

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.)

DTC B390F

Diagnostic Instructions

- Perform the Diagnostic System Check prior to using this diagnostic procedure: [Diagnostic System Check - Vehicle](#)
- Review the description of Strategy Based Diagnosis: [Strategy Based Diagnosis](#)
- An overview of each diagnostic category can be found here: [Diagnostic Procedure Instructions](#)

DTC Descriptor

DTC B390F Frontview Camera

Symptom Byte Information: [Symptom Byte List](#)

Diagnostic Fault Information

Circuit	Short to Ground	Open/High Resistance	Short to Voltage	Signal Performance
Coax — Camera Video Signal (B174 Frontview Camera to K157 Video Processing Control Module)	B399A 02 or 1	B399A 05 or 1	B399A 05 or 1	B390F 08, 4B, 39, 53, 54, 58, 66, 3C or 1
1. Frontview Camera image distorted or black				

Circuit/System Description

For an overview of the component/system, refer to: [Surround Vision Camera Description and Operation](#)

Circuit	Description
Camera Video Signal	Coaxial Camera Signal

Conditions for Running the DTC

Ignition » On / Vehicle » In Service Mode

Conditions for Setting the DTC

DTC B390F 39, 3C, 58

The Video Processing Control Module has detected a Frontview Camera internal malfunction

DTC B390F 08

The Video Processing Control Module has detected a camera video signal circuit malfunction.

DTC B390F 66

The Video Processing Control Module has detected incorrect Frontview Camera mounting.

DTC B390F 4B

The Video Processing Control Module has determined Frontview Camera calibration not complete.

DTC B390F 53, 54

The Video Processing Control Module has determined the Frontview Camera temperature is outside normal operating range.

Actions Taken When the DTC Sets

Service Surround Vision Camera message = On

Conditions for Clearing the DTC

The conditions for setting the DTC no longer exist.

Diagnostic Aids

The following conditions could cause component performance issues: B174G Frontview Camera - Grille

- Ambient Light Intensity — High /Low
- Camera Blocked — Debris /Ice /Mud /Snow
- Temperature — High /Low

An open in the shield of the video signal circuit can cause a distorted screen.

Reference Information

Schematic Reference

[Image Display Camera Schematics](#)

Connector End View Reference

[Master Electrical Component List](#)

Electrical Information Reference

- [Circuit Testing](#)
- [Connector Repairs](#)
- [Testing for Intermittent Conditions and Poor Connections](#)
- [Wiring Repairs](#)

Scan Tool Reference

[Control Module References](#)

Special Tools

- EL-52552 COAX FAKRA CABLE ADAPTER KIT

Equivalent regional tools: [Special Tools](#)

Circuit/System Verification

1. Verify no other Video Processor Control Module DTCs are present
⇒ **If any other Video Processor Control Module DTCs are set,**

Refer to: [Diagnostic Trouble Code \(DTC\) List - Vehicle](#)

⇓ **If no other Video Processor Control Module DTCs are set**

2. Perform the following visual inspections:

- Misalignment of the components: B174G Frontview Camera - Grille
- Visible Damage
- Dirty

⇒ **If a condition exists » Repair or replace as necessary**

⇓ **If none of the conditions exists**

3. Refer to: Circuit/System Testing

Circuit/System Testing

Circuit/System Testing DTC B390F 39, 3C

1. Ignition » On / Vehicle » In Service Mode
2. Replace the component: B174G Frontview Camera - Grille
3. Verify DTC B390F is not set.

⇒ **If DTC B390F is not set**

All OK.

⇓ **If DTC B390F is set**

4. Replace the component: K157 Video Processing Control Module

Circuit/System Testing DTC B390F 08

1. Ignition/Vehicle & All vehicle systems » Off
2. Disconnect the electrical connector: X5 @ K157 Video Processing Control Module
3. Wait for greater than 5 s.
4. Connect appropriate EL-52552 pinout tool to K157 Video Processing Control Module
5. Ignition » On / Vehicle » In Service Mode
6. Test for 7 to 11 V between the test points: Signal circuit terminal GN @ K157 Video Processing Control Module & Ground (component side)

⇒ **If not between 7 and 11 V**

Replace the component: K157 Video Processing Control Module

⇓ **If between 7 and 11 V**

7. Ignition/Vehicle & All vehicle systems » Off

Note: Before testing the coax cable, check the cable's exterior for being pinched, cut, damaged, or having loose connections at the components, all of which can cause reception issues.

8. Disconnect the electrical connector: B174G Frontview Camera - Grille
9. Locate the appropriate pinout adapter and load test loop adapter from EL-52552 COAX FAKRA Cable Adaptor Kit.
10. Connect the 2 adapters together, measure and record the resistance between the terminals at the pinout adapter.
11. Disconnect the 2 adapters and connect each one to the appropriate end of the coax cable.
12. At the pinout adapter test terminals, measure the total resistance of the coax cable loop including the connected load test adapter.

⇒ **If not within 5 Ω of the reading from step 10.**

Replace the coax cable

⇓ **If within 5 Ω of the reading from step 10.**

13. Replace the component: B174G Frontview Camera - Grille

14. Apply the parking brake.

15. Engine Running Transmission in Reverse

16. Verify DTC B390F is not set.

⇒ **If the DTC is set**

Replace the component: K157 Video Processing Control Module

⇓ **If the DTC is not set**

17. All OK.

Circuit/System Testing DTC B390F 66, 58, 4B

1. Ignition » On / Vehicle » In Service Mode

2. Operate the vehicle under the following conditions:

- During the day
- On a straight road
- Distance Traveled = Greater than 0.5 km (0.3 mi)

3. Ignition/Vehicle & All vehicle systems » Off

4. Wait for greater than 60 s.

5. Ignition » On / Vehicle » In Service Mode

6. Verify DTC B390F is not set.

⇒ **If DTC B390F is not set**

All OK.

⇓ **If DTC B390F is set**

7. Test or replace the component: B174G Frontview Camera - Grille

8. Verify DTC B390F is not set.

⇒ **If DTC B390F is not set**

All OK.

⇓ **If DTC B390F is set**

9. Test or replace the component: K157 Video Processing Control Module

Circuit/System Testing DTC B390F 53, 54

Note: DTC B390F 53 and 54 can set due to extreme environment temperature conditions and not necessarily due to a camera system defect.

1. Ignition » On / Vehicle » In Service Mode

2. Place vehicle in an area where a ambient temperature is 15–25° C (59–77° F) with engine OFF.

3. Wait at least 30 minutes.

4. Verify DTC B390F is not set.

⇒ **If DTC B390F is not set**

All OK.

⇓ **If DTC B390F is set**

5. Replace the component: B174G Frontview Camera - Grille

© 2020 General Motors. All rights reserved.

6. Verify DTC B390F is not set.

⇒ **If DTC B390F is not set**

All OK.

⇓ **If DTC B390F is set**

7. Replace the component: K157 Video Processing Control Module

Repair Instructions

Perform the Diagnostic Repair Verification after completing the repair: [Diagnostic Repair Verification](#)

- [Front View Driver Information Camera Replacement](#)
- For control module replacement, programming, and setup refer to: [Control Module References](#)

DTC B361A

Diagnostic Instructions

- Perform the [Diagnostic System Check - Vehicle](#) prior to using this diagnostic procedure.
- Review [Strategy Based Diagnosis](#) for an overview of the diagnostic approach.
- [Diagnostic Procedure Instructions](#) provides an overview of each diagnostic category.

DTC Descriptor

DTC B361A 39 Head-Up Display Module Internal Malfunction

DTC B361A 4B Head-Up Display Module Calibration Not Learned

Circuit/System Description

Internal fault detection and calibration of the head-up display is handled within the instrument cluster. No external circuit diagnosis is involved.

Conditions for Running the DTC

Ignition ON/Vehicle in Service Mode.

Conditions for Setting the DTC

B361A 39

An internal electrical malfunction has been detected in the head-up display.

B361A 4B

The instrument cluster has not learned a valid calibration for the head-up display.

Action Taken When the DTC Sets

Head-up display function is disabled.

Conditions for Clearing the DTC

The DTC will clear when the conditions for setting the DTC are no longer present.

Reference Information

Schematic Reference

[Head-Up Display Schematics](#)

Connector End View Reference

[Master Electrical Component List](#)

Description and Operation

[Instrument Cluster Description and Operation](#)

Electrical Information Reference

- [Circuit Testing](#)
 - [Connector Repairs](#)
- © 2020 General Motors. All rights reserved.

- [Testing for Intermittent Conditions and Poor Connections](#)
- [Wiring Repairs](#)

Scan Tool Reference

[Control Module References](#) for scan tool information

Circuit/System Verification

1. Ignition ON/Vehicle in Service Mode.
2. Verify DTC B361A 4B is not set.

⇒ **If DTC B361A 4B is set**

- 2.1. Program the P16 Instrument Cluster.
- 2.2. Verify the DTC does not set.

⇒ If the DTC sets, replace the P29 Head-Up Display.

⇓ If the DTC does not set

- 2.3. All OK.

⇓ **If DTC B361A 4B is not set**

3. Verify DTC B361A 39 is not set.

⇒ **If DTC B361A 39 is set**

Replace the P29 Head-Up Display.

⇓ **If DTC B361A 39 is not set**

4. All OK

Repair Instructions

Perform the [Diagnostic Repair Verification](#) after completing the repair.

[Displays and Gauges Component Replacement Reference](#)

Programming Complete.

VIN: [REDACTED]

[Instrument Cluster - Setup and Configuration \(P16\)](#)

2020-09-23 09:28:53 AM

Job Card: [REDACTED]

Warranty Claim Code: [REDACTED]

The Warranty Claim code is required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim. Warranty Claim Codes for prior VINs serviced may be retrieved through "Settings" at SPS start page.

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

Follow the Controller Specific Instructions below.

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

Controller Specific Instructions:

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

Print

New

Programming Complete.

VIN - [REDACTED]

[Parking Assist Control Module - Configuration \(K182\)](#)

2020-09-23 09:32:00 AM

Job Card: [REDACTED]

Warranty Claim Code: [REDACTED]

The Warranty Claim code is required to confirm programming has been completed. Incorrect or missing Warranty Claim Codes may result in rejection of warranty claim. Warranty Claim Codes for prior VINs serviced may be retrieved through "Settings" at SPS start page.

Record this code on the warranty repair order (if applicable).

Post Programming Instructions:

Follow the Controller Specific Instructions below.

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

Controller Specific Instructions:

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



Global Diagnostic System 2

Vehicle DTC Information

Overview

Vehicle Identification Number (VIN) [REDACTED]
Report Creation Date 2020-09-23 10:59:04 EDT

Vehicle Configuration Property

Make	GMC
Model	Acadia
Model Year	2020
Rear Differential Clutch Control Module Version	0501
Headlamp Type	Halogen (T4A TT4)
Liftgate Type	Hands-Free Liftgate (TC2)
Radio Type	Radio (IOU)
Telematics Communication Interface Control Module Version	11 (Telematics Communications Platform, 4 Connectors)
Seat Memory Control Module Version	0635
Engine Identifier	3.6L (LGX)

System Information Property

VCI Serial Number	MDI 2: 88726727
Vehicle Session Creation Date	2020-09-23 08:43:47
Test Start Time	2020-09-23 10:58:47 EDT

Control Module Name	Control Module Status	DTC Count	DLC Pin
Engine Control Module	No DTCs Stored	0	6,14
Transmission Control Module	No DTCs Stored	0	6,14
Electronic Brake Control Module	No DTCs Stored	0	6,14
Brake System Control Module	No Communication	0	6,14
Power Steering Control Module	No DTCs Stored	0	6,14

Suspension Control Module	No Communication	0	12,13
Body Control Module	No DTCs Stored	0	6,14
Serial Data Gateway Module - Processor 1	No DTCs Stored	0	6,14
Serial Data Gateway Module - Processor 2	No DTCs Stored	0	1
Inflatable Restraint Sensing and Diagnostic Module	No DTCs Stored	0	1
Passenger Presence Module	No DTCs Stored	0	1
Instrument Cluster	No DTCs Stored	0	1
HVAC Controls	No DTCs Stored	0	1
Video Processing Control Module	No DTCs Stored	0	1
Radio	No DTCs Stored	0	6,14
Amplifier	No DTCs Stored	0	1
Telematics Communication Interface Control Module	No DTCs Stored	0	6,14
HVAC Control Module	No DTCs Stored	0	1
Liftgate Control Module	No DTCs Stored	0	1
Seat Memory Control Module - Driver	No DTCs Stored	0	1
Keyless Entry Control Module	No DTCs Stored	0	1
Side Object Sensor Module - Left	No DTCs Stored	0	1
Parking Assist Control Module	No DTCs Stored	0	1
Frontview Camera - Windshield	No DTCs Stored	0	6,14
Steering Column Lock Control Module	No Communication	0	1
Forward Range Radar Sensor - Long Range	No Communication	0	3,11
Rear Drive Control Module	No Communication	0	6,14

No DTCs Stored



AGREEMENT NUMBER

--

CUSTOMER INFORMATION

CUSTOMER'S NAME [REDACTED]					
CUSTOMER'S STREET ADDRESS [REDACTED]				CITY Bronx	
STATE NY	ZIP CODE 10451	CUSTOMER'S PHONE [REDACTED]		CUSTOMER'S EMAIL ADDRESS [REDACTED]	
YEAR 2020	MAKE GMC	MODEL ACADIA DENALI	VEHICLE IDENTIFICATION [REDACTED]		
ODOMETER READING 3540	AGREEMENT PURCHASE DATE 11/5/2020	VEHICLE IN-SERVICE DATE 7/3/2020	SALESPERSON NAME		
SELLING DEALER NAME General Motors Customer Assistance			ADDRESS 100 Renaissance Center Drive		
CITY Detroit		STATE MI	ZIP CODE 48265	PHONE NUMBER (866) 790-5600	FAX NUMBER
LIENHOLDER (NEEDED ONLY WHEN AGREEMENT IS INCLUDED WITH VEHICLE FINANCING)					

PROGRAM INFORMATION

AGREEMENT TERM: 36 MONTHS 36000 MILES AGREEMENT COST: \$ 850

YOUR AGREEMENT EXPIRES ON 11/4/2023
 OR WHEN YOUR VEHICLE'S ODOMETER READS 39540
 OR WHEN ALL SERVICES LISTED ON THE VEHICLE MAINTENANCE
 SERVICES CHECKLIST HAVE BEEN REDEEMED
 (WHICHEVER OCCURS FIRST)

MAINTENANCE PACKAGE
PPMPlus

SERVICES SCHEDULE
Normal Schedule1

ACKNOWLEDGEMENT

Purchaser acknowledges that the service must be performed at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any Chevrolet, Buick, GMC, Cadillac dealer. Purchase of this Pre-Paid Vehicle Maintenance **Agreement** is not required in order to obtain **Vehicle** financing. Incidental or consequential damage or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use, and/or commercial loss and punitive damage is expressly excluded.

CUSTOMER SIGNATURE _____

AUTHORIZED SELLING DEALER REPRESENTATIVE _____ DATE 11/5/2020

The definition of "**We, Us and Our**" used frequently throughout the Pre-Paid Vehicle Maintenance **Agreement** is defined as AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072. Please refer to the Pre-Paid Vehicle Maintenance **Agreement** for additional definitions.

Our obligations and the performance to **You** under this **Agreement** are guaranteed and insured by a policy issued by Wesco Insurance Company (a California approved Insurance Company), 59 Maiden Lane, 43rd Floor, New York, NY 10038, (877) 528-7878. If a covered service is not paid within sixty (60) days (except Arizona thirty (30) days) after proof of maintenance has been filed, **You** may file a claim directly with Wesco Insurance Company. Please call (866) 505-4048 for instructions.

Florida residents, the Pre-Paid Vehicle Maintenance **Agreement** Obligor/Provider and **Administrator** is WESCO INSURANCE COMPANY, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 327-5818, LICENSE #01913.

PRE-PAID VEHICLE MAINTENANCE AGREEMENT

DEFINITIONS

The following definitions apply to words frequently used in this Pre-Paid Vehicle Maintenance Agreement and appear in **Bold Faced Type**:

Agreement – Means this Pre-Paid Vehicle Maintenance Agreement which **You** have purchased from **Us**.

You, Your – Means the customer identified on the **Registration Page**.

We, Us, Our – Means the party obligated to fulfill the services of this Agreement, as shown on the **Registration Page**.

Administrator – Means AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072, unless otherwise stated on the **Registration Page**.

Registration Page – Means Page 1 of this Agreement that identified information about **You**, the **Selling Chevrolet, Buick, GMC, Cadillac Dealer**, the **Agreement Term** and the covered **Vehicle**.

Selling Chevrolet, Buick, GMC, Cadillac Dealer – Means the authorized dealer from whom **You** purchased the **Vehicle** described on the **Registration Page** and who sold **You** this Agreement.

Maintenance Package – Means the list of services purchased by **You** for **Your Vehicle** as stated in this Agreement and as shown on the **Registration Page**.

Vehicle – Means the **Vehicle** described on the **Registration Page**.

COVERAGE TERMS

THIS PRE-PAID VEHICLE MAINTENANCE AGREEMENT IS BETWEEN YOU AND US. ALL AGREEMENT SERVICES WILL BE PERFORMED BY AND PAID FOR BY THE SELLING OR ANY CHEVROLET, BUICK, GMC, CADILLAC DEALER. THIS AGREEMENT IS NOT AN INSURANCE POLICY, NOR SHOULD ANYTHING WITHIN THIS AGREEMENT BE CONSTRUED AS AN AGREEMENT TO PROVIDE INSURANCE.

Your Vehicle may require additional services that are not provided under this Agreement. Please refer to **Your Vehicle's** owner's manual for recommended services and intervals.

1. This Agreement is valid only for the **Vehicle** identified on the **Registration Page**.
2. The services provided in the **Maintenance Package** under this Agreement are available only at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any authorized Chevrolet, Buick, GMC, Cadillac dealer.
3. Parts, oil, fluids and lubricants used shall not deviate from quality types or quantities used by the manufacturer when the **Vehicle** was delivered new.
4. Genuine AC Delco / GM parts will be used where applicable unless otherwise authorized by **You**.
5. Shop and environmental fees are included.

WHAT IS COVERED

MAINTENANCE PACKAGES

PREPAID MAINTENANCE	PREPAID MAINTENANCE PLUS
Engine Oil & Filter Change *Tire Rotation	Engine Oil & Filter Change *Tire Rotation See Vehicle Maintenance Services Checklist herein for additional items included in your purchase. The Vehicle Maintenance Services Checklist contains each of the maintenance services included in your package. You are entitled only to those maintenance services based on the number of times they are listed.

*Some vehicles are equipped with unidirectional tires that cannot be rotated. These vehicles will not be charged for Tire Rotation maintenance services.

SERVICES SCHEDULES

Engine Oil, Filter Change and Tire Rotation services listed in the **Maintenance Package** selected are recommended based on the Schedule shown on the **Registration Page** as follows:

SCHEDULE 1: 2 services for every 18 months or 15,000 miles.

SCHEDULE 2: 3 services for every 18 months or 15,000 miles.

SCHEDULE 3: 5 services for every 18 months or 15,000 miles.

NOTE: Many **Vehicles** are equipped with an engine oil life system that calculates engine oil life based on vehicle and, on most **Vehicles**, display a message when it is necessary to change the engine oil and filter.

TERM OF PROGRAM

For **Vehicles** with manufacturer prepaid maintenance, **Agreement** expiration is measured in time from the **Vehicle's** in-service date and expiration mileage is reached when the **Vehicle's** odometer reaches the term miles shown on the **Registration Page**. Maintenance services provided by the manufacturer will not be reimbursed under the terms of this Agreement. The term of this Agreement runs concurrent with and may extend beyond the manufacturer prepaid maintenance based on the term selected.

For **Vehicles** that have not and/or do not have manufacturer prepaid maintenance, this Agreement begins on the Agreement Purchase Date and Odometer Mileage at Agreement Purchase Date. Expiration is measured in time from the Agreement Purchase Date and expiration mileage is derived by adding term miles as shown on the **Registration Page** to the Odometer Mileage at Agreement Purchase Date.

DEALER STATUS

In the event that the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** goes out of business or is unable to perform the services purchased, **You** may go to an alternate Chevrolet, Buick, GMC, Cadillac dealer. **You** may contact the **Administrator** for assistance in locating an alternate Chevrolet, Buick, GMC, Cadillac dealer to perform **Your** services. If the **Administrator** is unable to locate such a facility then **We** will reimburse **You**, the customer, reasonable and customary charges for services once proof of service has been received. Proof of service must be in the form of a receipt from a licensed service facility.

TRANSFER OF YOUR AGREEMENT

- a. **Your Agreement** is transferable to the person **You** sell or otherwise transfer **Your Vehicle** to while this **Agreement** is still in force. This **Agreement** cannot be transferred if the title transfer of **Your Vehicle** passes through an entity other than the subsequent buyer, or **Your Vehicle** is sold or traded to a dealership, leasing agency or entity/individual in the business of selling vehicles. This **Agreement** can only be transferred once and the transfer must be made by the original **Agreement** Holder.
- b. To transfer, the following must be submitted to the **Administrator** within 30 days of the change of ownership to a subsequent individual purchaser:
 - A copy of **Your Registration Page**;
 - A completed transfer form; with
 - Name and Address of new owner, date of sale to new owner, current mileage; and
 - \$50.00 Transfer Fee (\$40.00 Florida Only) made payable to the **Administrator**.
- c. Any remaining manufacturer's warranty must also be transferred at the same time as **Vehicle** ownership transfer, if applicable.

CANCELLATION OF YOUR AGREEMENT

- a. **You** may cancel this **Agreement** at any time, including when a loss of the **Vehicle** occurs or when **You** sell **Your Vehicle** without transfer of this **Agreement**. To cancel, **You** must submit a written request to the selling dealer or the **Administrator**. If **You** cancel this **Agreement**, it will not be reinstated. An odometer or notarized statement indicating the odometer reading on the date of the request will be required. This **Agreement** can only be cancelled by the original **Agreement** Holder.
- b. **We** may cancel this **Agreement** for non-payment of the **Agreement** cost, or for misrepresentation in the submission of a maintenance service redemption. **We** may cancel this **Agreement** if **Your Vehicle** is found to be modified in a manner not recommended by the manufacturer.
- c. If **Your Vehicle** and this **Agreement** have been financed, the lienholder shown on the **Registration Page** may cancel this **Agreement** for non-payment (except in the states of Utah, Washington and Wyoming), or if **Your Vehicle** is declared a total loss or is repossessed.
- d. If this **Agreement** is cancelled within the first sixty (60) days and no maintenance services have been redeemed, **We** will refund the entire **Agreement** cost paid. If this **Agreement** is cancelled after the first sixty (60) days or any maintenance services have been redeemed, **We** will refund an amount of the **Agreement** cost according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date coverage begins, less a fifty dollar (\$50.00) administrative fee and less any maintenance services redeemed. In the event of cancellation, the lienholder (if any) will be named on a cancellation refund check as their interest may appear.

EXCLUSIONS

This **Agreement** will only cover those services listed under the **Maintenance Package** section based on the level selected that is indicated on the **Registration Page** of this **Agreement**. This **Agreement** does not cover any other maintenance items or services, nor will this **Agreement** pay for:

1. **Maintenance services performed by anyone other than the Selling or any Chevrolet, Buick, GMC, Cadillac dealer.**
2. **Any item not specifically listed on this Agreement for the Maintenance Package purchased as identified on the Registration Page and as detailed on the Vehicle Maintenance Services Checklist.**
3. **Any mechanical breakdowns, repairs, adjustments, alignments, improvements or upgrades of any kind.**
4. **Any costs You may incur for consequential or secondary damages; personal expenses; any parts, items, labor or fluids not listed.**
5. **Liability for damage to property or injury to, or death of any person arising out of the operation, maintenance, shipment, storage or use of the Vehicle whether or not related to the maintenance services or coverages.**
6. **Any maintenance services in excess of those provided by this Vehicle Maintenance Agreement.**

LIMITS OF LIABILITY

The limit of **Our** liabilities is the services to which **You** would be entitled as listed herein and is the only remedy available to **You** not to exceed the term months/miles shown on the **Registration Page** as described in the Term of Program section of this **Agreement**. Services and related parts must be provided in accordance with the original manufacturer specifications.

ARBITRATION PROVISIONS

READ THE FOLLOWING ARBITRATION PROVISION ("PROVISION") CAREFULLY. IT LIMITS CERTAIN OF YOUR RIGHTS, INCLUDING YOUR RIGHT TO OBTAIN RELIEF OR DAMAGES THROUGH COURT ACTION.

As used in this provision, "You" and "Your" means the person or persons named in this **Agreement**, and all of his/her heirs, survivors, assigns and representatives. And, "We" and "Us" shall mean the Obligor identified on the **Registration Page** and shall be deemed to include all of its agents, affiliates, predecessors in interest, successors and assigns, and any retailer or distributor of its products, and all of the dealers, licensees and employees of any of the foregoing entities.

Please read this arbitration provision ("provision") carefully. It affects Your rights.

Most customer concerns can be quickly and satisfactorily resolved by calling AMT Warranty Corp. at (877) 265-1072. **In the unlikely event that Your matter is not resolved or if We have been unable to resolve a dispute We have with You after attempting to do so informally, You and We each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction.** Arbitration is more informal than a lawsuit in court, it uses a neutral arbitrator instead of a judge or jury, it allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief as a court. **Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted. For any non-frivolous claim that does not exceed \$75,000, We will pay all costs of arbitration.** Moreover, in arbitration You are entitled to recover attorneys' fees to at least the same extent as You would in court. In addition, under certain circumstances (explained below), We will pay You more than the amount of the arbitrator's award and will pay Your attorney (if any) twice his/her reasonable attorneys' fees if the arbitrator awards You an amount that is greater than what We have offered You to settle the dispute.

- (1) We and You agree to arbitrate **all disputes and claims** that arise with respect to the other. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:
 - claims arising out of or relating to any aspect of the relationship, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
 - claims that arose before this or any prior contract (including, but not limited to, claims relating to marketing);
 - claims that are currently the subject of purported class action litigation in which You are not a member of a certified class; and
 - claims that may arise after the termination of this **Agreement**.

Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Agreement, You and We are each waiving the right to a trial by jury or to participate in a class action.** This **Agreement** evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This provision shall survive termination of the **Agreement**.

- (2) A party who intends to seek arbitration must first send to the other, by certified mail, a written notice of dispute ("Notice"). The Notice to Us should be addressed to: Legal Depart., AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095 ("Notice Address"). The Notice must (a) describe the nature and basis of

the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If We and You do not reach an agreement to resolve the claim within 30 days after Notice is received, You or We may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Us or You shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which You or We is entitled. You may contact us to obtain a form to initiate arbitration.

- (3) After We receive notice at the Notice Address that You have commenced arbitration, We will promptly reimburse You for Your payment of the filing fee, unless Your claim is for greater than \$75,000. The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this **Agreement**, and will be administered by the AAA. The AAA Rules are available online at www.adr.org, by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this **Agreement**. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the provision are for the court to decide. Unless We and You agree otherwise, any arbitration hearings will take place in the county of Your billing address. If Your claim is for \$10,000 or less, We agree that You may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If Your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided herein, We will pay all AAA filing, administration, and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of Your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (under the standards set forth in Federal Rule of Civil Procedure 11(b)), payment of all such fees will be governed by the AAA Rules. In such case, You agree to reimburse Us for all monies previously disbursed by Us that are otherwise Your obligation under the AAA Rules. In addition, if You initiate an arbitration in which you seek more than \$75,000 in damages, payment of these fees will be governed by the AAA rules.
- (4) If, after finding in Your favor in any respect on the merits of Your claim, the arbitrator issues You an award that is greater than the value of the last written settlement offer made by Us before an arbitrator was selected, We will:
 - pay You the amount of the award or \$10,000 ("the alternative payment"), whichever is greater; and
 - pay Your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs) that Your attorney reasonably accrues for investigating, preparing, and pursuing Your claim in arbitration ("the attorney premium").If We did not make a written offer to settle the dispute before an arbitrator was selected, You and Your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards You any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within 14 days of the arbitrator's ruling on the merits.
- (5) The right to attorneys' fees and expenses discussed in paragraph (4) supplements any right to attorneys' fees and expenses You may have under applicable law. Thus, if You would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding You that amount. However, You may not recover duplicative awards of attorneys' fees or costs. Although under some laws We may have a right to an award of attorneys' fees and expenses if it prevails in an arbitration, We agree that We will not seek such an award.
- (6) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR/OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both You and We agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this provision is found to be unenforceable, then the entirety of this provision shall be null and void.
- (7) Notwithstanding any provision in this **Agreement** to the contrary, We agree that if We make any future change to this provision (other than a change to the Notice Address) during Your **Agreement**, You may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any such change, You are agreeing that You will arbitrate any dispute between us in accordance with the language of this provision.

SPECIAL STATE REQUIREMENTS/DISCLOSURES

The following Special State Requirements and/or Disclosures apply if this Contract was purchased in one of the following states and supersede any other provision herein.

CALIFORNIA

The **Agreement Administrator** and Obligor is AMT Warranty Corp. California License #0H18143.

Our obligations under this **Agreement** are insured by policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, 800-927-4357. **You** may file a claim with this insurance company if any promise made in this Maintenance **Agreement** has been denied or has not been honored within sixty (60) days after the date the proof of loss was filed. If **You** are not satisfied with the insurance company's response, **You** may contact the California Department of Insurance at (800) 927-4357.

CANCELLATION OF **YOUR AGREEMENT** section is deleted and replaced with the following:

If **You** cancel this **Agreement** within sixty (60) days and no claims have been filed, the entire **Agreement** charge will be refunded. If **You** cancel this **Agreement** within sixty (60) days and have paid or approved claims, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date the **Agreement** begins. If **You** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date the **Agreement** begins, an administrative fee not to exceed the lesser of twenty-five dollars (\$25.00) or 10% of the **Agreement** cost charged will be charged.

If **We** cancel this **Agreement** the cancellation refund will be paid within thirty (30) days of the cancellation and a notice of cancellation will be mailed to **You** listing the reason for cancellation. The **Agreement** ceases to be valid no less than five (5) days after the postmark date of such notice. If **We** cancel this **Agreement** within sixty (60) days, the entire **Agreement** price will be refunded, less any claims paid or approved for payment prior to the cancellation date. After sixty (60) days, **We** may only cancel this **Agreement** for non-payment, fraud, or material misrepresentation. If **We** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Agreement** begins. If **We** cancel this **Agreement**, no administrative fee will be charged. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for coverage under the terms of the **Agreement**.

Under the Arbitration Provision the following is added: This Provision shall inure to the benefit of and be binding on You and Us following exhaustion of Your right to file claims with the Insurance Company and/or the California Department of Insurance ("DOI") as specified on the **Registration Page**. However, if You choose to forego Your right to file Your claims with the Insurance Company and the DOI, You waive those rights and this Provision will be enforced and binding. The arbitrators shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal to a court of competent jurisdiction for any such error. Reference to the Federal Arbitration Act in the Arbitration Provision of this **Agreement** shall be replaced with the following citation: CAA (CCP § 1280 et seq). The reference to the class action waiver is hereby stricken from the ALL CAPS portion of the Arbitration Provision in this **Agreement**. The choice of law for all California residents is California. The fee provision in the Arbitration Provision of this **Agreement** shall be amended to include California Code of Civil Procedure, Title 9, Chapter 1 § 1284.3.

VEHICLE MAINTENANCE SERVICES CHECKLIST

EACH SERVICE AVAILABLE UNDER THIS AGREEMENT	MILEAGE WHEN REDEEMED	NAME AND ADDRESS OF SERVICING FACILITY	MECHANIC OR SERVICE MANAGER
	REPAIR ORDER NUMBER		
Service Wheels and tires			
Service Wheels and tires			
Service Wheels and tires			
Service Wheels and tires			
Service Oil and Filter			
Service Oil and Filter			
Service Oil and Filter			
Service Oil and Filter			
Service Wiper Blades			
Service Wiper Blades			
Service Cabin Air Filter			

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) ELECTRONICS FAILURE CAUSING
CAMERA TO FAIL, USB CONNECTION TO FAIL, RADIO TO FAIL

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make CADILLAC Model XT6 Year 2020

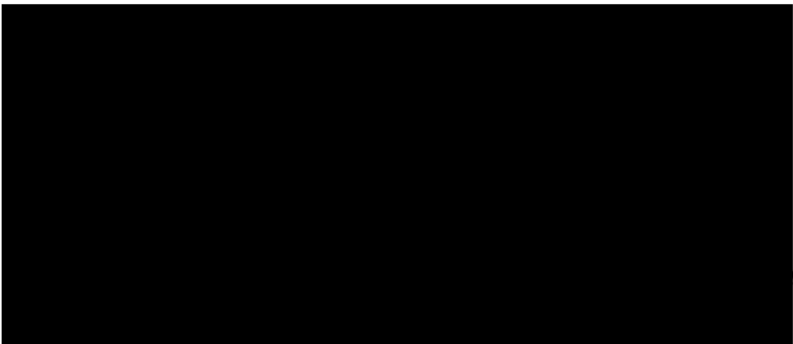
VIN [REDACTED] Date of Delivery 12/9/2019

Name and City/State of selling dealer or leasing company (if applicable)
SUNSET CADILLAC, SARASOTA, FLORIDA

Name and City/State of authorized service agent(s) attempting previous repairs:
SUNSET CADILLAC, SARASOTA, FLORIDA

Consumer Name [REDACTED]
Address SARASOTA, FL [REDACTED]

Home phone [REDACTED]
Work phone [REDACTED]
Signature [REDACTED]
Date Mailed 9-4-2020 ()



UNITED STATES POSTAL SERVICE®

CERTIFIED MAIL®

FOR USE ONLY WITH IMpb SHIPPING LABEL

Label 3800-N, January 2014 PSN 7690-17-000-0906

\$4.05 US POSTAGE
 FIRST-CLASS
 Sep 04, 2020
 Mailed from ZIP 34238

10568651

062S0010389414

Stamps
 endicia

USPS FIRST-CLASS



B051

0023

SHIP TO: General Motors
 PO BOX 33169
 DETROIT MI 48232-5169

09/21/20

STATE

Customer Name: [REDACTED]
[REDACTED]

Y,M,M:2020 Cadillac XT6

Lawsuit:NA

Date on Demand/Complaint Letter:

In-Service Date:

CAM: [REDACTED]

P: [REDACTED]

E: [REDACTED]@gm.com

BRM: [REDACTED]

P: [REDACTED]

E: [REDACTED]

Cadillac BRM: [REDACTED]

P: [REDACTED]

E: [REDACTED]

Legal Assistant

Name: [REDACTED]

Email: [REDACTED]

P#: [REDACTED]

VIN Scan Completed

Comments: Previous SR's Found:

[REDACTED] TAC US
Open/Closed:1/23/2020-2/2/2020
Concern:Backup Camera inop at times
Resolution: Advised of 19-NA-269 and replace the rear camera

[REDACTED] SPAC
Open/Closed:2/13/2020
Concern:Parts #: 84483315 and Control # [REDACTED]
Resolution:Open

[REDACTED] TAC US
Open/Closed:3/4/2020-3/29/2020
Concern:No Rear Camera/ and no 360 cameras
Resolution:•would follow the codes in the VPCM
•check connector x3 at the VPCM
•substitute known good cables from the EL-52552 kit to help locate the concern
•like case replaced VPCM for this issue

[REDACTED] DBC Service-Global Warranty
Open/Closed:4/22/2020-4/24/2020
Concern:Error 68 Rej JC 619601

Resolution:Causal part is attached to labor code 3450120, Parts # [REDACTED]

[REDACTED] TAC US
Open/Closed:5/26/2020-8/24/2020

Concern:Backup Camera inop at times
Resolution:at this point the concern is most likely in a coax cable, please follow Document ID [REDACTED] and test the coax cables

[REDACTED] SPAC
Open/Closed:6/24/2020-6/26/2020

Concern:part inquiry
Resolution:dma sks eta on part going thru engineering changes
csr adv no firm eta, possible solution on vin-send to partech-no idea if up asm avail w/o case being escalated to partech.

[REDACTED] CCC - Cadillac CAC Tier 2
Open/Closed:8/20/2020-9/1/2020

Concern:Repeat Electrical / Radio issue / trade in
Resolution:Customer seeks to get out of the vehilce due to all the past issues. Down for almost a month. Their is no buy back. Vehicle will be repaired under warranty.

[REDACTED] FL- BBB Case
Open/Closed:9/3/2020-Open

Concern:FL- BBB Case
Resolution:

Open Recalls- No
Branded Title/ Warranty Block – No
Previous Goodwill-No

Selling Dealer Name:
BAC:
A:
P:
F:

CEM:
E:

SM:
E:

FOR BRC USE ONLY
DMA:
P:
E:

Servicing Dealer:
BAC:
A:
P:
F:

CEM:
E:

SM:

E:

FOR BRC USE ONLY

DMA:

P:

FOR BRC USE ONLY

<<NAME>> /BRC Legal / ATX /<<Extension>> /L1

Edmunds:

MSRP:

Color:

Bought New/Used:

Mileage @ Purchase:

Current Mileage:

client zip:

ROs from GWM

LAW OFFICES OF STEVEN VEINGER, P.A.
The Lemon Law Attorneys

3104 E. Camelback Rd. #2343
Phoenix, AZ 85016
Phone (480) 757-5488
Fax (877) 575-9666
ten@thelemonlawattorneys.com

September 16, 2020

General Motors LLC
Attn: BRC Legal
P.O. Box 33169
Detroit, MI 48232-5169

Re:

[REDACTED]

2020 Cadillac XT6

[REDACTED]

Dear Sir/Madam:

Please be advised that this office represents the above named individuals regarding claims against General Motors LLC concerning defects with the above listed vehicle. This letter shall serve as notice of Timothy an [REDACTED] claim. At this time, we have been authorized to attempt to resolve this matter without filing a lawsuit by submitting this claim to you.

Our clients have experienced numerous problems with this vehicle. The limited written warranty provides that General Motors LLC or its authorized dealerships will repair or replace all parts found to be defective in factory-supplied materials or workmanship. It is my clients' position that General Motors LLC's inability to repair this vehicle is a violation of the Arizona Lemon Law and Magnuson-Moss Warranty Act. As such, our clients respectfully request that General Motors LLC comply with the above statutes and pay all attorney fees and costs.

Please be further advised that all communication regarding this matter must be directed to my office. This offer and all its contents are for settlement purposes only. Thank you for your time and attention. I look forward to hearing from you.

Very truly yours

Law Offices of Steven Veinger, P.A.

[REDACTED]

Steven Veinger

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type. See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
 [Redacted]

2 Business name/disregarded entity name, if different from above
Law Offices of Steven Veinger, P.A.

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

Individual/sole proprietor or single-member LLC C Corporation S Corporation Partnership Trust/estate

Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

Other (see instructions) ▶ _____

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
 [Redacted]

Requester's name and address (optional)

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
					-				
or									
Employer identification number									

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ▶ [Redacted] Date ▶ 1/4/2021

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.

CUSTOMER #: [REDACTED]

WARRANTY



7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		51/51	T6997	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 14AUG19			CASH	14AUG19
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
11:00 01AUG19	16:53 14AUG19						

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

A CUSTOMER STATES THE LIGHTS ON THE INSIDE OF THE LIFTGATE AS WELL AS THE BUTTONS AROUND THE QUEUE SCREEN DO NOT TURN OFF AFTER VEHICLE HAS BEEN SHUT OFF

CAUSE: INSPECT AND TEST REAR CARG LIGHTING SYSTEM SHORT IN BCM MODULE
TAC CASE# [REDACTED] WITH ENGINEERING CHRIS CRUMBLE

BODY BODY AND ACCESSORY

405	WC	11.10			1453.77	1453.77
1	13518593	F-(S)MODULE		158.00	158.00	158.00
			7946	15800	TPARTS	
			34410	145377	TLABOR	

TECH: 405 ACTUAL HRS.: 11.15 SOLD HRS.: 11.10

SALE-LBR: 1453.77 PTS: 158.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 1611.77
COST-LBR: PTS: 79.46 MSC: 0.00 LUB: 0.00 SUB: 0.00

51 INSPECT AND TEST REAR CARG LIGHTING SYSTEM SHORT IN BCM MODULE
TAC CASE# [REDACTED] WITH ENGINEERING CHRIS CRUMBLE 5410030 11.10
REPLACED Body Control Module AND PROGRAMMED WITH SPS CODE#0SYN24513127
AND PROGRAMMED KEYS FDYN24519444 AND SET UP BCM MODULE
CODE#FDYN24521252 ST TIME OR OLN WORKING WITH CHRIS CRUMBLE ENGINEERING
REMOVING TRIM AND WIRE - CIRCUIT TESTING POWER GROUNDS CHECKING
CONNECTIONS AND CONNECTOR

C CUSTOMER STATES PASSENGERS SIDE 3RD ROW ROOF VENTR RATTLES WHILE DRIVING

CAUSE: INSPECT AN DTEST FOUND RIGHT REAR Radio Quarter Speaker RATTILING
BODY BODY AND ACCESSORY

405	WC	1.50			196.46	196.46
			0	0	TPARTS	
			4650	19646	TLABOR	

TECH: 405 ACTUAL HRS.: 1.48 SOLD HRS.: 1.50

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

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

CUST. SIGN _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY

COULTER MOTOR COMPANY TEMPE

7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED]

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELI: [REDACTED]

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		51/51	T6997	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 14AUG19			CASH	14AUG19
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
11:00 01AUG19	16:53 14AUG19						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL				
SALE-LBR:	196.46	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	196.46
COST-LBR:		PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00		

51 INSPECT AN DTEST FOUND RIGHT REAR Radio Quarter Speaker RATTLING
3422100 1.50 REMOVED REAR TRIM AND FOUND Radio Quarter Speaker LOOSE
MAKING NOISE ADJUST SPEAKER

COMPANY NAME	FWS	MAINTENANCE PROGRAM
COMPANY PHONE		
POLICY NUMBER	TBD	TBD.INS3
POLICY TERM	72	72
EFFECTIVE DATE	31 JUL 2019	31 JUL 2019
DEDUCTIBLE	100.00	0.00
MILEAGE LIMIT		
BEGIN MILES	15	15
END MILES	100000	
COMPONENTS		

TECH: 405 ACTUAL HRS.: 12.63 SOLD HRS.: 12.6

SALE-LBR:	1650.23	PTS:	158.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	1808.23
COST-LBR:		PTS:	79.46	MSC:	0.00	LUB:	0.00	SUB:	0.00		

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-02-19	15:19	16:58	1.65	W	405	A	
	17:03	18:25	1.37	DW	405	A	
08-06-19	07:34	09:55	2.35	DW	405	A	
	09:55	10:14	0.31	DW	405	A	
08-07-19	08:18	10:33	2.25	DW	405	A	
08-09-19	10:17	10:52	0.59	DW	405	A	
	11:10	11:56	0.76	DW	405	A	
08-14-19	08:01	09:21	1.33	W	405	C	

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

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

CUST. SIGN _____ DATE _____

WARRANTY COPY

CUSTOMER #: [REDACTED]

WARRANTY

COULTER MOTOR COMPANY TEMPE

7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED]

PAGE 3

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		51/51	T6997

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 14AUG19			CASH	14AUG19

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
11:00 01AUG19	16:53 14AUG19	SOLD-STK: CX60001 ENG: 3.6 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		09:21	09:21	0.00	W	405	A
		13:52	14:40	0.80	DW	405	A
		14:44	15:48	1.07	W	405	A
		15:48	15:57	0.15	W	405	C
		16:16	16:16	0.00	W	405	A
		16:16	16:17	0.01	W	405	B
		16:17	16:17	0.00	W	405	C

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	165023	39060		480	15800	7946	
263	180823	*****					

COST, SALE, & COMP TOTALS 47006 180823 0

DESCRIPTION	TOTALS
LABOR AMOUNT	1650.23
PARTS AMOUNT	158.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. SUPPLIES	0.00
TOTAL CHARGES	1808.23
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1808.23

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

CUST. SIGN. _____ DATE _____

WARRANTY COPY

CUSTOMER #: [REDACTED]

WARRANTY



7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		3774/3774	T6202	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	POND.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00	16JAN20		CASH	16JAN20
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
08:14	16JAN20	13:54	16JAN20				

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

A CUSTOMER STATES CAMERAS WILL NOT SHOW INTERMITTENTLY AND SHOWS BLACK ON THE SCREEN WITH ERROR ICON HAPPENS DAILY SOP IN BODY BODY AND ACCESSORY							
	405	WC		0.00		0.00	0.00
					0	0	TPARTS
					0	0	TLABOR

TECH: 405 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

3774 SEE RO 571355 FOR REPAIR

B CUSTOMER STATES WHILE DRIVING USUALLY ON ROUGH ROADS THERE IS A RATTLE NOISE HEARD IN THE DRIVER SIDE B PILLAR WHERE THE SEATBELT ADJUSTER SOP IN CAUSE: LEFT FRONT Center Pillar Upper Trim Panel RATTKING AND COME APART							
BODY BODY AND ACCESSORY							
	405	WC		0.30		39.29	39.29
	1	84710031	F-PANEL		123.92	123.92	123.92
					6232	12392	TPARTS
					930	3929	TLABOR

TECH: 405 ACTUAL HRS.: 1.11 SOLD HRS.: 0.30

SALE-LBR: 39.29 PTS: 123.92 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 163.21
 COST-LBR: PTS: 62.32 MSC: 0.00 LUB: 0.00 SUB: 0.00

3774 LEFT FRONT Center Pillar Upper Trim Panel RATTKING AND COME APART 1041640 0.30 REPLACED FRONT LEFT Center Pillar Upper Trim Panel

C CMC LOANER

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

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

CUST. SIGN. _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY

COULTER MOTOR COMPANY TEMPE

7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED]

PAGE 2

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		3774/3774	T6202	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	POND.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00	16JAN20		CASH	16JAN20

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:
08:14 16JAN20	13:54 16JAN20	SOLD-STK: CX60001 ENG: 3.6 LITER DOHC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		RENT	RENTAL VEHICLE				
		405	WC	0.00		0.00	0.00
					0	0	TPARTS
					0	0	TLABOR

TECH: 405 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

D CUSTOMER STATES CENTER CONSUL THAT IS SQUEAKY WHEN ANY WEIGHT IS PUT ON IT

CAUSE: Front Floor Console Armrest MAKE NOISE
BODY BODY AND ACCESSORY

405 WC 0.30 39.29 39.29

0 0 TPARTS
930 3929 TLABOR

TECH: 405 ACTUAL HRS.: 0.37 SOLD HRS.: 0.30

SALE-LBR: 39.29 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 39.29
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

3774 Front Floor Console Armrest MAKE NOISE 1034330 0.30 REMOVED AND INSOLATE Front Floor Console Armrest

COMPANY NAME	FWS	MAINTENANCE PROGRAM
COMPANY PHONE		
POLICY NUMBER	TBD	TBD.INS3
POLICY TERM	72	72
EFFECTIVE DATE	31 JUL 2019	31 JUL 2019
DEDUCTIBLE	100.00	0.00

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

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIRWORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

CUST. SIGN _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY

COULTER MOTOR COMPANY TEMPE

7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED]

PAGE 3

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		3774/3774	T6202	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	POND.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00	16JAN20		CASH	16JAN20

R.O. OPENED DATE CUST. NOTIFIED OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC

08:14 16JAN20 13:54 16JAN20

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

MILEAGE LIMIT

BEGIN MILES 15 15

END MILES 100000

COMPONENTS

TECH: 405 ACTUAL HRS.: 1.48 SOLD HRS.: 0.6

SALE-LBR: 78.58 PTS: 123.92 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 202.50

COST-LBR: PTS: 62.32 MSC: 0.00 LUB: 0.00 SUB: 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-16-20	11:50	12:12	0.37	W	405	D	
	12:12	12:12	0.00	W	405	E	
	12:12	12:12	0.00	W	405	C	
	12:13	12:15	0.03	W	405	B	
	12:15	12:15	0.00	W	405	A	
	12:16	12:23	0.11	W	405	B	
	12:26	13:24	0.97	W	405	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	7858	1860		480	12392	6232	
263	20250	*****					

COST, SALE, & COMP TOTALS 8092 20250 0

DESCRIPTION	TOTALS
LABOR AMOUNT	78.58
PARTS AMOUNT	123.92
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. SUPPLIES	0.00
TOTAL CHARGES	202.50
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	202.50

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

CUST. SIGN. _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY



7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ

PAGE 1

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		8272/8272	T6415	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 24JUN20			CASH	26JUN20
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
09:14 24JUN20	08:00 26JUN20						

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

A CUSTOMER STATES INTERMITTENTLY CAMERA WAS A NO PICTURE IN UP HERE
 BLACK SOMETIMES CAMERA WILL COME ON FOR A BRIEF MOMENT AND THEN
 GO TO A BLACK SCREEN

CAUSE: INSPECT AND TEST FOUND DTC B395A-08 TEST AND FOUND INTERNAL
 RADIO CIRCUIT FAILURE
 BODY BODY AND ACCESSORY

405	WC	2.30				301.23	301.23
			0	0	TPARTS		
			7130	30123	TLABOR		

TECH: 405 ACTUAL HRS.: 4.15 SOLD HRS.: 2.30

SALE-LBR: 301.23 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 301.23
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

8272 INSPECT AND TEST FOUND DTC B395A-08 TEST AND FOUND INTERNAL
 RADIO CIRCUIT FAILURE 3420840 2.30 REPLACED RADIO AND PROGRAM
 CODE#80YN44119420 AND USB CODE#80ZN44119619

B LOANER VEHICLE PROVIDED BY COULTER MOTOR CO.
 LOANER LOANER VEHICLE PROVIDED BY COULTER MOTOR
 CO.

405	WC	0.00				0.00	0.00
			0	0	TPARTS		
			0	0	TLABOR		

TECH: 405 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

D CAMPAIGN/RECALL #N192216311~Customer May Be Able To Shift Out Of Park
 With Expired Latent Fault Mode Counter - Exp. W/Base Warranty

<p>ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.</p> <p>I HEREBY AUTHORIZE THE ABOVE REPAIRWORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.</p> <p>AS IS</p> <p>The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.</p> <p>TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.</p>	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. SUPPLIES	
	TOTAL CHARGES	
	DISCOUNT	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUST. SIGN _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY

COULTER MOTOR COMPANY TEMPE

7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		8272/8272	T6415	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 24JUN20			CASH	26JUN20
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
09:14 24JUN20	08:00 26JUN20						

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

CAUSE: N192216311: SERVICE UPDATE - CUSTOMER MAY BE ABLE TO SHIFT OUT OF PARK WITH EXPIRED LATENT FAULT MODE COUNTER - (FEB 3, 2020)							
CAMP CAMPAIGN/RECALL #							
	405	WC	0.30			39.29	39.29
				0	0	TPARTS	
				930	3929	TLABOR	

TECH: 405 ACTUAL HRS.: 0.90 SOLD HRS.: 0.30

SALE-LBR: 39.29 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 39.29
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

8272 N192216311: SERVICE UPDATE - CUSTOMER MAY BE ABLE TO SHIFT OUT OF PARK WITH EXPIRED LATENT FAULT MODE COUNTER - (FEB 3, 2020) 9104813 0.30

CAMPAIGN COMPLETED

ENGINE CONTROL MODULE REPROGRAMMING WITH SPS CODE#11YN44036148 AND SET UP CODE#FDYN44036585

COMPANY NAME FWS MAINTENANCE PROGRAM
 COMPANY PHONE
 POLICY NUMBER TBD TBD.INS3
 POLICY TERM 72 72
 EFFECTIVE DATE 31 JUL 2019 31 JUL 2019
 DEDUCTIBLE 100.00 0.00
 MILEAGE LIMIT
 BEGIN MILES 15 15
 END MILES 100000
 COMPONENTS

TECH: 405 ACTUAL HRS.: 5.05 SOLD HRS.: 2.6

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

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

CUST. SIGN _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY

COULTER MOTOR COMPANY TEMPE

7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ

PAGE 3

HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		8272/8272	T6415	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 24JUN20			CASH	26JUN20
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:					
09:14 24JUN20	08:00 26JUN20	SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL					
SALE-LBR:		340.52	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	340.52
COST-LBR:			PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00		

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-24-20	10:14	10:14	0.00	W	405	A	
	10:14	11:08	0.90	W	405	D	
	11:08	11:27	0.32	W	405	A	
	11:27	11:44	0.28	DW	405	A	
06-25-20	12:07	13:30	1.38	W	405	A	
	13:51	14:11	0.33	W	405	A	
	14:11	16:01	1.84	DW	405	A	
	16:01	16:01	0.00	W	405	B	
	16:01	16:02	0.01	W	405	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	34052	8060		263	34052	*****	

COST, SALE, & COMP TOTALS 8060 34052 0

DESCRIPTION	TOTALS
LABOR AMOUNT	340.52
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. SUPPLIES	0.00
TOTAL CHARGES	340.52
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	340.52

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

CUST. SIGN _____ DATE _____

CUSTOMER #: [REDACTED]

[REDACTED]

COULTER MOTOR COMPANY TEMPE

7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ

PAGE 1

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		8664/8664	T6585	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		18:00 17JUL20			CASH	23JUL20
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
08:02 17JUL20	07:47 23JUL20						

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

A CUSTOMER STATES INTERMITTENTLY CAMERA WITH NO PICTURE WILL APPEAR
BLACK SOMETIMES CAMERA WILL COME ON FOR A BRIEF MOMENT AND THEN
GO TO A BLACK SCREEN USUALLY HAPPENS DAILY

CAUSE: GM ENGINEERING TEST SYSTEM FOUND CONNECTOR X219 PIN TENSION
LOOSE

BODY BODY AND ACCESSORY
405 WC 1.60

209.55 209.55

0 0 TPARTS
4960 20955 TLABOR

TECH: 405 ACTUAL HRS.: 1.93 SOLD HRS.: 1.60

SALE-LBR: 209.55 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 209.55
COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

8664 GM ENGINEERING TEST SYSTEM FOUND CONNECTOR X219 PIN TENSION
LOOSE 5430860 1.60 REPAIRED X219 VIDEO CABLE CONNECTOR END INCREASED
TENSION OLH FOR TESTING AND REMOVING TRIM FOR REPAIR NO WIRE GRID FOR
NEW 2020 VEHICLES

B LOANER VEHICLE PROVIDED BY COULTER MOTOR CO.

CAUSE: F

LOANER LOANER VEHICLE PROVIDED BY COULTER MOTOR
CO.

405 WC 0.00

0.00 0.00

0 0 TPARTS
0 0 TLABOR

TECH: 405 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

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

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

CUST. SIGN. _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY

COULTER MOTOR COMPANY TEMPE

7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ

PAGE 2

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		8664/8664	T6585

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		18:00 17JUL20			CASH	23JUL20

R.O. OPENED: [REDACTED] DATE CUST. NOTIFIED: [REDACTED] OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC

08:02 17JUL20 07:47 23JUL20

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

COMPANY NAME FWS MAINTENANCE PROGRAM
 COMPANY PHONE
 POLICY NUMBER TBD TBD.INS3
 POLICY TERM 72 72
 EFFECTIVE DATE 31 JUL 2019 31 JUL 2019
 DEDUCTIBLE 100.00 0.00
 MILEAGE LIMIT
 BEGIN MILES 15 15
 END MILES 100000
 COMPONENTS

TECH: 405 ACTUAL HRS.: 1.93 SOLD HRS.: 1.6

SALE-LBR: 209.55 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 209.55
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-22-20	10:11	10:51	0.67	W	405	A	
	10:51	11:11	0.33	DW	405	A	
	14:28	15:15	0.78	DW	405	A	
	15:15	15:15	0.00	W	405	B	
	15:16	15:16	0.00	W	405	C	
	15:16	15:25	0.15	W	405	A	

ACCOUNT SALE COST CONTROL ACCOUNT SALE COST CONTROL
 462 20955 4960 263 20955 *****

COST, SALE, & COMP TOTALS 4960 20955 0

DESCRIPTION	TOTALS
LABOR AMOUNT	209.55
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. SUPPLIES	0.00
TOTAL CHARGES	209.55
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	209.55

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

CUST. SIGN _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY



7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ

PAGE 1

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		8748/8749	T3312	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 27JUL20			CASH	28JUL20
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
09:32 27JUL20	14:33 28JUL20						

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

A CUSTOMER STATES REAR AC CONTROL IS NOT WORKING PLEASE ADVISE
 CAUSE: diag concern, found no dtc's, pi's/bulletins. checked power and ground to aux. hvac control and found connector unplugged from module
 HVAC HVAC CONCERN
 3278 WC 0.50 65.49 65.49
 0 0 TPARTS
 1500 6549 TLABOR

TECH: 3278 ACTUAL HRS.: 0.42 SOLD HRS.: 0.50

SALE-LBR: 65.49 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 65.49
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

8749 diag concern, found no dtc's, pi's/bulletins. checked power and ground to aux. hvac control and found connector unplugged from module 0.50
 re-connect rear hvac harness to module and retested ok.
 5430922 Connector Reconnection

B CUSTOMER STATES VEHICLE SAID ANTI THEFT SYSTEM WHEN DRIVING
 CAUSE: diag concern, found dtc b291b, checked power/ground/serial data circuits and found to be ok. found content theft deterrent module shorted.

DRIVE	DRIVE	LINE	CONCERN				
	3278	WC	1.50			196.46	196.46
1	23249046	F-(S)SWITCH		25.45	25.45	25.45	25.45
1	FRT FREIGHT			14.78	14.78	14.78	14.78
1	13437064	SENSOR		120.08	120.08	120.08	120.08
1	W13437064	AFA		9.06	9.06	9.06	9.06
				8225	15459	TPARTS	
				4500	19646	TLABOR	

TECH: 3278 ACTUAL HRS.: 1.50 SOLD HRS.: 1.50

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

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

CUST. SIGN. _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY

COULTER MOTOR COMPANY TEMPE

7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ

CONT: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		8748/8749	T3312

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 27JUL20			CASH	28JUL20

R.O. OPENED: 09:32 27JUL20 DATE CUST. NOTIFIED: 14:33 28JUL20 OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC

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

SALE-LBR: 196.46 PTS: 154.59 MSC: 14.78 LUB: 0.00 SUB: 0.00 TOTAL 365.83
 COST-LBR: PTS: 82.25 MSC: 14.78 LUB: 0.00 SUB: 0.00

8749 diag concern, found dtc b291b, checked power/ground/serial data circuits and found to be ok. found content theft deterrent module shorted. 1.50 replaced faulty module, upon unplugging components in overhead console, antitheft on/off switch came apart. also replaced faulty switch assembly, cleared dtc and re-tested ok..
 6460380 Theft Deterrent Sensor Replacement

COMPANY NAME	FWS	MAINTENANCE PROGRAM
COMPANY PHONE		
POLICY NUMBER	TBD	TBD.INS3
POLICY TERM	72	72
EFFECTIVE DATE	31 JUL 2019	31 JUL 2019
DEDUCTIBLE	100.00	0.00
MILEAGE LIMIT		
BEGIN MILES	15	15
END MILES	100000	
COMPONENTS		

TECH: 3278 ACTUAL HRS.: 1.92 SOLD HRS.: 2

SALE-LBR: 261.95 PTS: 154.59 MSC: 14.78 LUB: 0.00 SUB: 0.00 TOTAL 431.32
 COST-LBR: PTS: 82.25 MSC: 14.78 LUB: 0.00 SUB: 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-27-20	10:34	10:57	0.38	W	3278	A	
	10:59	11:01	0.04	W	3278	A	
	11:27	11:27	0.00	W	3278	B	

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

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

CUST. SIGN _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY

COULTER MOTOR COMPANY TEMPE

7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PAGE 3

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		8748/8749	T3312	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DE	25JUN19		19:00 27JUL20			CASH	28JUL20
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:					
09:32 27JUL20	14:33 28JUL20	SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
07-28-20		12:45	14:15	1.50	W	3278	B

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	26195	6000		480	15459	8225	
33F	1478	1478		263	43132	*****	

COST, SALE, & COMP TOTALS 15703 43132 0

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

CUST. SIGN. _____ DATE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	261.95
PARTS AMOUNT	154.59
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. SUPPLIES	14.78
TOTAL CHARGES	431.32
DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	431.32

CUSTOMER #: [REDACTED]

WARRANTY



7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		522/522	T6145	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 04SEP19			CASH	06SEP19
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
08:08 04SEP19	15:43 06SEP19						

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

A CUSTOMER STATES CAMERAS WILL NOT SHOW INTERMITTENTLY AND SHOWS BLACK ON THE SCREEN WITH ERROR ICON HAPPENS DAILY
 CAUSE: INSPECT AND TEST REAR VIEW CAMERA FOUND HISTORY DTC B395A -08 , 3A AND 72 SYMPTOM CHECKED ALL CAMERA CONNECTION AND SYSTEM WORKING TO FACTOR
 BODY BODY AND ACCESSORY
 405 WC 1.00 130.97 130.97
 0 0 TPARTS
 3100 13097 TLABOR

TECH: 405 ACTUAL HRS.: 2.64 SOLD HRS.: 1.00

SALE-LBR: 130.97 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 130.97
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

522 INSPECT AND TEST REAR VIEW CAMERA FOUND HISTORY DTC B395A -08 , 3A AND 72 SYMPTOM CHECKED ALL CAMERA CONNECTION AND SYSTEM WORKING TO FACTORY SPECS PERFORMED DOCUMENT ID: [REDACTED] FOR CONNECTOR RECONNECTION 5430922 1.00 PERFORMED REAR CAMERA Connector Reconnection OLH FOR TESTING CIRCUIT AND SYSTEM

B CMC LOANER

RENT RENTAL VEHICLE

405 WC 0.00 0.00 0.00
 0 0 TPARTS
 0 0 TLABOR

TECH: 405 ACTUAL HRS.: 0.02 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

C FORWARD COLLISION SYSTEM REDUCED MESSAGE APPEARS

<p>ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.</p> <p>I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.</p> <p>AS IS</p> <p>The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.</p> <p>TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.</p>	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. SUPPLIES	
	TOTAL CHARGES	
	DISCOUNT	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUST. SIGN. _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY



7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED]

BUS: [REDACTED] CELI [REDACTED] SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		522/522	T6145	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 04SEP19			CASH	06SEP19
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
08:08 04SEP19	15:43 06SEP19						

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

CAUSE: THIS MESSAGE DISPLAYS WHEN FORWARD AUTOMATIC BRAKING OR FRONT AUTOMATIC BRAKING HAS BEEN SET TO THE "ALERT" SETTING. THIS SETTING DISABLES MOST AUTOMATIC BRAKING FUNCTIONS. THIS IS NORMAL OPERATION WHEN THE FORWARD COLLISION SYSTEM SETTING IS SET TO OFF OR ALERT. THIS MESSAGE IS NOT PRESENT WHEN THE FORWARD COLLISION SYSTEM IS SET TO ALERT AND BRAKE

BODY BODY AND ACCESSORY	405	WC	0.30			39.29	39.29
				0	0	TPARTS	
				930	3929	TLABOR	

TECH: 405 ACTUAL HRS.: 1.00 SOLD HRS.: 0.30

SALE-LBR: 39.29 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 39.29
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

522 THIS MESSAGE DISPLAYS WHEN FORWARD AUTOMATIC BRAKING OR FRONT AUTOMATIC BRAKING HAS BEEN SET TO THE "ALERT" SETTING. THIS SETTING DISABLES MOST AUTOMATIC BRAKING FUNCTIONS. THIS IS NORMAL OPERATION WHEN THE FORWARD COLLISION SYSTEM SETTING IS SET TO OFF OR ALERT. THIS MESSAGE IS NOT PRESENT WHEN THE FORWARD COLLISION SYSTEM IS SET TO ALERT AND BRAKE 5419959 0.30 TEST SYSTEM WORKING TO FACTORY SPECS

D CUSTOMER STATES INTERMITTENTLY SPEED LIMIT SIGN APPEARS EVEN WHEN SPEED SIGNS IS NOT SELECTED IN THE DISPLAY SETTINGS AFTER SELECTING AND THEN DESELECTING OPTION SPEED SIGN WILL DISAPPEAR AGAIN HAPPENS DAILY

CAUSE: INSPECT AND TEST DIC CHECKED OWNERS MANUAL TAC CASE [REDACTED] AND COMPARED WITH STOCK UNIT AND IS A NORMAL FEATURE SYSTEM DEFAULTS TO SPE

BODY BODY AND ACCESSORY	405	WC	0.30			39.29	39.29
				0	0	TPARTS	
				930	3929	TLABOR	

<p>ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.</p> <p>I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.</p> <p>AS IS</p> <p>The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.</p> <p>TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.</p>	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. SUPPLIES	
	TOTAL CHARGES	
	DISCOUNT	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUST. SIGN _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY



7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED]

PAGE 3

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		522/522	T6145	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 04SEP19			CASH	06SEP19
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
08:08 04SEP19	15:43 06SEP19						

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

TECH: 405 ACTUAL HRS.: 2.38 SOLD HRS.: 0.30

SALE-LBR: 39.29 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 39.29
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

522 INSPECT AND TEST DIC CHECKED OWNERS MANUAL TAC CASE
 9-5474093046 AND COMPARED WITH STOCK UNIT AND IS A NORMAL FEATURE
 SYSTEM DEFAULTS TO SPEED LIMIT SIGN ON DIC WITH IT UNCHECKED NORMAL
 OPERATION 2069939 0.30 WORKING TO FACTORY SPECS

E CUSTOMER STATES WHILE DRIVING USUALLY ON A ROUGHER ROAD THE REARVIEW
 MIRROR COVER MAKES A RATTLING NOISE
 CAUSE: RATTLE FROM REAR VIEW MIRROR
 DRIVE DRIVE LINE CONCERN

405 WC 0.30 39.29 39.29
 0 0 TPARTS
 930 3929 TLABOR

TECH: 405 ACTUAL HRS.: 0.95 SOLD HRS.: 0.30

SALE-LBR: 39.29 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 39.29
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

522 RATTLE FROM REAR VIEW MIRROR 2050360 0.30 REMOVED AND ISOLATE
 MIRROR ASSEMBLY

F CUSTOMER STATES WHILE DRIVING USUALLY ON ROUGH ROADS THERE IS A
 RATTLE NOISE HEARD IN THE DRIVER SIDE B PILLAR WHERE THE
 SEATBELT ADJUSTER IS
 CAUSE: INSPECT AND TEST RATTLE FROM LEFT CENTER PILLAR UPPER TRIM PANEL
 REMOVED AND FOUND INTERNAL PANEL COME APART
 DRIVE DRIVE LINE CONCERN

405 WC 0.00 0.00 0.00

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

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

CUST. SIGN _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY



7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED]

PAGE 4

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		522/522	T6145

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 04SEP19			CASH	06SEP19

R.O. OPENED [REDACTED] DATE CUST. NOTIFIED [REDACTED] OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC

08:08 04SEP19 15:43 06SEP19

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				0	0	0	0
				0	0	0	0

TECH: 405 ACTUAL HRS.: 1.72 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

522 INSPECT AND TEST RATTLE FROM LEFT CENTER PILLAR UPPER TRIM
PANEL REMOVED AND FOUND INTERNAL PANEL COME APART S.O.P. PART ON ORDER

COMPANY NAME FWS MAINTENANCE PROGRAM
 COMPANY PHONE
 POLICY NUMBER TBD TBD.INS3
 POLICY TERM 72 72
 EFFECTIVE DATE 31 JUL 2019 31 JUL 2019
 DEDUCTIBLE 100.00 0.00
 MILEAGE LIMIT
 BEGIN MILES 15 15
 END MILES 100000
 COMPONENTS

TECH: 405 ACTUAL HRS.: 8.71 SOLD HRS.: 1.9

SALE-LBR: 248.84 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 248.84
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-05-19	11:35	13:43	2.14	W	405	A	
09-06-19	07:12	08:03	0.85	W	405	C	
	08:03	09:00	0.95	W	405	E	
	09:00	10:43	1.72	W	405	F	

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

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

CUST. SIGN _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY

COULTER MOTOR COMPANY TEMPE

7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED] 4
HOME: [REDACTED]

PAGE 5

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		522/522	T6145	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 04SEP19			CASH	06SEP19
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
08:08 04SEP19	15:43 06SEP19						

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
		10:44	10:57	0.22	W	405	D	
		11:03	13:08	2.08	DW	405	D	
		13:08	13:38	0.50	DW	405	A	
		13:39	13:40	0.02	W	405	B	
		13:40	13:49	0.15	W	405	C	
		13:49	13:54	0.08	W	405	D	
		13:55	13:55	0.00	W	405	E	
		13:56	13:56	0.00	W	405	F	
		13:56	13:58	0.04	W	405	G	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	24884	5890		263	24884	*****	

COST, SALE, & COMP TOTALS 5890 24884 0

<p>ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.</p> <p>I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.</p> <p>AS IS</p> <p>The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.</p> <p>TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.</p>	DESCRIPTION	TOTALS
	LABOR AMOUNT	248.84
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. SUPPLIES	0.00
	TOTAL CHARGES	248.84
	DISCOUNT	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	248.84

CUST. SIGN. _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY



7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		688/688	T6250	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 18SEP19			CASH	16JAN20
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
08:10 09SEP19	13:51 16JAN20						

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

A CUSTOMER STATES INTERMITTENTLY REAR CAMERA DOES NOT SHOW HAS A BLACK SCREEN SEEMS TO ONLY OCCUR AFTER JUST A SHORT QUICK TRIPS
 CAUSE: INSPECT AND TEST Video Processing Module CIRCUIT T/CASE REPLACE
 Video Processing Module FOR INTERNAL FAILURE
 BODY BODY AND ACCESSORY
 405 WC 1.60 209.55 209.55
 1 84754345 F-MODULE 575.96 572.62 572.62
 28798 57262 TPARTS
 4960 20955 TLABOR

TECH: 405 ACTUAL HRS.: 3.06 SOLD HRS.: 1.60

SALE-LBR: 209.55 PTS: 572.62 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 782.17
 COST-LBR: PTS: 287.98 MSC: 0.00 LUB: 0.00 SUB: 0.00

688 INSPECT AND TEST Video Processing Module CIRCUIT T/CASE REPLACE
 Video Processing Module FOR INTERNAL FAILURE 3450140 1.60 REPLACED
 Video Processing Module AND PROGRAMMED CODE#6DYN35303776

B CUSTOMER STATES WHEN TRYING TO ACCESS THE FRONT CAMERA FUNCTION WHILE VEHICLES AND DRIVE INTERMITTENTLY CAMERA DOES NOT COME ON
 BODY BODY AND ACCESSORY
 405 WC 0.00 0.00 0.00
 0 0 TPARTS
 0 0 TLABOR

TECH: 405 ACTUAL HRS.: 0.60 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

688 SEE LINE A FOR REPAIR

C CMC LOANER

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

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIRWORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

CUST. SIGN. _____ DATE _____

CUSTOMER #: [REDACTED]

571355



7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

WARRANTY

PHOENIX, AZ [REDACTED]

PAGE 2

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

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		688/688	T6250	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 18SEP19			CASH	16JAN20
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					
08:10 09SEP19	13:51 16JAN20						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	RENT	RENTAL	VEHICLE				
		405	WC	0.00		0.00	0.00
					0	0 TPARTS	
					0	0 TLABOR	

TECH: 405 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
 COST-LBR: PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00

COMPANY NAME FWS MAINTENANCE PROGRAM
 COMPANY PHONE
 POLICY NUMBER TBD TBD.INS3
 POLICY TERM 72 72
 EFFECTIVE DATE 31 JUL 2019 31 JUL 2019
 DEDUCTIBLE 100.00 0.00
 MILEAGE LIMIT
 BEGIN MILES 15 15
 END MILES 100000
 COMPONENTS

TECH: 405 ACTUAL HRS.: 3.66 SOLD HRS.: 1.6

SALE-LBR: 209.55 PTS: 572.62 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 782.17
 COST-LBR: PTS: 287.98 MSC: 0.00 LUB: 0.00 SUB: 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-09-19	08:49	10:18	1.48	W	405	A	
01-16-20	09:40	10:16	0.60	W	405	B	
	10:16	11:50	1.56	DW	405	A	
	12:15	12:16	0.02	W	405	A	

ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.

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

CUST. SIGN _____ DATE _____

CUSTOMER #: [REDACTED]

WARRANTY

COULTER MOTOR COMPANY TEMPE

7780 S. Autoplex Loop
Tempe, AZ 85284
480-940-6000

www.coulter-tempe.com
Service Direct # 480-940-6001

PHOENIX, AZ [REDACTED]

PAGE 3

HOME:

CONT: [REDACTED]

BUS:

CELL: [REDACTED]

SERVICE ADVISOR: 735 MARK TURNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE	TAG	
CRYSTAL WH	20	CADILLAC XT6	[REDACTED]		688/688	T6250	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31JUL19 IS							
31JUL19 DD	25JUN19		19:00 18SEP19			CASH	16JAN20
R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS:					
08:10 09SEP19	13:51 16JAN20	SOLD-STK: CX60001 ENG: 3.6 LITER DOHC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		12:16	12:16	0.00	W	405	B
		12:16	12:16	0.00	W	405	C
		12:16	12:16	0.00	W	405	D

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
462	20955	4960		480	57262	28798	
263	78217	*****					

This investigation document contains the first fifty pages. You may request the full version through NHTSA.ODI.CED@dot.gov. Requests are answered as resources allow and in the order they are received.

COST, SALE, & COMP TOTALS 33758 78217 0

<p>ANY CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS ORDER FOR REPAIRS SHALL BE SETTLED BY ARBITRATION IN MARICOPA COUNTY, STATE OF ARIZONA, IN ACCORDANCE WITH THE COMMERCIAL ARBITRATION RULES OF THE AMERICAN ARBITRATION AND JUDGMENT UPON THE AWARD MAY BE ENTERED IN ANY COURT HAVING JURISDICTION THEREOF.</p> <p>I HEREBY AUTHORIZE THE ABOVE REPAIRWORK TO BE DONE ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.</p> <p>AS IS</p> <p>The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.</p> <p>TERMS: CASH, VISA, MASTERCARD, DISCOVER CARD AND AMERICAN EXPRESS.</p>	DESCRIPTION	TOTALS
	LABOR AMOUNT	209.55
	PARTS AMOUNT	572.62
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. SUPPLIES	0.00
	TOTAL CHARGES	782.17
	DISCOUNT	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	782.17

CUST. SIGN _____ DATE _____

WARRANTY COPY