

Deal #62913  
ELKTON AUTO CORRAL

9- [REDACTED] STOCK NO.

CUSTOMER'S NAME

**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.

ELKTON AUTO CORRAL (transferor's name, Print)

state that the odometer now reads 106,259 (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
PILLAC	CTS SD	
VEHICLE IDENTIFICATION NUMBER		YEAR
DT5ZV390 [REDACTED]		2009

X [REDACTED] TRANSFEROR'S SIGNATURE  
ELKTON AUTO CORRAL  
PRINTED NAME

[REDACTED] TRANSFEROR'S ADDRESS (STREET)  
L [REDACTED] BON OH [REDACTED]  
CITY STATE ZIP CODE

NO [REDACTED]EMBER 13TH, 2014  
DATE OF STATEMENT

X [REDACTED] TRANSFEREE'S SIGNATURE  
PRINTED NAME

CO [REDACTED]MBIANA BUICK-OLDS-CADILLAC  
TRANSFEREE'S NAME  
21 [REDACTED] E. RAILROAD ST.  
TRANSFEREE'S ADDRESS (STREET)  
CO [REDACTED]MBIANA OH [REDACTED]  
CITY STATE ZIP CODE

Deal #62913  
ELKTON AUTO CORRAL

9- [REDACTED] STOCK NO.

CUSTOMER'S NAME

**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, ELKTON AUTO CORRAL (transferor's name, Print)

state that the odometer now reads 2,947 (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
CHEVROLET	CORVETTE	CV
VEHICLE IDENTIFICATION NUMBER		YEAR
LG1YW3DW305 [REDACTED]		2013

X [REDACTED] TRANSFEROR'S SIGNATURE

PRINTED NAME ELKTON AUTO CORRAL

TRANSFEROR'S ADDRESS (STREET)

LISBON OH [REDACTED] CITY STATE ZIP CODE

NOVEMBER 13TH, 2014 DATE OF STATEMENT

X [REDACTED] AGENT TRANSFEREE'S SIGNATURE

PRINTED NAME

COLUMBIANA BUICK-OLDS-CADILLAC TRANSFEREE'S NAME

21 E. RAILROAD ST TRANSFEREE'S ADDRESS (STREET)

COLUMBIANA OH [REDACTED] CITY STATE ZIP CODE

2015 ATS AWD COUPE - 3.6L PREMIUM  
 GLK BLACK DIAMOND TRICOAT /V6G  
 HEY KONA BROWN W/ JET BLACK ACCENTS  
 ORDER NO. RVJMSF/TRE STOCK NO.  
 VIN 1G6 AL1R 36 F0

GENERAL MOTORS LLC  
 RENAISSANCE CENTER  
 DETROIT MI 48243-1114  
 VEHICLE INVOICE

\*\*\*\*\*9450\*\*\*\*\*

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
6AG47 ATS AWD COUPE - 3.6L PREMIU	51435.00	48091.73	INVOICE 09/22/14
CF5 POWER SUNROOF	1050.00	924.00	SHIPPED 09/20/14
GLK BLACK DIAMOND TRICOAT	995.00	875.60	EXP I/T 09/28/14
HEY KONA BROWN W/ JET BLACK ACCENT	1295.00	1139.60	INT COM 09/29/14
LFX ENGINE, 3.6L V6 321HP	N/C	N/C	PRC EFF 09/10/14
MYA TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	KEYS V2679 V2679
NE1 50-STATE EMISSIONS	N/C	N/C	WFP-F QTR OPT-1
R35 WHEELS, 18" POLISHED ALUMINUM	850.00	748.00	BANK: WELLS FARGO
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	140.00	123.20	CHG-TO 20-525
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	SHIP WT: 3634 HP: 32.9 EMPLOY: 51021.04 SUPPLR: 53097.13 EMPINC: 3205.31 SUPINC: 1129.23

TOTAL MODEL & OPTIONS	55765.00	51902.13	ACT 231	51224.18
DESTINATION CHARGE	995.00	995.00	H/B 261	1672.95
DEALER IMR CONTRIBUTION		278.83	ADV 261	278.83
LMA GROUP CONTRIBUTION		278.83	EXP 65A	278.83

51,781.84  
 557.60

TOTAL	56760.00	53454.79	PAY 310	53454.79
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		51010.31		

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

COLUMBIANA-CHEVROLET-BUICK-CADILLAC

SEP 26 2014



# Customer Enrollment Confirmation

**Date:** 11/13/2014  
**VIN:** 1G6AL1R36F0 [REDACTED]  
**Vehicle:** 2015 Cadillac ATS Coupe AWD  
**Dealer:** COLUMBIANA-CHEVROLET-BUICK-CADILLAC  
 21 E RAILROAD ST  
 COLUMBIANA OH  
 44408-1356

**Account Owner** susan mullen **Contact Information**  
 [REDACTED]  
 [REDACTED]@ymail.com  
 English

**Home Address**

[REDACTED]  
Lisbon OH [REDACTED]

**Mailing Address**

[REDACTED]  
Lisbon OH [REDACTED]

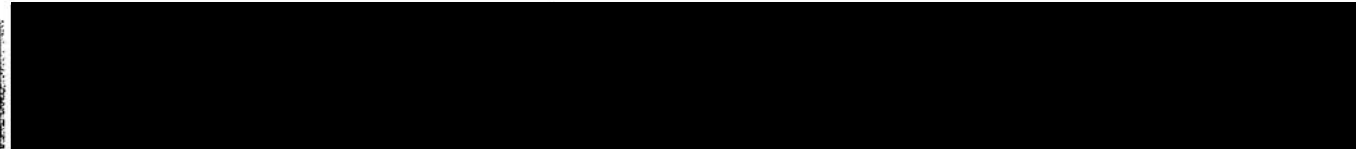
The customer has accepted the OnStar Terms & Conditions and Privacy Statement.

X [REDACTED] \_\_\_\_\_ Date: 11-13-14

OnStar can transfer remaining pre-paid subscription time and Hands Free Calling (HFC) minutes from the customer's old vehicle to the new vehicle. Just ask the Advisor during the Welcome Call at delivery.

For SiriusXM Radio, please note: Credit from the unused portion of a subscription on a traded vehicle can be applied to the cost of the subscription plan for a new vehicle. Call SiriusXM at (877) 266-2685 or press the blue OnStar button to be transferred. The radio ID (found on Channel 0) from both the old and new vehicles will be required.

DR



\*\*\* DELIVERY RECEIPT \*\*\*

LD: [REDACTED]

CARRIER: COOJ  
JACK COOPER TRANSPORT CO, INC  
9151 BILLWOOD HWY  
DIMONDALE, MI 48821  
PH: (517) 322-3212

DISPATCH DATE  
\_/\_/\_\_\_

SHIP TO: 12-20525  
COLUMBIANA-CHEVROLET-BUICK-CAD  
21 E. RAILROAD ST  
COLUMBIANA OH 44408  
(330) 424-3406

DRIVER: \_\_\_\_\_  
TRUCK: \_\_\_\_\_  
\*M-F 8:00-17:00 \*SAT 8:00-14:00

SHIPPER: General Motors

24/7 STI OK, HOURS MON THRU FRI 8AM-5PM,  
NEW DROP OFF LOCATION AS OF 8/16/13. Drop across street at  
Performance Building 253 South Main st.

UN D.R. NUM.	VEHICLE I.D.	DESCRIPTION	COLOR	ORDER
1	[REDACTED] 1G6AH5RX6	FO [REDACTED] CAD ATS LUX AWD SEDAN	GGC	9-150-77
EXCEPTIONS				
2	[REDACTED] 1G6AH5SX0	FO [REDACTED] CAD ATS LUX AWD SEDAN	GGC	78
EXCEPTIONS				
3	[REDACTED] 1G6AJ5SX6	FO [REDACTED] CAD ATS PERF AWD SEDAN	GGC	7
EXCEPTIONS				
4	[REDACTED] 1G6AL1R36	FO [REDACTED] CAD ATS PREM AWD	GGC	8
EXCEPTIONS				

REMARKS: \_\_\_\_\_

REMARKS: \_\_\_\_\_

DEALER SIGNATURE: [REDACTED]

CARRIER SIGNATURE: [REDACTED]

DATE 09/23/14 TIME 3:20

PAGE 1 OF 1 DATE 9/23/14 TIME



**Completely Satisfied**  
 New Vehicle Delivery System  
 2015 Cadillac ATS Coupe

Vehicle Identification Number 1G6ALR36F0

Pre-Delivery Inspection (PDI) Date 9/26/14

Delivery Date 11-13-14

**Pre-Delivery Check** (Sales consultant performs these checks prior to customer arrival.)

- Reviewed the completed GM Pre-Delivery Inspection form, inspected the body and paint surfaces for fit and appearance, confirmed that all financial paperwork is in order (e.g., title/registration, financing, service contract), and prepared the Disclosure of Non-GM Products form (if appropriate). The vehicle has been driven on a road test and the battery is fully charged. Sales consultant's initials: [Signature]

**Consultation at Delivery**

- Present all glovebox material including the Owner Manual, Maintenance Schedule, Warranty Information, XM Radio and OnStar literature (if applicable).
- Review Roadside Assistance and Courtesy Transportation procedures.
- Provide state-required Lemon Law Information, if applicable.
- Explain the importance of following the GM Recommended Maintenance Schedule and the GM Engine Oil Life System (if equipped). The engine oil and filter must be changed at least once a year.
- Inform the customer that they will be receiving a Purchase and Delivery Satisfaction Survey and, if applicable, a Service Satisfaction Survey so that your dealership can better serve them.
- Advise the customer of a potential follow-up call to ensure that they are completely satisfied with their new vehicle.

**Vehicle Presentation with Customer**

- Review the exterior of the vehicle to make sure it is clean and damage-free.
- Review the location and operation of important items, including:
  - Hood latch, prop rod, and trunk release (if applicable)
  - Fuel door cap
  - Spare tire and jack, or tire sealant and compressor kit (as applicable)
  - Remote Keyless Entry (RKE), remote start, manual door release handles, and keyless ignition (as applicable)
  - Procedure for checking all fluid levels (e.g., Diesel Exhaust Fluid (DEF), engine oil, engine coolant, windshield washer fluid)
- Review the interior of the vehicle to make sure it is clean and damage-free.
- Demonstrate all vehicle features and controls using the Owner Manual, the "In Brief" section located at the front of the Owner Manual, or other supplemental information. Customer understanding of the vehicle features and controls is critical to satisfaction with the ownership experience.
  - Discuss operation of the Tire Pressure Monitoring System
  - Assist the customer in setting all personalized, programmable and memory functions, including the Universal Home Remote System (if equipped).
  - Demonstrate the proper operation of seats (both front and rear), steering wheel, mirrors, and adjustable pedals (as applicable).
  - Review the climate control system operation: manual, automatic, dual zone, defog, defrost. Include heated/cooled seats and steering wheel (if equipped).
  - Explain key features of the audio and infotainment systems: clock, radio, XM, CD, DVD, MP3, USB, Mass Storage Media (MEM), and navigation.
  - Go to [www.gm.com/Bluetooth](http://www.gm.com/Bluetooth), print phone specific instructions, and demonstrate how to pair the customer's phone to the in-vehicle Bluetooth system (as applicable).
  - Point out safety features such as safety belts, airbags, child restraints, LATCH system, window lockout switch and rear door security locks (as applicable).
  - Inform customer of the operation of OnStar [www.onstar.com/web/portal/home](http://www.onstar.com/web/portal/home) (if applicable). Explain the benefits of OnStar Vehicle Diagnostics and the Dealer Maintenance Notification.
  - Review OnStar Prep with customer: data plans/trials, Hands-Free Calling (HFC) minutes, credit card requirements for data plans and HFC minutes, and download OnStar RemoteLink to smartphone.
  - Demonstrate Infotainment Set up: pairing Bluetooth, navigation, and radio presets/voice controls/steering wheel controls.
  - Inform customer about the new OnStar with 4G LTE Wi-Fi® Hotspot set up, push "OnStar Voice Command" button, after the beep say "Wi-Fi® settings", pair device, "if desired", in device Wi-Fi® settings. OnStar welcome call - change hotspot password.
  - Assist customer with setting up OnStar RemoteLink on customer's smartphone.
  - Reset the Average Fuel Economy reading in the Driver Information Center (if applicable).

**Vehicle Features and Controls - Customer Tips**

- Infotainment System** - Review the Cadillac User Experience (CUE) Infotainment System guide with the customer. The CUE App Store is used to download & install approved applications that can be used in the Infotainment system. For additional CUE information refer to the CUE Infotainment System Guide or [www.cadillac.com/cadillac\\_cue.html](http://www.cadillac.com/cadillac_cue.html) (as applicable).
- Infotainment System** - Bluetooth® capable cell phones can be easily paired to the ATS's audio system. Refer to [www.onstar.com/web/bluetooth](http://www.onstar.com/web/bluetooth) for phone specific instructions on pairing to the in-vehicle Bluetooth® system (as applicable).
- Infotainment System** - CUE Infotainment System - Navigation Voice Preferences - With the customer present set the Voice Guidance volume to a level desired by the customer. Refer to Refer to the CUE Infotainment manual page 55 (as applicable).
- NEW Infotainment System** - Explain the operation of the Mobile Device Wireless Charger. The Wireless Charger is located in Center Stack Storage Compartment. See Service Information Document # 3609616 for additional information.
- Driving & Operating** - Show the customer how to remove the driver's door lock cylinder cover to access vehicle if battery power is not available. Refer to Owner Manual Page 2-11. Show the customer how on vehicles with electronic keyless ignition with a push-button start, pressing the push-button with your foot off of the brake cycles through two modes: ACC/ACCESSORY and ENGINE/OFF. To start the engine your foot must be depressing the brake pedal. If the push-button start is not working or a "No Fob Detected" Message is displayed, the vehicle may be near a strong radio antenna signal causing interference with the keyless entry system. Place the keyless access transmitter (FOB) in the transmitter pocket located in the bottom of the center console storage area. Refer to Owner Manual Page 2-7.
- Driving & Operating** - Show the customer the location of the low hook and how to install it in the event the vehicle needs to be towed. Explain there is no spare tire. Explain if equipped with run-flat tires, there is no inflator kit. Explain the operation of reverse the tilt mirrors.
- Driving & Operating** - Inform the customer the exhaust system may emit an odor during the first 200 miles of driving. The odor will go away after the initial production coatings dissipate during the engine break-in period.
- NEW Driving & Operating** - Explain the LKA (Lane Keep Assist) function to customer. The LKA on/off switch is located to the left of the steering column lower IP and should be in the off position. Refer to Owner's Manual page 9-62 thru 9-64 for operation details.
- NEW Driving & Operating** - Show the customer the capless fuel system and the location of the roadside fuel can funnel. See Owner Manual Page 9-68 thru 9-69.
- Instruments & Controls** - Review the Enhanced Safety System 1 (Drivers Awareness) or Enhanced Safety System 2 (Driver Assist).
- Instruments & Controls** - Review Windshield Wiper/Washer, INT: (Intermittent Wipes), RainSense™ & settings with the customer. Refer to Owner Manual Pages 5-4 & 5-5 (as applicable).
- Instruments & Controls** - Head Up Display (HUD) some information concerning the operation of the vehicle is projected on to the windshield. This includes the speedometer & RPM reading, transmission gear selection, compass heading, audiophone information, & Turn-by-Turn Navigation information (as applicable).
- Vehicle Care** - Cleaning cloth package for use on high gloss surfaces and vehicle displays is in Integrated Center Stack behind faceplate or in glove box. Review usage with customer at delivery.
- Vehicle Care** - Print & give the customer a copy of PK5779. Review the PI with the customer to ensure proper washing of the vehicle.
- Information** - Inform the customer about the Owners Center which requires owners registration: <http://www.cadillac.com/owners/owners.html>
- NEW Windows** - Explain the Soft Stop of the driver and passenger windows. The windows go down to a predetermined level on the first press of the window switch. A second press allows the window to go completely down if desired. Refer to Owner Manual Page 2-22
- NEW Seats** - Explain the operation of the Easy Entry Seats. Owner Manual Pages 3-3 thru 3-4

**Service Introduction and Orientation**

- Introduce the customer to Service Department personnel and familiarize the customer with the dealership's Service facilities.
- Present dealership service benefits (e.g., hours of operation, shuttles, early bird drop-off, after hours pickup, factory-trained technicians)
- Discuss convenience and competitive pricing for regular maintenance items (e.g., wiper blades, filters, batteries, brakes, tires)
- Suggest a follow-up visit (e.g., courtesy inspection or New Owner Clinic)
- Schedule first follow-up visit. Date scheduled: \_\_\_\_\_

The above items were inspected, explained and demonstrated to my complete satisfaction.

Customer's Signature \_\_\_\_\_

Salesperson's Signature \_\_\_\_\_

Retain a copy of this completed form in the customer's sales file.

Date 11-13-14

Date 11-12-14

# GENERAL MOTORS EMPLOYEE-IMMEDIATE FAMILY MEMBER VEHICLE PURCHASE PROGRAMS DEALER WORKSHEET

1. PURCHASER (Check One)

ELKTON AUTO CORRAL

Purchaser's Name  Employee  Retiree  Surviving Spouse

Street Address  Family Member

LISBON OH

City State Zip Code

VEHICLE: VIN No. 

G	6	A	L	1	R	3	6	F	0
---	---	---	---	---	---	---	---	---	---

PROGRAM:  GDS -Dealership  GMS  (PEP) Product Evaluation Purchase

TERMS:  Purchase  Smart Lease  GSU (Supplier) (Friends)

2. SPONSOR: AUTHORIZATION NUMBER: 

--	--	--	--	--	--	--	--	--	--

 CISCO

Date Assigned Status Code Sponsor Name

3. PURCHASER'S ACKNOWLEDGEMENT OF DELIVERY  
I hereby acknowledge receipt of the above described vehicle delivered to me by the dealer named below in accordance with terms of the program.

[Redacted Signature] Purchaser's Signature 11/13/14 Delivery Date

REPRESENTATION BY DEALER  
Dealer certifies that the information in this worksheet is true and correct, and that Dealer has made physical delivery to the Purchaser of the described vehicle, VIN No. as shown above. Dealer further certifies that those Eligibility Rules applicable to a dealer have been complied with.

[Redacted Signature] Dealer Authorized Signature 201528 Dealer Code

**General Motors - Vehicle Purchase Program  
Customer - Dealer Agreement and Pricing Sheet**

Eligible Participant: [Redacted]

Purchaser's First Name: \_\_\_\_\_ Purchaser's Last Name: Elkton Auto Corral

Relationship to Eligible Participant: [Redacted]

Purchaser's Date Of Birth: [Redacted]

Purchaser's Zip Code: [Redacted]

*copy to cust*

Vehicle Identification Number (VIN): 1G6AL1R36FC [Redacted]

Authorization Number: [Redacted]

Incentive Code: GSU

Approval Number: [Redacted]

Approval Date: 11/18/2014  
10:58:28

Dealer Name: COLUMBIANA-CHEVROLET-BUICK-CADILLAC CO. INC.

Division: CADILLAC BAC: [Redacted] Dealer Code: 20525

Program Name: GM SUPPLIER DISCOUNT FOR FRIENDS

Company/Partner Name: GM FIDELITY PENSION FILE

(1) For Employee or Supplier priced programs, enter the amount from invoice for the appropriate program.

\$ 93097.13

(2) Negotiated discount for prior model year or Demo/Drivers Ed discount, etc.

\$ \_\_\_\_\_

\$+/-

(3) Plus Itemized Adds/Deducts Not Listed on Buyer's Order:

\$+/-

\$+/-

(4) Trade-in over-allowance or remaining payments/charges from prior lease.

\$ \_\_\_\_\_

(5) Charges for any Dealer provided service agreed to by customer.

\$ 250<sup>00</sup>

**Customer Agreement and Verification of Delivery**

1. By signing this form, the Purchaser acknowledges the following:
  - A. I have confirmed that the applicable price shown on line (1) is correct.
  - B. Receipt of the vehicle designated above and a copy of this form
  - C. The Purchaser has read the GM Vehicle Purchase Program Rules and Guidelines for the appropriate program.
  - D. The Purchaser agrees that he/she will not violate any Program provision
  - E. Penalties for violation of Program provisions may include one or more of the following:
    - i. Termination of Program privileges

- ii. Requirement that the Purchaser or employee reimburse General Motors for the amount of any dealer allowance paid
  - iii. Disciplinary action up to and including termination of employment (for GM Employees) (1)
- F. In consideration of the discount I receive on the purchase/lease of the vehicle, I will not be able to bring lawsuit for any dispute involving repairs made to that vehicle under GM's Limited Warranty or regarding the extent to which such warranty coverage is provided on that vehicle. Instead, I AGREE to address such disputes through the GM Dispute Resolution Process, which includes mandatory arbitration that is binding on both GM and me. I acknowledge that this Authorization evidences a transaction involving interstate commerce. The Federal Arbitration Act ("FAA") (9 U.S.C. § 2 et, seq.) shall govern the interpretation, enforcement, and proceedings of the arbitration. For matters the FAA does not cover, the laws of the State in which I reside shall govern.

Customer Signature:  Date: 11/18/14

**Dealer Agreement**

1. By signing this form, the dealer agrees to the following:
  - A. Assume General Motors's obligation for delivery of the vehicle
  - B. Collect from the purchaser the amount specified in the Purchase Contract
  - C. Comply with the Rules and Guidelines of The Program
  - D. Review the Factory Invoice with the customer
  - E. Complete this form and provide a copy of it to the purchaser.
  - F. Provide purchaser with all applicable and compatible incentives.
  - G. Maintain the original copy of this form in the deal jacket
2. General Motors agrees to pay the Dealer the incentive or allowance in effect under the applicable Program.
3. By signing below, the Dealer acknowledges having read The Program Rules and Guidelines and agrees to the following:
  - A. Comply with the terms and conditions contained in The Program Rules and Guidelines
  - B. Violation of any Program provision by the Dealer or anyone acting on behalf of the Dealer may result in the Dealer being:
    - i. Declared ineligible to participate further in the Program
    - ii. Charged back any incentive or allowance paid by General Motors on transactions in which violations occur

Authorized Dealer Signature:  Date: 11/18/14

(1) GM will ask the court to compel mandatory binding arbitration of any lawsuit filed by the eligible purchaser relating to the repairs made to the vehicle. GM, however, will not discipline or terminate the employment of the eligible purchaser because he or she has filed such a lawsuit.

GM EMPLOYEE/SUPPLIER/DEALERSHIP EMPLOYEE WORKSHEET

GM Employee/Supplier/Dealership  
Employee Selling Price from Invoice

53,097.13

Plus Itemized Adds Not Listed  
On Buyer's Order: (Dealer installed  
accessories; trade-over allowance;  
charges for any Dealer provided  
service agreed to by customer, such  
as Dealer Trade Fee)\*

_____	+	_____
_____	+	_____
_____	+	_____
_____	+	_____

SELLING PRICE (TRANSFER TO  
BUYER'S ORDER)

=

53097.13

No advertising fees to be charged to customer.

WITH REGARD TO INCENTIVE PROGRAMS INVOLVING A FORMULA PRICE, e.g., GM  
EMPLOYEE AND SUPPLIER, PROGRAM GUIDELINES REQUIRE THAT THE STARTING  
PRICE ON THE BUYER'S ORDER OR CONTRACT WORKSHEET BE EQUAL TO THE  
FORMULA PRICE. ANY ADDITIONS OR DELETIONS MUST BE SPECIFICALLY ITEMIZED  
ON THE BILL OF SALE.

THIS WORKSHEET IS INTENDED AS A GUIDE WHEN FIGURING GM EMPLOYEE,  
SUPPLIER OR DEALERSHIP EMPLOYEE DEALS. PLEASE CONSULT THE GM DEALER  
SALES ALLOWANCE AND INCENTIVE MANUAL FOR FURTHER EXPLANATION  
AND DETAILS OF EACH PROGRAM.

\_\_\_\_\_

CUSTOMER SIGNATURE

11/13/14  
DATE

\_\_\_\_\_

DEALER SIGNATURE

11/13/14  
DATE



# Delivery Receipt

Carrier: COOJ  
 JACK COOPER TRANSPORT CO, INC  
 9151 BILLWOOD HWY  
 DIMONDALE, MI 48821  
 PH: (517) 322-3212 Fax: (517) 322-0082

Dispatch Date  
 09/24/2014 05:17 PM -05:00

Shipper: General Motors

Driver: 01\_1069 - Thomas Phillips  
 Truck: 1961

### Instructions

M-F 08:00 - 17:00 SAT 08:00 - 14:00 SUN 00:00 - 00:00  
 24/7 STI OK, HOURS MON THRU FRI 8AM-5PM, NEW DROP OFF LOCATION AS  
 OF 8/16/13. Drop across street at

LD: [REDACTED]  
 Ship To: GMC-12-20525 40.88 -80.69  
 COLUMBIANA-CHEVROLET-BUICK-CA  
 21 E. RAILROAD ST  
 COLUMBIANA, OH 44408  
 PH:  
 Emails: NDINUNZIO@DRIVECOLUMBIANA.COM

Faxes:

UN	D.R. NUM.	Vehicle I.D.	Description	Color	Order
1	[REDACTED]	1G6AH5RX6F0 [REDACTED]	CAD ATS LUX AWD SEDAN 9-1500-77	GGC	[REDACTED]
2	[REDACTED]	1G6AH5SX0F01 [REDACTED]	CAD ATS LUX AWD SEDAN 9-1500-78	GGC	[REDACTED]
3	[REDACTED]	1G6AJ5SX6F0 [REDACTED]	CAD ATS PERF AWD SEDAN 9-1500-79	GGC	[REDACTED]
4	[REDACTED]	1G6AL1R36F0 [REDACTED]	CAD ATS PREM AWD 9-1500-80	GGC	[REDACTED]

Carrier  
 Signature: [REDACTED]

Consignee  
 Signature: [REDACTED]

Date: 09/25/2014 03:21 PM -04:00

Date: 09/25/2014 03:21 PM -04:00

40.88 -80.69

Jessica Silguero (C)

---

From: MARTY MALONE <mmalone@drivecolumbiana.com>  
Sent: Wednesday, March 08, 2017 8:24 AM  
To: Jessica Silguero (C)  
Subject: [EXTERNAL] FW: Message from "[REDACTED]" "SERVICE FILE FOR [REDACTED]"  
Attachments: [REDACTED].pdf

Jessica Per our conversation attached is the Service File for [REDACTED]  
SR#8-[REDACTED] Vin 1G6AL1R36F0-[REDACTED] As I told you in our phone conversation The Sales Documents will all come from our Office Manager Linda Stroup If you need any further information from me please let me know.

Marty Malone  
Service Manager  
COLUMBIANA BUICK CADILLAC CHEVROLET

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

From: [bcross@first-choicesolutions.com](mailto:bcross@first-choicesolutions.com)  
[<mailto:bcross@first-choicesolutions.com>]  
Sent: Wednesday, March 08, 2017 9:13 AM  
To: mmalone@drivecolumbi  
Subject: Message from [REDACTED]

This E-mail was sent from [REDACTED]" (Aficio MP 5002).

Scan Date: 03.08.2017 09:12:51 (-0500)  
Queries to: [bcross@first-choicesolutions.com](mailto:bcross@first-choicesolutions.com)

Jessica Silguero (C)

---

From: Jessica Silguero (C)  
Sent: Monday, March 06, 2017 1:47 PM  
To: 'deshone.valley@gm.com'  
Cc: Thomas M. Piette  
Subject: Initial Notification of BBB Case VIN: 1G6AL1R36F0 [REDACTED] Columbiana Cadillac, BAC: [REDACTED], Customer: Mullen, SR# 8-[REDACTED]  
Attachments: 2.CCF.pdf

Service Request: 8-[REDACTED]

Customer Last Name: [REDACTED]

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

Dealership Contact: Marty Malone

VIN: 1G6AL1R36F0 [REDACTED]

Vehicle: 2015 Cadillac ATS Coupe

Mileage: 14,700

Dear Deshone Valley,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2015 Cadillac ATS Coupe. The customer has stated that she has been having electrical problems with the vehicle and is seeking to either have the vehicle bought back or would like a trade in of the vehicle. The Customer Complaint Form (CCF) is attached for your review. Within 10 days of receipt of this email, I will send you a case assessment for your review and assistance in determining a suitable resolution to the customer's concern. In the meantime, please let me know if you have any information about this customer and/or their stated concern.

Due to strict timelines established in our agreement with the Council of Better Business Bureaus, time is critical in resolving this matter. I will be requesting documents from the dealership and would appreciate any assistance that you can provide to encourage the dealer to fulfill this request as timely as possible. Thank you in advance for your assistance.

Thank you,  
Jessica Silguero

Jessica Silguero (C)

---

From: Jessica Silguero (C)  
Sent: Thursday, April 06, 2017 12:25 PM  
To: 'deshone.valley@gm.com'  
Cc: Thomas M. Piette; Aubrey Parrott  
Subject: Case Recommendation for BBB Case VIN: 1G6AL1R36F0 [REDACTED], Columbiana Cadillac, BAC: [REDACTED], Customer: [REDACTED], SR# 8-[REDACTED]  
Attachments: Case Assessment.xls

Service Request: 8-[REDACTED]

Customer Last Name: [REDACTED]

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

Dealership Contact: Marty Mallone

VIN: 1G6AL1R36F0 [REDACTED]

Vehicle: 2015 Cadillac ATS Coupe

Mileage: 14,700

Dear Deshone Valley,

I previously contacted you to notify you that [REDACTED] filed a complaint with the Better Business Bureau for their 2015 Cadillac ATS. After gathering all related documents, and reviewing the vehicle repair history, I have completed the attached Case Assessment for your review. Based on the information gathered, I recommend that we offer the customer one MOC payment due to her inconvenience.

If the recommendation is a denial, or the customer does not accept the offer, are you willing to attend a hearing if/when it is scheduled?

Please respond with your agreement or alternate recommendation as soon as possible in order to meet the strict timelines established in our agreement with the Council of Better Business Bureaus.

Thank you,

Jessica Silguero

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

### 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

\* Job Card / Repair Order #

### Results

GM Participation Amount	\$0.00	Customer / Dealer Participation Amount	\$150.00
Agreed Upon Customer / Dealer Participation Amount		<input type="text" value=""/>	

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.)

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

### 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](#)



Kenneth Brooks (C)  
Tuesday, June 22, 2021 8:40 AM  
Matthew Jalaba (C)  
Treonda Gray (C); Marvin Barkley (C)  
FW: N21-234112 - 2016 Silverado Seat Belt Lap PT



**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Good morning MJ,

Please assist.

---

**From:** Christine Stein <[CHRISTINE.STEIN@ONSTAR.COM](mailto:CHRISTINE.STEIN@ONSTAR.COM)>  
**Sent:** Monday, June 21, 2021 9:24 PM  
**To:** Treonda Gray (C) <[treonda.gray@gm.com](mailto:treonda.gray@gm.com)>; Kenneth Brooks (C) <[kenneth.brooks@gm.com](mailto:kenneth.brooks@gm.com)>; Marvin Barkley (C) <[marvin.barkley@gm.com](mailto:marvin.barkley@gm.com)>  
**Cc:** Samantha Cook <[samantha.cook@gm.com](mailto:samantha.cook@gm.com)>; Amber Hendricks <[amber.1.hendricks@gm.com](mailto:amber.1.hendricks@gm.com)>  
**Subject:** RE: N21-234112 - 2016 Silverado Seat Belt Lap PT

Exec TL's, let's go ahead and open up an Exec case on this one. Just didn't want to lose sight of the BQM's request for outreach.

Thank you!

---

**From:** Christine Stein  
**Sent:** Monday, June 21, 2021 8:46 AM  
**To:** Amber Hendricks <[amber.1.hendricks@gm.com](mailto:amber.1.hendricks@gm.com)>  
**Cc:** Samantha Cook <[samantha.cook@gm.com](mailto:samantha.cook@gm.com)>  
**Subject:** FW: N21-234112 - 2016 Silverado Seat Belt Lap PT

Good Morning Amber! Hope you had a nice weekend.

Are there any particular steps we should follow to address this situation where a vehicle apparently was supposed to be part of a SC, but was missed?

Appreciate your thoughts on this!

---

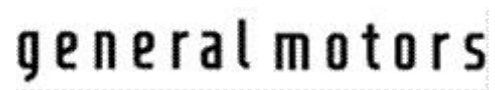
**From:** David Mac Gillis <[david.macgillis@gm.com](mailto:david.macgillis@gm.com)>  
**Sent:** Monday, June 21, 2021 7:50 AM  
**To:** Christine Stein <[CHRISTINE.STEIN@ONSTAR.COM](mailto:CHRISTINE.STEIN@ONSTAR.COM)>  
**Cc:** Larry A. Martin <[larry.a.martin@gm.com](mailto:larry.a.martin@gm.com)>; Renee Jurkiw (She/her/hers) <[renee.jurkiw@gm.com](mailto:renee.jurkiw@gm.com)>; Hassan Abdallah <[hassan.abdallah@gm.com](mailto:hassan.abdallah@gm.com)>  
**Subject:** FW: N21-234112 - 2016 Silverado Seat Belt Lap PT

Christine,  
Please review the note below from our investigator. We have a vehicle that was supposed to be part of a special coverage but was missed. N192289390

Can we get in contact with the customer and get them a repair?

Thanks,

**David MacGillis**  
**Brand Quality Manager – T1 and K2 Light Pickup**  
**Customer Care & Aftersales**  
**GM Global Technical Center**



**From:** Hassan Abdallah <[hassan.abdallah@gm.com](mailto:hassan.abdallah@gm.com)>  
**Sent:** Friday, June 18, 2021 3:35 PM  
**To:** Larry A. Martin <[larry.a.martin@gm.com](mailto:larry.a.martin@gm.com)>; Renee Jurkiw (She/her/hers) <[renee.jurkiw@gm.com](mailto:renee.jurkiw@gm.com)>  
**Cc:** David Mac Gillis <[david.macgillis@gm.com](mailto:david.macgillis@gm.com)>  
**Subject:** RE: N21-234112 - 2016 Silverado Seat Belt Lap PT

Dave handles LD truck.

Thank you,  
Hassan Abdallah  
Brand Quality Mgr – Full Size Utility  
Cell: (586) 596 -7910  
Email: [Hassan.Abdallah@gm.com](mailto:Hassan.Abdallah@gm.com)

**From:** Larry A. Martin <[larry.a.martin@gm.com](mailto:larry.a.martin@gm.com)>  
**Sent:** Friday, June 18, 2021 2:49 PM  
**To:** Renee Jurkiw (She/her/hers) <[renee.jurkiw@gm.com](mailto:renee.jurkiw@gm.com)>; Hassan Abdallah <[hassan.abdallah@gm.com](mailto:hassan.abdallah@gm.com)>  
**Cc:** David Mac Gillis <[david.macgillis@gm.com](mailto:david.macgillis@gm.com)>  
**Subject:** N21-234112 - 2016 Silverado Seat Belt Lap PT

Have we heard anything more about this claim? I will be bringing this investigation to OIR on June 28<sup>th</sup> and expect to be asked about taking care of this customer.

Thank you,



Larry A. Martin (he, him)  
Vehicle Safety Technical Expert, Global Vehicle Safety  
[larry.a.martin@gm.com](mailto:larry.a.martin@gm.com) tel: 1.586.907.2893

**From:** Renee Jurkiw (She/her/hers) <[renee.jurkiw@gm.com](mailto:renee.jurkiw@gm.com)>  
**Sent:** Tuesday, June 08, 2021 3:35 PM  
**To:** Hassan Abdallah <[hassan.abdallah@gm.com](mailto:hassan.abdallah@gm.com)>  
**Cc:** David Mac Gillis <[david.macgillis@gm.com](mailto:david.macgillis@gm.com)>; Larry A. Martin <[larry.a.martin@gm.com](mailto:larry.a.martin@gm.com)>  
**Subject:** 2016 Silverado Seat Belt Lap PT

Hassan,

A customer on a 2016 Silverado (VIN 1GCRCREC9GZ [REDACTED]) contacted CAC (SR # 9-[REDACTED]) for cost assistance for a seat belt lap pretensioner repair. She was denied and filed the attached VOQ with NHTSA. This vehicle should have been included in Special Coverage N192289390, but this VIN was missed. We have opened up an investigation (N21-234112) to look into this. However, we were wondering if we can help this customer get her seat belt repaired. Can you or CAC reach back out to cover this repair for the customer? Please let me know.

Thank you,

*Renee Jurkiw (she/her)*



**Lead External Investigation Engineer**

**Global Vehicle Safety**

**886 07-1696**





David Mac Gillis  
Wednesday, June 23, 2021 12:19 PM  
Matthew Jalaba (C); Ian Scott  
RE: BQM Escalation/ Lederman/ 2016 Chevrolet Silverado/ VIN: 1GCRREC9GZ [REDACTED]



This applies to the driver's side only. The campaign itself is for the driver's side only.

**David MacGillis**  
**Brand Quality Manager – T1 and K2 Light Pickup**  
**Customer Care & Aftersales**  
**GM Global Technical Center**  
**31057 Louis Chevrolet Rd.**  
**Warren, MI 48093-2355**  
tel: 586.947.8819 cell: [REDACTED]  
mail: [david.macgillis@gm.com](mailto:david.macgillis@gm.com)



---

**From:** Matthew Jalaba (C) <[matthew.jalaba@gm.com](mailto:matthew.jalaba@gm.com)>  
**Sent:** Wednesday, June 23, 2021 12:16 PM  
**To:** Ian Scott <[ian.c.scott@gm.com](mailto:ian.c.scott@gm.com)>; David Mac Gillis <[david.macgillis@gm.com](mailto:david.macgillis@gm.com)>  
**Subject:** BQM Escalation/ [REDACTED] / 2016 Chevrolet Silverado/ VIN: 1GCRREC9GZ [REDACTED]

Hi Ian & Dave,

Customer Name: [REDACTED]  
VIN: [1GCRREC9GZ](#) [REDACTED]  
YMM: 2016 Chevrolet Silverado  
SR: 9-[REDACTED]  
TAC SR: N/A

Summary of Concern: It was determined that this customer was supposed to be part of the Recall N192289390 Seat Belt Anchor Pretensioner Cable. The customer had the repair done on the driver's seatbelt. We are in the process of reimbursing the customer with goodwill. The customer called back in today wanting to know if the passenger seat belt is part of this recall as well. There are currently no issues with the passenger seat belt but the customer is nervous if there were to be an accident would the passenger seat belt snap like the driver's side did. Does this recall cover the passenger and would GM replace the passenger if there were no visual issues?

Regards,

**Matthew Jalaba**  
General Motors Executive Liaison  
Work Phone #: 855-880-1500 ext 5924564  
Email: [Matthew.Jalaba@GM.com](mailto:Matthew.Jalaba@GM.com)

LOT LOCATION: R LOT

CUSTOMER #: [REDACTED]

UNIT# \*

ACCOUNTING

COURTESY CHEVROLET

1233 East Camelback Road - P.O. Box 7709 Phoenix, AZ 85014  
Toll Free (800) 555-9322  
Direct Service Line (602) 274-8000  
www.courtesychev.com

PHOENIX, AZ

PAGE 1

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

SERVICE ADVISOR: 8803 JASEN KEHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET SILVERADO	1GCRREC9GZ [REDACTED]		54509/54509	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25OCT16	DD08AUG16		19:00 27MAY21			MC	29MAY21

R.O. OPENED      READY      OPTIONS: SOLD-STK:64951 DLR:39088  
 08:31 27MAY21      13:34 29MAY21      ENG:L83\_5.3L\_ECOTEC3\_V8  
 TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/O (More...)

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUSTOMER STATES DRIVERS SEAT BELT BUCKLE BROKE CHECK AND ADVISE  
 109 CUSTOMER STATES DRIVERS SEAT BELT BUCKLE  
 BROKE CHECK AND ADVISE

8428	[REDACTED]	LIC#:	[REDACTED]								
	1	19353065	TENSIONER KIT	0.00	2.30	6555	35420			354.20	354.20
		B/O 615	683459							95.00	95.00

54509 LEFT FROTN SEAT BELT ANCHOR TENSIONER BROKEN. 2.00 REPLACED  
 LEFT FRONT SEAT BELT ANCHOR TENSIONER ASSEMBLY.

B Chevrolet Certified Multi-Point Vehicle Inspection  
 15 Chevrolet Certified Multi-Point Vehicle  
 Inspection

	9657	IR	0.04	0.30	480	0				0.00	0.00
--	------	----	------	------	-----	---	--	--	--	------	------

54509 inspection 0.30 complete

EST: 0.00      27MAY21 08:31      SA: 8803  
 CONTACT:

\*\*\*\*\*

CUSTOMER PAY SHOP CHARGE FOR REPA	0	3896		38.96
NEW SERVICE DEPARTMENT HOURS				
MONDAY - FRIDAY      7:00AM - 7:00PM				
SATURDAY      7:00AM - 5:00PM				

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-27-21	08:44	08:44	0.00	W	8428	A	
	08:53	08:53	0.00	W	8428	A	
	10:06	10:07	0.02	W	9657	B	
	10:23	10:24	0.02	W	9657	B	
05-28-21	10:38	10:38	0.00	W	8428	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460C	35420	6555		478	9500	5700	
463	0	480		469	3896	0	

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

* SHOP SUPPLY COSTS:	DESCRIPTION	TOTALS
We have added a charge equal to 11% of the total cost of labor and parts, not to exceed \$49.95, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES *	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE      CUSTOMER SIGNATURE      AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*Serving Arizona Since 1955*

LOT LOCATION: R LOT

CUSTOMER #: [REDACTED]

UNIT# \*

ACCOUNTING

COURTESY CHEVROLET

1233 East Camelback Road - P.O. Box 7709 Phoenix, AZ 85014  
Toll Free (800) 555-9322  
Direct Service Line (602) 274-8000  
www.courtesychev.com

PHOENIX, AZ

PAGE 2

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

SERVICE ADVISOR: 8803 JASEN KEHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET SILVERADO	1GCRREC9GZ [REDACTED]		54509 / 54509	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25OCT16	DD08AUG16		19:00 27MAY21			MC	29MAY21

R.O. OPENED      READY      OPTIONS: SOLD-STK: 64951 DLR: 39088  
 08:31 27MAY21      13:34 29MAY21      ENG: L83\_5.3L\_ECOTEC3\_V8  
 TRN: MYC ELECTRONIC 6-SPEED AUTOMATIC W/O (More...)

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
324A		844		0			324B		309	0	
67D		0	*****				225S		49969	*****	

COST, SALE, & COMP TOTALS      12735      48816      0

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

**\* SHOP SUPPLY COSTS:**  
 We have added a charge equal to 11% of the total cost of labor and parts, not to exceed \$49.95, to the Repair Order for shop supplies used in connection with this repair.

DESCRIPTION	TOTALS
LABOR AMOUNT	354.20
PARTS AMOUNT	95.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	38.96
TOTAL CHARGES	488.16
LESS INSURANCE	0.00
SALES TAX	11.53
<b>PLEASE PAY THIS AMOUNT</b>	<b>499.69</b>

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

DATE      CUSTOMER SIGNATURE      AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*Serving Arizona Since 1955*

LOT LOCATION: R LOT

CUSTOMER #: [REDACTED]

UNIT# \*

\*INTERNAL\*

COURTESY CHEVROLET

1233 East Camelback Road · P.O. Box 7709 Phoenix, AZ 85014  
Toll Free (800) 555-9322  
Direct Service Line (602) 274-8000  
www.courtesychev.com

PHOENIX, AZ [REDACTED]

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 8803 JASEN KEHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET SILVERADO	1GCRCRC9GZ [REDACTED]		54509 / 54509	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25OCT16 DD	08AUG16		19:00 27MAY21			CASH	28MAY21

R.O. OPENED      READY      OPTIONS: SOLD-STK:64951 DLR:39088  
 08:31 27MAY21    14:28 28MAY21    ENG:L83\_5.3L\_ECOTEC3\_V8  
 TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/O (More...)

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

B							
Chevrolet Certified Multi-Point Vehicle Inspection							
15 Chevrolet Certified Multi-Point Vehicle Inspection							
				9657	IR	0.30	
				54509	inspection	0.30	complete
							0.00
							0.00

EST: 0.00      27MAY21 08:31    SA: 8803

CONTACT: \*\*\*\*\*

NEW SERVICE DEPARTMENT HOURS  
 MONDAY - FRIDAY    7:00AM - 7:00PM  
 SATURDAY            7:00AM - 5:00PM

COST, SALE, & COMP TOTALS      480      0      0

<b>WARRANTY DISCLAIMER:</b> ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.  By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	<b>*SHOP SUPPLY COSTS:</b> We have added a charge equal to 11% of the total cost of labor and parts, not to exceed \$49.95, to the Repair Order for shop supplies used in connection with this repair.	DESCRIPTION	TOTALS
	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	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
	DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
			0.00

Serving Arizona Since 1955

LOT LOCATION: R LOT

CUSTOMER #: [REDACTED]

UNIT# \*

\*ACCOUNTING\*

COURTESY CHEVROLET

1233 East Camelback Road · P.O. Box 7709 Phoenix, AZ 85014  
Toll Free (800) 555-9322  
Direct Service Line (602) 274-8000  
www.courtesychev.com

PHOENIX, AZ

PAGE 1

HOME: [REDACTED] CONT: [REDACTED] \*\* PRE-INVOICE \*\*

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 8803 JASEN KEHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	16	CHEVROLET SILVERADO	1GCRREC9GZ [REDACTED]		54509/54509	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25OCT16	DD08AUG16		19:00 27MAY21			CASH	28MAY21

R.O. OPENED	READY	OPTIONS:
08:31 27MAY21	14:28 28MAY21	SOLD-STK:64951 DLR:39088 ENG:L83_5.3L_ECOTEC3_V8 TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/O (More...)

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CUSTOMER STATES DRIVERS SEAT BELT BUCKLE BROKE CHECK AND ADVISE  
109 CUSTOMER STATES DRIVERS SEAT BELT BUCKLE  
BROKE CHECK AND ADVISE

8428	[REDACTED]	LIC#:	[REDACTED]								
		CRCM	0.00	2.30	6555	35420			354.20	354.20	
1	19353065	TENSIONER KIT			5700	9500	0	95.00	95.00	95.00	

B/O 615 683459  
54509 LEFT FROTN SEAT BELT ANCHOR TENSIONER BROKEN. 2.00 REPLACED  
LEFT FRONT SEAT BELT ANCHOR TENSIONER ASSEMBLY.

B Chevrolet Certified Multi-Point Vehicle Inspection

15	Chevrolet Certified Multi-Point Vehicle Inspection	9657	IR	0.04	0.30	480	0		0.00	0.00	
----	--	------	----	------	------	-----	---	--	------	------	--

54509 inspection 0.30 complete

EST: 0.00 27MAY21 08:31 SA: 8803

CONTACT: [REDACTED]

\*\*\*\*\*

CUSTOMER PAY SHOP CHARGE FOR REPA 0 3896 38.96

NEW SERVICE DEPARTMENT HOURS  
MONDAY - FRIDAY 7:00AM - 7:00PM  
SATURDAY 7:00AM - 5:00PM

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-27-21	08:44	08:44	0.00	W	8428	A	
	08:53	08:53	0.00	W	8428	A	
	10:06	10:07	0.02	W	9657	B	
	10:23	10:24	0.02	W	9657	B	
05-28-21	10:38	10:38	0.00	W	8428	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
460C	35420	6555		478	9500	5700	
463	0	480		469	3896	0	

WARRANTY DISCLAIMER:	*SHOP SUPPLY COSTS:	DESCRIPTION	TOTALS
<p>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</p>	<p>Order for shop supplies used in connection with this repair.</p>	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS INSURANCE	
SALES TAX			
PLEASE PAY THIS AMOUNT			

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Serving Arizona Since 1955

LOT LOCATION: R LOT

CUSTOMER #: [REDACTED]

UNIT# \*

\*ACCOUNTING\*

COURTESY CHEVROLET

1233 East Camelback Road - P.O. Box 7709 Phoenix, AZ 85014  
Toll Free (800) 555-9322  
Direct Service Line (602) 274-8000  
www.courtesychev.com

PHOENIX, AZ

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]

\*\* PRE-INVOICE \*\*

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 8803 JASEN KEHE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	IN / OUT	TAG
BLACK	16	CHEVROLET SILVERADO	1GCRREC9GZ [REDACTED]		54509	54509	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
25OCT16	DD08AUG16		19:00 27MAY21			CASH	28MAY21

R.O. OPENED	READY	OPTIONS:
08:31 27MAY21	14:28 28MAY21	SOLD-STK:64951 DLR:39088 ENG:L83_5.3L_ECOTEC3_V8 TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/O (More...)

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
324A		844		0			324B	309	0		
225S		49969	*****					0	*****		

COST, SALE, & COMP TOTALS 12735 48816 0

DESCRIPTION	TOTALS
LABOR AMOUNT	354.20
PARTS AMOUNT	95.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	38.96
TOTAL CHARGES	488.16
LESS INSURANCE	0.00
SALES TAX	11.53
PLEASE PAY THIS AMOUNT	499.69

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

\*SHOP SUPPLY COSTS: We have added a charge equal to 11% of the total cost of labor and parts, not to exceed \$49.95, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Serving Arizona Since 1955

**Courtesy Chevrolet**

1233 E Cameback Rd  
Phoenix  
Arizona  
6022793232

**Customer Information**

Street:  
Zip Code:

**Transaction Information**

**Sale**

Date: 05/28/2021 03:51:13 PM

Amount: \$499.69

Card Number:\*\*\*\*\*

Merchant Id:

Terminal Id:

Auth Code:

Auth Mode: Issuer

Application Name: MasterCard

Processed as: MASTERCARD

Reference No:

Trace No:

Invoice No:

Response: Approved

Entry Method: Chip Read

Match AVS: Not Present

Match CVV: Not Present

Match ZIP: Not Present

Chip Card AID: A00000000

TYR: 0000008000

IAD:

TSI: E800

ARC: 0012

Client Id:

User Id: 4jkehe

**Customer Signature**

I Agree to Pay Above Total Amount According to Card Issuer agreement (Merchant agreement if Credit voucher).

UNIT# \* 49  
 CUSTOMER #: [REDACTED]

*Courtesy Chevrolet*



WORKORDER  
 REPRINT  
 PAGE 1

1233 East Camelback Road · P.O. Box 7709 Phoenix, AZ 85014  
 Toll Free (800) 555-9322  
 Direct Service Line (602) 274-8000  
 www.courtesychev.com

PHOENIX, AZ [REDACTED]  
 [REDACTED]@hotmail.com

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

SERVICE ADVISOR: 8803 KEHE, JASEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	16	CHEVROLET SILVERADO	1GCRREC9GZ [REDACTED]		54509/54509	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25OCT16	DD08AUG16		19:00 27MAY21			CASH	

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: SOLD-STK:64951 DLR:39088  
 ENG:L83\_5.3L\_ECOTEC3\_V8  
 27MAY2021 08:31 TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/O (More...)

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS  
 # A 109 8428 CRCM CUSTOMER STATES DRIVERS SEAT BELT BUCKLE BROKE CHECK AND ADVISE

# B 15 9657 CWI Chevrolet Certified Multi-Point Vehicle Inspection

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

**PAYMENT TERMS:** I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, parts and other authorized charges.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the parts manufacturer or distributor or the transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind, or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic or research purposes.

Customer  Date \_\_\_\_\_

**STORAGE CHARGES:** I understand that a storage charge equal to \$25.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 5 days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

**ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. PLEASE INITIAL BESIDE THE KIND OF ESTIMATE YOU WANT TO RECEIVE.**

\_\_\_\_\_  
Initials

WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ NO ESTIMATE \_\_\_\_\_

PRELIMINARY ESTIMATE \$ 0.00

**SHOP SUPPLY COSTS:** A charge equal to 11% of the total cost of parts and labor, not to exceed \$49.95, will be added to the Repair Order for shop supplies used in connection with the repair.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

**PARTS:** All parts installed are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

Save Replaced Parts \_\_\_\_\_ (INITIAL)

Emission Limited Warranty	10/25/2016	6 MI	10/25/2019	50,006 MI
Chevrolet Scheduled Maintenance-2 visits	10/25/2016	6 MI	10/25/2018	24,006 MI
Special Coverage N182202780	10/25/2016	6 MI	10/25/2026	150,006 MI
Emission Select Component Ltd Wty	10/25/2016	6 MI	10/25/2024	80,006 MI
Bumper to Bumper Limited Warranty	10/25/2016	6 MI	10/25/2019	36,006 MI
Emission Select State Component Ltd Wty	10/25/2016	6 MI	10/25/2023	70,006 MI

## Service Contract

Vehicle has no current record of service contracts.

## Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/25/2019	447768	ZFAT----Field Action Recall		9104605 - N192268490 - Electronic Brake Control Module Reprogramming with SPS	44,394 MI
09/20/2017	342266	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet Factory Maintenance	13,949 MI
03/15/2017	314988	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet Factory Maintenance	6,573 MI
09/09/2016	288511	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	11 MI
08/26/2016	142782	ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	10 MI
08/10/2016	A92035	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

**Connect**

JASEN KEHE

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

May 28, 2021

Global Warranty Management: Main &gt; Interface With Customer &gt; 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: 1GCRREC9GZ [REDACTED] Model: CC15753-2016 SILVERADO 1500 DBL CAB  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) [REQUEST ANOTHER VIN](#)

### Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N192268490	N192268490	Increased Brake Pedal Effort	09/06/2019	<a href="#">Closed</a>
Product Safety Recall	2016007	16007	Frontal Airbag and Pretensioner Non Deploy	09/08/2016	<a href="#">Closed</a>

### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Active  
 XM Equipped: Y XM Radio ID: UCHDM34Q XM Status: Inactive  
 OnStar Vehicle Diagnostics: N DMN Enabled: Y

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	10/25/2016	6 MI	10/25/2021	60,006 MI
	Corrosion Limited Warranty	10/25/2016	6 MI	10/25/2022	100,006 MI

LOT LOCATION: E LOT

CUSTOMER #: [REDACTED]

\*ACCOUNTING\*

COURTESY CHEVROLET

1233 East Camelback Road · P.O. Box 7709 Phoenix, AZ 85014  
Toll Free (800) 555-9322  
Direct Service Line (602) 274-8000  
www.courtesychev.com

SCOTTSDALE, AZ

PAGE 2

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

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 90849 MONTANA HENSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	15	CHEVROLET TAHOE	1GN5CBKC7FR [REDACTED]		111139/111139	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB15 DD			19:00 27MAY21			CASH	27MAY21

R.O. OPENED	READY	OPTIONS:
08:21 27MAY21	17:02 27MAY21	SOLD-STK:52470 DLR:39088 ENG:L83_5.3L V8 ECOTEC3 TRN:MYC ELECTRONIC 6-SPEED AUTOMATIC W/O (More...)

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
RFS; NEXT IN ROTATION.											
NEW SERVICE DEPARTMENT HOURS											
MONDAY - FRIDAY 7:00AM - 7:00PM											
SATURDAY 7:00AM - 5:00PM											

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-27-21	13:10	13:16	0.10	W	8428	A	
	13:16	13:16	0.00	W	8428	A	
	14:31	14:33	0.03	W	8428	A	
	14:33	14:34	0.02	W	8428	B	
	14:34	14:34	0.00	W	8428	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
463	0	1425		67D	0	*****	

COST, SALE, & COMP TOTALS 1425 0 0

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

\*SHOP SUPPLY COSTS: We have added a charge equal to 11% of the total cost of labor and parts, not to exceed \$49.95, to the Repair Order for shop supplies used in connection with this repair.

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

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Serving Arizona Since 1955

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.)



# Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

Page 1 of 9

## Service Request Detail

SR No.	9 [REDACTED]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A	
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 1	
Address	[REDACTED]			Approval	Not Initiated	Area	RFI Special Coverage	
City	Granville	Zip	[REDACTED]	State	OH	UCC	Restraints - Seat Belt System / Buckles / Tether Anchor	
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir	Lash Chevrolet	Sub-Area	18128 Driver's Seatbelt Cable	
Daytime #	[REDACTED]	Evening #	[REDACTED]	Source	Phone	Safety	N/A	
Serial/VIN #	3GCUKSEC4EG [REDACTED]	Mileage	125000	Priority	Medium	License #	Updated	
Model	Silverado	Model Year	2014	Status	Open	Owner	PZ5SZH	
Make	Chevrolet	Warranty Start	10/01/2013 00:00:00	Sub Status	Pend Diag/Cust Act	Opened	Jul 9, 2019 3:14 PM	
Cust Concern	Seatbelt Cable Issue							Closed
Customer Description								

## Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					



# Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

Page 2 of 9

<b>Incident Loc</b>	<b>Incident Desc</b>
<b>Component</b>	<b>Damage Desc</b>
<b>Vehicle Loc</b>	<b>Add'l Info</b>
<b>Emergency Svc Names</b>	<b>Maint Loc</b>

## PAR Detail

<b>Collision</b>	<b>Non Collision</b>	<b>Property Damage</b>	<b>Thermal Event</b>	<b>Spec Equip</b>	
<b>Vehicle Speed</b>		<b>Weather Condition</b>		<b>Prop Owner</b>	<b>Property Type</b>
<b>Last Service Date</b>		<b>Loc Last Service</b>		<b>Property Location</b>	<b>Prop Est Repair Cost</b>
<b>Veh Est Repair Cost</b>		<b>Spec Equip Installer</b>		<b>Prop Damage Description</b>	



# Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

Page 3 of 9

Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage Description		Explain Other	

Activities							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 2:11 PM	LZMB4X	ESISBIQU	Escalation	ESIS - CAC Injury	In Progress		ESIS escalation
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
1. Date of the incident: July [REDACTED] night							
2. Was there an accident?: Yes							
3. Accident Location (State): Johns town, OH							
4. Please describe the incident and what vehicle part is the alleged concern: The customer hit the Deer, when he saw the deer he pressed the brake however when he pressed the brake his seatbelt broke that cause him into accident and the steering wheel and window has collision. His ears got affected as he's wearing hearing Aid.							
5. Where is the vehicle currently located? Pick up(Dealer, tow yard, customer home, other): customer's possession							
6. Was an insurance claim filed?: N							
7. Has the vehicle been repaired?: Yes							
If yes to 8 or 9 below, send to ESIS:							
8. Did anyone seek professional medical attention? Yes							



# Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

Page 4 of 9

If Yes: Who was hurt? [REDACTED]

9. Did the part concern/allegation cause damage to anything outside the vehicle? No

If Yes: What was damaged? (Building, house, wall, other) None

10. Why are you Escalating this to PAC or ESIS?The customer hit the Deer, when he saw the deer he pressed the brake however when he pressed the brake his seatbelt broke that cause him into accident and the steering wheel and window has collision. His ears got affected as he's wearing hearing Aid. The seatbelt is already fixed. And the customer is asking what about the accident and the injury he had.

### Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 11:43 AM	PZ5SZH	PZ5SZH	Scheduled Outbound Call Cust		Scheduled Alarm		Name: [REDACTED] BNTC: [REDACTED]
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>			<b>BAC Code</b>		
[REDACTED]	[REDACTED]						

### Comments

### Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 11:37 AM	PZ5SZH	LZMB4X	Manager Review	PAC/ESIS	Done	07/12/2019 14:13:21	Review for ESIS
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>			<b>BAC Code</b>		
[REDACTED]	[REDACTED]						

### Comments

Approved for ESIS escalation

Joseph/CAC T1/ MNL/ SME

### Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
---------	------------	-------------	---------------	----------	--------	-------------------	-------------



# Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

Page 5 of 9

Jul 12, 2019 11:31 AM	PZ5SZH	SZK8CM	Escalation	Bump-Up	Done	07/12/2019 11:31:53
Last Name		First Name	Account		BAC Code	

Supervisor Call

**Comments**

\*Sup Introduced Self

**CUST STS:**

-Customer claims he had an accident. He stated that his ears are sore and can't hear well. He is just using a hearing aid. Customer seeks to send the information in writing or through email on what was discussed today, status of the claims and the point contact

**SUP STS:**

-Informed customer that we only work for phone and unfortunately I won't be able to send the information to his email. We can only send the case # for his reference. We will now endorse case to PAC, we don't have direct # to that dept unless someone is assigned on the case

LAR/CACT1/MNL/LEADADVISOR/REDESIGN

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 11:27 AM	PZ5SZH	PZ5SZH	Email - Outbound		Done	07/12/2019 11:28:07	Thank you for contacting Chevrolet

Last Name		First Name	Account		BAC Code
-----------	--	------------	---------	--	----------

**Comments**

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

Dear John,  
Thank you for calling Chevrolet with regard to your 2014 Chevrolet Silverado.

For your reference, your case number from our conversation today is 9-[REDACTED]

I appreciate the opportunity to assist you.

Chevrolet Customer Assistance

**Confidential Comments**



# Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

Page 6 of 9

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 11:18 AM	PZ5SZH	PZ5SZH	Inbound Call Customer	Complex Request	Done	07/12/2019 11:36:53	Vehicle complaint

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

**Comments**  
 Name: [REDACTED]  
 BNTC: [REDACTED]  
 EMAIL: [REDACTED]@gmail.com  
 Address: [REDACTED] Granville OH [REDACTED]  
 VIN: 3GCUKSEC4EG [REDACTED]

**Customer Reason for calling:** The customer hit the Deer, when he saw the deer he pressed the brake however when he pressed the brake his seatbelt broke that cause him into accident and the steering wheel and window has collision. His ears got affected as he's wearing hearing Aid. The seatbelt is already fixed. And the customer is asking what about the accident and the injury he had. Requesting to send written documentation for what we had discussed.

**Expectation Set to the customer:** I let the customer know that this case will be escalated to PAC and it will take 3 business day to review. I let the customer know that we can only send the case number and don't have any means to send via email all the info we've discussed. Supervisor took the call.

KIM/CACT1/MNL

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 11:18 AM	PZ5SZH	PZ5SZH	Ownership Changed		Done	07/12/2019 11:18:24	Service Request Ownership has changed FROM: RZORRX TO: PZ5SZH

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

**Comments**



# Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

Page 7 of 9

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 12, 2019 11:18 AM	PZ5SZH	RZ0RRX	SR Opened		Done	07/12/2019 11:18:13	SR in Status of Closed has been Re-Opened by PZ5SZH
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
[REDACTED]	[REDACTED]						

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 11, 2019 7:57 AM	RZ0RRX	RZ0RRX	SR Closed - T1 Trans to Dealer		Done	07/11/2019 07:57:00	Service Request has been Closed T1 Trans to Dealer.
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
[REDACTED]	[REDACTED]						

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 9, 2019 3:34 PM	RZ0RRX	RZ0RRX	Outbound Call Dealer	Made Contact	Done	07/09/2019 15:35:08	LASH CHEVROLET
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>				
[REDACTED]	[REDACTED]						

**Comments**

Spoke with Ryan and he's willing to assist customer for the appointment. Transferred the call over.

Pearl/CACT1/MNL

**Confidential Comments**



# Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

Page 8 of 9

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 9, 2019 3:31 PM	RZ0RRX	RZ0RRX	Outbound Call Dealer	Made Contact	Done	07/09/2019 15:34:05	COUGHLIN CHEVROLET BUICK GMC
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
<b>Comments</b>							
Spoke with Brad and he said that the customer went there last year and there's no record that he took the vehicle to them for seatbelt issue.							
Informed customer that the vehicle has no recall but it has an extended warranty for Driver's Front Seat Belt Anchor Pretensioner. Set expectation that it will be covered once dealership found out that it is related to the issue. Offered to set up an appointment and he agreed. Provided the SR number and called dealer.							
Pearl/CACT1/MNL							
<b>Confidential Comments</b>							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 9, 2019 3:27 PM	RZ0RRX	RZ0RRX	Inbound Call Customer	Complex Request	Done	07/09/2019 15:31:22	Seatbelt Cable Issue
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
<b>Comments</b>							
Name: [REDACTED]							
Phone: [REDACTED]							
Email: [REDACTED]@gmail.com							
Address: [REDACTED] Granville OH [REDACTED]							
VIN: 3GCUKSEC4EG [REDACTED]							
Y/M&M: 2014 Silverado							
Mileage: 125000							
Reason for Calling: Customer called because Saturday night he was driving home and the seatbelt cable broke. Went to Coughlin Chevrolet and they said that there's nothing that they could do because there's no recall and he has to pay for it.							
Expectation Set: Called dealer to verify information.							



# Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

Page 9 of 9

Pearl/CACT1/MNL

Confidential Comments

## UCC Information

UCC Code	Description	Symptom
C28	Restraints - Seat Belt System / Buckles / Tether Anchor	Broken

End of Report



# Service Request Activities – UCC PAR

## Service Request Detail

SR No.	8 [REDACTED]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Business Unit	CCC - CAC Tier 2
Address	[REDACTED]			Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	Granville	Zip	[REDACTED]	State	OH	UCC	Electrical Start/Charge - Battery / Cables
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir	Lash Chevrolet	Sub-Area	Initial Failure/Repair
Daytime #	[REDACTED]	Evening #	[REDACTED]	Source	Phone	Safety	
Serial/VIN #	3GCUKSEC4EG [REDACTED]	Mileage	80000	Priority	Medium	License #	Updated 09/01/2016 08:50:44
Model	Silverado	Model Year	2014	Status	Closed	Owner	RZRTQB
Make	Chevrolet	Warranty Start	10/01/2013 00:00:00	Sub Status	Dissatisfied	Opened	Aug 8, 2016 2:16 PM
Cust Concern	Vehicle Complaint						
Customer Description	"DO NOT REOPEN IF CLOSED LONGER THEN 14 DAYS"						

## Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					



# Service Request Activities – UCC PAR

Incident Loc		Incident Desc	
Component		Damage Desc	
Vehicle Loc		Add'l Info	
Emergency Svc Names		Maint Loc	

## PAR Detail

Collision	Non Collision	Property Damage	Thermal Event	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	



# Service Request Activities – UCC PAR

Primary Veh Use	Inspection Type	Inspected By	Inspection Date/Time
Veh Damage Description	Explain Other		

## Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Sep 1, 2016 8:50 AM	FZRJZB	RZRTQB	SR Closed - Dissatisfied		Done	09/01/2016 08:50:44	Service Request has been Closed Dissatisfied.
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 31, 2016 7:31 PM	RZRTQB	FZRJZB	CARE Review	CARE Approved	Done	09/01/2016 08:50:38	***Approved for closure*** Christy /Care Team/ ATX
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
UTC on making cuts aware of open recall ***** CONCERN:fuel usage SEEKS: cost assist on battery,reimbursement for time, aggravation, and fuel spent on vehicle. RESOLUTION: dlr sts operating as designed Cust status: dis Vehicle status: O.A.D.							



# Service Request Activities – UCC PAR

Recalls: 15822							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 31, 2016 7:29 PM	RZRTQB	RZRTQB	SR Summary	SR Closure Review	Done	08/31/2016 19:31:02	RTC/Dissatisfied
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						
Comments							
<p>Cust sts: he wanted to register this complaint in about vehicle concern. He has been to dealer for battery issues but main concern is the fuel usage. I performed a hot boot on vehicle - took the relay out then put back in (worked but only lasted a few days – he did this hot boot 3 times now (16 city/21 hwy) (3 years of frustration that never got solved) Because the dealer could not figure out a problem with vehicle.</p> <p>Cust sks: reimbursement for time, money spent or a new vehicle to trade for his current vehicle.</p> <p>Resolution: We have done everything we can (Above and Beyond) Loner vehicle and accommodations, even offered to get him in a new truck. Has not ever been agreeable to work with us. At this time we can not duplicate, vehicle is running as designed.</p> <p>cust sat/dis : Dissatisfied</p> <p>Veh Stat: operable, running as designed</p> <p>SELENA/CACT2/ATX</p>							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 31, 2016 7:27 PM	RZRTQB	RZRTQB	Outbound Call Customer	Reached Wrong No./Disconnect	Done	08/31/2016 19:30:58	[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						
Comments							
verified [REDACTED] and it is no longer in service							



# Service Request Activities – UCC PAR

Customer 360 no alternate #s avail.

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 30, 2016 11:14 AM	RZRTQB	RZRTQB	Scheduled Outbound Call Cust		Done	08/31/2016 19:29:53	[REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[REDACTED]		[REDACTED]					

**Comments**  
contact and make sure he is aware of the open recall on vehicle.

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 24, 2016 12:06 AM	FZRJZB	RZRTQB	Notify CRM		Done	08/30/2016 12:54:30	Please see T/L for feedback
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[REDACTED]		[REDACTED]					

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 23, 2016 2:51 PM	RZRTQB	FZRJZB	CARE Review	CARE Returned	Done	08/24/2016 12:07:18	***Denied for closure*** Christy /Care Team/ ATX
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[REDACTED]		[REDACTED]					

**Comments**  
-Please make cust aware of open recall: 15822  
  
CONCERN:fuel usage  
SEEKS: cost assist on battery,reimbursement for time, aggravation, and fuel spent on vehicle.  
RESOLUTION: dlr sts operating as designed



Service Request Activities – UCC PAR

Cust status: dis  
Vehicle status: O.A.D.  
Recalls: 15822

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 18, 2016 3:59 PM	RZRTQB	RZRTQB	SR Summary	SR Closure Review	Done	08/23/2016 14:52:22	Review to close/dissatisfied

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

Comments

Cust sts: he wanted to register this complaint in about vehicle concern. He has been to dealer for battery issues but main concern is the fuel usage. I performed a hot boot on vehicle - took the relay out then put back in (worked but only lasted a few days – he did this hot boot 3 times now (16 city/21 hwy) (3 years of frustration that never got solved) Because the dealer could not figure out a problem with vehicle.

Cust sks: reimbursement for time, money spent or a new vehicle to trade for his current vehicle.

Resolution: We have done everything we can (Above and Beyond) Loner vehicle and accommodations, even offered to get him in a new truck. Has not ever been agreeable to work with us. At this time we can not duplicate, vehicle is running as designed.

cust sat/dis : Dissatisfied

Veh Stat: operable, running as designed

SELENA/CACT2/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 17, 2016 5:25 PM	RZRTQB	RZRTQB	Outbound Call Customer	Continued Documentation	Done	08/17/2016 17:29:21	[REDACTED]

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

Comments

When you spend \$54,000 on a truck. Tell the people I have 20 min of documented video, pictures and sound bites and I'm going to post on FB,



# Service Request Activities – UCC PAR

Twitter. Put that in your pipe and let the people above you smoke it.

Advised cust  
I talked to CEM - Brad Bennett  
CEM sts: We have given [redacted] plenty of opportunities to do this. I'm not sure what to do anymore. We have done everything we can (Above and Beyond)  
Loner vehicle and accommodations, even offered to get him in a new truck. Has not ever been agreeable to work with us.

Cust sts: its bull and that "I don't trust Mr. Bennett I only trust the Service Manager.

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 17, 2016 5:24 PM	RZRTQB	RZRTQB	Outbound Call Customer	Made Contact	Done	08/17/2016 17:29:18	[redacted]
Last Name	First Name	Account	BAC Code				
[redacted]	[redacted]						

**Comments**

Adv sts: I'm contacting you to speak with you about the information I got from the CEM – Brad Bennett.  
 Cust sts: I will make copies of all the information I have for the last 2 yrs. To show him I do have proof. To better see what I have been going through. I've tried to get this resolved for 2 ½ yrs. I have sound bites of how loud the truck sounds (like a diesel engine). I was never notified when the rep came. He was supposed to check my vehicle. All the gas and time I've spent (hours in the dealership).  
 Adv sts: Mr. Bennett can be reached at the dealership. At this time there is nothing we can do. I can document in your case that you are dissatisfied but at this time there is nothing we can do. The dealership has accommodated you in the past and there is nothing more we can do.  
 Cust sts: More technical information than you do. That analyzer cannot analyze the computer because if it did they would of found out the computer was bad. They are lying to you and your now lying to me. The vehicle is not running as normal.  
 \*Vehicle is operating as it is supposed to  
 \*Based on our technical information all I can tell you is the vehicle is operating as designed.  
 \*This is the way the vehicle operates  
 \*I reviewed the file and the information the dealer provided  
 \*I'm going to make a video and I'm going to post it to 7 different social networks. You will get this advertisement free of charge.  
 \*I don't trust Mr. Bennett I only trust the Service

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
---------	------------	-------------	---------------	----------	--------	-------------------	-------------



# Service Request Activities – UCC PAR

Report Date: Monday, July 15, 2019

Page 8 of 18

Aug 16, 2016 5:16 PM	RZRTQB	RZRTQB	Scheduled Outbound Call Cust		Done	08/17/2016 17:24:34	[REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
<b>Comments</b>							
Deliver final resolution							
*Vehicle working as designed.							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
Aug 16, 2016 5:06 PM	RZRTQB	RZRTQB	Inbound Call Dealer		Done	08/16/2016 17:15:59	CEM - Brad Bennett
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
<b>Comments</b>							
Adv sts: I need some info on a question the cust asked: ""Is there any way they can view my past fuel mileage through my DIC?""							
CEM sts: No not if he cleared it out. We have given [REDACTED] plenty of opportunities to do this. I'm not sure what to do anymore. We have done everything we can (Above and Beyond) Loner vehicle and accommodations, even offered to get him in a new truck. Has not ever been agreeable to work with. It's the same conversation over.							
CEM sts: If he wants to look at it. We can take a look at it. But if he has cleared out the DIC there really is nothing we can do. His vehicle is working as designed.							
Adv sts: I will be contacting [REDACTED] tomorrow to let him know this final resolution. To close out the case .							
SELENA/CACT2/ATX							
<b>Confidential Comments</b>							
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>
Aug 16, 2016 1:10 PM	RZRTQB	RZRTQB	Scheduled Outbound Email		Done	08/16/2016 17:11:44	Brad Bennett - CEM Lash Chevrolet
Last Name		First Name		Account		BAC Code	



# Service Request Activities – UCC PAR

<p><b>Comments</b> Contact to find out question cust has.</p> <p><b>Need:</b> *Is there any way they can view my past fuel mileage through my DIC?</p> <p><b>Confidential Comments</b></p>							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2016 1:00 PM	RZRTQB	RZRTQB	Email - Outbound		Done	08/16/2016 13:10:47	CAC Information Request (24 hr follow-up): [REDACTED] 8-3GCUKSEC4EG [REDACTED]
Last Name	First Name	Account			BAC Code		
[REDACTED]	[REDACTED]						
<p><b>Comments</b> Email ID# [REDACTED] (Do not delete/alter this line)</p> <p><b>To: BRAD BENNETT</b></p> <p>I'm missing some information from you. Please reply within 1 business day.</p> <p>Please provide: Advised customer of the information you provided me. With him not allowing you all to see the DIC for True mileage. Tried to give him the final resolution on this case. He had a question. "Is there any way they can view my past fuel mileage through my DIC(if so I can take the vehicle in)."</p> <p><b>Customer:</b> [REDACTED] - Phone number: [REDACTED] - Customer's concern: It was not running as designed(very low fuel mileage). It is now because of me. I have documented proof of the mileage on this truck. I want all my gas compensation from the past.</p> <p><b>Vehicle:</b> 2014 Chevrolet Silverado - Current Mileage: 80000 - VIN: 3GCUKSEC4EG [REDACTED]</p> <p><b>SR#:</b> 8-[REDACTED] <b>Involved Dealer:</b> Lash Chevrolet <b>BAC:</b> [REDACTED]</p>							



# Service Request Activities – UCC PAR

Thank you,  
 Selena  
 Chevrolet Customer Assistance Center  
 Phone Number: 1-866-790-5600  
 Extension Number: 5914299

[SR:8-██████████]

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2016 12:56 AM	RZRTQB	RZRTQB	Outbound Call Dealer	Received No Answer	Done	08/16/2016 12:59:57	Brad Bennett - CEM Lash Chevrolet
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
██████████		██████					

**Comments**  
 (Sent A03 if no response in 24 hrs. - call) tried to contact - received no answer

**Need:**  
 \*Is there any way they can view my past fuel mileage through my DIC?

\*Cust sts: It was not running as designed. It is now because of me. I have documented proof of the mileage on this truck. I want all my gas compensation from the past. I can break this damn truck if you want me too. I can do it in 5 seconds. I will post all of this on all my social media accounts. You will not like this.

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2016 12:51 AM	RZRTQB	RZRTQB	Outbound Call Customer	Continued Documentation	Done	08/16/2016 12:56:34	██████████
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
██████████		██████					

**Comments**  
 Adv sts: Sir at this time there is nothing we can do. Because the dealer has stated that they have tried to view your vehicles fuel mileage and you would not allow them to view the DIC.



# Service Request Activities – UCC PAR

Cust sts: Is there any way they can view my past fuel mileage through my DIC?

Adv sts: I will contact dealer to find this out. I will be emailing Mr. Bennett to find out about this. Please wait for his call. (24hrs.)

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2016 12:41 AM	RZRTQB	RZRTQB	Outbound Call Customer	Continued Documentation	Done	08/16/2016 12:56:31	[REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

**Comments**

Adv sts: \*Disclaimer given\* Reiterated with him the information I received from CEM  
Have you checked to see if he left you an email?

I will check now.

Cust sts:

That's a bare face lie. He never asked me to see any mileage. \*I have not received any messages from him (checked vm).

\*I have pictures of the mileage

\*I found out it had a computer problem; analyzer does not analyze the computer of the vehicle.

\*I figured out on my own how to fix it (I did 3 hot boots) ever since it has been getting the correct 17 mi mpg.

\*Spoke to them on many questions Manager stated "That is normal for a 1500 to get low mileage."

\*Tried to talk to the owner many times and they always put me over to the lower managers.

Please make sure to text, because I get too many emails to check. Ask them to leave me a voicemail."

Adv sts: From the tests the Dealer has run on the vehicle. They cannot find an issue and it cannot be duplicated. As of now the vehicle is running as designed.

Cust sts: That's Bull\*\* It was not running as designed. It is now because of me. I have documented proof of the mileage on this truck. I want all my gas compensation from the past.

Adv sts: As of right now because the issue could not be duplicated. We will not be able to assist you with this.

Cust sts: I can break this damn truck if you want me too. I can do it in 5 seconds. I will post all of this on all my social media accounts. You will not like this.

SELENA/CACT2/ATX

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2016 12:20	RZRTQB	RZRTQB	Outbound		Done	08/16/2016 12:54:48	[REDACTED]



# Service Request Activities – UCC PAR

AM			Call Customer					740 258 9041
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>					
██████████	██████							
<b>Comments</b>								
<p>Adv sts: *Disclaimer given* Reiterated with him the information I received from CEM          Have you checked to see if he left you an email?          I will check now.</p> <p>Cust sts:          That's a bare face lie. I have not received any messages from him(checkd vm).          I told them it was not on the Analyzer.          I took pictures of the different mileages.          I went in after that and talked to them about it.          It had a computer problem; analyzer does not analyze the computer.          I figured out on my own (3 hot boots) ever since it has been good 17 mi in town.          Spoke to them on many questions Manager stated "That is normal for a 1500."          Tried to talk to the owner many times and they always put me over to the lower managers.</p>								
<b>Confidential Comments</b>								
<b>Created</b>	<b>Created By</b>	<b>Assigned To</b>	<b>Activity Type</b>	<b>Sub-Type</b>	<b>Status</b>	<b>Actual Completion</b>	<b>Description</b>	
Aug 11, 2016 6:09 PM	RZRTQB	RZRTQB	Scheduled Outbound Email		Done	08/16/2016 10:49:19	Lash Chevrolet Brad Bennett	
<b>Last Name</b>	<b>First Name</b>	<b>Account</b>	<b>BAC Code</b>					
██████████	██████							
<b>Comments</b>								
<p>Building BC -          Contact ██████████ -          unable to duplicate concern.</p> <p>Hi Selena,          I am aware of the situation with Mr. Blackstone. We have tried on numerous occasions to help him and to assist him with the concerns that is sharing with you. We have never, not once, been able to duplicate the problem. The previous time, he would not let us look at his DIC so that we could see what his true fuel mileage was. We are always happy to help, and I left him a message telling him exactly that.</p>								
<b>Confidential Comments</b>								



# Service Request Activities – UCC PAR

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 11, 2016 3:57 PM	RZRTQB	RZRTQB	Email - Outbound		Done	08/11/2016 18:12:08	RE: [EXTERNAL] Re: New Case Notification, CAC SR Data Share, & Action Plan Request: Blackstone, 8-[REDACTED], 3GCUKSEC4EG [REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[REDACTED]		[REDACTED]		Lash Chevrolet		[REDACTED]	
<b>Comments</b>							
[THREAD ID:8-11TF6LM]							
-----Original Message-----							
From: brad@lashchevrolet.com							
Sent: 8/8/2016 04:48:51 PM							
To: <GMCACUpdate@gm.com>							
Subject: [EXTERNAL] Re: New Case Notification, CAC SR Data Share, & Action Plan Request: Blackstone, 8-[REDACTED], 3GCUKSEC4EG [REDACTED]							
Hi Selena,							
I am aware of the situation with [REDACTED]. We have tried on numerous occasions to help him and to assist him with the concerns that is sharing with you. We have never, not once, been able to duplicate the problem. The previous time, he would not let us look at his DIC so that we could see what his true fuel mileage was. We are always happy to help, and I left him a message telling him exactly that.							
Brad E Bennett Lash Chevrolet On Aug 8, 2016, at 4:02 PM, GMCACUpdate@gm.com wrote:							
Email ID# [REDACTED] (Do not delete/alter this line)							
To: BRAD BENNETT							
Please review the attached SR Data Share file for this new case, and share your Action Plan with me by the end of the next business day. I am available Monday- Friday 8:30am - 5:15pm EST							
Customer's concern:He has been to dealer for battery issues but main concern is the fuel usage. He stated that when he took a trip to canada he spent over \$500. on refueling vehicle. He figured he was getting about 3.2 mpg on that trip. Customer stated that he performed a hot boot on vehicle - took the relay out then put back in (worked but only lasted a few days – he did this boot 3 times now it stuck and he was getting ...							



# Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 4:49 PM		RZRTQB	Email - Inbound		Done	08/11/2016 18:12:12	[EXTERNAL] Re: New Case Notification, CAC SR Data Share, & Action Plan Request: [REDACTED] 8-[REDACTED] 3GCUKSEC4EG [REDACTED]
Last Name	First Name	Account		BAC Code			
[REDACTED]	[REDACTED]	Lash Chevrolet		[REDACTED]			
Comments							
<p>Hi Selena, I am aware of the situation with [REDACTED]. We have tried on numerous occasions to help him and to assist him with the concerns that is sharing with you. We have never, not once, been able to duplicate the problem. The previous time, he would not let us look at his DIC so that we could see what his true fuel mileage was. We are always happy to help, and I left him a message telling him exactly that.</p> <p>Brad E Bennett Lash Chevrolet On Aug 8, 2016, at 4:02 PM, GMCACUpdate@gm.com wrote:</p> <p>Email ID# [REDACTED] (Do not delete/alter this line)</p> <p>To: BRAD BENNETT</p> <p>Please review the attached SR Data Share file for this new case, and share your Action Plan with me by the end of the next business day. I am available Monday- Friday 8:30am - 5:15pm EST</p> <p>Customer's concern:He has been to dealer for battery issues but main concern is the fuel usage. He stated that when he took a trip to canada he spent over \$500. on refueling vehicle. He figured he was getting about 3.2 mpg on that trip. Customer stated that he performed a hot boot on vehicle - took the relay out then put back in (worked but only lasted a few days – he did this boot 3 times now it stuck and he was getting 16 city/21 hwy) (3 years of frustration that never got solved) Dealer could not figure out a problem with vehicle. When I originally called with concern the representative I spoke with was supposed to arrange for the factory rep to come take a look at my truck. But it never got sched...</p>							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 4:02 PM	RZRTQB	RZRTQB	Scheduled Outbound Call Dir	Cancelled - Completed Early	Done	08/09/2016 17:03:48	Brad Bennett [REDACTED]
Last Name	First Name	Account		BAC Code			
[REDACTED]	[REDACTED]						



Service Request Activities – UCC PAR

**Comments**  
Contact dealer for action plan if I dont hear back in 24 hrs.

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 3:55 PM	RZRTQB	RZRTQB	Email - Outbound		Done	08/08/2016 16:02:19	New Case Notification, CAC SR Data Share, & Action Plan Request: [REDACTED], 8-[REDACTED], 3GCUKSEC4EG [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]						

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

To: BRAD BENNETT

Please review the attached SR Data Share file for this new case, and share your Action Plan with me by the end of the next business day. I am available Monday- Friday 8:30am - 5:15pm EST

Customer's concern:He has been to dealer for battery issues but main concern is the fuel usage. He stated that when he took a trip to canada he spent over \$500. on refuelling vehicle. He figured he was getting about 3.2 mpg on that trip. Customer stated that he performed a hot boot on vehicle - took the relay out then put back in (worked but only lasted a few days – he did this boot 3 times now it stuck and he was getting 16 city/21 hwy) (3 years of frustration that never got solved) Dealer could not figure out a problem with vehicle. When I originally called with concern the representative I spoke with was supposed to arrange for the factory rep to come take a look at my truck. But it never got scheduled.

I set these expectations with the customer: Advised customer I could not guarantee any reimbursements but that I would contact Mr. Brad Bennett to find out any information on previous repairs that have to do with the current issue.

Customer: [REDACTED]  
- Phone number: [REDACTED]  
- Email: [REDACTED]

Vehicle: 2014 Chevrolet Silverado  
- Current Mileage: 80000  
- VIN: 3GCUKSEC4EG [REDACTED]

SR#: 8-[REDACTED]  
Involved Dealer: Lash Chevrolet  
BAC: [REDACTED]



# Service Request Activities – UCC PAR

If you need anything from m...

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 3:54 PM	RZRTQB	RZRTQB	Ownership Changed		Done	08/08/2016 15:54:15	Service Request Ownership has changed FROM: SZ06GS TO: RZRTQB
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[REDACTED]		[REDACTED]					

**Comments**

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 3:35 PM	RZRTQB	RZRTQB	SR Summary	Status/Action Plan	Done	08/08/2016 15:55:05	[REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[REDACTED]		[REDACTED]					

**Comments**

Cust concern: He has been to dealer for battery issues but main concern is the fuel usage.

Cust seeks: reinbursement for time, money spent or a new vehicle to trade for his current vehicle.

Adv sts: I will be contacting the dealer to find out if dealer has any more info on vehicle. Will not guarantee any help will be offered.

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 3:29 PM	RZRTQB	RZRTQB	VIN Scan		Done	08/08/2016 15:30:15	3GCUKSEC4EG [REDACTED]
<b>Last Name</b>		<b>First Name</b>		<b>Account</b>		<b>BAC Code</b>	
[REDACTED]		[REDACTED]					

**Comments**

is associated with cust



Service Request Activities – UCC PAR

Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 3:02 PM	RZRTQB	RZRTQB	Inbound Call Customer		Done	08/08/2016 16:04:15	[REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
<p>cust sts: he wanted to register this complaint in about vehicle concern. He has been to dealer for battery issues but main concern is the fuel usage. cust stated that he performed a hot boot on vehicle - took the relay out then put back in (worked but only lasted a few days – he did this boot 3 times now it stuck and he was getting 16 city/21 hwy) (3 years of frustration that never got solved) Dealer could not figure out a problem with vehicle. Adv sts: I do apologize for the frustration. Cust sts: usually get atleast 11 mpg when he went on trip to Canada he was averaging 3.2 mpg (spent over \$500.00 on gas from Ohio to canada border belives 1100 mi) when i originally called in the rep was supposed to arrange for the factory rep to come take a look at it. But it never got scheduled I guess. Adv sts: What is it that you are seeking from GM?</p> <p>Cust adv: What is it that you are seeking from GM? I want reimbursement for time, aggravation, and fuel spent on vehicle. He has documentation (pictures/sound bites) or they can give him a new 2015 2500 Chevrolet for his truck You have 3 days to get this resolved or I will go to my socail media accounts with all this info.</p> <p>Adv sts: I will give you the contact info for CEM. He will be your point of contact from this point.</p> <p>SELENA/CACT2/ATX</p>							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 2:45 PM	SZ06GS	SZ06GS	Outbound Call Customer	Made Contact	Done	08/08/2016 14:47:31	Lost call
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]					
Comments							
When I came back from hold the customer couldnt hear me. Called him back to escalate to tier 2							



# Service Request Activities – UCC PAR

katerina/cact1/saginaw

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2016 2:17 PM	SZ06GS	SZ06GS	Inbound Call Customer	Complex Request	Done	08/08/2016 14:41:48	Vehicle Complaint

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

**Comments**

Reason: Customer having major fuel problems. Has been in and out of dealerships that werent able to help him. They told him the gas mileage he was getting is normal. Hes done many repairs on his vehicle that finally give him the mileage he should be getting. He went to the dealer on friday because he was having concerns with his battery and they told him he needs a new battery but could not pay for it. looking for cost assistance

exp: advised customer that I could get him to a senior advisor to better assist him.

katerina/cact1/saginaw

**Confidential Comments**

## UCC Information

UCC Code	Description	Symptom
N02	Electrical Start/Charge - Battery / Cables	Battery - Dead

End of Report



## CARFAX® Vehicle History Report™

An independent company established in 1986

US \$39.99

**Vehicle Information:**  
 2014 CHEVROLET SILVERADO K1500 LTZ  
 VIN:3GCUKSEC4EG [REDACTED]  
 CREW PICKUP  
 5.3L V8 F OHV 16V  
 GASOLINE  
 REAR WHEEL DRIVE W/ 4X4  
[Standard Equipment](#) | [Safety Options](#)

**This CARFAX Report Provided by:**  
 ESIS GM  
 300 Renaissance Ctr  
 Detroit, MI 48243  
 (586) 212-2141

	Accident reported
	Damage reported
	CARFAX 1-Owner vehicle
	8 Service history records
	Personal vehicle
	124,979 Last reported odometer reading




This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 7/15/19 at 9:30:52 AM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

 <b>Ownership History</b>		 Owner 1
The number of owners is estimated		
Year purchased		2013
Type of owner		Personal
Estimated length of ownership		5 yrs. 9 mo.
Owned in the following states/provinces		Ohio
Estimated miles driven per year		25,950/yr
Last reported odometer reading		124,979

 <b>Title History</b>		 Owner 1
CARFAX guarantees the information in this section		
<a href="#">Salvage</a>   <a href="#">Junk</a>   <a href="#">Rebuilt</a>   <a href="#">Fire</a>   <a href="#">Flood</a>   <a href="#">Hail</a>   <a href="#">Lemon</a>		<b>Guaranteed</b> No Problem
<a href="#">Not Actual Mileage</a>   <a href="#">Exceeds Mechanical Limits</a>		<b>Guaranteed</b> No Problem
 <b>GUARANTEED</b> - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. <a href="#">Register</a>   <a href="#">View Terms</a>   <a href="#">View Certificate</a>		

 <b>Additional History</b>		 Owner 1
Not all accidents / issues are reported to CARFAX		
<b>Total Loss</b> No total loss reported to CARFAX.		 No Issues Reported
<b>Structural Damage</b> No structural damage reported to CARFAX.		 No Issues Reported
<b>Airbag Deployment</b> No airbag deployment reported to CARFAX.		 No Issues Reported
<b>Odometer Check</b> No indication of an odometer rollback.		 No Issues Indicated
<b>Accident / Damage</b> Accidents reported on: 03 [REDACTED] /2014, 06/09/2014, 02 [REDACTED] /2015 and 12 [REDACTED] /2018. Damage reported on: 11 [REDACTED] /2015, 08 [REDACTED] /2017, 08 [REDACTED] /2018 and 05 [REDACTED] /2019. Damage repairs reported on 04/10/2014.		 Accident Reported

**Manufacturer Recall**No open recalls reported to CARFAX. Check for open recalls on GM vehicles at [recalls.gm.com](http://recalls.gm.com). No Recalls Reported**Basic Warranty**[Original warranty](#) estimated to have expired.**Warranty Expired****Detailed History**[Glossary](#)

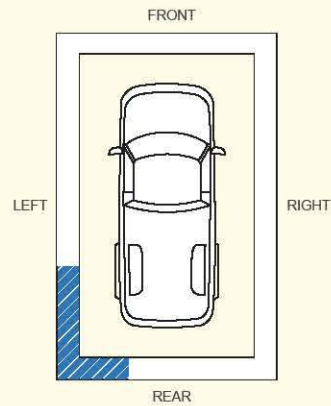
 <b>Owner 1</b> Purchased: 2013 Type: Personal Where: Ohio Est. miles/year: 25,950/yr Est. length: 10/1/13 - present owned: (5 yrs. 9 mo.)	<b>Date:</b>	<b>Mileage:</b>	<b>Source:</b>	<b>Comments:</b>
	07/18/2013	2	Bobby Layman Chevrolet Columbus, OH 614-275-0500 <a href="http://bobbylayman.com">bobbylayman.com</a> 4.5 ★★★★★ 26 Verified Reviews	Pre-delivery inspection completed Windshield washer checked
	08/10/2013		Bobby Layman Chevrolet Columbus, OH 614-275-0500 <a href="http://bobbylayman.com">bobbylayman.com</a> 4.5 ★★★★★ 26 Verified Reviews	Vehicle sold
	10/01/2013	1,696	Ohio Motor Vehicle Dept.	Vehicle purchase reported Titled or registered as personal vehicle
	10/10/2013		Ohio Motor Vehicle Dept. Granville, OH Title [REDACTED]	Title issued or updated Registration issued or renewed First owner reported Loan or lien reported
	03/28/2014		Damage Report	Collision damage reported Damage to left rear Damage to rear
	04/10/2014	19,853	Coughlin Chevrolet-Pataskala Pataskala, OH 740-964-9191 <a href="http://coughlinautomotive.com">coughlinautomotive.com</a> 4.7 ★★★★★ 66 Verified Reviews	Vehicle serviced
	04 [REDACTED]/2014		Damage Report	Damage repairs performed Repairs to left rear Repairs to rear
	06 [REDACTED]/2014		Ohio Damage Report	Accident reported Vehicle involved in a sideswipe collision Involving left rear impact with another motor vehicle Left rear primarily damaged Minor damage reported



Damage Severity Scale ⓘ



Damage Location



06/24/2014

Ohio Motor Vehicle Dept. Granville, OH Title [REDACTED]

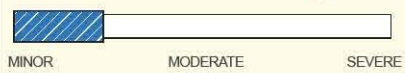
Registration issued or renewed

02 [REDACTED]/2015

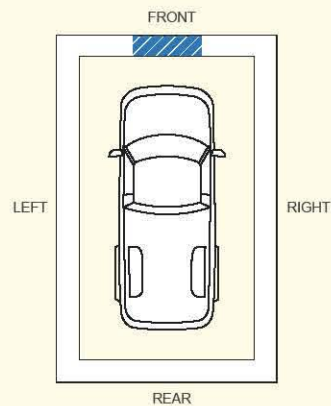
Ohio Damage Report

Accident reported Involving front or side impact Involving front impact with another motor vehicle Front primarily damaged Minor damage reported

Damage Severity Scale ⓘ



Damage Location



07/03/2015

Ohio Motor Vehicle Dept. Granville, OH Title [REDACTED]

Registration issued or renewed


11 [REDACTED]/2015

Damage Report

Damage reported Damage to front Damage to right front

Not all damage is caused by an accident. Get the car inspected before you buy. [Learn more](#)



01/14/2016	71,338	Coughlin Chevrolet- Pataskala Pataskala, OH 740-964-9191 <a href="http://coughlinautomotive.com">coughlinautomotive.com</a> 4.7 ★★★★★ 66 Verified Reviews	Recommended maintenance performed Maintenance inspection completed Oil and filter changed
06/27/2016		Ohio Motor Vehicle Dept. Granville, OH Title [REDACTED]	Registration issued or renewed
08/05/2016	85,808	Coughlin Chevrolet- Pataskala Pataskala, OH 740-964-9191 <a href="http://coughlinautomotive.com">coughlinautomotive.com</a> 4.7 ★★★★★ 66 Verified Reviews	Battery/charging system checked
12/14/2016	92,601	Coughlin Automotive- Newark Newark, OH 740-366-1371 <a href="http://coughlinnewark.com">coughlinnewark.com</a> 4.2 ★★★★★ 49 Verified Reviews	Sensing and diagnostic module reprogrammed
07/11/2017		Ohio Motor Vehicle Dept. Granville, OH Title [REDACTED]	Registration issued or renewed
08 [REDACTED]/2017		Damage Report	Damage reported Damage to right side Damage to front Damage to right front
		 Not all damage is caused by an accident. Get the car inspected before you buy. <a href="#">Learn more</a>	
11/17/2017	113,044	Coughlin Automotive- Newark Newark, OH 740-366-1371 <a href="http://coughlinnewark.com">coughlinnewark.com</a> 4.2 ★★★★★ 49 Verified Reviews	Vehicle serviced
07/01/2018	124,979	Valvoline Instant Oil Change Heath, OH 740-522-3825 <a href="http://vioc.com">vioc.com</a> 4.8 ★★★★★ 56 Verified Reviews	Transmission fluid changed Air filter replaced Oil and filter changed
07/02/2018		Coughlin Automotive- Newark Newark, OH 740-366-1371 <a href="http://coughlinnewark.com">coughlinnewark.com</a> 4.2 ★★★★★ 49 Verified Reviews	Maintenance inspection completed Engine checked
07/02/2018		Ohio Motor Vehicle Dept. Granville, OH Title [REDACTED]	Registration issued or renewed Registration updated when owner moved the vehicle to a new location
08 [REDACTED]/2018		Damage Report	Damage reported Damage to front
		Not all damage is caused by an accident. Get the car	



inspected before you buy. [Learn more](#)

12/2018

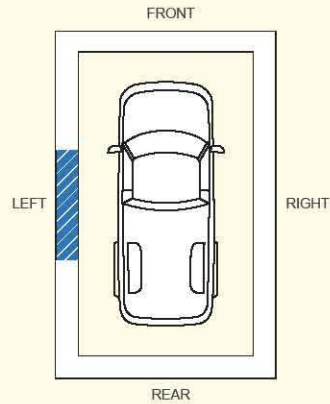
Ohio  
Damage Report

Accident reported  
Vehicle involved in a sideswipe collision  
Involving left side impact  
Damage to left side  
with another motor vehicle  
Minor damage reported  
Airbags did not deploy

Damage Severity Scale ⓘ



Damage Location



04/08/2019

Ohio  
Motor Vehicle Dept.  
Granville, OH  
Title [REDACTED]

Registration issued or renewed

05/2019

Damage Report

Damage reported  
Damage to front



Not all damage is caused by an accident. Get the car inspected before you buy. [Learn more](#)

Have Questions? Consumers, please visit our Help Center at [www.carfax.com](http://www.carfax.com). Dealers or Subscribers, please visit our Help Center at [www.carfaxonline.com](http://www.carfaxonline.com).

**CARFAX** Glossary

[View Full Glossary](#)

**Accident Indicator**

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada.

Not every accident is reported to CARFAX. As details about the accident become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- According to the National Safety Council, Injury Facts, 2015 edition, 8% of the 254 million registered vehicles in the U.S. were involved in an accident in 2013. Over 74% of these were considered minor or moderate.
- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 7/15/19 at 9:30:52 AM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

**Ohio Damage Reports:**

- Provide an estimate of the extent of damage in its accident reports for the following:

- **SEVERE/TOTALED:** The vehicle cannot be driven from the accident scene due to severe damage or an injury. This level of damage often results in a Salvage or Junk title.
  - **DISABLING:** The vehicle had to be towed or hauled away from the accident location.
  - **FUNCTIONAL:** Damage that affects the operation of the unit or its parts but is not disabling.
  - **MINOR:** The accident damage does not affect the operation of the vehicle and should not compromise vehicle safety. Examples include dented bumpers, fenders, grills and body panels.
  - **NO DAMAGE:** The vehicle was not damaged.
- Are required if the estimated damage exceeds \$400

#### **Collision Repair Facility**

A collision repair facility specializes in repairing vehicle damage caused by accidents and other incidents. A vehicle inspection completed by your dealer or a professional inspector is recommended.

#### **Damage Indicator**

Damage can be a result of many different types of events. Examples include contact with objects (other cars, trees, traffic signs, road debris, etc), vandalism, or weather-related events. Not every damage event is reported to CARFAX. As details about the damage event become available, those additional details are added to the CARFAX Vehicle History Report. CARFAX recommends that you have this vehicle inspected by a qualified mechanic.

- This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 7/15/19 at 9:30:52 AM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

#### **First Owner**

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

#### **Ownership History**

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

#### **Title Issued**

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

**Follow Us:**  [facebook.com/CARFAX](https://www.facebook.com/CARFAX)  [@CarfaxReports](https://twitter.com/CarfaxReports)

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

© 2019 CARFAX, Inc., a unit of IHS Markit. All rights reserved.

Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.

7/15/19 9:30:52 AM (CDT)

# WARRANTY REPAIR ORDER

BLACKSTONE, JOHN D  
 2895 SHARON VALLEY ROAD NE  
 GRANVILLE, OH 43023

Lash Chevrolet  
 755 West Coshocton St - P.O. Box 367  
 Johnstown, OH 43031  
 (740) 967-8021 - Fax: (740) 697-2849

Work Phone	R/O Open Date	R/O Number
[REDACTED]	7/09/19	6047970/1
Home Phone	R/O Close Date	Cross Reference #
[REDACTED]	7/11/19	Original
Body	Mileage In	Mileage Out
4WD CREW CAB	148752	148755
License Number	Service Advisor	
	Chris Preuninger 8253	
Vehicle Identification Number	Delivery Date	In-Service Date
3GCUKSEC4EG139237	10/01/13	10/01/13

Year	Make	Model
2014	CHEVROLET	SILVERADO 150
Vehicle Identification Number		Color
3GCUKSEC4EG139237		TUNGSTEN M

14C16

DESCRIPTION OF SERVICE AND PARTS	COST	AMOUNT
Email: [REDACTED]		
#1 - MR Customer Reports: DR SIDE SEAT BELT CABLE IS BROKEN		
Cause: PRETENSIONER CABLE BROKE		
Op: 9900530: (0828) (3017)		
Tech: 510/9510	0.60hrs @ 95.29	20.40 57.17
Part: 84233196 :N-COVER (16682-CT)	1	24.14 38.46
Part: 19356263 :N-TENSIONER KIT (16714-CT)	1	57.00 90.80
Sub-Total Labor:	20.40	57.17
Sub-Total Parts:	81.14	129.26
Sub-Total:	101.54	186.43
REPLACE PRETENSIONER, AND SIDE SEAT PANEL		
SPECIAL COVERAGE 18128.		

Line 1 7/11/19 Tech 510 Start 13:53 End 14:28 Hours .58

ACCOUNT #	LABOR	20.40	57.17
	PARTS	81.14	129.26
METHOD	SUBLET		.00
	SHOP SUPPLIES		.00
	SALES TAX OR TAX I.D.		.00
RECEIPT #	DEDUCTIBLE		.00
	TOTAL DUE	101.54	186.43

SIGNATURE **X**



KELLY KUFEL

[Logout](#)

July 16, 2019

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](#)

### Vehicle Information

VIN: 3GCUKSEC4EG [REDACTED] Model: CK15543-2014 SILVERADO 1500 4WD CREW CAB  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#)

### Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N172085440	17276	Loss of Steering Assist	06/29/2017	<u>Closed</u>
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	<u>Closed</u>
Product Safety Recall	N150822	15822	SEATBELT LAP ANCHOR TENSIONER CABLE	04/11/2016	<u>Closed</u>
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	<u>Closed</u>
Service Update Bulletins	N140126	14126	PEEK IN ODOMETER DISPLAY INCORRECT - Expires with Base Warranty	06/30/2014	<u>Closed</u>
Product Safety Recall	N140192	14192	UNWANTED TRANSFER CASE SHIFT TO NEUTRAL	06/27/2014	<u>Closed</u>
Product Safety Recall	N140121	14121	TRANSMISSION OIL COOLER CONNECTION	04/01/2014	<u>Closed</u>
Product Safety Recall	N140008	14008	OVERHEATED EXHAUST COMPONENTS	01/13/2014	<u>Closed</u>
Service Update Bulletins	N130318	13318	POWER SLIDING REAR WINDOW INOPERABLE	11/22/2013	<u>Closed</u>
Service Update Bulletins	N130330	13330	ACTIVE FUEL MANAGEMENT SYSTEM CALIBRATION	10/15/2013	<u>Closed</u>
Service Update Bulletins	N130257	13257	BCM COMMUNICATION ERROR - REPROGRAM BCM	08/23/2013	<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: N	XM Status: NA
OnStar Vehicle Diagnostics: Y	DMN Enabled: Y

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	05/13/2019	10/01/2013	1,695 MI	10/01/2019	101,695 MI
	Emission Select Component Ltd Wty	05/13/2019	10/01/2013	1,695 MI	10/01/2021	81,695 MI
	Special Coverage N182202780	05/13/2019	10/01/2013	1,695 MI	10/01/2019	73,695 MI
	Emission Select State Component Ltd Wty	05/13/2019	10/01/2013	1,695 MI	10/01/2020	71,695 MI
	Bumper to Bumper Limited Warranty	05/13/2019	10/01/2013	1,695 MI	10/01/2016	37,695 MI
	Emission Limited Warranty	05/13/2019	10/01/2013	1,695 MI	10/01/2016	51,695 MI
	Powertrain Limited Warranty	05/13/2019	10/01/2013	1,695 MI	10/01/2018	101,695 MI
	Chevrolet 2 Year Scheduled Maintenance	05/13/2019	10/01/2013	1,695 MI	10/01/2015	25,695 MI
	Special Coverage 18128	05/13/2019	10/01/2013	1,695 MI	10/01/2023	151,695 MI

**Service Contract**

Vehicle has no current record of service contracts.

**Transaction History**

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/09/2019	6047970	ZREG----Regular Vehicle Transaction		9900530 - 18128 - Replace Front Seat Belt Anchor Plate Tensioner and Cushion Outer Finish Cover (Includes Ined	148,752 MI
08/21/2018	0036424968	ZREG----Regular Vehicle Transaction		0600402 - ONSTAR - LOCKOUT	113,044 MI
11/17/2017	906004089	ZFAT----Field Action Recall		9102922 - FA 17276 - Power Steering Control Module Reprogramming with SPS	113,044 MI
06/22/2017	0031883138	ZREG----Regular Vehicle Transaction		0600732 - Roadside - OnStar - Over Mileage	103,000 MI
06/22/2017	0031883138	ZREG----Regular Vehicle Transaction		0600382 - ONSTAR - TOW	103,000 MI
12/13/2016	6112947	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	92,601 MI
12/13/2016	6112947	ZFAT----Field Action Recall		9102394 - N150822 - Install Driver Side Front Seat Belt	92,601 MI

Date	Warranty ID	Category	Description	Mileage
01/08/2016	6581181	ZFAT----Field Action Recall	Anchor Plate Tensioner Bracket, Includes Seat Trim Mod 9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	71,338 MI
08/27/2014	6016405	ZREG----Regular Vehicle Transaction	7023350 - Front Seat Cushion Cover and Pad Replacement	24,158 MI
08/11/2014	6016076	ZFAT----Field Action Recall	9100457 - N140121 - Inspect Transmission Cooler Lines	24,125 MI
08/11/2014	6016076	ZFAT----Field Action Recall	9100630 - N140126 - Reprogram Instrument Panel Cluster	24,125 MI
08/11/2014	6016076	ZFAT----Field Action Recall	9100680 - N14192 - Transfer Case Shift Control Module Reprogramming with SPS	24,125 MI
05/07/2014	6014585	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet Factory Maintenance	23,102 MI
02/07/2014	6013291	ZFAT----Field Action Recall	9100252 - N130318 - Rear Sliding Window Regulator Replacement	14,922 MI
01/29/2014	6013157	ZFAT----Field Action Recall	9100334 - N140008 - Engine Control Module Reprogramming with SPS	14,129 MI
01/29/2014	6013157	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet Factory Maintenance	14,129 MI
11/01/2013	6011895	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet Factory Maintenance	6,077 MI
10/04/2013	6011523	ZREG----Regular Vehicle Transaction	8070032 - Wheel Alignment Measurement	1,877 MI
10/04/2013	6011523	ZFAT----Field Action Recall	9100131 - N130257 - Reprogram BCM	1,877 MI
07/16/2013	6014094	ZPDI----Pre- Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	2 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.



KELLY KUFEL

[Logout](#)

July 16, 2019

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

INTERFACE WITH CUSTOMER

### View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

#### Vehicle Information

VIN: 3GCUKSEC4EG [REDACTED] Model: CK15543-2014 SILVERADO 1500 4WD CREW CAB  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#)

**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](#)

#### Vehicle Build

Model: CK15543-2014 SILVERADO 1500 4WD CREW CAB Order Number [REDACTED]  
 Gross Vehicle Weight: 3,269 Build Date: 06/19/2013  
 Build Plant: G

#### Option Codes

\*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

- |  |   |
|--|---|
| 1SZ - OPTION PACKAGE DISCOUNT                                | 2LZ - 2LZ PACKAGE   |
| 4D7 - INTERIOR TRIM  | 6YP - COMPONENT FRT LH COMPUTER   |
| 7YP - COMPONENT FRT RH COMPUTER                              | 8X2 - COMPONENT RR LH NON-COMPUTER  |
| 9X2 - COMPONENT RR RH NON-COMPUTER                           | A31 - POWER WINDOWS   |
| A45 - DRIVER SEAT, MEMORY ADJUST                             | A48 - WINDOW, POWER, REAR SLIDING   |
| A60 - LOCKING TAILGATE                                       | A68 - SEAT 60/40 REAR FOLDING BENCH   |
| AKO - GLASS, DEEP-TINTED                                     | AL0 - AIRBAG SENSING SYSTEM, PASSENGER                                      |
| AN3 - SEATS, FRONT FULL FEATURE LEATHER APPOINTED BUCKETS    | AQQ - REMOTE KEYLESS ENTRY  |
| AU3 - POWER DOOR LOCK SYSTEM                                 | AXK - VEHICLE TYPE TRUCK  |
| AY0 - AIRBAGS DRIVER AND FRONT PASS                          | B1J - WHEELHOUSE LINERS, REAR   |
| B30 - COLOR KEYED CARPET                                     | B32 - FLOOR MATS, FRONT   |
| B33 - FLOOR MATS, REAR                                       | B85 - BODY SIDE MOLDING, CHROME   |
| BTV - REMOTE VEHICLE START                                   | BWN - CORNERSTEP, REAR BUMPER   |
| C49 - ELECTRIC REAR WINDOW DEFOGGER                          | C5Z - 7,200 LB GVW RATING   |
| CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL            | D07 - CENTER CONSOLE, FLOOR   |
| DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING                   | DH6 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED                           |
| DL3 - POWER HEATED OUTSIDE MIRROR, ADJUSTABLE W/ TURN SIGNAL | DP9 - MIRROR CAPS, CHROME   |
| E20 - DOOR HANDLES, CHROME                                   | E63 - PICK UP BOX   |
| EF7 - COUNTRY UNITED STATES OF AMERICA (USA)                 | FHS - VEHICLE FUEL GASOLINE E85   |
| G80 - AUTO LOCKING REAR DIFFERENTIAL                         | GU6 - REAR AXLE 3.42 RATIO  |
| GXG - TUNGSTEN METALLIC                                      | H3C - JET BLACK / DARK ASH  |
| I14 - ENGINEERING MODEL YEAR                                 | IO6 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION |
| JD9 - ANTILOCK BRAKES, 4 WHEEL DISC                          | JF4 - POWER ADJUSTABLE PEDALS   |
| JHD - HILL DESCENT CONTROL                                   | JL1 - TRAILER BRAKE CONTROLLER  |
| K34 - CRUISE CONTROL   | K47 - HIGH CAPACITY AIR CLEANER   |
| KB6 - HEATED & COOLED SEATS DRIVER & FRONT PASSENGER         | KC4 - ENGINE OIL COOLING SYSTEM   |

KG4 - ALTERNATOR, 150 AMP	KI4 - POWER OUTLET, 110-VOLT AC
KNP - TRANSMISSION OIL COOLER	L83 - ENGINE, 5.3L V8 ECOTEC3
MAH - MARKETING AREA NORTH AMERICA	MSL - SILAO, MEXICO PLANT
MYC - TRANSMISSION, 6 SPD AUTOMATIC	N37 - STEERING COLUMN, TILT & TELESCOPING
NC7 - FEDERAL OVERRIDE	NE1 - 50-STATE EMISSIONS
NP5 - LEATHER WRAP STEERING WHEEL	NQH - TRANSFER CASE 2-SPEED
NU5 - EMISSION SYSTEM CALIFORNIA	NZZ - UNDERBODY SHIELD, TRANS CASE
PDF - LTZ PLUS PACKAGE * POWER ADJUSTABLE PEDALS * BOSE AUDIO SYSTEM * FRONT AND REAR PARK ASSIST * HEATED STEERING WHEEL	PPA - EZ LIFT AND LOWER TAILGATE
R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM	RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL
RC7 - 20" TIRES, ALL TERRAIN	RD2 - WHEELS, 20" CHROME (REPLACES STD/OPT WHEELS)
ROO - BARS VOMS BAILMENT	S2B - SPARE WHEEL, 17" ALUMINUM
SAF - SPARE TIRE LOCK	SLM - STOCK ORDERS
SLT - SALES PACKAGE	T3U - FRONT FOG LAMPS
TG5 - SINGLE-SLOT CD/MP3 PLAYER	U2M - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS
U73 - ANTENNA - FIXED MAST	UD5 - FRONT AND REAR PARK ASSIST
UDD - DRIVER INFO - COLOR DISPLAY	UE1 - ONSTAR
UG1 - HOMELINK	UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)
UK3 - STEERING WHEEL AUDIO CONTROLS	UMN - SPEEDOMETER
UQA - BOSE AUDIO SYSTEM	UTJ - THEFT DETERRENT SYSTEM
UVC - REAR VISION CAMERA	UVD - HEATED STEERING WHEEL
V22 - CHROME GRILLE SURROUND	V46 - FRONT BUMPER, CHROME
V76 - RECOVERY HOOKS, FRONT	V8D - VEHICLE STATEMENT
VJH - BUMPER, REAR CHROME	VK3 - FRONT LICENSE PLATE BRACKET
VRK - VAA/COMPONENT REL ROOF TRIM	VT7 - OWNERS MANUAL ENGLISH
VZE - VIN MODEL YEAR 2014	WEA - Z71 APPEARANCE PACKAGE
X88 - CHEVROLET CONVERSION	XL7 - FREQUENCY RATING 315 MH
YE9 - TRIM PACKAGE	Z71 - Z71 OFF-ROAD SUSPENSION
Z82 - TRAILERING EQUIPMENT PKG	ZY1 - SOLID PAINT

---

### Added Option Codes

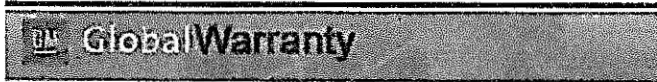
Vehicle has no current record of SAIO codes.

---

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.



KELLY KUFEL

[Logout](#)

July 16, 2019

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

INTERFACE WITH  
CUSTOMER

## View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

### Vehicle Information

VIN: 3GCUKSEC4EG [REDACTED] Model: CK15543-2014 SILVERADO 1500 4WD CREW CAB  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#)

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](#)

### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability:	
Source Plant: -	Part / Number Broadcast:	
Date Scanned: N/A	Time Scanned: N/A	Scan Station: 11
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability:	
Source Plant: -	Part / Number Broadcast:	
Date Scanned: N/A	Time Scanned: N/A	Scan Station: 01
Component Code: 61-TRANSMISSION	Traceability: 2029164	
Source Plant: 2-	Part / Number Broadcast:	
Date Scanned: 06/19/2013	Time Scanned: 01:36:00	Scan Station:
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 02210173	
Source Plant: -	Part / Number Broadcast:	
Date Scanned: N/A	Time Scanned: N/A	Scan Station: 02
Component Code: 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability:	
Source Plant: -	Part / Number Broadcast:	
Date Scanned: 06/19/2013	Time Scanned: 06:01:00	Scan Station: DT
Component Code: 87-BODY CONTROL MODULE	Traceability: 131652869	
Source Plant: G-	Part / Number Broadcast: 1519	
Date Scanned: 06/19/2013	Time Scanned: 06:01:00	Scan Station: DT
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability:	
Source Plant: -	Part / Number Broadcast:	
Date Scanned: N/A	Time Scanned: N/A	Scan Station: 18
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability:	
Source Plant: -	Part / Number Broadcast:	
Date Scanned: N/A	Time Scanned: N/A	Scan Station: 04
Component Code: AH-IR-SENSOR ASM-LEFT	Traceability: AEC104E01	
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8676	
Date Scanned: 06/19/2013	Time Scanned: 06:01:00	Scan Station: DT
Component Code: AJ-IR-SENSOR ASM-RIGHT	Traceability: AD8104E01	
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8676	
Date Scanned: 06/19/2013	Time Scanned: 06:01:00	Scan Station: DT
Component Code: AL-IR-MODULE ASM-I/P	Traceability:	
Source Plant: -	Part / Number Broadcast:	





KELLY KUFEL

[Logout](#)

July 16, 2019

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

### View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected.

#### Vehicle Information

VIN: 3GCUKSEC4EG [REDACTED] Model: CK15543-2014 SILVERADO 1500 4WD CREW CAB  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

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](#)

**Job Card Date:** 07/09/2019      **Job Card Number:** 6047970      **Transaction Detail**

---

Repair Service Agent: 216446      Odometer Reading: 148,752 MI  
 LASH CHEVROLET      Authorization Code:  
 755 W COSHOCTON ST  
 JOHNSTOWN OH 43031-9581  
 7409678021

Process Date: 07/11/2019  
 Transaction Type: ZREG---Regular Vehicle Transaction  
 Transaction Expense Category: Special Policy  
 Customer Complaint Code: 0921-Interior - Seats  
 Job Card Line #: 1      Transaction Adjustment:      Cause Code: 3017-Rotating Part - Broken  
 Labour Op 9900530-18128 - Replace Front Seat Belt Anchor Plate Tensioner and Cushion Outer Finish Cover (Includes Ined)  
 Causal Part Number 000000000019356263-TENSIONER KIT,D/SEAT BELT (RETR SI)  
 → [See other Parts and/or Net Items](#)      Line Total: USD 186.43

**Job Card Date:** 08/21/2018      **Job Card Number:** 0036424968      **Transaction Detail**

---

Repair Service Agent: 257619      Odometer Reading: 113,044 MI  
 ALLSTATE - SIGNATURE MOTOR CLUB, IN      Authorization Code: M  
 200 N MARTINGALE RD  
 SCHAUMBURG IL 60173-2033

Process Date: 08/23/2018  
 Transaction Type: ZREG---Regular Vehicle Transaction  
 Transaction Expense Category: Warranty  
 Customer Complaint Code: 0090-No Customer Complaint - Other issues  
 Job Card Line #: 1      Transaction Adjustment:      Cause Code: 9094-Other - Follow operation  
 Labour Op 0600402-ONSTAR - LOCKOUT  
 Causal Part Number  
 → [See other Parts and/or Net Items](#)      Line Total: USD 51.05



Labour Op 0600382-ONSTAR - TOW  
 Causal Part Number  
 →See other Parts and/or Net Items

Line Total: USD 66.03

Job Card Date: 12/13/2016

Job Card Number: 6112947

Transaction Detail

Repair Service Agent: 112765  
 COUGHLIN CHEVROLET BUICK GMC  
 1850 N 21ST ST  
 NEWARK OH 43055-3186  
 7403661371

Odometer Reading: 92,601 MI  
 Authorization Code:

Process Date:  
 12/14/2016

Transaction Type:  
 ZFAT---Field Action Recall  
 Transaction Expense Category:  
 Field Action Recall  
 Customer Complaint Code:  
 -

Job Card Line #: 2                      Transaction Adjustment:                      Cause Code: -  
 Labour Op 9102276-16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module  
 Calibrations  
 Causal Part Number

Line Total: USD 27.90

Job Card Date: 12/13/2016

Job Card Number: 6112947

Transaction Detail

Repair Service Agent: 112765  
 COUGHLIN CHEVROLET BUICK GMC  
 1850 N 21ST ST  
 NEWARK OH 43055-3186  
 7403661371

Odometer Reading: 92,601 MI  
 Authorization Code:

Process Date:  
 12/14/2016

Transaction Type:  
 ZFAT---Field Action Recall  
 Transaction Expense Category:  
 Field Action Recall  
 Customer Complaint Code:  
 -

Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: -  
 Labour Op 9102394-N150822 - Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat  
 Trim Mod  
 Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 59.29

Job Card Date: 01/08/2016

Job Card Number: 6581181

Transaction Detail

Repair Service Agent: 203307  
 COUGHLIN AUTOMOTIVE, LLC  
 9000 E BROAD ST  
 PATASKALA OH 43062-7879  
 7409649191

Odometer Reading: 71,338 MI  
 Authorization Code:

Process Date:  
 01/14/2016

Transaction Type:  
 ZFAT---Field Action Recall



Process Date:  
08/27/2014

Transaction Type:  
ZFAT---Field Action Recall

Transaction Expense Category:  
Field Action Recall

Customer Complaint Code:  
-

Job Card Line #: 2                      Transaction Adjustment:  
Labour Op 9100630-N140126 - Reprogram Instrument Panel Cluster  
Causal Part Number

Cause Code: -

Line Total: USD 64.00

<b>Job Card Date:</b> 08/11/2014	<b>Job Card Number:</b> 6016076	<b>Transaction Detail</b>
Repair Service Agent: 216446		Odometer Reading: 24,125 MI
LASH CHEVROLET		Authorization Code:
755 W COSHOCTON ST		
JOHNSTOWN OH 43031-9581		
7409678021		

Process Date:  
08/27/2014

Transaction Type:  
ZFAT---Field Action Recall

Transaction Expense Category:  
Field Action Recall

Customer Complaint Code:  
-

Job Card Line #: 1                      Transaction Adjustment:  
Labour Op 9100680-N14192 - Transfer Case Shift Control Module Reprogramming with SPS  
Causal Part Number

Cause Code: -

Line Total: USD 36.57

<b>Job Card Date:</b> 05/07/2014	<b>Job Card Number:</b> 6014585	<b>Transaction Detail</b>
Repair Service Agent: 216446		Odometer Reading: 23,102 MI
LASH CHEVROLET		Authorization Code:
755 W COSHOCTON ST		
JOHNSTOWN OH 43031-9581		
7409678021		

Process Date:  
05/07/2014

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:  
Warranty

Customer Complaint Code:  
0021-No Customer Complaint -  
Maintenance

Job Card Line #: 1                      Transaction Adjustment:  
Labour Op 0600723-Chevrolet Factory Maintenance  
Causal Part Number

Cause Code: 9094-Other - Follow  
operation

→See other Parts and/or Net Items

Line Total: USD 50.00

<b>Job Card Date:</b> 02/07/2014	<b>Job Card Number:</b> 6013291	<b>Transaction Detail</b>
----------------------------------	---------------------------------	---------------------------

Repair Service Agent: 216446  
LASH CHEVROLET  
755 W COSHOCTON ST  
JOHNSTOWN OH 43031-9581  
7409678021

Odometer Reading: 14,922 MI  
Authorization Code:

Process Date:  
02/10/2014  
Transaction Type:  
ZFAT---Field Action Recall  
Transaction Expense Category:  
Field Action Recall  
Customer Complaint Code:  
-

Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: -  
Labour Op 9100252-N130318 - Rear Sliding Window Regulator Replacement  
Causal Part Number  
-->See other Parts and/or Net Items                      Line Total: USD 123.89

---

**Job Card Date:** 01/29/2014                      **Job Card Number:** 6013157                      **Transaction Detail**  
Repair Service Agent: 216446                      Odometer Reading: 14,129 MI  
LASH CHEVROLET                      Authorization Code:  
755 W COSHOCTON ST  
JOHNSTOWN OH 43031-9581  
7409678021

Process Date:  
01/29/2014  
Transaction Type:  
ZFAT---Field Action Recall  
Transaction Expense Category:  
Field Action Recall  
Customer Complaint Code:  
-

Job Card Line #: 2                      Transaction Adjustment:                      Cause Code: -  
Labour Op 9100334-N140008 - Engine Control Module Reprogramming with SPS  
Causal Part Number  
Line Total: USD 36.57

---

**Job Card Date:** 01/29/2014                      **Job Card Number:** 6013157                      **Transaction Detail**  
Repair Service Agent: 216446                      Odometer Reading: 14,129 MI  
LASH CHEVROLET                      Authorization Code:  
755 W COSHOCTON ST  
JOHNSTOWN OH 43031-9581  
7409678021

Process Date:  
01/29/2014  
Transaction Type:  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category:  
Warranty  
Customer Complaint Code:  
0021-No Customer Complaint -  
Maintenance

Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 9094-Other - Follow  
operation  
Labour Op 0600723-Chevrolet Factory Maintenance  
Causal Part Number  
-->See other Parts and/or Net Items                      Line Total: USD 48.00



Job Card Date: 11/01/2013	Job Card Number: 6011895	Transaction Detail
Repair Service Agent: 216446 LASH CHEVROLET 755 W COSHOCTON ST JOHNSTOWN OH 43031-9581 7409678021		Odometer Reading: 6,077 MI Authorization Code:
Process Date: 11/01/2013		
Transaction Type: ZREG---Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0021-No Customer Complaint - Maintenance		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: 9094-Other - Follow operation
Labour Op 0600723-Chevrolet Factory Maintenance		
Causal Part Number		
→ <a href="#">See other Parts and/or Net Items</a>		Line Total: USD 46.50

Job Card Date: 10/04/2013	Job Card Number: 6011523	Transaction Detail
Repair Service Agent: 216446 LASH CHEVROLET 755 W COSHOCTON ST JOHNSTOWN OH 43031-9581 7409678021		Odometer Reading: 1,877 MI Authorization Code:
Process Date: 10/15/2013		
Transaction Type: ZREG---Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0312-Steering/Suspension - Handling/Responsiveness		
Job Card Line #: 2	Transaction Adjustment:	Cause Code: 9094-Other - Follow operation
Labour Op 8070032-Wheel Alignment Measurement		
Causal Part Number		
		Line Total: USD 62.44

Job Card Date: 10/04/2013	Job Card Number: 6011523	Transaction Detail
Repair Service Agent: 216446 LASH CHEVROLET 755 W COSHOCTON ST JOHNSTOWN OH 43031-9581 7409678021		Odometer Reading: 1,877 MI Authorization Code:
Process Date: 10/15/2013		
Transaction Type: ZFAT---Field Action Recall		
Transaction Expense Category: Field Action Recall		
Customer Complaint Code: -		

Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: -  
 Labour Op 9100131-N130257 - Reprogram BCM  
 Causal Part Number

Line Total: USD 44.60

Job Card Date: 07/16/2013	Job Card Number: 6014094	Transaction Detail
Repair Service Agent: 112830		Odometer Reading: 2 MI
BOBBY LAYMAN CHEVROLET, INC.		Authorization Code:
3900 W BROAD		
COLUMBUS OH 43228-1447		
6142750500		

Process Date:  
 07/18/2013  
 Transaction Type:  
 ZPDI---Pre-Delivery Inspection  
 Transaction Expense Category:  
 Pre-Delivery Inspection  
 Customer Complaint Code:  
 -

Job Card Line #: 2                      Transaction Adjustment:                      Cause Code: -  
 Labour Op 0590072-Pre-Delivery Inspection - Base Time  
 Causal Part Number

Line Total: USD 119.72



KELLY KUFEL

[Logout](#)

July 16, 2019

Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information

INTERFACE WITH CUSTOMER

### View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

#### Vehicle Information

VIN: 3GCUKSEC4EG [REDACTED] Model: CK15543-2014 SILVERADO 1500 4WD CREW CAB  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#)



#### 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](#)

#### Invoice Information

Invoicing Service Agent: 112830 Invoice Date: 06/19/2013  
 BOBBY LAYMAN CHEVROLET, INC.  
 3900 W BROAD  
 COLUMBUS OH 43228-1447 6142750500

#### Ship to Information

Ship to Service Agent: 112830 Ship to Date: N/A  
 BOBBY LAYMAN CHEVROLET, INC.  
 3900 W BROAD  
 COLUMBUS OH 43228-1447 6142750500

#### Delivery Information

Delivery Service Agent: 216446 Delivery Date: 10/01/2013  
 LASH CHEVROLET Delivery Type: 010---INDIVIDUAL  
 755 W COSHOCTON ST Delivery Odometer: 1,695  
 JOHNSTOWN OH 43031-9581 7409678021

#### In Service Information

Invoicing Service Agent: In Service Date: N/A  
 In Service Type: 0000  
 In Service Odometer: 0

#### Registration Information

Registration Service Agent: N/A Registration Date: N/A  
 Registration Number: N/A  
 Registration Odometer: 0

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.