NOV. 4. 2015 12:55PM DARCY BUICK PONT GMC 230 2096 NO. 833 P. 1

ATTN SHAWNA

D'ARCY

BUICK • GMC

2033 ESSINGTON ROAD JOLIET, IL 60435

815-230-2090

www.Darcymotors.com

BUICK GMC

PN [redacted]

SERVICE: MONDAY - FRIDAY: 7:30 AM

PARTS: MONDAY - FRIDAY: 6:00 AM
SATURDAY: 8:00 AM

SALES: MONDAY - FRIDAY: 9:00 AM
SATURDAY: 9:00 AM

Goodwrench Service Plus
A good thing...even better.

CUSTOMER NO. [redacted]	ADVISOR [redacted] 619	TAG NO. 8763	INVOICE DATE 08/19/15	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 119,107	COLOR /
EVERGREEN PARK, [redacted]	YEAR / MAKE / MODEL [redacted] TIAC/G5 [redacted] CPE GT		DELIVERY DATE	DELIVERY MILES
[redacted]	[redacted]		SELLING DEALER NO.	PRODUCTION DATE
[redacted]	COMMENTS		R. O. DATE 08/18/15	

MO: 119107

LABOR & PARTS
JOB # 1 02LZ PAID SYSTEM HOURS: TECH(S) [redacted] 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
585	08/19/15	0.00	6.00	0.00	0.00	ENTER INVOICING

[redacted] AND

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
WAIT CC created [redacted] 03:36:00pm taken by AR [redacted]
DELETED OPERATIONS
02OLZINSPECT [redacted] HRS

TOTALS

CONTROL# [redacted]

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

APPROVED BY [redacted]

DUPLICATE INVOICE

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose. And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."
WE DO NOT USE MR. GOODWRENCH MOTOR OIL. INSTEAD, WE USE UNICAL 5W30 SG CF MOTOR OIL MEETING THE MANUFACTURER'S NEW CAR AND TRUCK WARRANTY REQUIREMENTS.

LIMITED POWER OF ATTORNEY
The undersigned does hereby give the empower to D'ARCY BUICK-GMC TRUCKS, the power and right to endorse by signing my name to any payment or proceeds payable to my order and received by them from any insurance carrier and attributable to the repair of the vehicle stated on this repair order provided that such proceeds are used toward payment of monies due D'ARCY BUICK-GMC TRUCKS.

X

ALL NEW PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES UNDER THE MANUFACTURER'S PROVISIONS.

IMPORTANT

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM GENERAL MOTORS IN THE NEXT FEW WEEKS. IF, FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT ME IMMEDIATELY. THANK YOU.

MARK HOLZAPFEL
D'ARCY BUICK • GMC TRUCKS
(815) 439-5500

Thank you for this opportunity to service you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory, tell your friends. If not, please tell us immediately.

[redacted]
Terry D'Arcy

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

The Reynolds and Reynolds Company ERA12RIMS 08/20/2004 0 (09/10)

[COPY OF INVOICE] 02:50pm

[redacted]

BUICK

D'ARCY MOTORS GMC

BUICK - GMC

2022 ESSINGTON ROAD JOLIET, IL 60435

815-230-2090

www.Darcymotors.com

585

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
010LZA10	BALANCE WHEELS	MI	49.95	010LZ*LOF	LUBE,OIL AND FILTER	MI	27.95
010LZ9401	COMPLIMENTARY LOF	MI	27.95				

SERVICE HISTORY

[redacted]

DATE	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/28/14	103481	619	440	C	110LZ	ELECTRICAL
			440	C	130LZ	ENGINE LEAK
			999	C	050LZ	SUSPENSION
			999	C	970LZZ	1DAY LOANER
10/09/14	102196	619	440	I	210LZ	DRIVEABILITY
10/08/14	102165	619	440	C	210LZ	DRIVEABILITY

SALESPERSON NO. [redacted]

SERVICE

STATE REG# 2

TERMS
- ☐ CASH
- ☐ MASTER CARD
- ☐ VISA
- ☐ OTHER C.C.

[redacted] EVERGREEN PARK, IL [redacted]

CALL WHEN READY ☐ YES ☐ NO [redacted]

RESIDENCE PHONE [redacted]

SAVE PARTS FOR CUST. ☐ YES ☒ NO

TIME RECEIVED 01:30pm | DATE/TIME PROMISED 08/18/15 07:00pm | PRIORITY

APPOINTMENT ☒ Yes ☐ No

LABOR RATE

YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
08/PONTIAC/G5/2DR CPE GT			[redacted]

SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	
[redacted]				08/18/15

CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
			8763

TURBO	M/MC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	0LZZ	Y	Y		1	619	EMILIO

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in case of fire, theft or any other cause beyond your immediate full any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle hereindescribed on streets, highways or elsewhere for the purpose of making road inspection. I agree to pay all charges for the repair work performed on the vehicle. In the event I fail to pay all charges for the repair work performed and Darcy Buick-GMC Trucks, Inc. turns the account over for collection of said charges, I agree to pay all costs including attorney, court, and collection fees incurred by Darcy Buick-GMC Trucks, Inc. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. [illegible] limited to any amounts represented and assessed for charges incurred through vehicle rentals or outside vendors.

We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If during this period you experience problems with the part(s) we will fix it free of charge. Oil replacement parts are warranted for 12 months or 12,000 miles, whichever comes first.

WE DO NOT USE MR. GOODWRENCH MOTOR OIL. INSTEAD WE USE UNOCAL SYNCOR MOTOR OIL WHICH MEETS THE MANUFACTURER'S NEW CAR AND TRUCK WARRANTY REQUIREMENTS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

There will be a minimum charge for non-warranty repairs not performed.

[redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

800872 0116

X _____

COMMENTS :
WAIT CC created 2015-08-17 03:36:00pm taken [redacted]

1 - C 2 0210 INSPECT INSPECTIONS

27 Point free inspect

2 - C 2 0100 LZ FUEL SYSTEM

CUSTOMER STATES THERE IS FUEL SMELL

CONSUMER RIGHTS NOTICE

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT SHALL NOT EXCEED (1) ANY PRICE LIMITED ESTIMATE OR (2) ANY PARTS AND LABOR ESTIMATE BY MORE THAN 10%. ADDITIONAL REPAIRS MAY NOT BE PERFORMED WITHOUT YOUR CONSENT. YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE, WHICH GIVES THE MOTOR VEHICLE REPAIR FACILITY THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR SELECTION.

(A) I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS.
SIGNATURE: _____

(B) PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS $ _____
SIGNATURE: _____

(C) I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS.
SIGNATURE: _____

DATE: _____ TIME: _____

THE ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE FACILITY WITHIN THE TIME PERIOD AGREED TO BY THE CONSUMER AND THE MOTOR VEHICLE REPAIR FACILITY.

[redacted]

The Reynolds and Reynolds Company ERA/NTWORE 03214467 © Buick

HARD COPY

[redacted]

A COMPLAINT: Fuel Smell

CAUSE: Fuel Feed Line + Evap Line severly Rusted + Rotten. Fuel dripping on Exhanst syst.

CORRECTION: 40

B COMPLAINT: 27 p. Insp.

CAUSE: Cust not In Computer unable to Fill

CORRECTION: [redacted]

C COMPLAINT:

CAUSE:

CORRECTION:

D COMPLAINT: Fuel Feed 15283792 #202.82

CAUSE: Evap Line 15934416 #126.40

CORRECTION:

E COMPLAINT: 865.00

CAUSE:

CORRECTION:

F COMPLAINT: # Rece. Not Driving

CAUSE:

CORRECTION:

TIME CLOCK

OFF
ON
OFF — MIST
ON — ERROR
OFF
ON
OFF — MIST
ON — ERROR
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON

CG214307 ©

[redacted]

D'ARCY
BUICK • GMC
2022 ESSINGTON ROAD JOLIET, IL 60435
815-230-2090
www.Darcymotors.com
BUICK GMC

SERVICE: MONDAY - FRIDAY: 7:30 AM - [redacted]
PARTS: MONDAY - FRIDAY: 8:00 AM - [redacted]
SATURDAY: 8:00 AM - [redacted]
SALES: MONDAY - FRIDAY: 9:00 AM - [redacted]
SATURDAY: 9:00 AM - [redacted]

Goodwrench Service Plus
A good thing ... even better

CUSTOMER NO. [redacted]	ADVISOR 619	TAG NO. 8763	INVOICE DATE 08/24/15 [redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 119,162	COLOR /
EVERGREEN PARK, [redacted]	YEAR / MAKE / MODEL 03/PONTIAC/G5, CPE GT	DELIVERY DATE	DELIVERY MILES
[redacted]	[redacted]	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [redacted]		R. O. DATE 08/19/15	
	COMMENTS		MO: 119162

LABOR & PARTS
J# 1 130LZ ENGINE LEAK TECH(S):585 481.89
CUSTOMER STATES VEHICLE HAS A FUEL LEAK
INSPECT AND FOUND FUEL LINE AND EVAP LINES LEAKING DUE TO CORROSION
REPLACE EVAP LINE AND STEEL FUEL SUPPY LINE

PARTS	QTY	PART NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25193792	PIPE 3.16L Y	202.82	202.82
JOB # 1	1	15964415	PIPE 3.14S Y	126.40	126.40
			JOB # 1 TOTAL PARTS		329.22
			JOB # 1 TOTAL LABOR & PARTS		811.11

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	RMF	RECORDS MANAGEMENT		0.99
JOB # A	SS	HAZARD WASTE DISPOSAL		14.95
JOB # 1	300	SENIOR CITIZEN LABOR DISCOUNT		-25.00
JOB # 1	[redacted]	SENIOR CITIZEN PARTS DISCOUNT		-25.00
			TOTAL MISC	-34.06

ESTIMATE
CUSTOMER HEREBY AUTHORIZES REPAIR AS NOTED
ORIG WORK ORDER ESTIMATE OF $900.00 (+TAX)
COMMENTS
WAIT CC created 2015-08-19 17:13:36:00pm taken by ARTURO MATA

TOTALS

CHECK / CREDIT CARD.....	TOTAL LABOR....	481.89
PART NUMBERS WITH A * ARE	TOTAL PARTS....	329.22
FACTORY GM MOTOR PARTS WARRANTY	TOTAL SUBLET...	0.00
	TOTAL C.O.D....	0.00
	TOTAL MISC CHG.	15.94
	TOTAL MISC DISC	-50.00
	TOTAL TAX.....	28.81
	TOTAL INVOICE $	805.86

CUSTOMER'S COPY
DUPLICATE INVOICE

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."
WE DO NOT USE MR. GOODWRENCH MOTOR OIL. INSTEAD, WE USE UNICAL 5W30 SG CF MOTOR OIL MEETING THE MANUFACTURER'S NEW CAR AND TRUCK WARRANTY REQUIREMENTS.

LIMITED POWER OF ATTORNEY
The undersigned does hereby give the empower to D'ARCY BUICK-GMC TRUCKS, the power and right to endorse by signing my name to any payment or proceeds payable to my order and received by them from any insurance carrier and attributable to the repair of the vehicle stated on this repair order provided that such proceeds are used toward payment of monies due D'ARCY BUICK-GMC TRUCKS.

X

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IMPORTANT

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MARK HOLZAPFEL
D'ARCY BUICK • GMC TRUCKS
(815) 439-5500

Thank you for this opportunity to service you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory, tell your friends. If not, please tell us immediately.

[redacted]
Terry D'Arcy

The Reynolds and Reynolds Company ERMLERNAME DC2290344 Q (08/10)

BUICK

D'ARCY BUICK · GMC

2022 ESSINGTON ROAD JOLIET, IL 60435

815-230-2090
www.Darcymotors.com

GMC

$85

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
010LZA10	BALANCE WHEELS	MI	49.95	010LZ*LOF	LUBE,OIL AND FILTER	MI	27.95
010LZ9401	COMPLIMENTARY LOF	MI	27.95				

SERVICE HISTORY

DATE		MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
10/28/14		103481	619	440	C	110LZ	ELECTRICAL
				440	C	130LZ	ENGINE LEAK
				999	C	050LZ	SUSPENSION
				999	C	970LZZ	1DAY LOANER
10/09/14		102196	619	440	C	210LZ	DRIVEABILITY
10/08/14		102165	619	440	C	210LZ	DRIVEABILITY

SALESPERSON NO.

SERVICE

STATE REG# 2

TERMS: ☐ CASH ☐ MASTER CARD ☐ VISA ☐ OTHER G.C.

EVERGREEN PARK, IL

CALL WHEN READY ☐ YES ☐ NO

SAVE PARTS FOR CUST. ☒ YES ☐ NO

APPOINTMENT ☐ Yes ☒ No

TIME RECEIVED 07:07am DATE/TIME PROMISED 08/18/15 07:00pm PRIORITY

LABOR RATE

YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
08/PONTIAC/G5/2DR CPE GT			

SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
			08/19/15

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				8763

TURBO	MVC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	OLZZ	Y	Y		119,162	619	EMILIO

I hereby authorize the repair work mentioned herein to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in case of fire, theft or any other cause beyond your control or use of any delay caused by unavailability of parts or delays in parts deliveries by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. I agree to pay all charges for the repair work performed on the vehicle. In the event I fail to pay all charges for the repair work performed and D'Arcy Buick-GMC Trucks, Inc. runs the account over for collection of said charges, I agree to pay all costs, including attorney, court, and collection fees, required by D'Arcy Buick-GMC Trucks, Inc. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto including, but not limited to any accounts represented and assessed for charges incurred through vehicle rentals or outside vendors.

We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement fails in normal service within this period, we will do it free of charge. GM replacement parts are warranted for 12 months or 12,000 miles, whichever comes first.

WE DO NOT USE NTB, GOODYEAR/MOTOR OIL, INSTEAD WE USE UNDERCOVER OF MOTOR OIL MEETING THE MANUFACTURER'S NEW CAR AND TRUCK WARRANTY REQUIREMENTS.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

There will be a minimum charge for non-warranty repairs not performed.

CUSTOMER'S SIGNATURE

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

COMMENTS :
WAIT CC created 2015-08-17 03:36:00pm taken by

130LZ ENGINE LEAK

CUSTOMER STATES VEHICLE HAS A FUEL LEAK

P385.00
L485

811.11
870.00
58.89
50.00
108.89

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YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE, WHICH GIVES THE MOTOR VEHICLE REPAIR FACILITY THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR SELECTION.

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SIGNATURE: _____

DATE: _____ TIME: _____

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The Reynolds and Reynolds Company ERWINWO2E 4/2/2015 07:0 (8510)

HARD COPY

NOV. 4. 2015_12:57PM DARCY BUICK PONT GMC 230 2096 NO. 833 P. 6

A COMPLAINT

CAUSE

CORRECTION

B COMPLAINT

Fuel leak

CAUSE

Steel fuel line Rotted/Rusted Through. EVAP line Rusted BAD. Will BREAK When moved to Fix fuel leak. RTR steel fuel supply line + steel EVAP line.

CORRECTION

C COMPLAINT

CAUSE

[redacted]

CORRECTION

D COMPLAINT

[redacted]

CAUSE

CORRECTION

E COMPLAINT

CAUSE

CORRECTION

F COMPLAINT

CAUSE

CORRECTION

TIME CLOCK
OFF
ON
OFF
ON
OFF
ON
OFF
ON
[redacted]
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON
OFF
ON

DG141187G