org

COMPLAINT INFORMATION:

BBB Case # [REDACTED] - General Motors Corporation

Customer Information:

[REDACTED]
Omaha, NE [REDACTED]
Daytime Phone: [REDACTED]
Evening Phone: [REDACTED]
E-mail: [REDACTED]

The details of this matter are as follows:

Complaint Involves:

Product Issues

Customer's Statement of the Problem:

Drivers seat belt cable failed. There are recalls on similar trucks for this but not for my 2015 Tahoe. Seems ridiculous to not have a recall on a known defective part.

Complaint Background:

Product/Service:

Purchase Date: 5/13/2015

Problem Occurred: 11/21/2019

Model: Tahoe 2015

Account Number:

Order Number:

Name of Salesperson:

Purchase Price: \$0.00

Disputed Amount: \$0.00

Desired Settlement:

To not have to incur the cost to replace a faulty product.

Additional Comments from Consumer:

VIN # for 2015 Chevrolet Tahoe is 1GNSKCKC3FR [REDACTED]

Note: Please understand that the customer's complaint and your response may be publicly posted on the website(s) of BBB (BBB also reserves the right to not post complaint detail, in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this customer. The BBB may edit the complaint of your response to protect privacy rights and to remove inappropriate language.



Advertisement

2015 Chevrolet Silverado 1500 Double Cab Pricing Report



Style: LS Pickup 4D 6 1/2 ft
Mileage: 136,000

Vehicle Highlights

Fuel Economy:
 City 16/Hwy 22/Comb 18 MPG

Max Seating: 6

Doors: 4

Engine: V8, EcoTec3, FF, 5.3L

Drivetrain: 4WD

Transmission: Automatic, 6-Spd HD w/Overdrive

EPA Class: Standard Pickup Trucks

Body Style: Pickup

Country of Origin: United States

Country of Assembly: United States

Sell To Private Party

Private Party Range
\$11,658 - \$14,027
 Private Party Value
\$12,843



Valid for ZIP Code [redacted] through 02/21/2020

Your Configured Options

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

✓ Options that you added while configuring this car.

Engine

V8, EcoTec3, FF, 5.3L

Transmission

Automatic, 6-Spd HD w/Overdrive

Drivetrain

4WD

Braking and Traction

Hill Start Assist Control

Traction Control

StabiliTrak

ABS (4-Wheel)

Comfort and Convenience

Keyless Entry

Air Conditioning

Power Windows

Power Door Locks

Cruise Control

Steering

Power Steering

Tilt Wheel

Entertainment and Instrumentation

AM/FM Stereo

CD/MP3 (Single Disc)

SiriusXM Satellite

Bluetooth Wireless

OnStar

Safety and Security

Dual Air Bags

F&R Side Air Bags

Head Curtain Air Bags

Lighting

Daytime Running Lights

Cargo and Towing

Towing Pkg

Wheels and Tires

Oversized Premium Wheels 20"+

Exterior Color

✓ Black

Glossary of Terms

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

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

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

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

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

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

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

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

Tip:

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

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info [Automated], 06 May. 2020, 8:33am

Hi!

info [Automated], 06 May. 2020, 8:33am

I'm here to help route you to the right place.

Chevrolet, 06 May. 2020, 8:34am

[Rich Content]

██████ 06 May. 2020, 8:34am

Assistance on a vehicle I own

Chevrolet, 06 May. 2020, 8:34am

[Rich Content]

██████ 06 May. 2020, 8:34am

All Other Vehicle Questions

Chevrolet, 06 May. 2020, 8:34am

[Rich Content]

██████, 06 May. 2020, 8:34am

Hi I got a problem with my 2015 Suburban

Chevrolet, 06 May. 2020, 8:34am

Please select one of the options above.

██████, 06 May. 2020, 8:34am

I'd prefer to chat with a customer service advisor

Chevrolet, 06 May. 2020, 8:34am

Just a moment...

info [Automated], 06 May. 2020, 8:34am

Ok. While I'm connecting you to an advisor, feel free to start typing your question below.

Chevrolet [Private], 06 May. 2020, 8:34am

US_CS_Services

info [Automated], 06 May. 2020, 8:34am

You are now chatting with Amanda.

Amanda, 06 May. 2020, 8:35am

Thank you for contacting Chevrolet Customer Assistance Center, [REDACTED] My name is Amanda.

[REDACTED], 06 May. 2020, 8:35am

My 2015 Suburban, the drivers seatbelt separated from its anchor point on the floor

Amanda, 06 May. 2020, 8:35am

I am sorry to read that you have an issue with your 2015 Chevrolet Suburban. I would like to assist you. Could I please have the last 8 of the VIN and current mileage?

[REDACTED], 06 May. 2020, 8:36am

is this problem showing up on that year and model

[REDACTED], 06 May. 2020, 8:36am

I gotta go get the vin hold for 2 minutes

Amanda, 06 May. 2020, 8:36am

I will be here when you are ready

██████████, 06 May. 2020, 8:37am

ok

██████████ 06 May. 2020, 8:38am

Vin 1GNSKHKC0FR ██████████

██████████, 06 May. 2020, 8:39am

hello?

Amanda, 06 May. 2020, 8:39am

I am here, I was waiting for your current mileage, I saw that you were typing and did not want to interrupt.

██████████, 06 May. 2020, 8:39am

108,303

Amanda, 06 May. 2020, 8:39am

While I am looking into this for you, do you mind providing me with your phone number, email, and mailing address?

██████████ 06 May. 2020, 8:40am

████████████████████

██████████, 06 May. 2020, 8:40am

████████████████████

██████, 06 May. 2020, 8:40am

████████████████████

██████, 06 May. 2020, 8:40am

Its a company car

Amanda, 06 May. 2020, 8:42am

Thank you for verifying your information. I see that there are no open recalls on this vehicle. Have you had a chance to have this seat belt separation diagnosed by a Chevrolet Dealership as to why it happened?

██████, 06 May. 2020, 8:42am

not yet happened yesterday

██████, 06 May. 2020, 8:43am

is this a problem that has started showing up ?

Amanda, 06 May. 2020, 8:44am

That is going to be our first step for assisting you. We want to understand why this had happened to be able to know if it is just the seat belt we need to have fixed or if something else is also involved. At this time I do not see any recalls or Special Coverages on your vehicle

Amanda, 06 May. 2020, 8:45am

I apologize about that delay. My computer froze on my end would not allow me to type. I had to reset. Do you have a preferred dealership you like to work with?

██████, 06 May. 2020, 8:45am

its a defect in materials

Amanda, 06 May. 2020, 8:46am

Amanda, 06 May. 2020, 8:53am

You are welcome. I hope you have a great rest of your day! Thank you for contacting Chevrolet Customer Assistance Center. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are available to chat Monday through Friday 8 am to 9 pm and Saturday 9 am to 9 pm EST.

info [Automated], 06 May. 2020, 8:53am

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

Hi my name is [REDACTED], 18 Aug. 2020 , 03:51pm

Hi

Chevrolet Bot, 18 Aug. 2020 , 03:51pm

Thanks! To better assist you, please provide your first name.

The information you provide here is subject to the GM Privacy Statement available at <https://www.gm.com/privacy>

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 03:52pm

Hi my name is [REDACTED]

Chevrolet Bot, 18 Aug. 2020 , 03:52pm

And now please enter your last name

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 03:52pm

[REDACTED]

Chevrolet Bot, 18 Aug. 2020 , 03:52pm

[Rich Content]

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 03:53pm

Assistance on a vehicle I own

Chevrolet Bot, 18 Aug. 2020 , 03:53pm

[Rich Content]

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 03:53pm

All Other Vehicle Questions

Chevrolet Bot, 18 Aug. 2020 , 03:53pm

[Rich Content]

[Read]

Hi my name is [REDACTED] 18 Aug. 2020 , 03:54pm

I'd prefer to chat with a customer service advisor

Chevrolet Bot, 18 Aug. 2020 , 03:54pm

Just a moment...

[Read]

Alyssa, 18 Aug. 2020 , 03:54pm

Hi [REDACTED]. Thank you for contacting Chevrolet Customer Assistance Center. My name is Alyssa, how can I help?

[Read]

Hi my name is [REDACTED] 18 Aug. 2020 , 03:57pm

My seat belt broke just now

Hi my name is [REDACTED], 18 Aug. 2020 , 03:57pm

My car is 2014 Chevy equinox

Alyssa, 18 Aug. 2020 , 03:58pm

I'm sorry to read that. Are you currently driving? Are you in a safe location?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 03:58pm

Broken in steel cable inside the driver seat

Hi my name is [REDACTED], 18 Aug. 2020 , 03:58pm

Yes

Hi my name is [REDACTED], 18 Aug. 2020 , 04:00pm

I think it very strange to break in that region

Alyssa, 18 Aug. 2020 , 04:00pm

I'm sorry I did not get that. Are you currently driving?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:00pm

No I m my home

Hi my name is [REDACTED], 18 Aug. 2020 , 04:01pm

Have some recall for this part or warranty?

Alyssa, 18 Aug. 2020 , 04:01pm

Good to hear that. I just want to make sure you are safe before you provide information. I understand that it is very stranger this happens to your vehicle. Let me see what I can do to help you. May I have your VIN and current mileage?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:01pm

Ok

Hi my name is [REDACTED], 18 Aug. 2020 , 04:03pm
2GNFLEEk4E6 [REDACTED]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:04pm
Around 102 000 miles

Alyssa, 18 Aug. 2020 , 04:04pm

Thank you. While I'm looking into this for you, can I have your email address, complete mailing address and mobile phone number for documentation purposes?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:04pm
[REDACTED]@gmail.com

Hi my name is [REDACTED], 18 Aug. 2020 , 04:05pm
[REDACTED] Malden MA [REDACTED]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:05pm
[REDACTED]

Alyssa, 18 Aug. 2020 , 04:06pm

Thank you for these information [REDACTED]. Please allow me 3-5 minutes to check on it.

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:07pm
ok

Alyssa, 18 Aug. 2020 , 04:07pm

Thank you

[Read]

Alyssa, 18 Aug. 2020 , 04:10pm

Thank you for waiting. Upon checking your VIN, there are no open recalls or field actions related to the issue. All your warranties were already expired due to the mileage of your vehicle. May I ask if the seat belt that is broke is on the driver side or the passenger side?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:11pm

Driver side

Alyssa, 18 Aug. 2020 , 04:13pm

I assume that the vehicle yet diagnose by one of our dealership as it happen just now, it would be best to bring your vehicle to a certified Chevrolet dealership to have it check. GM Dealers are specially trained and best equipped to diagnose this situation and assist with repairs. Do you want me to locate a nearest dealership in your area and set an appointment request?

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:15pm

Is it normal broken for Chevrolet?

Alyssa, 18 Aug. 2020 , 04:16pm

I'm sorry I cannot guarantee if it is normal as we cannot physically check the vehicle and we have limitations here on chat. In Customer Assistance, we rely on the service staff at our dealers to provide all technical diagnostic information.

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:17pm

But I m going there for check I need pay the check. I already check is broke during I m drive

Hi my name is [REDACTED], 18 Aug. 2020 , 04:19pm

this situation should never happen, if it broke it is because it was already in very bad condition

Alyssa, 18 Aug. 2020 , 04:20pm

There is a diagnostic fee as it pays for the technician's time to determine what repairs are needed. They need to be compensated accordingly and this is not something the dealer absorbs prior to making repairs to the vehicle. Here on chat, we cannot determine on how to fix the issue or if the vehicle is in a bad condition as we cannot diagnose the vehicle. Only the dealership is in the best position to assist you as they are someone with technical expertise to look into this for you. They are the one who will determine the cause on why the seat belt broke.

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:20pm

The seat belt no have miles this is forever

Alyssa, 18 Aug. 2020 , 04:22pm

I checked the vehicle's Warranty Manual and seat belt is not mentioned and it does not state on what warranty the component in question would fall under. It is best to consult the dealership to physically diagnose your vehicle.

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:23pm

Please send email for me about your orientation that I ll go to court check my rights.

Alyssa, 18 Aug. 2020 , 04:24pm

I apologize we do not have an access to e-mail. I highly suggest to visit a certified dealership to physically diagnose your vehicle and have it fix.

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:24pm

What you ask my email?

Alyssa, 18 Aug. 2020 , 04:26pm

It is for documentation purposes and for GM to send you any recall notices or field action letter.

[Read]

Hi my name is [REDACTED], 18 Aug. 2020 , 04:27pm

Thanks bad car bad Chevrolet

Hi my name is [REDACTED], 18 Aug. 2020 , 04:27pm

Very bad experience



Search

Customer Policy Eligibility Tool

Dealer (PET) Policy Evaluation Tool

Guidelines and Resources



Policy Evaluation Tool

Fields with an "*" are required

Customer Information

Owned By Business: Yes No

* First Name

* Last Name

Phone Number

Time

* Component's Warranty End Date

* Job Card Date

Days Out of Warranty 1,688

Vehicle / Coverage

* Full VIN

Make Chevrolet

* Component Warranty Coverage

* Repair Group

Mileage

* Component's Warranty End Mileage

* Current Mileage

Miles Out of Warranty 42,907

Repair Information

* Total Repair Cost (Warranty Rates)

* Job Card / Repair Order #

Results

GM Participation Amount	\$30.00	Customer / Dealer Participation Amount	\$570.00 / 95%
Agreed Upon Customer / Dealer Participation Amount		<input type="text" value=""/>	

Print Reset Edit Home

Click Print button to generate printable form or save as PDF for attaching to Warranty Claim or Pre-approval request.

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

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

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



[REDACTED], 22 Mar. 2021 , 06:48pm

My driver's side seatbelt in my 2014 Silverado just broke. I think there is a recall on this. Vin is 1GCVKSECXEZ [REDACTED]. My email is [REDACTED]@yahoo.com. please tell me what to do.

Virtual Assistant, 22 Mar. 2021 , 06:48pm

Thanks! In order to best assist, please provide your first and last name.

[Read]

[REDACTED], 22 Mar. 2021 , 06:49pm

Virtual Assistant, 22 Mar. 2021 , 06:49pm

[Rich Content]

[Read]

[REDACTED], 22 Mar. 2021 , 06:49pm

Assistance on a vehicle I own

Virtual Assistant, 22 Mar. 2021 , 06:49pm

[Rich Content]

[Read]

[REDACTED], 22 Mar. 2021 , 06:50pm

Vehicle Recall

Virtual Assistant, 22 Mar. 2021 , 06:50pm

Just a moment...

[Read]

Info [Automated], 22 Mar. 2021 , 06:50pm

First, are you located in the United States?

[Read]

[REDACTED], 22 Mar. 2021 , 06:50pm

Yes

Virtual Assistant, 22 Mar. 2021 , 06:50pm

To look up recalls for your vehicle, please enter your 17 character vehicle identification number (VIN).

[Read]

[REDACTED], 22 Mar. 2021 , 06:51pm

1GCVKSECXEZ [REDACTED]

Virtual Assistant, 22 Mar. 2021 , 06:51pm

I found your vehicle, just to be sure, are you wanting recall information on a 2014 Chevrolet Silverado LD Ext LTZ?

[Read]

[REDACTED], 22 Mar. 2021 , 06:51pm

My driver's side seatbelt just broke.

Virtual Assistant, 22 Mar. 2021 , 06:51pm

I found your vehicle, just to be sure, are you wanting recall information on a 2014 Chevrolet Silverado LD Ext LTZ?

[Read]

[REDACTED], 22 Mar. 2021 , 06:52pm

Yes

Virtual Assistant, 22 Mar. 2021 , 06:52pm

[Rich Content]

[Read]

[REDACTED], 22 Mar. 2021 , 06:52pm

What about my seatbelt?

Virtual Assistant, 22 Mar. 2021 , 06:52pm

Sorry, I didn't get that. Please try rephrasing your question. I can help you with things like finding a dealer, looking up recall information, or even chatting with an advisor.

[Read]

[REDACTED], 22 Mar. 2021 , 06:53pm

Chat with advisor

Virtual Assistant, 22 Mar. 2021 , 06:53pm

I'm connecting you to an advisor now.

[Read]

Info [Automated], 22 Mar. 2021 , 06:53pm

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies. How can we help?

[Read]

Ryza, 22 Mar. 2021 , 06:54pm

Welcome to Chevrolet Customer Chat Services. My name is Ryza. How can I help you today, [REDACTED]?

[Read]

[REDACTED], 22 Mar. 2021 , 06:54pm

My driver's side seatbelt broke in my Silverado

Ryza, 22 Mar. 2021 , 06:55pm

I'm sorry to know about the issue on your Silverado. May I know when did this issue occurred?

[Read]

[REDACTED], 22 Mar. 2021 , 06:55pm

Today

Ryza, 22 Mar. 2021 , 06:56pm

I do apologize for any inconvenience. Have you tried calling a dealership or taking the vehicle to the dealership for diagnosis? What are their finding about the issue?

[Read]

[REDACTED], 22 Mar. 2021 , 06:58pm

Some time ago, I received a notice of seatbelt recall. Now I need the recall and am checking on it. Each site says there is no recall but I have never had a seatbelt just break off.

Ryza, 22 Mar. 2021 , 07:01pm

Recalls are VIN specific and not all vehicles with the same year-make-model would have the same kind of recall, as it depend on where the vehicles, along with its parts, were manufactured.

For me to verify if your Silverado is involved in a recall, and to check the details about the vehicle, your VIN is 1GCVKSECXEZ [REDACTED], right?

[Read]

[REDACTED], 22 Mar. 2021 , 07:02pm

Yes

Ryza, 22 Mar. 2021 , 07:04pm

Thank you. And what's the current mileage of the vehicle?

[Read]

[REDACTED], 22 Mar. 2021 , 07:04pm

66000

Ryza, 22 Mar. 2021 , 07:05pm

I got it, thank you. Regarding the seatbelt being broken, were you able to have it checked by any Chevrolet dealership in your area?

[Read]

[REDACTED], 22 Mar. 2021 , 07:06pm

Not yet, it just completely broke off today.

Ryza, 22 Mar. 2021 , 07:09pm

I see. I will be creating a case about the issue you're having to make sure that this can be closely monitored by GM. Let me place you on hold for 3-5 minutes as I research into this for you.

While you are on hold, I would need to get the following information for documentation purpose:

1. Phone number
2. Email Address
3. Mailing Address

[Read]

[REDACTED], 22 Mar. 2021 , 07:10pm

Phone [REDACTED]

[REDACTED], 22 Mar. 2021 , 07:11pm

çell [REDACTED]

[REDACTED], 22 Mar. 2021 , 07:11pm

Email is [REDACTED]@yahoo.com

[REDACTED], 22 Mar. 2021 , 07:12pm

Mailing address is [REDACTED], Yakima, WA. [REDACTED]

[REDACTED], 22 Mar. 2021 , 07:13pm

Name is [REDACTED]

[REDACTED], 22 Mar. 2021 , 07:23pm

Local Chevrolet Dealer is "Harvest Chevrolet"

Ryza, 22 Mar. 2021 , 07:26pm

I highly appreciate you waiting on the line as I've checked the details for you. As per checking, your Silverado was involved in a recall for the Driver Side Front Seat Belt which was already repaired on 12/29/2016 by HARVEST CHEVROLET. Once a recall has been fixed, this cannot be redone.

However, we would be advising you to bring the vehicle to a GM Certified dealership for a diagnosis, in that way we can tell the real nature of the concern and most importantly the kind of repair that should be done in your vehicle. We have our specially trained technicians for GM vehicles who are in the best position to physically inspect the concern. If this seatbelt being broken will be proven by our dealers that it is related to the recall that was performed, they will be sending the reports to GM and we can come up with another resolution to have this covered.

Also, working with the dealership, we will coordinate with the Customer Experience Manager to assess the situation and any policies or coverage that may apply regarding the repair needed.

I have generated the case for you and your Service Request number is 9- [REDACTED].

What I can do here for you, is I will be sending an email to the CE Manager at Harvest Chevrolet requesting assistance to fully inspect and review all possible assistance that may be offered about the issue on your Silverado. In that way, once you have taken the vehicle to their dealership, he can definitely give you an immediate assistance.

[Read]

[REDACTED], 22 Mar. 2021 , 07:28pm

Thank you

Ryza, 22 Mar. 2021 , 07:30pm

I would like to set proper expectations that there is a diagnostic fee, but feel free to work with the CE Manager as he is empowered to check on all possible assistance that may be offered regarding the repair needed and the diagnostic fee. He is Daniel Jolley.

While you still have me on the line, do you have other concerns I may be able to help you with?

[Read]

[REDACTED], 22 Mar. 2021 , 07:32pm

I was there yesterday regarding a transmission issue after they flushed it. Still think it is not right.

Ryza, 22 Mar. 2021 , 07:33pm

This will be noted. I will be including this information for our CE Manager to give you assistance regarding the diagnostic fee.

[Read]

[REDACTED], 22 Mar. 2021 , 07:33pm

Ok

Ryza, 22 Mar. 2021 , 07:34pm

If there's anything else we can do to extend our assistance, please don't hesitate to contact us. Thank you for contacting Chevrolet Customer Chat Services. Have a nice day!

[Read]

[REDACTED], 22 Mar. 2021 , 07:34pm

Thank you Ryza

Ryza, 22 Mar. 2021 , 07:35pm

I'm glad to be able to give assistance, [REDACTED].

[Read]

BRADSHAW CHEVROLET
14000 E WADE HAMPTON BLVD
GREER, SC 29651
864-879-7111

Merchant ID: [REDACTED]
Clerk ID: 1
Record Num.: [REDACTED]

CREDIT CARD Sale

Application Label: Mastercard

XXXXXXXXXX [REDACTED]

Exp: XX/XX

AID: A000000000 [REDACTED]

MASTERCARD

Entry Method: Contact

CHIP READ

ATC: [REDACTED]
AC: [REDACTED]

Total: [REDACTED] USD\$ 393.15

04/14/21 [REDACTED] 14:45:56

Resp Code: 00

TVR: 0000000000
TSI: 6800

Inv#: [REDACTED]

Appr Code: [REDACTED]

Apprvd: Online

Batch#: [REDACTED]

TRN Ref #: [REDACTED]

DESCRIPTION: _____

THANK YOU!
PLEASE COME AGAIN!
46356511675804

CARDHOLDER COPY

RETAIN THIS COPY FOR STATEMENT
VERIFICATION

REPAIR ORDER DETAIL

Repair Order Information

VIN: 2G61V5S33D9 [REDACTED] Repair Order Number: [REDACTED] Service Order Open Date: Apr 12, 2021
Dealer BAC: [REDACTED] Repair Order Type: [REDACTED] Service Order Closed Date: Apr 14, 2021

Customer Information

First Name: [REDACTED] Home Phone: [REDACTED] Address: [REDACTED]
Last Name: [REDACTED] Work Phone: --- --- City: DUNCAN
Account: --- Cell Phone: [REDACTED] State: SC
Customer Number: [REDACTED] Email Address: [REDACTED]@gmail.com Zip Code: [REDACTED]

Service Contact

Advisor ID: 146 Advisor Full Name: [REDACTED]

Vehicle Information

Year: 2013 Make: Cadillac Model: XTS
Merchandise Model Code: -- Odometer: 91158 Delivery Date: Jul 16, 2012

Payment Information

Customer Pay Amount 379.59 Warranty Amount 0.0 Internal Amount 0.0 Repair Order Amount 393.15
Subtotal: 379.59 Subtotal: 0.0 Subtotal: 0.0 Subtotal: 393.15
DMS Reported 379.59 DMS Reported Warranty 0.0 DMS Reported 0.0 DMS Reported Repair 393.15
Customer Pay Subtotal: 379.59 Amount Subtotal: 0.0 Internal Subtotal: 0.0 Order Amount Total: 393.15

Labor Information

Filter Results: [REDACTED]

Table with 7 columns: Invoice Line Item, Department Type, Event Repair Labor Type 3, DMS Operation Code, DMS Operation Description, Standard Operation Code, Labor Amount. Rows 1-13 detailing repair services like INTERIOR TRIM, AIR FILTER, CABIN FILTER, etc.

Parts Information

Filter Results:

Invoice Line Item	Event Repair Labor Type 2	Part Number (DMS Value)	Part Description (DMS Value)	Part Unit Cost	Parts Amount	Parts Quantity
1	Customer pay	19258019	TENSIONER 14.875 N	97.76	163.26	1
3	Customer pay	88865638B	88865638 5W30 DEXOS 8.800	3.09	3.99	6
3	Customer pay	19419227	FILTER 1.836 Y	3.56	6.55	1



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(864) 879-6520

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ZACHARY MORAN	TAG NO. 146 A220	INVOICE DATE 04/14/21	INVOICE NO. [REDACTED]
[REDACTED] DUNCAN, SC [REDACTED] [REDACTED]@GMAIL.COM	LABOR RATE	LICENSE NO.	MILEAGE 91,158	COLOR
	YEAR / MAKE / MODEL 13/CADILLAC/XTS/4DR SDN LUXURY AWD			DELIVERY DATE 07/16/12
	VEHICLE I.D. NO. 2 G 6 1 V 5 S 3 3 D 9 [REDACTED]			SELLING DEALER NO.
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS	R. O. DATE 04/12/21	PRODUCTION DATE

MO: [REDACTED]

TOTALS

BRADSHAW AUTOMOTIVE, INC. APPRECIATES YOUR BUSINESS.
CASH CHECK CR CARDS ACCT REC EXT WARR INS

PARTS IDENTIFIED WITH * MAY HAVE ADDITIONAL WARRANTY COVERAGE.

Our workmanship is warranted for 12 months or 12,000 miles. Most GM service replacement parts are protected for 24 MONTHS (PARTS AND LABOR)
We want to THANK YOU for the privilege to serve you.

YOUR "COMPLETE SATISFACTION" IS OUR GOAL !!!!!!!
Please contact our Service Manager, Ken Harris, at kharris@bradshawauto.com if we have not met our goal.

CUSTOMER SIGNATURE

TOTAL LABOR....	179.02
TOTAL PARTS....	193.75
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	14.32
TOTAL MISC DISC	-7.50
TOTAL TAX.....	13.56

TOTAL INVOICE \$ 393.15

PAID
APR 4 2021

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

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EARN 5 STARS
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(864) 879-6520

CUSTOMER NO. [REDACTED]	ADVISOR ZACHARY MORAN	TAG NO. 146	INVOICE DATE 04/14/21	CELL: [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 13/CADILLAC/XTS/4DR SDN LUXURY AWD	MILEAGE 91,158	DELIVERY DATE 07/16/12	DELIVERY MILES
DUNCAN, SC [REDACTED]	VEHICLE I.D. NO. 2 G 6 1 V 5 S 3 3 D 9		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]@GMAIL.COM	F. T. E. NO.	P. O. NO.	R. O. DATE 04/12/21	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 28CDZ *INTERIOR TRIM TECH(S):916 0.00
 CUSTOMER SAYS ON GOOD FRIDAY CUSTOMER WAS GETTING IN CAR
 PULLED BELT ACROSS LAP AND BANG THE CABLE IN BUCKLE
 CONNECTION SNAPPED. CUSTOMER SAID GM IS AWARE OF THIS
 CONCERN. THERE WERE SEVERAL ARTS ORDERED FOR THIS BUT PLEASE
 VISUALLY INSPECT MAKE SURE WE HAVE EVERY THING WE NEED AND
 SEND ESTIMATE SO ADVISOR CAN REVIEW WITH CUSTOMER
 ESTIMATE SENT OVER FOR PRETENSIONER REPLACEMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	192S8019	TENSIONER 14.875 N	163.26	163.26
JOB # 1 TOTAL PARTS					163.26
JOB # 1 TOTAL LABOR & PARTS					163.26

J# 2 01CDZPOST POSTPONED GM MAINT TECH(S):916 0.00
 SERVICE CONSULTANT REVIEWED GM REQUIRED FACTORY MAINTENANCE.
 CUSTOMER POSTPONED MAINTENANCE AT THIS TIME. CUSTOMER HAS
 ORDERED A NEW CADDY V AND DOES NOT WANT ANY OTHER MAINT DONE
 AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

J# 3 04CDZSI SERVICE INTERVAL TECH(S):916 22.96
 CERTIFIED SERVICE SPECIAL. GM DEXOS FULL SYNTHETIC OIL AND
 FILTER CHANGE. UP TO 6 QUARTS 54.95, UP TO 8 QUARTS 63
 95 PLUS TAX AND SHOP FEE.
 REQUIRED MAINTENANCE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 3	6	88865638B	8886563B 5W30 DEXOS	3.99	23.94
JOB # 3	1	19419227	FILTER 1.836 Y	6.55	6.55
JOB # 3 TOTAL PARTS					30.49
JOB # 3 TOTAL LABOR & PARTS					53.45

J# 4 04CDZROTATEF FREE ROTATION TECH(S):916 7.50
 CUSTOMER PURCHASED TIRES, HAS FREE ROTATION FOR LIFE OF
 MAINTENANCE
 PERFORMED AS REQUESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					7.50

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR ZACHARY MORAN	TAG NO. 146 [REDACTED]	INVOICE DATE 04/14/21
[REDACTED]	LABOR RATE	LICENSE NO.	COLOR
[REDACTED]	YEAR / MAKE / MODEL 13/CADILLAC/XTS/4DR SDN LUXURY AWD	MILEAGE 91,158	STOCK NO.
DUNCAN, SC [REDACTED]	VEHICLE I.D. NO. 2 G 6 1 V 5 S 3 3 D 9 [REDACTED]	DELIVERY DATE 07/16/12	DELIVERY MILES
[REDACTED]	F. T. E. NO.	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]@GMAIL.COM	P. O. NO.	R. O. DATE 04/12/21	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS	MO: [REDACTED]

LABOR & PARTS	TECH(S)	UNIT PRICE
J# 5 10CDZ003 ELECTRICAL FREE BATTERY CHECK GOOD	916	0.00
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
	JOB # 5 TOTAL PARTS	0.00
	JOB # 5 TOTAL LABOR & PARTS	0.00
J# 6 04CDZMP GM MULTI POINT INSP CUSTOMER REQUESTS GM MULTI POINT INSPECTION CUSTOMER SERVICE TECHNICIAN COMPLETED AS REQUESTED AND FORWARDED TO SERVICE CONSULTANT	916	0.00
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
	JOB # 6 TOTAL PARTS	0.00
	JOB # 6 TOTAL LABOR & PARTS	0.00
J# 7 28CDZDIAG1 INTERIOR TRIM DIAG 1 PERFORM INTERIOR TRIM DIAGNOSIS. PRETENSIONER REPLACED OPERATING AS DESIGNED	916	148.56
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
	JOB # 7 TOTAL PARTS	0.00
	JOB # 7 TOTAL LABOR & PARTS	148.56
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
JOB # A SS SHOP SUPPLIES		14.32
JOB # 4 ADV ADVERTISING		-7.50
	TOTAL - MISC	6.82
COMMENTS-----		
DT RECOMMENDED NOT DONE/ DECLINED SERVICES-----		
07CDZAIRFILTER REPLACE AIR FILTER	TECH: 916	FOLLOW-UP: 04/17/21 \$48.34
07CDZCABINFLTR CABIN FILTER	TECH: 916	FOLLOW-UP: 04/17/21 \$116.22
03CDZALIGN 4 WHEEL ALIGNMENT	TECH: 916	FOLLOW-UP: 04/17/21 \$91.74

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



CHECK NO. [REDACTED] 50-937
 213

DATE
 04/27/21
 NOT VALID AFTER
 180 DAYS FROM DATE

U.S FUNDS
 393 DOLLARS 15 CENTS

AMOUNT
 \$ 393.15

PAY TO THE
 ORDER OF

[REDACTED]
 DUNCAN SC [REDACTED]

[REDACTED SIGNATURE]

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

AUDIT

SIGNATURE

[REDACTED]

VENDOR
 DUNS NO [REDACTED]
 VENDOR NAME [REDACTED]

1

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

DETACH BEFORE DEPOSITING CHECK
 CHECK NO [REDACTED]
 PAYMENT DATE 04/27/21

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
[REDACTED]	04/26/21	9-32FW08S	0.000	393.15	0.00	393.15
P/N: CARS	2G61V5S33D9	[REDACTED] 9 [REDACTED] QTY: 0 UOM: EA		U/P: 393.15	EXT:	393.15
TOTAL				393.15	0.00	393.15

Policy Evaluation Tool

Fields with an "*" are required

Customer Information

Owned By Business: Yes No

* First Name

* Last Name

Phone Number

Time

* Component's Warranty End Date

* Job Card Date

Days Out of Warranty

Vehicle / Coverage

* Full VIN

Make

* Component Warranty Coverage

* Repair Group

Mileage

* Component's Warranty End Mileage

* Current Mileage

Miles Out of Warranty

Repair Information

* Total Repair Cost (Warranty Rates)

* Job Card / Repair Order #

Results

GM Participation Amount	\$0.00 *	Customer / Dealer Participation Amount	\$410.98
Agreed Upon Customer / Dealer Participation Amount		<input type="text" value=""/>	

Print **Reset** **Edit** **Home**

Click Print button to generate printable form or save as PDF for attaching to Warranty Claim or Pre-approval request.

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

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

Fields with an "*" are required

Customer Information

Owned By Business: Yes No

* First Name

* Last Name

Phone Number

Time

* Component's Warranty End Date

* Job Card Date

Days Out of Warranty 578

Repair Information

* Total Repair Cost (Warranty Rates)

Vehicle / Coverage

* Full VIN

Make Chevrolet

* Component Warranty Coverage

* Repair Group

Mileage

* Component's Warranty End Mileage

* Current Mileage

Miles Out of Warranty 18,480

* Job Card / Repair Order #

Results

GM Participation Amount	\$70.00	Customer / Dealer Participation Amount	\$630.00 / 90%
Agreed Upon Customer / Dealer Participation Amount		<input type="text" value=""/>	

[Print](#) [Reset](#) [Edit](#) [Home](#)

Visitor, 15 Jun. 2021 , 08:03am

Hi

Virtual Assistant, 15 Jun. 2021 , 08:03am

Attempting to connect you to an advisor...

[Read]

Info [Automated], 15 Jun. 2021 , 08:03am

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies.

[Read]

█, 15 Jun. 2021 , 08:06am

Thank you for contacting the Chevrolet Customer Assistance. My name is █. How may I assist you today?

[Read]

Visitor, 15 Jun. 2021 , 08:09am

I have a 2012 Chevy sonic and on my way home today the seat belt became loose and I looked and the tensioner cable had completely broken in half on the cable. I was wondering if that is something covered. I know the vehicle is out of warranty but wasn't sure if seat belt failures are covered

█ 15 Jun. 2021 , 08:11am

I am sorry to read that. Let me check on what I can do. Can I have your name and phone number please?

[Read]

Visitor, 15 Jun. 2021 , 08:11am

████████████████████

█ 15 Jun. 2021 , 08:13am

Thank you █. Can I have your vin and mileage please?

[Read]

Visitor, 15 Jun. 2021 , 08:15am

1G1JB5SH7C4 [REDACTED]

Visitor, 15 Jun. 2021 , 08:15am

[REDACTED]

[REDACTED], 15 Jun. 2021 , 08:18am

Appreciate it [REDACTED]. Please allow me 3-5 minutes to check.

[Read]

Visitor, 15 Jun. 2021 , 08:18am

Ok

[REDACTED] 15 Jun. 2021 , 08:22am

Thank you so much for patiently waiting [REDACTED]. Upon checking using your VIN, there are no recalls and recalls are VIN specific. Warranties are already expired therefore this is out of pocket expense. While the repairs may be at your cost, I highly recommend that we continue to work with your dealership and reach out to the Customer Experience Manager to best address your concern. Dealerships are empowered to check for any policies or coverages that may apply to your case or you'll have the peace of mind knowing that repairs are backed-up by a 2 year, unlimited mileage warranty on parts and labor. Would you like me to locate the nearest dealership?

[Read]

Visitor, 15 Jun. 2021 , 08:26am

I bought it from [REDACTED] in mooreville NC I will call them in the morning. Thank you for your help

[REDACTED], 15 Jun. 2021 , 08:27am

Sure! Anything else I can help you with?

[Read]











[REDACTED]
Sent: Tuesday, July 20, 2021 2:25 PM

To: Mary Barra <mary.barra@gm.com>; Dane Parker <dane.parker@gm.com>; Scott Smith <scott.smith@gm.com>; CustomerService@gentiliniMotors.com

Subject: [EXTERNAL] Safety Concern - Recall Dispute

ATTENTION: This email originated from outside of GM.

Good afternoon,

I am writing this email in an effort to resolve a safety issue I am experiencing with my 2014 Chevrolet Silverado.

On Friday, June [REDACTED], 2021, while my husband was driving my 2014 Chevrolet Silverado 1500, the lower portion of the driver seat belt slackened. When investigating the situation, it was found that the boot to seat belt had broken off from inside the seat mechanism where the lower seat belt boot mounts to the seat. Upon arriving at my destination, further investigation of the broken part ensued, and my husband observed visible wear of the seat belt boot, and found that the cable of the seat belt had completely separated from the mounting bracket attached to the vehicle, hence causing the bottom portion of the seat belt to loosen while driving.

Concerned about operating my vehicle without proper safety devices, I began conducting research into potential solutions to this mechanical failure, while also recalling a safety recall that was supposedly resolved by Gentilini Chevrolet in Woodbine, New Jersey for the driver's side seat belt in the past. My research solidified my recollection as to a safety recall for that specific part of my vehicle, when I found an article from the GM Corporate Newsroom, titled "GM Recalling Certain 2014-2015 Pickups to Repair Seat Belts". This article detailed that 895,232 vehicles in the United States were voluntarily recalled "because the flexible steel cable that connects the seat belt to the vehicle can fatigue and separate over time".

Considering the scenario detailed in the article described what happened to my vehicle, I called Gentilini Chevrolet on the morning of Saturday, June 19, 2021 and explained the situation to the Service Representative. The Service Representative indicated the vehicle would need to be brought in to assess if the part that had broken was associated with the recall in any way. When my wife and I arrived at Gentilini Chevrolet, the Service Representative looked at the problem and confirmed the cable was broken, consistent with the recall. After the Service Representative reviewed my vehicle's history and the recall information, it was determined that my recall was "resolved" over a year ago by installing a bracket; therefore, the replacement of my seat belt would not be covered under the recall. While inspecting my vehicle, the Service Representative also observed the damage to my seat belt boot, which he relayed is indicative of the cable flexing too much, causing wear to the cable. He maintained that the installed bracket was still in place and operational.

This now brings me to my issue. I fail to understand why the recall on my vehicle is being considered resolved. If the installed bracket's purpose is to prevent the steel cable from flexing too much and fatiguing, how, then, did the steel cable in my vehicle flex too much and fatigue to the point of breaking? In addition, the wear on the seat belt boot clearly indicates the cable had been flexing too much for an extended period of time. Pictures have been attached to this correspondence for reference.

I honestly feel that my safety has been neglected by General Motors as a whole, in addition to Gentilini Chevrolet. One of two things happened: either Gentilini Chevrolet was negligent in "resolving" the recall on my vehicle and took the easy way out by not taking care to ensure I would not have this safety issue in the future; or the installed bracket is not a safe, feasible, and comprehensive fix to the safety concerns raised by this recall. In either scenario, I fail to understand why replacing this part would be my sole responsibility, as the vehicle owner. My trust has been compromised and violated by General Motors and Gentilini Chevrolet, and I certainly feel unsafe in my own vehicle as a result.

I thank you in advance for your time and attention to this matter.



ATTENTION: This email originated from outside of GM.

To whom it may concern , please pass this on to the engineer dept or whoever is responsible for green lighting this type of seat belt design. A huge safety concern.

My truck was assembled in Mexico.

Vin # 3GCUKREC8FG [REDACTED]

It is only a matter of time before someone or really gets seriously injured because of less Than standard engineering . I paid to have it fixed. It was already recalled and fixed once before. This is the second time. And I don't believe wear and tear falls in the safety belt category.

My name is [REDACTED] and my contact info is [REDACTED]. Or just email. I hope this issue gets resolved . Thank you.

Sent from my iPhone

[REDACTED], 13 Aug. 2021 , 04:57am

Hi

Virtual Assistant, 13 Aug. 2021 , 04:57am

Thanks! To better assist you, please provide your first and last name.

[Read]

[REDACTED], 13 Aug. 2021 , 04:57am

[REDACTED]

Virtual Assistant, 13 Aug. 2021 , 04:57am

[Rich Content]

[Read]

[REDACTED], 13 Aug. 2021 , 04:57am

Assistance on a vehicle I own

Virtual Assistant, 13 Aug. 2021 , 04:57am

[Rich Content]

[Read]

[REDACTED] 13 Aug. 2021 , 04:57am

Vehicle Recall

Virtual Assistant, 13 Aug. 2021 , 04:57am

Just a moment...

[Read]

Info [Automated], 13 Aug. 2021 , 04:57am

First, are you located in the United States?

[Read]

[REDACTED], 13 Aug. 2021 , 04:57am

yes

Virtual Assistant, 13 Aug. 2021 , 04:57am

To look up recalls for your vehicle, please enter your 17 character vehicle identification number (VIN).

[Read]

[REDACTED], 13 Aug. 2021 , 04:58am

am i tallki

Virtual Assistant, 13 Aug. 2021 , 04:58am

Sorry, I didn't get that. Please enter your 17 character vehicle identification number (VIN).

[Read]

[REDACTED], 13 Aug. 2021 , 04:58am

am i talking to a person

Virtual Assistant, 13 Aug. 2021 , 04:58am

I'm connecting you to an advisor now.

[Read]

Info [Automated], 13 Aug. 2021 , 04:58am

A messaging advisor will respond in a few minutes. You will receive a notification here for all replies.

[Read]

[REDACTED], 13 Aug. 2021 , 04:59am

hello

Ann, 13 Aug. 2021 , 05:00am

Thank you for contacting the Chevrolet Customer Assistance. My name is Ann. How may I assist you today, [REDACTED]?

[Read]

[REDACTED], 13 Aug. 2021 , 05:01am

I have a 2014 Chevrolet SS and my seatbelt cable broke. I found a recall on it but my dealership says my vin didn

[REDACTED], 13 Aug. 2021 , 05:01am

didnt

[REDACTED], 13 Aug. 2021 , 05:01am

show up so its not covered

Ann, 13 Aug. 2021 , 05:03am

I understand how frustrating this situation is for you [REDACTED]. Let me check this for you. Can I have your phone number, vin and mileage please?

[Read]

[REDACTED], 13 Aug. 2021 , 05:04am

[REDACTED] VIN 6G3F15RW9EL [REDACTED], 102,000 MILES

Ann, 13 Aug. 2021 , 05:05am

Thank you. May I know the name of dealership please?

[Read]

[REDACTED], 13 Aug. 2021 , 05:06am

Marketplace chevy in Stonewall LA

[REDACTED], 13 Aug. 2021 , 05:06am

318-925-9000

[REDACTED], 13 Aug. 2021 , 05:09am

NSTSA Recall # 16V518

Ann, 13 Aug. 2021 , 05:11am

Thank you. Can I have your email and mailing address please?

[Read]

[REDACTED], 13 Aug. 2021 , 05:11am

[REDACTED]@aol.com, [REDACTED], Frierson, LA [REDACTED]

Ann, 13 Aug. 2021 , 05:13am

Thank you [REDACTED]. Please allow me 3-5 minutes to check this for you.

[Read]

[REDACTED], 13 Aug. 2021 , 05:13am

ok

Ann, 13 Aug. 2021 , 05:16am

Thank you so much for patiently waiting [REDACTED]. Upon checking using your VIN, there are no recalls and recalls are VIN specific. When a vehicle is manufactured, it is given a unique identification number, called a VIN, or vehicle Identification Number. That unique number is used to represent everything which is one-of-a-kind on that particular vehicle. For example, this includes the day the vehicle was built, the location where that vehicle was built, the parts which were used to make that vehicle, where those parts came from, when those individual parts were built, etc. Because of all of these differences in the vehicles, Recalls and other field actions are always VIN-specific.

[Read]

13 Aug. 2021 , 05:18am

That makes no sense to me. My car has the same problem as the recall.

Ann, 13 Aug. 2021 , 05:20am

You can also check the website my.gm.com/recalls and put your vin.

[Sent]

Friday, September 3rd 1:40PM

[Edit Appointment](#) [Cancel Appointment](#)

Selected services

Recall

Cable on seatbelt has broke. Please diagnose for N192289390 Seat Belt Anchor Pretensioner Cable (Special Coverage)

Appointment details

JOE HOLLAND CHEVROLET INC
1000 D Street
South Charleston, WV, 25303
[\(304\) 720-9222](#)

[View Map](#)

Wait For Vehicle

Wait times may vary based on your particular service needs. See advisor for details.

iOS Messages User 12dc5, 03 Sep. 2021 , 07:33am

Hey

Virtual Assistant, 03 Sep. 2021 , 07:33am

Thanks for contacting the GMC team. An Advisor will respond in a few minutes. Please know that the information you provide here is subject to GM's Privacy Statement, available at the link below.

[Received]

Virtual Assistant, 03 Sep. 2021 , 07:33am

[Rich Content]

[Received]

Virtual Assistant, 03 Sep. 2021 , 07:33am

Thanks! In order to best assist, please provide your first and last name.

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 07:34am

[Redacted]

Virtual Assistant, 03 Sep. 2021 , 07:34am

[Rich Content]

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 07:35am

I have a 2015 Silverado 1500 regular cab and when I got in the truck yesterday my seat belt just broke when I went to put it on

Virtual Assistant, 03 Sep. 2021 , 07:35am

One moment while we connect you to a messaging advisor. Someone will respond in a few minutes.

[Received]

Stephanie, 03 Sep. 2021 , 07:37am

Good morning, [REDACTED] Thank you for contacting Chevrolet Customer Assistance. My name is Stephanie. How can I assist you today?

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 07:39am

I have a 2015 Silverado 1500 regular cab and when I got in the truck yesterday my seat belt just broke when I went to put it on

iOS Messages User 12dc5, 03 Sep. 2021 , 07:42am

The cable just broke right by the seat

Stephanie, 03 Sep. 2021 , 07:44am

I am sorry to hear that your seatbelt broke. Can I get the last 8 of the VIN, along with the mileage, please?

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 07:45am

FZ [REDACTED]

Stephanie, 03 Sep. 2021 , 07:47am

Can you provide me with the current mileage too?

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 07:47am

143000

iOS Messages User 12dc5, 03 Sep. 2021 , 07:48am

Do you need exact ?

Stephanie, 03 Sep. 2021 , 07:48am

Thank you! I will just be a few minutes researching the vehicle!

[Received]

Stephanie, 03 Sep. 2021 , 07:55am

I found that your vehicle is under the Seat Belt Anchor Pretensioner Cable (Special Coverage). You should take your vehicle to your Chevrolet Dealer for service. If your Chevrolet Dealer finds the problem was caused by the condition, your Dealer will service your vehicle free of charge.

[Received]

Stephanie, 03 Sep. 2021 , 07:56am

██████████, would you like me to make the appointment for you?

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 08:05am

Yes if you could

Stephanie, 03 Sep. 2021 , 08:07am

I will be happy to make the appointment! Can you verify your phone number and email address, please?
I am going to create a case for you and follow along through the diagnosis and repair.

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 08:11am

Phone is ██████████ and my email is ██████████@gmail.com

iOS Messages User 12dc5, 03 Sep. 2021 , 08:12am

I just spoke to joe Holland Chevrolet in Charleston WV and they have one in stock

Stephanie, 03 Sep. 2021 , 08:17am

Awesome! Did you schedule an appointment then? Or, would you still like me to make that for you?

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 08:18am

I did not I wasn't sure I could chose any dealer

iOS Messages User 12dc5, 03 Sep. 2021 , 08:22am

My concern is it's a holiday weekend and they will prob want me to drop it off and leave it and I need my truck and it only \$98 part

Stephanie, 03 Sep. 2021 , 08:22am

That is okay! So, is Joe Holland where you would like to have it diagnosed and repaired?

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 08:25am

Is there anyway I can you just put on myself I've done them before

iOS Messages User 12dc5, 03 Sep. 2021 , 08:25am

I'm a mechanic

Stephanie, 03 Sep. 2021 , 08:27am

The diagnosis and repair will need to be completed by a Certified GM Dealer for the warranty to apply.

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 08:27am

Ok

iOS Messages User 12dc5, 03 Sep. 2021 , 08:28am

Could you make an appointment at joe Holland then ?

Stephanie, 03 Sep. 2021 , 08:29am

Certainly. Please give me a few minutes to get the information entered and I will give you dates and times to select what will be best for your schedule.

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 08:29am

Thank you

Stephanie, 03 Sep. 2021 , 08:29am

No problem!

[Received]

Stephanie, 03 Sep. 2021 , 08:32am

██████████, could you confirm your mailing address?

[Received]

Stephanie, 03 Sep. 2021 , 08:40am

██████████, I there are two appointments for today at 10:00 AM and 1:40 PM. Would you like either of these, or a different day/time?

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 08:40am

Yes could I get the 1:40

Stephanie, 03 Sep. 2021 , 08:41am

Sure. I'll just be a moment to confirm the appointment,.

[Received]

iOS Messages User 12dc5, 03 Sep. 2021 , 08:41am

Thank you

iOS Messages User 12dc5, 03 Sep. 2021 , 08:41am

Very much

iOS Messages User 12dc5, 03 Sep. 2021 , 08:41am

You have been extremely

Stephanie, 03 Sep. 2021 , 08:44am

Thank you, [REDACTED]! That means a lot to me! Here is your appointment confirmation; Your appointment is all set!

Friday, September 3rd 1:40PM

Selected services

Special Warranty Coverage

Cable on seatbelt has broke. Please diagnose for N192289390 Seat Belt Anchor Pretensioner Cable (Special Coverage)

Appointment details

JOE HOLLAND CHEVROLET INC

1000 D Street

South Charleston, WV, 25303

(304) 720-9222

Wait For Vehicle

Wait times may vary based on your particular service needs. See advisor for details.

Customer information

[REDACTED]

(**) ** [REDACTED]

2015 Chevrolet Silverado 1500

[Received]

Stephanie, 03 Sep. 2021 , 08:46am

Is there anything else that you need from me today?

[Received]

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



CHECK NO. [REDACTED] 50-937
 213

DATE
 04/26/17

1,111 DOLLARS

AMOUNT

40 CENTS

1,111.40

NOT VALID AFTER
 180 DAYS FROM DATE

PAY TO THE
 ORDER OF

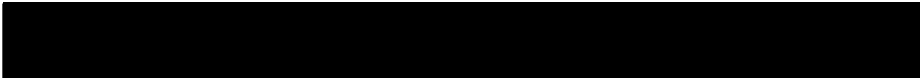
Lisbon OH [REDACTED]

General Motors LLC
 Disbursement Account

JPMorgan Chase Bank N.A.
 Syracuse, New York

AUDIT

SIGNATURE



VENDOR
 DUNS NO BB 000000030
 VENDOR NAME [REDACTED]

1

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

DETACH BEFORE DEPOSITTING CHECK
 CHECK NO [REDACTED]

PAYMENT
 DATE 04/26/17

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G6AL1R36F0 [REDACTED]	04/25/17 [REDACTED]	VM 8-1C1KRPO 8-1C1KRPO	00.0000	1,111.40	.00	1,111.40
TOTAL				1,111.40	.00	1,111.40

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

w3

Jessica Silguero (C)

From: Jessica Silguero (C)
Sent: Thursday, March 09, 2017 12:41 PM
To: 'deshone.valley@gm.com'
Subject: BRC-Legal Field Escalation for Assistance with Dealership <DEALERSHIP NAME AND BAC> for <CUSTOMER LAST NAME>, <Last 8 digits of VIN>

Involved Dealership Contact: Columbiana Cadillac, BAC # [REDACTED], Columbiana, OH

Dealership Contact: Linda Stroup, (330) 482-3331

Vehicle Information: 2015 Cadillac ATS Coupe

Dear Deshone,

I am contacting you because I have not received a response after several attempts from the subject dealership regarding this Customer and case. I am very concerned that the Customer's case is not receiving the appropriate attention. The dealership was notified of the Customer's vehicle repair/service concern, and assistance with documentation was requested on several occasions:

3/8/2017 12:34:12 PM

May I ask for your assistance in obtaining the following documentation: (Read below and delete documents not requested)

- All sales purchase and finance agreements, including a conversion invoice (if any);
- The incentives acknowledgement form;
- Actual Cash Value statement of any trade;
- Service and body shop repair orders (RO's) and all internal, customer pay, and warranty repair orders (including the front and back of the repair order as well as the technician notes);
- Any receipts for aftermarket or dealer add-on's.

Thank you for your assistance and prompt attention to this matter. Should you have any questions or concerns, I may be reached at the phone number provided below.

Jessica| Business Resource Center
Mediation Liaison
Desk: 866-790-5700 ext 5914555
Fax: 586-920-0862

Columbiana #1

Chevrolet Buick Olds Cadillac

www.cboc1.com
 Mailing: P.O. Box 6 Columbiana, Ohio 44408
 Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
 (330) 482-3331 · Youngstown Line (330) 549-9866

LISBON, OH

SERVICE ADVISOR **CLAY HELSEL**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
24JUN15	24JUN15		1G6AL1R36F0				24JUN15	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:28	11:49	15	CADILLAC ATS		90.00	13NOV14	112	112
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
3605	3605							

TECH.	TYE	HOURS	DISTANT	REYANT	TOTAL
A PERFORM RECALL #15119					
CAUSE: REPLACE THE SUNROOF SWITCH					
9101289 ROOF CONSOLE ACCESSORY SWITCH					
TRIM PLATE REPLACEMENT PER 15119					
		152	WC		(N/C)
		1	23366577 F-PLATE		(N/C)
FC:					
PART#: 23366577					
COUNT: 1					
CLAIM TYPE: ZFRAT					
AUTH CODE:					
B CADILLAC PREMIUM CARE - OIL CHANGE					
CAUSE: CADILLAC PREMIUM					
0600503 CADILLAC PREMIUM CARE - OIL CHANGE					
		152	WC		(N/C)
		1	19303249 (S) FILTER		(N/C)
KIT					
		6	19293000 5W30		(N/C)
FC:					
PART#: 19303249					
COUNT: 1					
CLAIM TYPE:					

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE _____

GSP-98184 (04/11) The Reynolds and Reynolds Company TO ORDER: www.myra.com; 1-800-344-0898; fax 1-800-531-9555

Columbiana #1

Chevrolet Buick Olds Cadillac

[REDACTED]
LISBON, OH [REDACTED]

www.cboc1.com
Mailing: P.O. Box 6 Columbiana, Ohio 44408
Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
(330) 482-3331 · Youngstown Line (330) 549-9866

SERVICE ADVISOR CLAY HELSEL

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
24JUN15	24JUN15	-15C-80	1G6AL1R36F0 [REDACTED]	[REDACTED]				24JUN15 [REDACTED]
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:28	11:49	15	CADILLAC ATS	[REDACTED]	90.00	13NOV14	112	112
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
3605	3605							

TECH.	TYPE	HOURS	DISTANT	NET AMT	TOTAL
AUTH CODE:					
C	CHECK BELTS, HOSES AND TOP OFF FLUID LEVELS				
1A	CHECK BELTS, HOSES AND TOP OFF FLUID LEVELS				
	152 CP	0.00			0.00
D OUR SERVICE TEAM WOULD LIKE TO THANK YOU FOR YOUR BUSINESS					
TY OUR SERVICE TEAM WOULD LIKE TO THANK YOU FOR YOUR BUSINESS					
	112 CP	0.00			0.00

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

THANK YOU FOR CHOOSING COLUMBIANA CHEVROLET BUICK CADILLAC SERVICE DEPARTMENT FOR ALL YOUR GM SERVICE NEEDS. FOR YOU TO BE COMPLETELY SATISFIED IS OUR #1 GOAL!!! VISIT OUR STATE OF THE ART BODY SHOP FOR ALL OF YOUR REPAIR NEEDS BIG OR SMALL WE PROVIDE FREE BODY ESTIMATES ALL INSURANCES WELCOME.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE _____

NUMBER	DATE CLOSED	MILEAGE	SW	HT	PT	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
	26NOV14	5070819				CPM	INSTALL 'C/D PTY		OUR SERVICE TE				
	17NOV14	2482044				P1808	CLEAN FOR DELLOT2		OTHER TIME 2				

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE

3605

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

- LEAKS/DRIP
- OIL AND OIL PUMP OILCHG
- SAFETY CHECK
- SPRINKLE FLUID LEVELS
- SERVICE AIR CLEANER
- SERVICE BATTERY AND CHARGING SYSTEM
- SERVICE BRAKES/CONTROL SYSTEM
- SERVICE COOLING SYSTEM
- REPLACE AUTOMATIC TRANSMISSION
- ROTATE TIRE
- WHEEL BALANCE
- FLICA FRONT WHEEL BEARINGS
- INSPECT FRONT WHEEL BEARINGS
- INSPECT FRONT AXLE/SHOCK
- INSPECT BRAKES SYSTEM
- INSPECT AND ADJUST ALL BELTS
- REPLACE AND SERVICE BRAKES
- SERVICE WORN/SCORCHED WIPER BLADES
- COCKE AND SET ENGINE
- TUNE UP
- CARBURETOR OPERATE
- SERVICE AIR CONDITIONER
- ADJUST PARKING BRAKE
- SERVICE AND TEST ELECTRICAL SYSTEM
- DRAIN AND FLUSH COOLING SYSTEM

Columbiana

Chevrolet Buick Olds Cadillac

www.cboc1.com

Mailing: P.O. Box 6 Columbiana, Ohio 44408

Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
(330) 482-3331 · Youngstown Line (330) 549-9866



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.

DATE:

SIGNED: X

CUST. NO. C4246633 STOCK NO. TAG NO. COLOR BLACK/DIAMOND PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
24JUN2015	1G6AL1R36F0	3605	13NOV14		15	CADILLAC ATS	112	

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 by fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs herein. Not responsible for damage from testing due to lack of address.

NAME
ADDRESS
CITY/STATE/ZIP
LISBON OH

TIME PROMISED
** WALTER **

PRELIMINARY ESTIMATE \$

AUTHORIZED BY: X

HOME PHONE

REVISED ESTIMATE(1) \$	DATE	TIME	BY
REVISED ESTIMATE(2) \$			

BILL TO:	P.O. NO.	BUSINESS PHONE

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

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
3.6 LITER SIDI DOHC				90.00

METHOD OF PAYMENT	CASH
SELLING DEALER	20-525
WARRANTY EXPIRES	

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A		PERFORM RECALL #15119 <i>Completed Recall</i>		
# B	0600503	CADILLAC PREMIUM CARE OIL CHANGE <i>15% - oil life</i>		
# C	1A	CHECK BELTS, HOSES AND TOP OFF FLUID LEVELS		
# D	TY	OUR SERVICE TEAM WOULD LIKE TO THANK YOU FOR YOUR BUSINESS		

MISC. CHARGES AMOUNT

SUBLETS P.O. NO. AMOUNT

X

Columbiana #1

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LISBON, OH

SERVICE ADVISOR AARON M DORAZIO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
22FEB16	22FEB16	-15C-80	1G6AL1R36F0				22FEB16	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SJA
09:32	11:09	15	CADILLAC ATS		90.00	13NOV14	108	108
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8255	8255							

TECH	TYPE	HOURS	LIST PART	REMARKS	TOTAL
A CADILLAC PREMIUM CARE - OIL CHANGE					
CAUSE: MAINTANCKENPLAN					
0600503 CADILLAC PREMIUM CARE - OIL CHANGE					
	115	WC			(N/C)
1	19303249	(S) FILTER KIT			(N/C)
6	19293000	5W30			(N/C)
FC:					
PART#: 19303249					
COUNT: 1					
CLAIM TYPE:					
AUTH-CODE:					
B CHECK BELTS, HOSES AND TOP OFF FLUID LEVELS					
1A CHECK BELTS, HOSES AND TOP OFF FLUID LEVELS					
	115	CP		0.00	0.00
C PERFORM RECALL 15568					
CAUSE: RECALL					
9101634 ROOF CONSOLE SWITCH TRIM PLATE REPLACEMENT PER 15568					
	115	WC			(N/C)
1	84009811	P-PLATE			(N/C)

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE _____

Columbiana #1

Chevrolet Buick Olds Cadillac

www.cboc1.com
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 (330) 482-3331 · Youngstown Line (330) 549-9866

LISBON, OH

SERVICE ADVISOR AARON M DORAZIO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
22FEB16	22FEB16	-15C-80	1G6AL1R36F0				22FEB16	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:32	11:09	15	CADILLAC ATS		90.00	13NOV14	108	108
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8255	8255							

TECH.	TYPE	HOURS	START	NET	TOTAL
FC:					
PART#: 84009811					
COUNT: 1					
CLAIM TYPE: ZFAT					
AUTH CODE:					
D PERFORM RECALL 15404					
CAUSE: RECALL					
9101851 INFLATABLE RESTRAINT SENSING AND					
DIAGNOSTIC MODULE REPROGRAMMING PER					
15404					
(N/C)					
FC: PART#: COUNT:					
CLAIM TYPE: ZFAT					
AUTH CODE:					
E OWNER STATES CHECK DRIVERS SIDE WINDOW-WILL					
TRAVEL UP 1/2 WAY AND GO DOWN					
CAUSE: PIC 6051-INFORMATION RELEASED-WIKNDOW					
NOC 2080358-AS PER DOCUMENT ID					
PIC60521-RELEARN PROCEDURE					
115 WC					
(N/C)					
FC: 9090 PART#: COUNT:					
CLAIM TYPE:					

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE _____

GSP-98164 (04/11) The Reynolds and Reynolds Company TO ORDER: www.reynolds.com; 1-800-344-9996; fax: 1-800-531-9955

Columbiana #1

Chevrolet Buick Olds Cadillac

www.cboc1.com
 Mailing: P.O. Box 6 Columbiana, Ohio 44408
 Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
 (330) 482-3331 · Youngstown Line (330) 549-9866

LISBON, OH

SERVICE ADVISOR AARON M DORAZIO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
22FEB16	22FEB16	-15C-80	1G6AL1R36F0				22FEB16	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SJA
09:32	11:09	15	CADILLAC ATS		90.00	13NOV14	108	108
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
8255	8255							

AUTH CODE:

F OWNER STATES CHECK DRIVERS SIDE SEAT-MOVES WITH SEAT SET-HAS TO SHUT OF VEHICLE TO ALLOW TO FINSHI MOVING CAUSE: NO PROBLEM FOUND

2029939 KEYLESS ENTRY/THEFT ALARM/MEMORY SEATS/LIGHTING/POWER WINDOWS CUSTOMER CONCERN NOT DUPLICATED (CCND)

115 WC (N/C)

FC: 9090 PARTS COUNT

CLAIM TYPE:

AUTH CODE:

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

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

HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

THANK YOU FOR CHOOSING COLUMBIANA CHEVROLET BUICK CADILLAC SERVICE DEPARTMENT FOR ALL YOUR GM SERVICE NEEDS. FOR YOU TO BE COMPLETELY SATISFIED IS OUR #1 GOAL!!! VISIT OUR STATE OF THE ART BODY SHOP FOR ALL OF YOUR REPAIR NEEDS BIG OR SMALL WE PROVIDE FREE BODY ESTIMATES ALL INSURANCES WELCOME.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE _____

GSP-98184 (04/11) The Reynolds and Reynolds Company TO ORDER: www.rre.com; 1-800-344-9955; fax 1-800-531-9655

RO NUMBER	DATE CLOSED	MILEAGE	SW	TY	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
	24JUN15	36051	252	WC910128		ROOF CONSOLE	A060050	CADILLAC PREMI1A		CHECK BELTS, RTY		OUR SERVICE TE
	26NOV14	50708	19	CPM		INSTALL C/D PLTY		OUR SERVICE TE				
	17NOV14	24820	44	PIB08		CLEAN FOR DELIOT2		OTHER TIME 2				

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE **8255**

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

- LUBRICATION
- OIL AND OIL FILTER CHANGE
- SAFETY CHECK
- CHECK FLUID LEVELS
- SERVICE AIR CLEANER
- SERVICE BUSHION CONTROL SYSTEM
- SERVICE BATTERY AND STARTING SYSTEM
- SERVICE COOLING SYSTEM
- SERVICE TRANSMISSION
- REPLACE FUEL FILTER
- WHEEL BALANCE
- TYRE FRONT WHEEL BEARING
- FRONT END ALIGNMENT
- INSPECT EXHAUST SYSTEM
- INSPECT BRAKES, SUSPENSION AND STEERING
- INSPECT AND ADJUST ALL BELTS
- SERVICE WASH/WAX WIPER BLADES
- SCAFFOLD AND SET BRAKES
- TUNE UP
- CONDUCTOR OVERHAUL
- SERVICE AIR CONDITONER
- ADJUST PARKING BRAKE
- INSPECT AND TEST ELECTRICAL SYSTEM
- SERVICE DISPERSONAL
- DRAIN AND FLUSH COOLANT SYSTEM

Columbiana
Chevrolet Buick Olds Cadillac
www.cboc1.com

Mailing: P.O. Box 6 Columbiana, Ohio 44408
Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
(330) 482-3331 · Youngstown Line (330) 549-9866



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.

DATE: _____ SIGNED: X

CUST. NO. [REDACTED]	STOCK NO. [REDACTED]	TAG NO. [REDACTED]	COLOR BLACK/DIAMOND	PAGE 1 OF 2
DATE 22FEB2016	VEHICLE IDENTIFICATION NUMBER 1G6AL1R36F0 [REDACTED]	MILEAGE 8255	DELIVER DATE 13NOV14	LICENSE NUMBER [REDACTED]
YEAR 15	MAKE AND MODEL CADILLAC ATS	WRITTEN BY 108 [REDACTED]	RO NUMBER [REDACTED]	TIME PROMISED
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 MANUFACTURER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON A TEST DRIVE, HIGHWAYS OR elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. Not responsible for damage from testing due to lack of anti-rattle.		NAME [REDACTED]		** WALTER **
PRELIMINARY ESTIMATE \$ [REDACTED]		ADDRESS [REDACTED]		HOME PHONE [REDACTED]
CITY/STATE/ZIP LISBON OH [REDACTED]		BILL TO: [REDACTED]		BUSINESS PHONE [REDACTED]
AUTHORIZED BY: X	REVISD ESTIMATE(1) \$ [REDACTED]	DATE [REDACTED]	TIME [REDACTED]	BY [REDACTED]
REVISD ESTIMATE(2) \$ [REDACTED]	ENGINE NO. 3.6 LITER SIDI DOHC	TRANSM. NO. [REDACTED]	AXLE NO. [REDACTED]	PROD. DATE [REDACTED]
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:		LABOR RATE 90.00		METHOD OF PAYMENT CASH
[REDACTED]		SELLING DEALER 20-525		WARRANTY EXPIRES [REDACTED]

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	0600503	CADILLAC PREMIUM CARE - OIL CHANGE <i>LOF</i>		<i>3</i>
# B	1A	CHECK BELTS, HOSES AND TOP OFF FLUID LEVELS <i>115</i> <i>119</i>	TOWING	AMOUNT
# C		PERFORM RECALL 15468 <i>Regreasing</i>	MISC. CHARGES	AMOUNT
# D		PERFORM RECALL 15404 <i>INSTAL. window Bezel</i>		<i>9161634 .4</i>
# E		OWNER STATES CHECK DRIVERS SIDE WINDOW-WILL TRAVEL UP 1/2 WAY AND GO DOWN <i>PIC6051 and Dec 10th</i> <i>4050769</i> <i>make key to window Bezel X</i> <i>mlat glass tip in</i>	SUBLETS P.O. NO.	AMOUNT <i>1.2</i>

By: [Signature]

Columbiana #1

Chevrolet Buick Olds Cadillac

www.cbac1.com
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 (330) 482-3331 • Youngstown Line (330) 549-9866

LISBON, OH

SERVICE ADVISOR AARON M DORAZIO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
16AUG16	17AUG16	-15C-80	1G6AL1R36F0				17AUG16	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:59	08:56	15	CADILLAC ATS		90.00	13NOV14	108	108
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
11274	11274							

TECH.	TYPE	HOURS	LIST PART	NET AMT	TOTAL
A CADILLAC PREMIUM CARE - OIL CHANGE					
CAUSE: CAD PRM CAER					
0600503 CADILLAC PREMIUM CARE - OIL CHANGE					
	134	WC			(N/C)
	1	19303249 (S) FILTER KIT			(N/C)
	6	19293000 5W30			(N/C)
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION					
	134	WC			(N/C)
FC: PART#: 19303249					
COUNT: 1					
CLAIM TYPE:					
AUTH CODE:					
B CHECK BELTS, HOSES AND TOP OFF FLUID LEVELS					
1A CHECK BELTS, HOSES AND TOP OFF FLUID LEVELS					
	134	CP		0.00	0.00
C WHEEL DAMAGE CHECK TIRE ALSO					
TRI MOUNT AND BALANCE (1) TIRE					
	134	CP		19.95	19.95

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

Columbiana #1

Chevrolet Buick Olds Cadillac

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LISBON, OH

SERVICE ADVISOR AARON M DORAZIO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
16AUG16	17AUG16	-15C-80	1G6AL1R36F				17AUG16	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:59	08:56	15	CADILLAC ATS		90.00	13NOV14	108	108
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
11274	11274							

TECH.	TYPE	HOURS	LIST PART	REPAIR	TOTAL
1	22798002	C2553518	287.88	287.88	287.88
SUBS WHEEL REPAIR(RIMZ) PO#156328					
	CP		100.00		100.00
D CUSTOMER NEEDS ALTERNATE TRANSPORTATION					
SS SEE STORY					
	134	CP	0.00		0.00
E OUR SERVICE TEAM WOULD LIKE TO THANK YOU FOR					
YOUR BUSINESS					
TY OUR SERVICE TEAM WOULD LIKE TO THANK					
YOU FOR YOUR BUSINESS					
	134	CP	0.00		0.00
SHOP SUPPLIES					
					1.20

DESCRIPTION	TOTALS
LABOR AMOUNT	19.95
PARTS AMOUNT	287.88
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	100.00
MISC. CHARGES	1.20
TOTAL CHARGES	409.03
LESS INSURANCE	0.00
SALES TAX	29.66
PLEASE PAY THIS AMOUNT	438.69

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

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THANK YOU FOR CHOOSING COLUMBIANA CHEVROLET BUICK CADILLAC SERVICE DEPARTMENT FOR ALL YOUR GM SERVICE NEEDS. FOR YOU TO BE COMPLETELY SATISFIED IS OUR #1 GOAL!!! VISIT OUR STATE OF THE ART BODY SHOP FOR ALL OF YOUR REPAIR NEEDS BIG OR SMALL WE PROVIDE FREE BODY ESTIMATES ALL INSURANCES WELCOME.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

RO NUMBER	DATE CLOSED	MILEAGE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	COURTESY
	22 FEB 16	8255	060050	CADILLAC PREMIUM A		CHECK BELTS, HOSES AND TOP OFF FLUID LEVELS	910163	ROOF CONSOLE	910185	OUR
	24 JUN 15	3605	1252	NOV	2080358-AS	PER 202993		KEYLESS ENTRY		OUR
	26 NOV 14	5070	0819	CIM		INSTALL C/D PLTY		CADILLAC PREMIUM A		OUR
	17 NOV 14	2482	044P	1808		CLEAN FOR DELIOT2		CADILLAC PREMIUM A		OUR

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 11274

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

- LUBRICATION
- OIL AND OIL FILTER CHANGES
- BATTERY CHECK
- CHECK FLUID LEVELS
- SERVICE AIR CLEANER
- SERVICE BRAKES
- SERVICE BATTERY CHARGE SYSTEM
- SERVICE BATTERY AND CHARGING SYSTEM
- SERVICE COOLING SYSTEM
- REPLACE FUEL FILTER
- ROTATE TIRES
- WHEEL BALANCE
- PICK UP AND DELIVER
- INSPECT FRONT WHEEL BEARING
- INSPECT REAR WHEEL BEARING
- INSPECT DRIVE SHAFT
- INSPECT SUSPENSION AND STEERING
- REPLACE WORN SUSPENSION
- INSPECT AND ADJUST TAIL LIGHTS
- SCOPES WASH/WAXED WHEEL BLADES
- WAX
- CARWASH
- SERVICE AIR CONDITIONER
- INSPECT AND TEST ELECTRICAL SYSTEM
- SERVICE DIFFERENTIAL
- DRAM AND FLUSH COOLING SYSTEM

Columbiana
Chevrolet Buick Olds Cadillac
www.cboc1.com

Mailing: P.O. Box 6 Columbiana, Ohio 44408
Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
(330) 482-3331 • Youngstown Line (330) 649-9866



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.

DATE: _____ SIGNED: X

CUST. NO. _____ STOCK NO. _____ TAG NO. _____ COLOR BLACK/DIAMOND PAGE 1 OF 1

DATE 16 AUG 2016 VEHICLE IDENTIFICATION NUMBER 1G6AL1R36F0 MILEAGE 11274 DELIVER DATE 13 NOV 14 LICENSE NUMBER 15 MAKE AND MODEL CADILLAC ATS WRITTEN BY 108 PRO NUMBER

I hereby authorize the repair work herein set forth to be done along with the necessary materials and parts 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 manufacturer. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount or repair thereto. Not responsible for damage from testing due to lack of an operator.

NAME _____ ADDRESS _____ CITY/STATE/ZIP _____ HOME PHONE _____

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY: X
REVISED ESTIMATE(1) \$ _____ DATE _____ TIME _____ BY _____
REVISED ESTIMATE(2) \$ _____

TIME PROMISED 17:00 16 AUG 16
BUSINESS PHONE _____
ENGINE NO. 3.6 LITER SIDI DOHC TRANS. NO. _____ AXLE NO. _____ PROD. DATE _____ LABOR RATE 90.00

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

METHOD OF PAYMENT CASH
SELLING DEALER 20-525
WARRANTY EXPRES _____

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	0600503	CADILLAC PREMIUM CARE - OIL CHANGE		
# B	1A	CHECK BELTS, HOSES AND TOP OFF FLUID LEVELS	TOWING	AMOUNT
# C		WHEEL DAMAGE CHECK TIRE ABSO	MISC. CHARGES	AMOUNT
# D		CUSTOMER NEEDS ALTERNATE TRANSPORTATION		
# E	TY	OUR SERVICE TEAM WOULD LIKE TO THANK YOU FOR YOUR BUSINESS	SUBLETS P.O. NO.	AMOUNT

Sublet Repair

#134 PF 2130 6 COATS

Roof
Tires

X

Columbiana #1

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 (330) 482-3331 · Youngstown Line (330) 549-9866

LISBON, OH

SERVICE ADVISOR AARON M DORAZIO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
19AUG16	23AUG16	-15C-80	1G6AL1R36F0					23AUG16
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
11:56	15:24	15	CADILLAC ATS		90.00	13NOV14	108	108
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
11307	11307							

TECH.	TYPE	HOURS	DISTRIB.	NET AMT.	TOTAL
<p>A OWNER STATES CHECK BLEMISH ON DOOR PANEL LEFT SIDE CAUSE: INSTALLED DOOR PANEL FOR CUSTOMER ENTHUSIASM/CUSTOMER ADDAMENT ABOUT DISCOLORATION OF DOOR PANEL 1042930 FRONT SIDE DOOR UPPER TRIM PANEL REPLACEMENT 134 WC (N/C) 1 23221005 F-TRIM (N/C) FC: 2029 PART#: 23221005 COUNT: 1 CLAIM TYPE: AUTH CODE:</p>					
<p>B OWNER STATES CHECK SEAT BELT BUCKLE DRIVERS SIDE-SEPERATED BUCKEL CAUSE: BUCKLE SEPERATED: 6440020 FRONT SEAT BELT BUCKLE REPLACEMENT 134 WC (N/C) 1 19260972 TENSIONER (N/C) KIT FC: 2041</p>					

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

FILE COPY

Columbiana #1

Chevrolet Buick Olds Cadillac

www.cboc1.com
 Mailing: P.O. Box 6 Columbiana, Ohio 44408
 Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
 (330) 482-3331 • Youngstown Line (330) 649-9866

LISBON, OH

SERVICE ADVISOR AARON M DORAZIO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
19AUG16	23AUG16	-15C-80	1G6AL1R36F0				23AUG16	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
11:56	15:24	15	CADILLAC ATS		90.00	13NOV14	108	108
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
11307	11307							

TECH.	TYPE	HOURS	LIST PART	REMARK	TOTAL
PART#: 19260972					
COUNT: 1					
CLAIM TYPE:					
AUTH. CODE:					
OUR SERVICE TEAM WOULD LIKE TO THANK YOU FOR YOUR BUSINESS					
TY OUR SERVICE TEAM WOULD LIKE TO THANK YOU FOR YOUR BUSINESS					
134-19SP (N/C)					
1-9596863 NUT (N/C)					

Picked up & Delivered to Customer

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

THANK YOU FOR CHOOSING COLUMBIANA CHEVROLET BUICK CADILLAC SERVICE DEPARTMENT FOR ALL YOUR GM SERVICE NEEDS. FOR YOU TO BE COMPLETELY SATISFIED IS OUR #1 GOAL!!! VISIT OUR STATE OF THE ART BODY SHOP FOR ALL OF YOUR REPAIR NEEDS BIG OR SMALL, WE PROVIDE FREE BODY ESTIMATES ALL INSURANCES WELCOME.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON _____ DATE _____

FILE COPY

GSP-58184 (04/11) The Reynolds and Reynolds Company TO ORDER: www.reynolds.com; 1-800-344-0935; FAX: 1-800-531-9055

Columbiana #1

Chevrolet Buick Olds Cadillac

www.cboc1.com
 Mailing: P.O. Box 6 Columbiana, Ohio 44408
 Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
 (330) 482-3331 · Youngstown Line (330) 549-9866

LISBON, OH

SERVICE ADVISOR **AARON M DORAZIO**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
15FEB17	15FEB17	-15C-80	1G6AL1R36F0				15FEB17	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY. LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:23	15:30	15	CADILLAC ATS		90.00	13NOV14	108	108
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14419	14419							

TECH.	TYPE	HOURS	USTRANT	NETAMT	TOTAL
A CADILLAC PREMIUM CARE - OIL CHANGE					
CAUSE: CAD PRM CARE					
0600503 CADILLAC PREMIUM CARE - OIL CHANGE					
	121	WC			(N/C)
	1	19303249 (\$)	FILTER KIT		(N/C)
	6	19293000	5W30		(N/C)
FC:					
PART#: 19303249					
COUNT: 1					
CLAIM TYPE:					
AUTH CODE:					
B CHECK FOR PREMIUM CARE ROTATION					
CAUSE: CAD PRM CARE					
0600513 CADILLAC PREMIUM CARE - TIRE ROTATION					
	121	WC			(N/C)
C OWNER STATES CHECK FOR NOISE ON INITIAL BRAKE APPLY-SQUEEL IN MORNING					
CAUSE: DOCUMENT ID# FOR BRAKE NOISE BRAKE SQUEELING					
2480038 APPLY LUBRICANT TO FRONT BRAKE					

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

Columbiana #1

Chevrolet Buick Olds Cadillac

www.cboc1.com
 Mailing: P.O. Box 6 Columbiana, Ohio 44408
 Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
 (330) 482-3331 • Youngstown Line (330) 549-9866

LISBON, OH

SERVICE ADVISOR **AARON M DORAZIO**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
15FEB17	15FEB17	-15C-80	1G6AL1R36F0				15FEB17	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:23	15:30	15	CADILLAC ATS		90.00	13NOV14	108	108
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14419	14419							

TECH.	TYPE	HOURS	DISPART	NET/AMT	TOTAL
PADS PER PI0917B					
	121	WC			(N/C)
1 19303310 LUBRICANT					
FC: 9090					
PART#: 19303310					
COUNT: 1					
CLAIM TYPE:					
AUTH CODE:					
D CUSTOMER STATES CHECK SHIFTING OPERATION-STATES SHIFTS HARSH WHEN DOWNSHIFTING CAUSE: BRAKE NOISE SS SEE STORY					
	121	CP		0.00	0.00
E OWNER STATES CHECK DRIVERS SIDE DOOR PANEL-NO SECURED CAUSE: BRAKE NOISE 1042980 FRONT SIDE DOOR TRIM PANEL REPLACEMENT					
	121	WC			(N/C)
FC: 2011 PART#: COUNT:					
CLAIM TYPE:					
AUTH CODE:					

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

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(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE _____

GSP-58124 (8-7-6) The Reynolds and Reynolds Company TO ORDER: www.reynolds.com 1-800-344-0995 Ext. 1-800-531-9863

Columbiana #1

Chevrolet Buick Olds Cadillac

www.cboc1.com
 Mailing: P.O. Box 6 Columbiana, Ohio 44408
 Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
 (330) 482-3331 · Youngstown Line (330) 649-9866

LISBON, OH

SERVICE ADVISOR: AARON M DORAZIO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
15FEB17	15FEB17	-15C-80	1G6AL1R36F0				15FEB17	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
09:23	15:30	15	CADILLAC ATS		90.00	13NOV14	108	108
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14419	14419							

TECH. TYPE HOURS USTANT RETANT TOTAL

F OWNER STATES CHECK DRIVERS SIDE WINDOW- (STATES GOES UP THEN HITS ON TOP AND GOES DOWN)
 CAUSE: PROGRAM WINDOW OPERATION
 2029939 KEYLESS ENTRY/THEFT ALARM/MEMORY SEATS/LIGHTING/POWER WINDOWS -
 CUSTOMER CONCERN NOT DUPLICATED (CCND)
 121 WC (N/C)
 FC: 9998 PART# COUNT:
 CLAIM TYPE:
 AUTH=CODE:

G OUR SERVICE TEAM WOULD LIKE TO THANK YOU FOR YOUR BUSINESS
 TY OUR SERVICE TEAM WOULD LIKE TO THANK YOU FOR YOUR BUSINESS
 121 CP 0.00 0.00

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

THANK YOU FOR CHOOSING COLUMBIANA CHEVROLET BUICK CADILLAC SERVICE DEPARTMENT FOR ALL YOUR GM SERVICE NEEDS. FOR YOU TO BE COMPLETELY SATISFIED IS OUR #1 GOAL!!! VISIT OUR STATE OF THE ART BODY SHOP FOR ALL OF YOUR REPAIR NEEDS BIG OR SMALL WE PROVIDE FREE BODY ESTIMATES ALL INSURANCES WELCOME.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED): _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE _____

RO NUMBER	DATE CLOSED	MILEAGE	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
	23AUG16	113070834	WC104293	FRONT SIDE DOOR	0644002	FRONT SEAT BELT		OUR SERVICE TE
	17AUG16	112740834	WC060050	CADILLAC PREMIUM	060051	CADILLAC PREMIUM	11A	CHECK BELTS, MTR1 MOUNT AND BALA
			9999	WHEEL REPAIR (RSS		SEE STORY	TY	OUR SERVICE TE
	22FEB16	82550819	WC060050	CADILLAC PREMIUM	11A	CHECK BELTS, H910163		ROOF CONSOLE \$910185 INFLATABLE RES
			NOC	2080358-AS PER	202993	KEYLESS ENTRY		
	24JUN15	36081252	WC910128	ROOF CONSOLE A060050		CADILLAC PREMIUM	11A	CHECK BELTS, HTY OUR SERVICE TE
	26NOV14	5070819	CPM	INSTALL C/D PLTY		OUR SERVICE TE		

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 14419

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

- WASHER/FLY
- CL AND DL REAR CHANGES
- BATTERY CHECK
- CHECK FLUID LEVELS
- SPRING AIR CLEANER
- SERVICE BATTERY AND STARTING SYSTEM
- SERVICE COILS AND SPARK PLUGS
- REPLACE AUTOMATIC TRANSMISSION
- ROTATE TIRES
- WHEEL BALANCE
- PKG FRONT WIPER SERVICE
- REAR WIPER ADJUSTMENT
- INSPECT EXHAUST SYSTEM
- INSPECT SPOORS, SUSPENSION, AND STEERING
- INSPECT AND SERVICE BRAKES
- REPLACE AND ADJUST ALL BELTS
- SERVICE WIPER/WASHER BLADES
- SCOPES AND SET ENGINE
- TUNE UP
- CARBURETOR OVERHAUL
- SERVICE AIR CONDITIONER
- ADJUST PARKING BRAKE
- INSPECT AND TEST ELECTRICAL SYSTEM
- SERVICE DIFFERENTIAL
- DRAIN AND FLUSH COOLING SYSTEM

Columbiana

Chevrolet Buick Olds Cadillac

www.cboc1.com

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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 discloses 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.

DATE: _____ SIGNED: X

CUST. NO. [REDACTED]	STOCK NO. [REDACTED]	TAG NO. [REDACTED]	COLOR BLACK/DIAMOND	PAGE 1 OF 2
DATE 15FEB2017	VEHICLE IDENTIFICATION NUMBER 1G6AL1R36F0 [REDACTED]	MILEAGE 14419	DELIVER DATE 13NOV14	LICENSE NUMBER [REDACTED]
YEAR 15	MAKE AND MODEL CADILLAC ATS	WRITTEN BY 108	RO NUMBER [REDACTED]	
I HEREBY authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to separate the vehicle herein described on events, highways or elsewhere for the purpose of testing and/or inspection. An express coachman's fee is hereby acknowledged on above vehicle to assure the amount of repairs thereto. Not responsible for damage from freezing due to lack of address.		PRELIMINARY ESTIMATE \$ _____		
NAME [REDACTED] ADDRESS [REDACTED] CITY/STATE/ZIP [REDACTED]		HOME PHONE [REDACTED]		
AUTHORIZED BY: X REVISED ESTIMATE(1) \$ _____ DATE _____ TIME _____ BY _____ REVISED ESTIMATE(2) \$ _____		BILL TO: [REDACTED] P.O. NO. [REDACTED] BUSINESS PHONE [REDACTED]		
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:		ENGINE NO. 3.6 LITER SIDI DOHC	TRANS. NO.	AXLE NO.
		PROD. DATE	LABOR RATE 90.00	
		METHOD OF PAYMENT CASH	SELLING DEALER 20-525	WARRANTY EXPRES

LINE	OP CODE	LABOR INSTRUCTIONS AND DESCRIPTION	GAS/OIL/GREASE	AMOUNT
# A	0600503	CADILLAC PREMIUM CARE - OIL CHANGE <i>NOT CHANGING - 350 2130 6.0</i>		1.5
# B		CHECK FOR PREMIUM CARE ROTATION - <i>Cross Rotate only</i> <i>ROTATE SET PRES</i>	TOWING	AMOUNT
# C		OWNER STATES CHECK FOR NOISE ON INITIAL BRAKE APPLY - SQUEEL IN MORNING <i>Rainbow PADS REAR - APPLY COMPER COMPOUND</i> <i>PER BULLETIN FRONT + REAR</i>	MISC. CHARGES	AMOUNT
# D		CUSTOMER STATES CHECK SHIFTING OPERATION - STATES SHIFTS HARSH WHEN DOWNSHIFTING <i>RA TEST FOUND "SPORT" MODE ENABLED</i> <i>CK FOR BOLLITENS - CODES - LATEST CALIBRATION</i> <i>NO CODES OUTS.</i>	SUBLETS	AMOUNT
# E		OWNER STATES CHECK DRIVERS SIDE DOOR PANEL - NO SECURED <i>REMOVE DOOR PANEL ALIGN + REINSTALL TOP SEAL</i> <i>STRIP CAUSING - PANEL OUT OF LINE AT TOP REINSTALL</i> <i>(WIND SHIELD CRACK)</i>		1042803

Columbiana #1

Chevrolet Buick Olds Cadillac

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 Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
 (330) 482-3331 • Youngstown Line (330) 649-9886

LISBON, OH

SERVICE ADVISOR CLAY HELSEL

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
21FEB17	23FEB17	-15C-80	1G6AL1R36F0				23FEB17	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
11:10	12:38	15	CADILLAC ATS		90.00	13NOV14	112	112

MILEAGE IN	MILEAGE OUT	LICENSE NO.
14459	14459	

TECH. TYPE HOURS LIST PART RETAIN TOTAL

A THE CUSTOMER STATES THE VEHICLE SHUT OFF BUT WOULD NOT COME OUT OF ACCESSORY MODE, THE DASH AND DOOR HANDLES STAY LIT UP AND IN THE MIDDLE OF THE NIGHT THE ALARM WAS GOING OFF. WHEN ATTEMPTING TO START THE VEHICLE IN THE MORNING THE VEHICLE WAS IN BATTERY SAVER MODE AND THE THEFT LIGHT WAS ON

CAUSE: BATTERY REPLACEMENT EXTRA TIME NEEDED FOR EXCESSIVE DIAGNOSIS

4041510 BATTERY REPLACEMENT
 119 WC (N/C)
 88864541 BATT48AGM (N/C)
 FC: 6581
 PART#: 88864541
 COUNT: 1
 CLAIM TYPE:
 AUTH CODE:

AFTER CHECKING OPERATION WE FOUND THE BATTERY WAS NEEDED, EXTRA TIME WAS NEEDED FOR EXCESSIVE DIAGNOSIS

B** OUR SERVICE TEAM WOULD LIKE TO THANK YOU FOR YOUR BUSINESS

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

GSP-98134 (1/16) The Reynolds and Reynolds Company © Copyright 2000 ADP, Inc. SERVICE INVOICE #1 X511C

Columbiana #1

Chevrolet Buick Olds Cadillac

www.cboc1.com
 Mailing: P.O. Box 6 Columbiana, Ohio 44408
 Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
 (330) 482-3331 • Youngstown Line (330) 549-9866

LISBON, OH

SERVICE ADVISOR **CLAY HELSEL**

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
21FEB17	23FEB17	-15C-80	1G6AL1R36F0				23FEB17	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
11:10	12:38	15	CADILLAC ATS		90.00	13NOV14	112	112
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
14459	14459							

TY OUR SERVICE TEAM WOULD LIKE TO THANK YOU FOR YOUR BUSINESS

112 CP 0.00 0.00

*** HUMAN MACHINE INTERFACE CONTROL MODULE REPROGRAMMING WITH SPS

CAUSE: REPROGRAMMED THE HMI MODULE FOR THE CONCERN OF THE VEHICLE NOT SHUTTING OFF

2810345 HUMAN MACHINE INTERFACE CONTROL MODULE REPROGRAMMING WITH SPS

119 WC (N/C)

FC: 9096 PARTS COUNT

CLAIM TYPE:

AUTH CODE:

REPROGRAMMED THE HMI MODULE FOR THE CONCERN OF THE VEHICLE NOT SHUTTING OFF

Line "A"

A Policy Decision P Part Ceiling Exceeded
 E Other Labour Hours R Repeat/Related Repair
 H Net Item Excessive
 J Waive Deductible Elite Authorization
 M Mileage Rollback Elite Authorization

SIGN TIME-DATE-DOCUMENT REASON

Normal 2/23/17 2:38pm
For Excessive Diagnosis of an Intermittent Electrical Issue.

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

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

Added Operation Line *BSC*

Date *2/21/17* Time *11:30 a.m.*

SIGN AND DOCUMENT REASON

Normal Serv. Mgr. Requested us to look at

THANK YOU FOR BEING OUR CUSTOMER FROM YOUR SERVICE TEAM: MARTY AARON CLAY AND MIKE FROM YOUR PARTS TEAM: RICK TERRY AND MIKE AND FROM YOUR BODY SHOP TEAM: LEE AND BOB

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE _____

RO NUMB
SHOVSERV
CU
BASIOF Y
TURSER
BE F

BAC CODE

2/22/2017
11:57 AM

DIAGNOSTIC MODE

Test Info
CCA 700
OUT OF VEHICLE
AGM

RESULTS
REPLACE BATTERY
RATED: 700 CCA
MEASURED: --- CCA
MEASURED VOLTS: 12.54
CHARGE TIME: 01:31:38
AMP HOURS: 15.7

STATE OF HEALTH (SOH)
LOW HIGH

LAST 8 OF VIN
F0
WARRANTY CODE
9DLRQ-7E9J4-55LGR
MIA INFO

RO #:

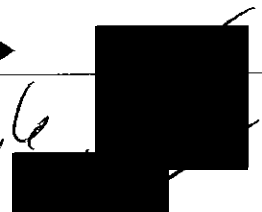
WARRANTY CODE

User ID: UNREG

VERSION: 192-6750

DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
DILLAC PREM	060051	CADILLAC PREM	248003	APPLY LUBRICANSS		SEE STORY
ONT SIDE DOO	202993	KEYLESS ENTRY/TY		OUR SERVICE TE		
ONT SIDE DOO	644002	FRONT SEAT BELTY		OUR SERVICE TE		
DILLAC PREM	060051	CADILLAC PREM	11A	CHECK BELTS, HTR1		MOUNT AND BALA
BEL REPAIR (RSS		SEE STORY		OUR SERVICE TE		
DILLAC PREM	11A	CHECK BELTS, H	910163	ROOF CONSOLE	9910185	INFLATABLE RES
080358-AS PER	202993	KEYLESS ENTRY				

- WIPER CLEANER
- WIPER DASHION CONTROL SYSTEM
- SERVICE BATTERY AND STARTING SYSTEM
- SERVICE COOLING SYSTEM
- SERVICE CRUISE CONTROL
- REPLACE AUTOMATIC TRANSMISSION
- ROVATE TIRE
- WHEEL BALANCE
- WAX FRONT WHEEL BEARING
- REPAIR BRAKE ALIGNMENT
- INSPECT BRAKE SYSTEM
- INSPECT SHOCKS, STRUTS, AND STABILIZER
- INSPECT AND ADJUST ALL BELTS
- REPLACE WASH/WIPER BLADES
- SCOPE AND SET ENGINE
- TUNE UP
- CARBURETOR OVERHAUL
- SERVICE AIR CONDITIONER
- ADJUST PARKING BRAKE
- INSPECT AND TEST ELECTRICAL SYSTEM
- SERVICE DEFERRENTIAL
- DOWN AND PUSH COOLING SYSTEM



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.

DATE: _____ SIGNED: X

44408
Ohio 44408
649-9866

TAG NO. _____ COLOR BLACK/DIAMOND REPRINT PAGE 1 OF 1

MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
14459	13NOV14		15	CADILLAC ATS	112	

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

LISBON OH _____

BILL TO: _____ P.O. NO. _____

HOME PHONE _____

BUSINESS PHONE _____

ENGINE NO.	TRANSM. NO.	AXLE NO.	PROD. DATE	LABOR RATE
3.6 LITER SIDI DOHC				90.00

METHOD OF PAYMENT CASH
SELLING DEALER 20-525
WARRANTY EXPIRES _____

LABOR INSTRUCTIONS AND DESCRIPTION

STATES THE VEHICLE SHUT OFF BUT WOULD NOT COME OUT OF
DE, THE DASH AND DOOR HANDLES STAY LIT UP AND IN THE MIDDLE
OF THE NIGHT THE ALARM WAS GOING OFF. WHEN ATTEMPTING TO START THE
VEHICLE IN THE MORNING THE VEHICLE WAS IN BATTERY SAVER MODE AND THE
THEFT LIGHT WAS ON CK. VEH. OPER. FOUND VEH. STARTED
OK & NO INDICATIONS ON AT THIS TIME, SCAN ALL
SYS, FOUND NUMEROUS LOW VOLTAGE & LOSS OF COMM.
CODES SET IN ALMOST ALL MODS, ACC HIST, CCM
ALL CODES, PERF. BRCC SEARCH ON EACH CODE, → ON SACK.
OUR SERVICE TEAM WOULD LIKE TO THANK YOU FOR YOUR BUSINESS

Added Operation Line
Date 2/21/17 Time 11:30 a.m.

SIGN AND DOCUMENT REASON
Mmm... Serv. Mgr
Cust. Requested us to look at
(WINDSHIELD CRACKED)

HMI CODE 8F2 ED

(14.1F013)

B *TY

TOWING AMOUNT

MISC. CHARGES AMOUNT

SUBLETS P.O. NO. AMOUNT

X

117- FOUND SEARCH INCONCLUSIVE, CK. POSS. CAUSES OF LOW VOLTAGE CODES, PERF. GR8 BATT. DIAG., FOUND AFTER 1/2 HR. CHARGE TIME BATT. FAILED, REPLACE BATT., CLEAN ALL CODES., TEST ALL SYS., O.P.D.I., C.N.D. CONCERN OF NOT SHUTTING OFF. (POSS. ALIB TOOTH CONCERN) PERF. BURE. SEARCH FOR INFOTAINMENT CONCERNS, FOUND HMI. USB UPDATE FOR NUMEROUS CONCERNS., VERIFY CURRENT SOFTWARE VERSION & UPDATE HMI. MOD.

A Policy Decision P Part Ceiling Exceeded
 E Other Labour Hours R Repeat/Related Repair
 H Net Item Excessive
 J Waive Deductible
 M Mileage Rollback

Line "A"

Elite Authorization
 Elite Authorization

SIGN-TIME-DATE-DOCUMENT REASON

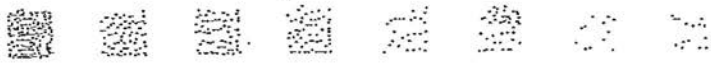
M. M. M. Serv. Men. 2/23/17 2:30 PM

For Excessive Diagnosis of Intermittant Electrical Issue

EXPIRATION MONTH YEAR

Includes
 O.V.T.
 at
 M. M. M.
 2/23/17

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFFIC
		119	1.4	23 7.7
		119	1.7	22 16.5
		119	1.7	22 14.8




Columbiana Chevrolet-Buick-Oldsmobile-Cadillac
Ride With A Winner

21 E. RAILROAD ST.
P.O. BOX 6
COLUMBIANA, OHIO 44408

330-482-3331 PHONE
330-482-5626 FAX

CBOC1.COM

FAX TRANSMITTAL FORM

To:		From:	<u>Linda Stroup</u>
Name:	<u>Resolution Tech</u>	Date Sent:	_____
CC:	_____	Number of Pages:	_____
Phone:	_____		
Fax:	_____		

This message is intended for use only by the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received the communication in error, please notify us immediately by telephone, and return the original message to us at the above address via the United States Postal Service. Thank you.
Please call as soon as possible if you do not receive the number of pages indicated.

Message:

as Requested.

OHIO CERTIFICATE OF TITLE

ISSUING COUNTY COLUMBIANA
RESIDENT CITY COLUMBIANA

STATE OF OHIO
ORIGINAL

No. [REDACTED]

ISSUE DATE
12/09/2014

IDENTIFICATION NUMBER
1GGAL1R36F0 [REDACTED]

YEAR MAKE MAKE DESCRIPTION
2015 CADI CADILLAC

PURCHASE PRICE BODY TYPE MODEL MODEL DESCRIPTION
\$3,000.00 2D ATS

COMMENTS

CONVERSION
MILEAGE ACTUAL
248

EVIDENCE
OH MCO - IN STATE

GRAND/TS
TRAFFIC

LISBON, OH

PREVIOUS OWNER
COLUMBIANA BUICK OLDS CADILLAC CO INC
27E RAILROAD ST
COLUMBIANA, OH 44408-0000

LIEN DISCHARGE

Lienholder

LIEN DISCHARGE

Lienholder

Authorized signature
BY LIEN CANCELLATION

Deputy Clerk

Authorized signature
CLERK LIEN CANCELLATION

Deputy Clerk

WITNESS MY HAND AND OFFICIAL SEAL THIS 9th DAY OF DECEMBER, 2014

ANTHONY J. DATTILO
CLERK OF COURTS

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS.

CHECK CONTROL NO. [REDACTED]

ISSUED BY: LINDA STROUP

Columbiana
Chevrolet Buick Cadillac
Columbiana, OH 44408

PAGE 1C

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT/ACCOUNT NO.	NET AMOUNT
	111814		PURCHASE OF 2015 CADILLAC ATS 53380.63 LESS 2013 CHEVY CORVETTE TRADE -47295.13 AND 2009 CADI CTS OF 9000.00			2,914.50
				200308	2*20204	-2,914.50
				P11006	2*22001	2,914.50
				TOTAL	20204	2,914.50

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE



Columbiana
Chevrolet Buick Cadillac
www.drivecolumbiana.com

Mailing: P.O. Box 8 Columbiana, Ohio 44408
Shipping: 21 E. Railroad Street Columbiana, Ohio 44408
(330) 482-3331 · Youngstown Line (330) 549-9866



Wells Fargo Bank, N.A.
San Francisco, CA



11-24
1210

DATE
18NOV14

PAY THIS AMOUNT			
*****2,914	DOLLARS	50	CENTS

AMOUNT OF CHECK
*****2,914.50

NON-NEGOTIABLE

Columbiana Chevrolet Buick Cadillac
Void After 90 Days

P11006

TO THE ORDER OF

[REDACTED]
LISBON OH [REDACTED]

BY*****
*** NOT NEGOTIABLE ***
BY*****
AUTHORIZED SIGNATURE

LEGEND; White-Used Car Manager; Yellow-Manager; Pink-Salesperson UNISET | Reynolds and Reynolds | UNISET

USED CAR APPRAISAL

1. FIRST NAME [REDACTED]

2. DATE MONTH 11 DAY 15 LEAVE BLANK

3. Address [REDACTED]

4. CITY or TOWN 255 BOA ZIP [REDACTED]

5. HOME PHONE [REDACTED] BUS. PHONE [REDACTED]

6. OCCUPATION [REDACTED] Approx. Miles Driven Yrly. [REDACTED]

7. YR. MODEL OF INTEREST 1987 STOCK NUMBER [REDACTED]

8. MODEL INFORMATION 2 Dr. [] 4 Dr. [] Wagon [] Std. Trans. [] Automatic []

9. Yr. Make & Model of Trade 09 CTS Phone Inquiry []

Appraiser:

Serial #

106DT574
390 [REDACTED]

468 Miles

106250

2 dr. 4 dr. Wag. Auto A/C P/S

- Body
- Glass
- Brakes
- Tires
- Fr. End
- Engine
- Trans.
- R. End
- Record.
- X Miles
- Total

PLACE "X" IN CORRECT BOX

10. Cust. Description 24 or Less 25 - 39 40 - 54 55 & Over

COUPLE	01	02	03	04
WOMAN	05	06	07	08
MAN	09	10	11	12

11. REASON FOR COMING TO SHOWROOM

1	Referral	2	Prev. Dealer Cust.
3	Dealer Ad	4	Shopping

12. DEMO

1	YES
2	NO-Why Not?

13. USED CAR APPRAISAL

1	Yes	2	No	3	No Trade
---	-----	---	----	---	----------

14. DISPOSITION

1	Sale	3	FUTURE PROSPECT
2	Hot Prospect	7	Lease

15. LENGTH OF VISIT

1	Less Than 1/2 Hr.	2	Up To 1 Hr.	3	1 Hr. or More
---	-------------------	---	-------------	---	---------------

16. CAR BOUGHT

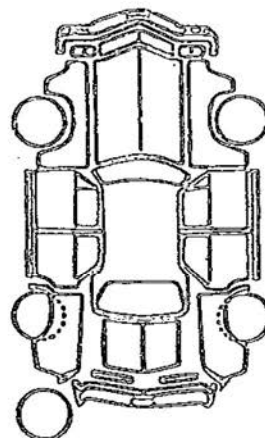
1	In Stk.	2	Not In Stk.	3	No Sale
---	---------	---	-------------	---	---------

17. Face To Face Involvement (T/O)

1	YES
3	NO

18. SALESPERSON'S INITIALS & NO.

55	56	57	58	F	59	BB	60
----	----	----	----	---	----	----	----



COMMENTS:

NOTES:



ACV

LIST PRICE

Trade Value

Cash Difference

3500

CALL DATE	RECORD OF FOLLOW-UP
/ /	Contact and Results
/ /	
/ /	

[REDACTED SIGNATURE]

SALESPERSON'S SIGNATURE

LEGEND; White-Used Car Manager; Yellow-Manager; Pink-Salesperson UNISET | Reynolds and Reynolds | UNISET

USED CAR APPRAISAL

1	FIRST NAME	[REDACTED]																
2	DATE	MONTH	11	12	DAY	13	14	LEAVE BLANK	15	16	17	18	19	20	21	22	23	24
3	Address	[REDACTED]																
4	CITY or TOWN	215 BOW					5	ZIP	[REDACTED]									
6	HOME PHONE	[REDACTED]					BUS. PHONE	[REDACTED]										
7	OCCUPATION	[REDACTED]					Approx. Miles Driven Yrly.	[REDACTED]										
8	YR. MODEL OF INTEREST	15 AT					STOCK NUMBER	[REDACTED]										
9	MODEL INFORMATION	2 Dr.	<input type="checkbox"/>	4 Dr.	<input type="checkbox"/>	Wagon	<input type="checkbox"/>	Std. Trans.	<input type="checkbox"/>	Automatic	<input type="checkbox"/>	[REDACTED]						
10	Yr. Make & Model of Trade	13 CORVETTE					Phone Int'lty	[REDACTED]										

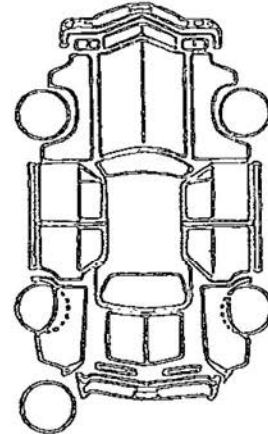
Appraiser: _____
Serial # _____

1G1YW3DW3P
5 [REDACTED]
4 6 8 Miles 2947
2 dr. 4 dr. Wag. Auto A/C P/S

Body
Glass
Brakes
Tires
Fr. End
Engine
Trans.
R. End
Recond.
X Miles
Total
ACV
LIST PRICE
Trade Value
Cash Difference

PLACE "X" IN CORRECT BOX

11	Cust. Description	24 or Less	25 - 39	40 - 54	55 & Over
	COUPLE	01 <input type="checkbox"/>	02 <input type="checkbox"/>	03 <input type="checkbox"/>	04 <input type="checkbox"/>
	WOMAN	05 <input type="checkbox"/>	06 <input type="checkbox"/>	07 <input type="checkbox"/>	08 <input type="checkbox"/>
	MAN	09 <input type="checkbox"/>	10 <input type="checkbox"/>	11 <input type="checkbox"/>	12 <input type="checkbox"/>
12	REASON FOR COMING TO SHOWROOM	1 <input type="checkbox"/> Referral	2 <input type="checkbox"/> Dealer Ad	3 <input type="checkbox"/> Prev. Dealer Cust.	4 <input type="checkbox"/> Shopping
13	DEMO	1 <input type="checkbox"/> YES	2 <input type="checkbox"/> NO-Why Not?		
14	USED CAR APPRAISAL	1 <input type="checkbox"/> Yes	2 <input type="checkbox"/> No	3 <input type="checkbox"/> No Trade	4 <input type="checkbox"/> FUTURE PROSPECT
15	DISPOSITION	1 <input type="checkbox"/> Sale	2 <input type="checkbox"/> Hot Prospect	3 <input type="checkbox"/> Lease	4 <input type="checkbox"/> [REDACTED]
16	LENGTH OF VISIT	1 <input type="checkbox"/> Less Than 1/2 Hr.	2 <input type="checkbox"/> Up To 1 Hr.	3 <input type="checkbox"/> 1 Hr. or More	4 <input type="checkbox"/> [REDACTED]
17	CAR BOUGHT	1 <input type="checkbox"/> In Stk.	2 <input type="checkbox"/> Not In Stk.	3 <input type="checkbox"/> No Sale	4 <input type="checkbox"/> [REDACTED]
18	Face To Face Involvement (T/O)	1 <input type="checkbox"/> YES	2 <input type="checkbox"/> NO		
19	SALESPERSON'S INITIALS & NO.	55	56	57	58
20				F	BB
22	COMMENT				



COMMENTS: _____
NOTES: _____

CALL DATE	RECORD OF FOLLOW-UP
/ /	Contact and Results
/ /	
/ /	

[REDACTED SIGNATURE] SALES PERSON'S SIGNATURE



DV02 Report a Vehicle Delivery

Current as of: 11/19/2014 - 1:58 PM EST

Transaction Mode: Online
User ID: 1w3fq9
User Role: Dealer Administrator
Timestamp Date: 2014-11-18 12:21:02.962163
Status: Successfully Submitted

Vehicle Identifier

Division: Cadillac
Dealer Code: 20525
Delivery Date: 11/13/2014
Delivery Type: Retail
Purchase Type: 016 - GM Supplier Purchase
Sales Manager: BRADY,DON
Sales Person: MARKS,DENNIS
VIN 1: 1G6AL1R36F0 [REDACTED]
Odometer 1: 248

Customer

FAN #: [REDACTED]
Unknown [REDACTED]
[REDACTED]
LISBON, Ohio [REDACTED]
Evening Phone: [REDACTED]
Daytime Phone: [REDACTED]
Ext. [REDACTED]
Email: Not Applicable
Primary Language: English
Secondary Language:



DV02 Report a Vehicle Delivery

Current as of: 11/17/2014 - 10:54 AM EST

Transaction Mode: Online

Vehicle Identifier

Division: Cadillac
Dealer Code: 20525
Delivery Date: 11/13/2014
Delivery Type: Retail
Purchase Type: 010 - Individual Purchase
Sales Manager: BRADY,DON
Sales Person: MARKS,DENNIS
VIN 1: F0[REDACTED]
Odometer 1: 248

Customer

FAN #:
Unknown . [REDACTED]
[REDACTED]
LISBON, Ohio [REDACTED]
Evening Phone: [REDACTED]
Daytime Phone: [REDACTED]
Ext.
Email: Not Applicable
Primary Language: English
Secondary Language:



CUSTOMER NAME: [REDACTED]

VIN: 1 / G / 6 / A / L / 1 / R / B / 6 / F / 0 / [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
<u>GS4</u>	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
_____	\$ _____	_____
Total Incentive Amount Received	\$ _____	_____

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 11/13/14. 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: 11/13/14

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.

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: [REDACTED]

Date: 11/13/14

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]

Date: 11/13/14

Dealer Code: 20528

Dealership Name: COLUMBIANA BUICK-OLDS-CADILLAC

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.

ARBITRATION AGREEMENT

Customer Name [REDACTED] Date 11/13/2014

Deal Number REAL #: 62913 VIN GAL1R36F0 [REDACTED]

PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.
3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Agreement, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase, lease, or condition of the vehicle, any retail installment sale contract or lease agreement or any resulting transaction or relationship (including any such relationship with third parties who do not sign your purchase, lease agreement, or financing contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Agreement shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association, 1633 Broadway, 10th Floor, New York, New York 10019 (www.adr.org), or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this transaction was originated. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$5000, unless the law or the rules of the chosen arbitration organization require us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Agreement, then the provisions of this Arbitration Agreement shall control. Any arbitration under this Arbitration Agreement shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the vehicle, to recover a deficiency balance, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Agreement shall survive the cancellation, termination, payoff or transfer of any retail installment sale contract or lease agreement, and any related credit, vehicle sale, or lease documents. If any part of this Arbitration Agreement, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Agreement shall be unenforceable. This Arbitration Agreement is part of any retail installment sale contract or lease agreement you sign and any related credit, vehicle sale, or lease documents.

[REDACTED]
Buyer

N/A _____
Buyer

COLUMBIANA BUICK-OLDS-CADILLAC
Dealer

By: [REDACTED]

LIMITED RIGHT TO CANCEL - PURCHASE

(Spot Delivery)

11/13/2014

Customer's Name _____ Date _____
 Address _____ LISBON, OH _____ (W) _____
 Vehicle Description 2015 CADILLAC ATS 1G6AL1R36F0 _____ Stock No. _____
 V.I.N. _____ Salesperson _____

a. The Dealership (also called "we", "us", or "our") agrees to deliver the vehicle identified above (the "Vehicle") to you on the date this Limited Right to Cancel is signed by us and you. You understand that it may take a few days for us to verify your credit and to obtain financing directly from the third party lender whose loan documents we have had you sign (the "Lender") or, if you signed a Retail Installment Sale Contract with us, to assign the Retail Installment Sale Contract to a third party financial institution. You agree that we have _____ days to obtain financing from the Lender or to assign the Retail Installment Sale Contract. If we are unable to obtain financing from the Lender, or to assign the Retail Installment Sale Contract to any one of the financial institutions with whom we regularly do business, within this period of time, you or we may cancel the sale of the Vehicle. If the sale is canceled, the Lender's loan documents or the Retail Installment Sale Contract you have signed will be null and void and of no effect. This limited right to cancel will end at the earlier of (i) the date we obtain financing from the Lender or assign the Retail Installment Sale Contract or (ii) the end of the stated time period.

b. We will notify you if we cannot obtain financing from the Lender or assign the Retail Installment Sale Contract and if we elect to cancel the sale of the Vehicle. Upon receipt of such notice, you must comply with "Buyer's Obligations" described below and we must give back to you all consideration we have received in accordance with the terms of the Retail Buyer's Order.

c. Buyer's Obligations: If we do not obtain financing from the Lender or assign the Retail Installment Sale Contract within the time described above, and you or we cancel the sale as provided above, you must return the Vehicle to us immediately in the same condition as when sold, reasonable wear and tear excepted. You agree to pay us the cost of repairing any damage occurring to the Vehicle while it is in your possession and to hold us harmless from any expenses, costs and fees arising out of any act pertaining to the operation of the Vehicle while it is in your possession. If the Vehicle is immobilized or impounded while in your possession, you agree to do whatever is necessary to ensure the Vehicle's return to us. If you do not return the Vehicle immediately, you will be liable for all expenses incurred by us in taking the Vehicle from you. If you fail to return the Vehicle, we may use any legal means to take it back.

d. Nothing in this section gives you the right to cancel the sale or the Lender's loan documents or the Retail Installment Sale Contract you have signed for reasons unrelated to our inability to obtain financing from the Lender or assign the Retail Installment Sale Contract.

e. The terms of this Limited Right to Cancel are hereby incorporated by reference into and made a part of any Retail Buyer's Order and/or any Retail Installment Sale Contract between you and us for the purchase of the Vehicle.

 Dealership Representative's Signature

 Customer's Signature

 Customer's Signature

CUSTOMER SATISFACTION QUESTIONNAIRE

IN ORDER TO ENSURE YOUR SATISFACTION AND TO AVOID ANY MISUNDERSTANDING REGARDING ANY PART OF THIS TRANSACTION, WE WOULD LIKE YOU TO TAKE A MOMENT AND ANSWER THE FOLLOWING QUESTIONS BEFORE TAKING DELIVERY OF YOUR VEHICLE. PLEASE DO NOT ACCEPT DELIVERY OF THE VEHICLE UNLESS THE ENTIRE TRANSACTION IS CLEAR TO YOU.

1. I understand and have received a completely filled out copy of the Retail Buyer's Order (Purchase) or Retail Lease Order (Lease) as appropriate. [REDACTED]
Customer's Initials
 2. I understand and have received a completely filled out copy of the Finance Contract (Purchase) or Lease Agreement (Lease) as appropriate. Customer's Initials
 3. If I am taking delivery of a new vehicle, I have received my copies of, and have had an opportunity to review, the manufacturers new motor vehicle limited warranty and maintenance schedule. [REDACTED]
Customer's Initials
 4. If I am taking delivery of a used vehicle, I have received my copy of the Buyers Guide that was posted in the vehicle and, if the vehicle is covered by a used vehicle limited warranty, I have received my copy of and have had an opportunity to review the Used Vehicle Limited Warranty. Customer's Initials
 5. I understand that the purchase of a service contract, credit insurance, GAP product, theft deterrent system or auto appearance product is optional and that I am not required to purchase any of these products as a condition of obtaining financing. Customer's Initials
 6. I understand that all service questions should be directed to the Dealership's service department and that the Dealership is not obligated to provide a loaner vehicle while my vehicle is in for service. [REDACTED]
Customer's Initials
 7. I have personally inspected the vehicle, found it free from any reasonably discoverable damage or defect and am satisfied with its condition at the time of delivery. [REDACTED]
Customer's Initials
 8. Everything promised to me has been put into writing. I understand that under no circumstances are representatives of the Dealership authorized to make oral promises. [REDACTED]
Customer's Initials
 9. If the actual amount of the Balance Owed on my trade-in vehicle is different than the amount of the Balance Owed as listed on the Retail Buyer's Order or Retail Lease Order, as applicable, I have agreed to pay the difference if the actual amount of the Balance Owed is greater than the amount listed and, if the actual amount of the Balance Owed is less than the amount listed, the Dealership has agreed to pay the difference to me. Customer's Initials
 10. I have acquired this vehicle for: _____ Household Purposes Business/Commercial Purposes _____
[REDACTED]
Customer's Initials
- 11-13-14 _____
Date Customer's Signature

Please tell us how you heard about our Dealership:

Newspaper _____ Television _____ Radio _____ Previous Customer _____ Internet _____ Other _____

If you are satisfied with your vehicle, please tell your friends. Thank you for your business.

CUSTOMER'S NAME

STOCK NO.

ODOMETER DISCLOSURE STATEMENT

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

I, COLUMBIANA BUICK-OLDS-CADILLAC (transferor's name, Print)

state that the odometer now reads 248 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked:

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- (2) I hereby certify that the odometer reading is NOT the actual mileage.

WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
CADILLAC	ATS CP	
VEHICLE IDENTIFICATION NUMBER		YEAR
G6AL1R36F0		2015

TRANSFEROR'S SIGNATURE agent

COLUMBIANA BUICK-OLDS-CADILLAC
PRINTED NAME

TRANSFEROR'S ADDRESS (STREET)

COLUMBIANA OH
CITY STATE ZIP CODE

NOVEMBER 13TH, 2014
DATE OF STATEMENT

X
TRANSFEEE'S SIGNATURE

PRINTED NAME

TRANSFEEE'S ADDRESS (STREET)

ISBON OH
CITY STATE ZIP CODE