

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.)



November 2, 2020



**National  
Program**  
BBB AUTO LINE®



[REDACTED]  
DEERFIELD BEACH FL [REDACTED]

Re: [REDACTED] vs Cadillac Motor Division [REDACTED]

Dear [REDACTED]

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your BBB AUTO LINE claim. The terms of the settlement are as follows:

An interim agreement has been reached between General Motors (GM – manufacturer) and Mr. [REDACTED] (consumer) regarding a 2020 Cadillac XT5 that is the subject of BBB Auto Line Claim [REDACTED]. The consumer will use Florida's Motor Vehicle Defect Notification to send notice via certified mail to General Motors using the address in his warranty manual regarding concerns with the vehicle listed on the consumer's BBB Auto Line Customer Claim Form:

- Backup camera works intermittently

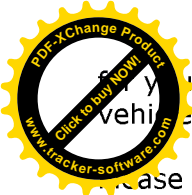
A representative from GM will contact the consumer wherein both parties will mutually agree on a location/place/time for the consumer to drop off the vehicle for inspection and any necessary, warrantable repairs.

The terms of this agreement should be completed within 30 days.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, I will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case



and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Please understand that, if eligible, you may proceed to arbitration through BBB AUTO LINE. If you are not satisfied with the arbitrator's decision, or if the process takes more than 40 days, if eligible, you may request arbitration by the Florida New Motor Vehicle Arbitration Board administered by the office of the Attorney General. To obtain information about and file a claim with the state-run program, you should contact the Office of the Attorney General Lemon Law Hotline at 800-321-5366 (850-414-3500 if outside Florida), or via email to [flalemonlaw@myfloridalegal.com](mailto:flalemonlaw@myfloridalegal.com).

The mailing address is:

Office of the Attorney General, Lemon Law Arbitration, PL-01, The Capitol,  
Tallahassee, Florida 32399-1050.

PLEASE BE ADVISED that section 681.109(4), F.S., provides that the consumer must file the request for arbitration no later than 60 days after the expiration of the lemon law rights period (the period ending 24 months after the date of the original delivery of a motor vehicle to a consumer), or within 30 days after the final action of BBB AUTO LINE, whichever date occurs later.

Sincerely,

Beth Edwards (Ext. 3657)

CC: ADR Workflow

FLINTERS FL 33

5 OCT 20  
**CPU**



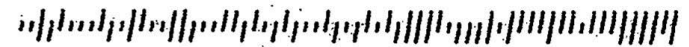
**U.S. POSTAGE**  
**\$6.95**  
FCML 0023  
Orig: 33912  
10/05/20 6W  
2000052656 02

R2304M112733

GMC  
P.O. Box 33172  
Detroit, MI 48232-5172

10/05/20

48232-517272



**CERTIFIED MAIL**

[REDACTED]  
[REDACTED]  
Fort Myers, FL [REDACTED]  
[REDACTED]

10/4/20

GMC

P.O. Box 33172

Detroit, MI 48232-5172

Dear GMC:

I believe that my vehicle is a "lemon" under Florida's lemon law. I am hereby making a written demand for a refund because the vehicle does not conform to the warranty.

I purchased a 2020 GMC Acadia Denali [REDACTED] on 03/27/20 from Dixie Buick GMC in Fort Myers, FL. Since buying the vehicle, I have had to return it to the dealership a total of 6 times. My vehicle has been out of service for repairs for a total of 20 plus calendar days and is still not fixed. I am concerned for the safety of my family in this vehicle and demand action. The local dealership has basically dismissed my concerns and has provided zero follow up on this issue. If you are to attempt a final repair I request that Devoe GMC does the work as I do not wish to return to Dixie Buick GMC.

My vehicle has been in Dixie Buick GMC on the following dates for repair of the following defects:

4/30/20 Camera system not working

6/04/20 Camera system not working

6/08/20 Camera system not working

6/19/20 Camera system not working

7/13/20 Camera system not working

8/11/20 Camera system not working

I am currently having the following problems with my vehicle:

Back Up Camera Safety System

Sincerely,  
[REDACTED]

## Request for Field Service Engineer Assistance BRC FRA Form

<b>GM Region</b>	Southeast
<b>Requestor:</b>	Ashley Lugo
<b>Requestor's Title:</b>	ADR agent
<b>Date:</b>	October 14, 2020

### Request Type (please check appropriate box with an "X")

<input type="checkbox"/>	Vehicle Inspection	<input checked="" type="checkbox"/>	Final Repair Attempt
<input type="checkbox"/>	Executive CAC case	<input type="checkbox"/>	CAC case / Customer Satisfaction
<input type="checkbox"/>	Regional Request	<input type="checkbox"/>	Other - please specify

Business Reason for Request:	(* <i>Applicable BBB, Arbitration, or State Lemon Law case reference or #</i> )  10/9/2020 Please see attached.
Approximate date(s) when FSE will be needed	(* <i>Include BBB or Arbitration Date and attach copy of Demand for Arbitration</i> ) Appointment must take place by 10/19/2020 Preferably Monday, Tuesday, or Wednesday Please respond with availability within 24 hours

### Required Information

VIN:	[REDACTED]
Dealer BAC code:	[REDACTED]
Dealership name:	Dixie Buick GMC Truck, Inc
Dealer contact name:	Robert Adkins
Dealer contact phone number:	(239) 489-0600
Detailed Description of Customer Complaint:	The screen goes black the majority of the time when using the camera system. Along with this the rear cross traffic alert doesn't work .
BRC Advisor Contact Name	Ashley Lugo
BRC Advisor Phone number & email address	800-231-1841 Ext 5911433 Ashley.lugo@gm.com
Service Request # (BRC/TAC)	[REDACTED]

- Note attached form needs to be sent to [TACHELP@gm.com](mailto:TACHELP@gm.com)
- Email Subject line to include BRC Case # and FRA

[REDACTED]

CELL [REDACTED]

[REDACTED]  
FORT MYERS, FL [REDACTED]

GREG HALL 763 786 10/23/20  
6,380 SUMMIT WHIT T20484  
20/GMC/ACADIA/ACADIA FWD DENALI 03/27/20 6  
10/19/20

MO [REDACTED]

LABOR & PARTS  
J# 1 01BUZ05502 25 GM OSS MISC TECH(S) 241.660 WARRANTY

CUSTOMER STATES CAMERA GOES BLANK AND A RED TRIANGLE  
CHK SCAN VEHICLE WITH FSE RANDY RAND R VIDEO MODULE CHK  
CABLES TO CAMERA AND RADIO CHK CODES CHK RADIO OPERATION OK  
CHK CABLES FRITTO REAR CHK CONNECTOR AT RIGHT KICK PANEL  
CLEAN AND RECONNECT CONNECTOR CHK OPERATION OF CAMERA  
CHK CAMERA NUMEROUS TIMES TEST DRIVE VEHICLE 116 MILES ALL  
OK RETURN TO CUST PER FSE

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

J# 2 01BUZ2705 25 POINT INSPECTION TECH(S) 660 WARRANTY

PERFORM 25 POINT VEHICLE INSPECTION AS PER CUSTOMER REQUEST  
INSPECTION REQUESTED  
COMPLETED 25 POINT VISUAL INSPECTION

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

J# 3 70BUZZRENT RENTAL TECH(S) 44 WARRANTY

CUSTOMER STATES ALTERNATE TRANSPORTATION REQUIRED DURING  
REPAIR OF VEHICLE  
VEHICLE DOWN DURING REPAIR(S)  
PROVIDED ALTERNATE TRANSPORTATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 01BUZ-2014/9178 LUB/ROTATE DEXOS TECH(S) 1067 WARRANTY

PERFORM OIL LUBE & FILTER SERVICE.TOP FLUIDS & SET TIRE  
PRESSURES,RESET OIL LIFE INDEX IF EQUIPPED.  
Service Includes:  
Change Engine Oil and Filter  
Reset Oil Life Monitor  
Rotate tires, check inflation, pressure and wear  
LABOR OP 0040072  
THANK YOU FOR SERVICING YOUR VEHICLE AT DIXIE BUICK GMC

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4	1	12693541	FILTER 1.836			WARRANTY
JOB # 4	6	88865638	OIL 8.800			WARRANTY
			JOB # 4 TOTAL PARTS			0.00
			JOB # 4 TOTAL LABOR & PARTS			0.00

[REDACTED]

[REDACTED]

[REDACTED]

CELL: [REDACTED]

GREG HALL

763

786

10/23/20

6,380 SUMMIT WHIT T20484

20/GMC/ACADIA/ACADIA FWD DENALI

03/27/20

6

FORT MYERS, FL [REDACTED]

[REDACTED]

10/19/20

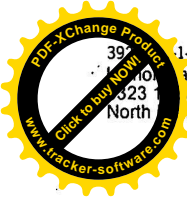
[REDACTED]

MO: [REDACTED]

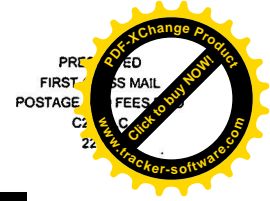
NOTE: DIXIE BUICK, GMC IS A GM CERTIFIED SERVICE DEALER. CERTAIN REPAIRS PURCHASED BY OUR CUSTOMERS CARRY A LIFETIME WARRANTY. PARTS NOTED ABOVE WITH AN ASTERICK AND PURCHASED BY YOU MAY BE COVERED BY A LIFETIME WARRANTY THAT MUST BE PERFORMED BY DIXIE BUICK, GMC.

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

**TOTAL INVOICE \$ 0.00**



1-PRI  
w Group Partners PLC  
d St, Suite 504  
mi Beach, FL 33160



USPS CERTIFIED MAIL™

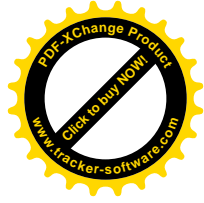
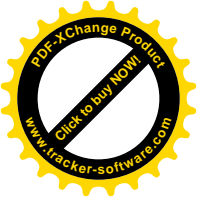
1\*\*\*\*\*SNGLP 480

**SIGNATURE REQUIRED PER DMM 3.1.1**

General Motors LLC  
PO Box 33170  
Detroit, MI 48232-5170



1023 2120



## LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law  
3323 NE 163rd Street, Suite 504  
North Miami Beach, Florida 33160

Telephone (888) 415-0610  
Facsimile (888) 809-7010  
Email: [info@lemonlawgrouppartners.com](mailto:info@lemonlawgrouppartners.com)

October 5, 2020

General Motors LLC  
P.O. 33170  
Detroit, MI 48232

Re [REDACTED]  
Vehicle: 2020 GMC Acadia Denali  
VIN: [REDACTED]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [REDACTED] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. The only exception is the dealership may communicate with the client in reference to future repairs. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs pursuant to the Lemon Law you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608 and notice of defect under the Lemon Law. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC  
By: s/n Brooks Siegel  
Attorney for Plaintiff

CC: Corwin Motors Kalispell, 2565 Hwy 93, Kalispell, MT 59901



# Request for Taxpayer Identification Number and Certification

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

▶ Go to [www.irs.gov/FormW9](http://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.  
**Lemon Law Group Partners PLC**

**2** Business name/disregarded entity name, if different from above

**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) ▶ **P**

**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.  
**3323 NE 163rd Street, Suite 504**

**6** City, state, and ZIP code  
**North Miami Beach, FL 33160**

**7** List account number(s) here (optional)

Requester's name and address (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:

1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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 debt, and individual retirement arrangement (IRA), and generally, payments other than interest, you must provide your correct TIN. See the instructions for Part II, later.

**Sign Here**

[Redacted Signature]

Date ▶ 1/05/21

**General Instructions** Form 1099-DIV (dividends, including those from stocks or mutual funds)

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](http://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-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]

# Corwin | Motors

KALISPELL

\*ACCOUNTING\*

2565 Highway 93 North  
Kalispell, Montana 59901  
**(406) 755-5555**

[REDACTED]  
HELENA, MT

DUPLICATE 1  
PAGE 1

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

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 474 JARED TAYLOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	20	GMC ACADIA	[REDACTED]		3920/3921	[REDACTED]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAY20 IS			17:00 06AUG20		0.00	COUP	25AUG20

R.O. OPENED: [REDACTED] BOOKED: [REDACTED] 11:39 06AUG20 16:14 25AUG20  
 OPTIONS: SOLD-STK:1181666 DLR:36020  
 ENG:3.6\_Liter\_DOHC

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

A FULL SERVICE, 3000 MILE SERVICE. CHANGE OIL & FILTER, LUBE CHASSIS,  
 CHECK ALL FLUID LEVELS.

CAUSE: OIL CHANGE. LIFE AT 17%

0600743 2014 GMC YEAR MAINTENANCE PROGRAM											
	39	WC4		0.00	0.40	600	5164			51.64	51.64
	1	12690385	PF63E			430	848	0	8.60	8.48	8.48
	6	88865638	DEXOS1 5W30								
			(BULK)			1884	3714	0	6.19	6.19	37.14
			FC: PART#: COUNT:			2314		4562	TPARTS		
			CLAIM TYPE: ZREG								
			AUTH CODE:								

PARTS:	45.62	LABOR:	51.64	OTHER:	0.00	TOTAL LINE A:	97.26
CUSTOMER PAY DEDUCTIBLE FOR LINE A							62.26

B CUSTOMER STATES THAT THE VEHICLE SURROUND CAMERA IS NOT WORKING AND  
 FREQUENTLY CUTS OUT. SCREEN GOES BLACK AND THERE IS A TRIANGLE  
 WARNING LEFT IN THE SCREEN WHEN OFF. HAD CAMERA REPLACED AT  
 HELENA DEALER UNDER WARRANTY. NO CHANGE. CHECK AND ADVISE.

CAUSE: found a b395a stored in the radio. per gm flow chart tested  
 coaxil cables and found one with high resistance.

1414680 LIFTGATE WIRING HARNESS EXTENSION HARNESS REPLACEMENT											
	608	WC4		7.60	7.60	23560	98116			981.16	981.16
	1	84738022	F-HARNESS			74353	146624	0	1466.24	1466.24	1466.24
			SPAC G06191804								
						74353	146624				
						23560	98116				

PARTS:	1466.24	LABOR:	981.16	OTHER:	0.00	TOTAL LINE B:	2447.40
--------	---------	--------	--------	--------	------	---------------	---------

3920 found a b395a stored in the radio. per gm flow chart tested  
 coaxil cables and found one with high resistance. replaced rear video  
 camera coaxil cable to lift gate to connector in left rear quarter  
 pannel. tested ops of camera system. working as designed at this time.

C RENTAL CAR REQUESTED

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF. X	DESCRIPTION	TOTALS
	LABOR AMOUNT		
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
LESS INSURANCE			
SALES TAX			
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	<b>PLEASE PAY THIS AMOUNT</b>	

**We are committed to your Total Satisfaction**

ACCOUNTING COPY

CUSTOMER #: [REDACTED]

# Corwin | Motors

KALISPELL

\*ACCOUNTING\*

2565 Highway 93 North  
Kalispell, Montana 59901  
**(406) 755-5555**

PAGE 2

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

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 474 JARED TAYLOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	20	GMC ACADIA	[REDACTED]		3920/3921	[REDACTED]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAY20 IS			17:00 06AUG20		0.00	COUP	25AUG20

R.O. OPENED      BOOKED      OPTIONS: SOLD-STK:1181666 DLR:36020  
 ENG:3.6\_Liter\_DOHC  
 11:39 06AUG20      16:14 25AUG20

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

CAUSE: RENTAL CAR  
 RENTAL 3 DAY RENTAL IN [REDACTED]  
 608 WC4 0.00 0.00 0 11400 114.00 114.00

0 TPARTS  
 0 11400 TLABOR

PARTS: 0.00 LABOR: 114.00 OTHER: 0.00 TOTAL LINE C: 114.00

#3389 CREATED 2020-08-03 02:13:23PM TAKEN BY  
 IMPORTANT - Your "COMPLETE SATISFACTION" is our #1 goal. You may receive a survey from General Motors about your visit today. If for any reason you cannot answer "COMPLETELY SATISFIED" on any question, please contact Eisinger Motors Customer Service before completing the survey. Thank You

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-06-20	15:22	18:00	2.63	DW	608	B	
08-07-20	09:03	09:03	0.00	DW	608	B	
08-13-20	08:06	10:18	2.20	W	608	B	
	11:38	14:24	2.77	W	608	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	5164	600		48000	147472	74783	
49100	3714	1884		46200	109516	23560	474
26300	259640	*****		46004	6226	*****	

COST, SALE, & COMP TOTALS 100827 265866 0

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	62.26
TOTAL CHARGES	62.26
LESS INSURANCE	62.26
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

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

CUSTOMER SIGNATURE

**We are committed to your Total Satisfaction**

ACCOUNTING COPY

CUSTOMER #: [REDACTED]

# Corwin | Motors

\*ACCOUNTING\*

KALISPELL

2565 Highway 93 North  
Kalispell, Montana 59901  
(406) 755-5555

HELENA, MT

DUPLICATE 1

PAGE 1

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

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 474 JARED TAYLOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	20	GMC ACADIA	[REDACTED]		3920/3921	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAY20 IS			17:00 06AUG20		0.00	COUP	25AUG20
R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:1181666 DLR:36020					
11:39 06AUG20	16:14 25AUG20	ENG:3.6_Liter_DOHC					

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

A FULL SERVICE, 3000 MILE SERVICE. CHANGE OIL & FILTER, LUBE CHASSIS, CHECK ALL FLUID LEVELS.

CAUSE: OIL CHANGE. LIFE AT 17%

0600743 2014 GMC YEAR MAINTENANCE PROGRAM

39	WC4	0.00	0.40	600	5164					51.64	51.64
1	12690385	PF63E		430	848	0	8.60			8.48	8.48
6	88865638	DEXOS1 5W30		1884	3714	0	6.19			6.19	37.14

FC: PART#: COUNT:  
CLAIM TYPE: ZREG  
AUTH CODE:

*Handwritten notes:* 2314, 4562 TPARTS, 600, 5164 TLABOR

**CLOSED**

PARTS: 45.62 LABOR: 51.64 OTHER: 0.00 TOTAL LINE A: 97.26  
 CUSTOMER PAY DEDUCTIBLE FOR LINE A 62.26

B CUSTOMER STATES THAT THE VEHICLE SURROUND CAMERA IS NOT WORKING AND FREQUENTLY CUTS OUT. SCREEN GOES BLACK AND THERE IS A TRIANGLE WARNING LEFT IN THE SCREEN WHEN OFF. HAD CAMERA REPLACED AT HELENA DEALER UNDER WARRANTY. NO CHANGE. CHECK AND ADVISE.

CAUSE: found a b395a stored in the radio. per gm flow chart tested coaxil cables and found one with high resistance.

1414680 LIFTGATE WIRING HARNESS EXTENSION HARNESS REPLACEMENT

608	WC4	7.60	7.60	23560	98116					981.16	981.16
1	84738022	F-HARNESS		74353	146624	0	1466.24			1466.24	1466.24

SPAC G06191804

74353 146624 TPARTS  
23560 98116 TLABOR

PARTS: 1466.24 LABOR: 981.16 OTHER: 0.00 TOTAL LINE B: 2447.40

3920 found a b395a stored in the radio. per gm flow chart tested coaxil cables and found one with high resistance. replaced rear video camera coaxil cable to lift gate to connector in left rear quarter pannel. tested ops of camera system. working as designed at this time.

C RENTAL CAR REQUESTED

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

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

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

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

# Corwin | Motors

\*ACCOUNTING\*

KALISPELL

2565 Highway 93 North  
Kalispell, Montana 59901  
(406) 755-5555

DUPLICATE 1  
PAGE 2

HELENA, MT

HOME: [REDACTED] CONT: [REDACTED]

\*\* PRE-INVOICE \*\*

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 474 JARED TAYLOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG					
RED	20	GMC ACADIA	[REDACTED]		3920/3921	[REDACTED]					
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
08MAY20 IS			17:00 06AUG20		0.00	COUP	25AUG20				
R.O. OPENED		BOOKED		OPTIONS:							
11:39 06AUG20		16:14 25AUG20		SOLD-STK:1181666 DLR:36020							
				ENG:3.6_Liter_DOHC							
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL				
CAUSE: RENTAL CAR															
RENTAL 3 DAY RENTAL IN [REDACTED]															
	608	WC4		0.00	0.00	0	11400			114.00	114.00				
						0	0 TPARTS								
						0	11400 TLABOR								
PARTS:		0.00		LABOR:		114.00		OTHER:		0.00		TOTAL LINE C:		114.00	

IMPORTANT - Your "COMPLETE SATISFACTION" is our #1 goal. You may receive a survey from General Motors about your visit today. If for any reason you cannot answer "COMPLETELY SATISFIED" on any question, please contact Eisinger Motors Customer Service before completing the survey. Thank You

#3389 CREATED 2020-08-03  
02:13:23PM TAKEN BY

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
08-06-20	15:22	18:00	2.63	DW	608	B	
08-07-20	09:03	09:03	0.00	DW	608	B	
08-13-20	08:06	10:18	2.20	W	608	B	
	11:38	14:24	2.77	W	608	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	5164	600		48000	147472	74783	
49100	3714	1884		46200	109516	23560	474
26300	259640	*****		46004	6226	*****	

COST, SALE, & COMP TOTALS 100827 265866 0

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

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I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.  
X \_\_\_\_\_

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	62.26
TOTAL CHARGES	62.26
LESS INSURANCE	62.26
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

**We are committed to your Total Satisfaction**

CUSTOMER #:

# Corwin | Motors

WORKORDER

KALISPELL

HELENA, MT

PAGE 1

2565 Highway 93 North  
Kalispell, Montana 59901  
(406) 755-5555

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

SERVICE ADVISOR: 474 TAYLOR, JARED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	20	GMC ACADIA	[REDACTED]		3920/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAY20 IS			17:00 06AUG20		0.00	CASH	
R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:1181 <del>45</del> DLR:36020					
06AUG2020 11:39		ENG:3.6_Liter_DOHC <i>17%</i>					

LINE OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A			FULL SERVICE, 3000 MILE SERVICE. CHANGE OIL & FILTER, LUBE CHASSIS, CHECK ALL FLUID LEVELS. <i>399 WC4</i>
3KW		WC4	DEFAULT <i>STRAIGHT 7 mi</i>
# B			CUSTOMER STATES THAT THE VEHICLE SURROUND CAMERA IS NOT WORKING AND FREQUENTLY CUTS OUT. SCREEN GOES BLACK AND THERE IS A TRIANGLE WARNING LEFT IN THE SCREEN WHEN OFF. HAD CAMERA REPLACED AT HELENA DEALER UNDER WARRANTY. NO CHANGE. CHECK AND ADVISE. <i>6049 WC4</i>
299		WC4	MISC REPAIR <i>7.60 ST -</i>
# C	RENTAL	WC4	RENTAL CAR REQUESTED

COMMENTS: #3389 CREATED 2020-08-03 02:13:23PM TAKEN BY

*Backsets B399A - Max one in road - cum l. 3A 04*

A Policy Decision  
 M Mileage Rollback  
 H Net Item  
 N Part Inc  
 SIGN-T

R Repeat/Related Repair  
 P Part Ceiling Exceeded  
 E Other Labor Hours  
 ST  
 RAZON

R Repeat/Related Repair  
 P Part Ceiling Exceeded  
 E Other Labor Hours  
 ST  
 RAZON

*ST*

*Reason: removing old harness and start installing new one. 8/13/20 @ 8:00 AM*

*Start removing wire harness in up gate*

### EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: \_\_\_\_\_ SIGNED: X \_\_\_\_\_

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and your employees access to the vehicle herein described on streets, highways or elsewhere. I understand that you are not responsible for any damage to my property or to my person. My lien is hereby assigned to you. I understand that you are not responsible for any damage to my property or to my person.

AUTHORIZED \_\_\_\_\_

REVISED ESTIMATE (1)		
REVISED ESTIMATE (2)		

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

X \_\_\_\_\_

Thank you for your patronage - please read information below.  
We accept Visa - MasterCard - American Express  
Certified check or cash as payment for Services and Parts.  
NOTICE: Not responsible for personal articles left in vehicle.

**We are committed to your Total Satisfaction**

CUSTOMER SIGNATURE



# VEHICLE REPORT

2020 GMC Acadia

VIN: [REDACTED]

Odometer: 3,920 mi



SERVICE WORKBENCH

Eisinger Motors

## Subscription Statuses

**OnStar Status:** ✓ Equipped & Active  
**Advanced Diagnostics Report:** ✓ Yes  
**DMN Enabled:** ✓ Yes

**Radio Status:** ✓ Equipped & Active  
**Radio ID:** [REDACTED]  
**Owner Center Status:** ⚠ Insufficient customer information  
**My Rewards Status:** ⚠ Insufficient customer information

## Previous Visit

**Date:** 6/29/2020  
**Odometer:** 2,522 mi  
**Driving Conditions:** Normal

## Required Field Actions

No information found for this vehicle

## Service Contracts

No information found for this vehicle

## Service Information

No information found for this vehicle

## Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
6/16/2020	[REDACTED]	ZREG	[REDACTED]	Rearview Driver Information Camera Replacement	2228 mi	Warranty
3/18/2020	[REDACTED]	ZPDI	[REDACTED]	PDI Related Fluid Adds	1 mi	Warranty
2/12/2020	[REDACTED]	ZPDI	[REDACTED]	Pre-Delivery Inspection - Base Time	1 mi	Warranty

## Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	5/8/2020	11 mi	5/8/2023	36011 mi	✓ Applicable
Corrosion Limited Warranty	5/8/2020	11 mi	5/8/2026	100011 mi	✓ Applicable
Powertrain Limited Warranty	5/8/2020	11 mi	5/8/2025	60011 mi	✓ Applicable
Emission Limited Warranty	5/8/2020	11 mi	5/8/2023	50011 mi	✓ Applicable
GMC - First Maintenance Visit	5/8/2020	11 mi	5/8/2021	999999 mi	✓ 1 of 1 remaining
Incandescent Exterior Bulb Ltd Wty	5/8/2020	11 mi	5/8/2021	999999 mi	✓ Applicable
Emission Select State Component Ltd Wty	5/8/2020	11 mi	5/8/2027	70011 mi	✓ Applicable

Printed on: 8/6/2020 11:38 AM

Please Note: This document may be considered current for 24 hours from the time it was printed

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# VEHICLE REPORT

2020 GMC Acadia

VIN: [REDACTED]

Odometer: 3,920 mi



SERVICE WORKBENCH

Eisinger Motors

## Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Select Component Ltd Wty	5/8/2020	11 mi	5/8/2028	80011 mi	✓ Applicable

## Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
6/29/2020	[REDACTED]	MT	ELECTRICAL	1	I	2522 mi
6/25/2020	[REDACTED]	MT	REARVIEW DRIVER INFORMATION CAMERA REPLACEMENT	1	W	2228 mi
5/14/2020	[REDACTED]	MT	SHOWROOM DELIVERY	1	I	11 mi

Printed on: 8/6/2020 11:38 AM

Please Note: This document may be considered current for 24 hours from the time it was printed

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# Corwin Motors of Kalispell

2565 Hwy 93 North  
Kalispell, MT 59901

Phone: (406) 755-5555

Fax: (406) 751-6062

## 2020 GMC ACADIA

VIN: [REDACTED]

[REDACTED]

[REDACTED]  
Helena, MT  
[REDACTED]  
[REDACTED]

**Date: August 6, 2020, 11:29 AM**

Service Advisor: **Jared Taylor**

Transportation: **Drop Off**

Tag#: **3389**

Promised Date: **August 6, 2020**

Promised Time: **5:00 PM**



### 2020 GMC ACADIA

VIN: [REDACTED]

In Service Date:

05/08/2020

Mileage: 3,920

### Customer Approved Services

#### Service

Change engine oil and filter

ELECTRIC/BODY MISC

*Comments: Comments: CUSTOMER STATES THE REARVIEW CAMERA WILL  
GO BLACK AT TIMES*

#### Cost

\$86.66

\$0.00

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection, or delivery at my risk. An express lien is acknowledged on said 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. Customer agrees to pay all collection costs and/or attorney fees in the event that default is made on any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

Electronically Signed:  
08-06-2020, 11:29:08 AM

[REDACTED]  
Signed Total: \$86.66



# Corwin Motors of Kalispell

2565 Hwy 93 North  
Kalispell, MT 59901

Phone: (406) 755-5555

Fax: (406) 751-6062

## 2020 GMC ACADIA

VIN: . [REDACTED]



**Date: August 6, 2020, 11:29 AM**

Service Advisor: **Jared Taylor**

Transportation: **Drop Off**

Tag#: **3389**

Promised Date: **August 6, 2020**

Promised Time: **5:00 PM**

Helena, MT

### 2020 GMC ACADIA

VIN [REDACTED]

In Service Date:

05/08/2020

Mileage: 3,920

### Customer Approved Services

#### Service

Change engine oil and filter

ELECTRIC/BODY MISC

*Comments: Comments: CUSTOMER STATES THE REARVIEW CAMERA WILL GO BLACK AT TIMES*

#### Cost

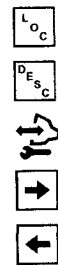
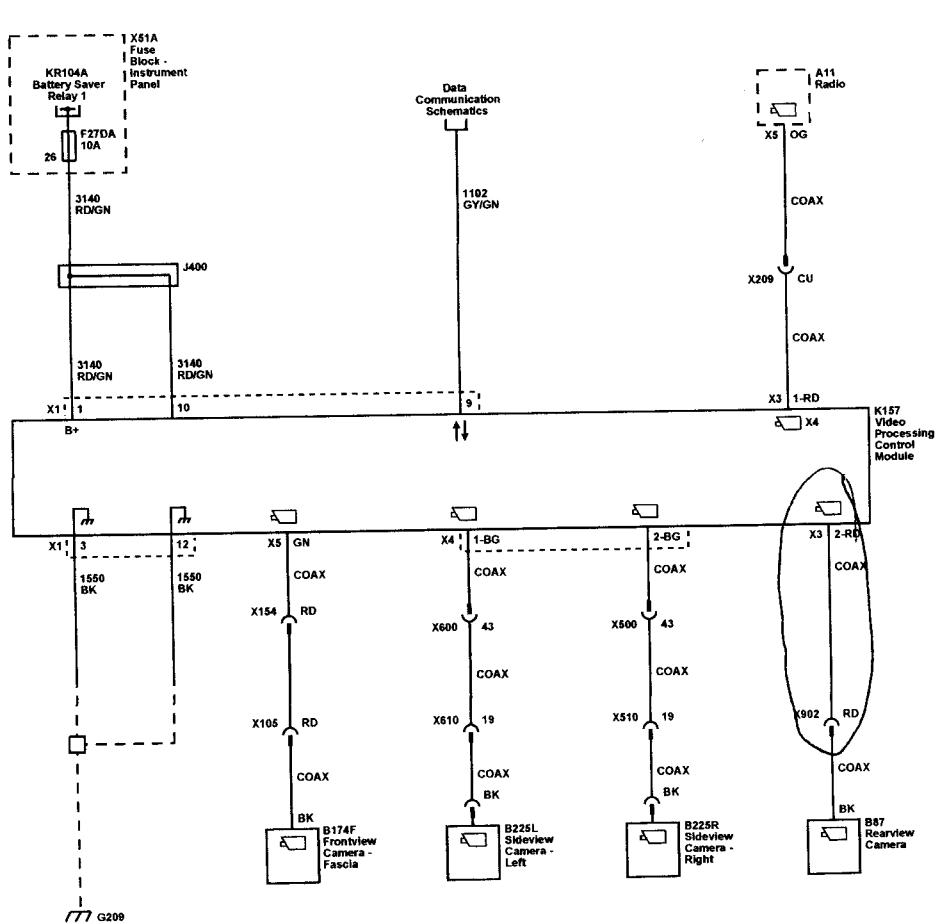
\$86.66

\$0.00

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Electronically Signed:  
08-06-2020, 11:29:08 AM

[REDACTED]  
Signed Total: \$86.66



235/101216

2565 HIGHWAY 93 NORTH. KALISPELL. MT. 59901. (406) 755-5555

CUSTOMER INFORMATION			RO#	Unit#
Customer				
Home Address			Service Advisor PO	
City HELENA	State MT	Zip	VEHICLE INFORMATION	
Driver's License No.	State MT	Expires	Date and time OUT Aug 6th 2020, 11:19:12 AM	Date and time IN
Birth Date	Telephone		Date and time DUE IN 08/09/2020	Vehicle VIN

**ONLY THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.**

Additional Driver's Name	Birth Date	Year	Make
Driver's License No.	State	Expires	2020-Chevrolet
Additional Driver's Name	Birth Date	Model	Color
Driver's License No.	State	Expires	Blazer AWD
		Tag #	Miles Allowed

CUSTOMER INSURANCE INFORMATION		Mileage OUT	Mileage IN
Insurer STATE FARM INSURANCE	Policy No.	168	
Agent JEFF BOLSTAD		Miles Driven	Chargeable Miles
Insured Vehicle Year/Make/Model/Color 2020/Chevrolet/Blazer AWD			

FUEL	
OUT	70.1% (15 gal)
IN	

RATES DO NOT INCLUDE FUEL		CHARGES
HOURS: _____ @ \$ _____ PER HOUR		
DAYS: _____ @ \$ _____		
WEEKS: _____ @ \$ _____		
MILES: _____ @ _____ c PER MILE		
<b>TOTAL TIME &amp; MILEAGE CHARGES</b> →		
TAXABLE FUEL _____ GAL. @ \$2.5		
VEHICLE LICENSE FEE		
<b>TAXABLE SUB-TOTAL</b> →		
TAX @ _____ %		
NON-TAXABLE FUEL _____ GAL. @ \$ _____		
VEHICLE LICENSE FEE		
<b>NET DUE CUSTOMER DEPOSIT / REFUND / OTHER</b>		
<b>SUB-TOTAL</b>		
<b>TOTAL CHARGE</b> →		
<b>METHOD OF PAYMENT</b>		<b>REFUNDED</b>
<input type="checkbox"/> CHECK <input type="checkbox"/> AMEX <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> OTHER		\$ _____
EXPIRES		CUSTOMER INITIALS
VERIFIED		X _____

PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.

You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$ \_\_\_\_\_ plus fuel @ \$2.5 per gallon.  
Unless otherwise noted, any daily rate is based on a 24-hour period.

According to Montana Code Annotated § 45-6-309, if You fail to return the Vehicle, without notice to Us and without Our permission, within 48 hours of the due date and time provided for in this Agreement, You will have committed the offense of failure to return rented or leased property. A person convicted of this offense may be fined up to \$10,000, imprisoned for a maximum term of 10 years, or both.

Under Montana Code Annotated § 61-12-801, this vehicle is equipped with a \_\_\_\_\_ that will be used to: track lost or stolen vehicles, provide navigation services, and \_\_\_\_\_.

*NO SMOKING*      *SITTY WITHIN*  
*NO PETS*              *250 MILES*

The following are "Prohibited Uses": Use by an unauthorized driver; smoking, vaping or use of tobacco products in the Vehicle; use of the Vehicle by anyone under the influence of alcohol or prescription or non-prescription drugs; and carrying persons or property for hire or providing transportation network company or other transportation services. See Paragraph 6 of the Terms and Conditions for other Prohibited Uses and additional information.

By signing below, you: agree to the terms and conditions of this Agreement set forth on this Face Page, the Vehicle Condition Report, and all pages of the Vehicle Use Terms and Conditions; acknowledge that you had an opportunity to read the entire Agreement before signing; authorize us to process a separate payment card voucher in your name for all Charges, including Tolls and Violations and to release your billing/rental information to third parties for billing/processing and other purposes; and agree to accept any charges against your payment card the amount noted in the Charges column further described in Section 2 of the Terms and Conditions; and agree to update your payment card account to reflect changes in amount. **ALL CHARGES SUBJECT TO FINAL AUDIT**

CORWIN MOTORS OF KALISPELL

2565 HIGHWAY 93 NORTH  
KALISPELL MT, 59901  
(406) 755-5555

Completed Vehicle Return [REDACTED] 3 - Chevrolet Blazer AWD

OnTrac Generated @ Wed Aug 19 2020 13:27:28 GMT-0600 (Mountain Daylight Time)

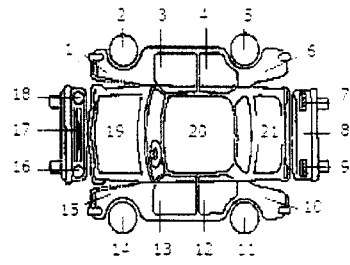
Rented to [REDACTED]  
Address [REDACTED] HELENA, MT [REDACTED]  
9602  
Phone No: [REDACTED]  
Security Hold: \$ ()

Date Out: 08/06/20 11:19am  
Date In: 08/19/20 1:26pm  
Loan Days: 14 days  
Miles Driven: 721

Repair Order #: [REDACTED]  
Rental Agreement #: [REDACTED]  
Service Advisor:  
Stock #:

**889 miles**  
Current Odometer  
**168 miles @ checkout**

**99.2%**  
Current Fuel Level  
**70.1% @ checkout**



Condition Report:

Charges:

Area	Description
	No reported damage.

Reason	Description	Charge
SUBTOTAL		\$0.00

CORWIN MOTORS OF KALISPELL

2565 HIGHWAY 93 NORTH  
KALISPELL MT, 59901  
(406) 755-5555

Completed Vehicle Return: [REDACTED] - Chevrolet Blazer AWD

OnTrac Generated @ Wed Aug 19 2020 13:27:28 GMT-0600 (Mountain Daylight Time)

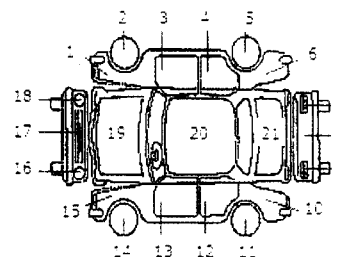
Rented to [REDACTED]  
Address: [REDACTED] HELENA, MT [REDACTED]  
9602  
Phone No: [REDACTED]  
Security Hold: \$ ( )

Date Out: 08/06/20 11:19am  
Date In: 08/19/20 1:26pm  
Loan Days: 14 days  
Miles Driven: 721

Repair Order #: [REDACTED]  
Rental Agreement # [REDACTED]  
Service Advisor: [REDACTED]  
Stock #: [REDACTED]

**889 miles**  
Current Odometer  
**168 miles @ checkout**

**99.2%**  
Current Fuel Level  
**70.1% @ checkout**



Condition Report:

Charges:

Area	Description	Reason	Description	Charge
	No reported damage.			
		SUBTOTAL		\$0.00

**GM Warranty Job Aid**

To Search, input a VIN and press Enter Key.

VIN:  Note: All VIN are 17 characters in length

**VEHICLE: GMC Truck 2020 Acadia**

**Search**

Part Number:  Labor Code:

**13.090 BOLT-BRACKET-HARNESS-NUT-PLUG-RETAINER-SEAL-STRAP, Body Wiring**

Part Number	Description	Usage	Year	Quantity
84738022	HARNESS,BODY WRG	NF26 3.6 (LGX),3.0 MID/HIGH HMI, ENHANCED CONNECTIVITY RADIO INFOTAINMENT SYSTEM (IOU),(EXC REINFORCED ELECTRIC HEATING/DEFROSTER SYSTEM(C32),I/S RR VIEW MIR,LIGHT SENSITIVE(DD8),REAL TIME DAMPING CHASSIS(F45)	2020-2020	01

Exact match **NOT** found. The labor op code(s) are **RELATED** codes only.

**SECTION: Body Hardware and Trim - Floor Coverings and Headlinings**

**LABOR CODE: 1020160 Headliner Harness Replacement**

- Base **LABOR TIME: 2.4**
- Acadia without 3rd Row Seat **LABOR TIME: 2.6**
- Acadia with 3rd Row Seat **LABOR TIME: 4.3**
- Diagnosis Time (Excluding US/Canada) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-0.3**
- Diagnosis Time (US/Canada only) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-1.0**

**SECTION: Body Repair - Bolted Exterior Body Panels and Closures**

**LABOR CODE: 1411240 Front Side Door Wiring Harness Replacement**

- Base **LABOR TIME: 0.6**
- XT5 **LABOR TIME: 0.7**
- Enclave **LABOR TIME: 0.9**
- Diagnosis Time: You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis. **ADD TIME: 0.0-0.3**

**LABOR CODE: 1412520 Rear Side Door Wiring Harness Replacement**

- Base **LABOR TIME: 0.7**
- ADD TIME: 0.0-0.3**

Diagnosis Time: You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis.

**LABOR CODE: 1414640 Liftgate Wiring Harness Replacement**

Base **LABOR TIME: 0.5**

Enclave **LABOR TIME: 0.7**

Diagnosis Time: You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis. **ADD TIME: 0.0-0.3**



**LABOR CODE: 1414680 Liftgate Wiring Harness Extension Harness Replacement**

Base **LABOR TIME: ST**

**SECTION: Body Systems - Horns and Pedestrian Alerts**

**LABOR CODE: 2030040 Steering Wheel Horn Switch Wiring Harness Replacement**

Base **LABOR TIME: 0.4**

Diagnosis Time (Excluding US/Canada) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-0.3**

Diagnosis Time (US/Canada only) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-1.0**

**LABOR CODE: 2030152 Wire to Wire Repair - Horns**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement. Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

**LABOR CODE: 2030172 Connector Reconnection - Horns**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement. Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

**SECTION: Body Systems - Lighting**

**LABOR CODE: 2040510 Front Headlamp Replacement**

Includes: Headlamp Aiming

Enclave **LABOR TIME: 1.8**

Acadia with LGX **LABOR TIME: 3.0**

Diagnosis Time (Excluding US/Canada) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-0.3**

Diagnosis Time (US/Canada only) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-1.0**

**LABOR CODE: 2041070 Turn Bulb Replacement**

Base **LABOR TIME: ST**

**LABOR CODE: 2041230 Front Side Marker Lamp Replacement**

Base **LABOR TIME:** 0.7  
 Diagnosis Time (Excluding US/Canada) -  
 You may claim up to the allowable labor  
 hours depending on actual time to perform  
 electrical diagnosis **ADD TIME:** 0.0-0.3  
 Diagnosis Time (US/Canada only) - You  
 may claim up to the allowable labor hours  
 depending on actual time to perform  
 electrical diagnosis **ADD TIME:** 0.0-1.0

**LABOR CODE: 2041620 Backup Lamp Wiring Harness Replacement**

Base **LABOR TIME:** 0.9  
 Diagnosis Time: You may claim up to the  
 allowable labor hours depending on actual  
 time to perform electrical diagnosis. **ADD TIME:** 0.0-0.3

**LABOR CODE: 2043260 Backup Lamp Bulb Replacement**

Base **LABOR TIME:** 0.2  
 Enclave **LABOR TIME:** 0.3

**LABOR CODE: 2043310 Cargo Center Courtesy Lamp Bulb Replacement**

Base **LABOR TIME:** 0.2  
 Front Side Door Trim Package **LABOR TIME:** 0.4

**LABOR CODE: 2043690 Rear License Plate Lamp Bulb Replacement**

Base **LABOR TIME:** 0.2

**LABOR CODE: 2043830 Front Turn Signal Lamp Bulb Replacement**

Base **LABOR TIME:** 0.2  
 Enclave **LABOR TIME:** 0.7

**LABOR CODE: 2043960 Front Side Marker Lamp Bulb Replacement**

Base **LABOR TIME:** 0.7

**LABOR CODE: 2044210 Rear Turn Signal Lamp Bulb Replacement**

Acadia **LABOR TIME:** 0.2  
 Base **LABOR TIME:** 0.7

**LABOR CODE: 2044230 Sunshade Illuminated Mirror Lamp Bulb Replacement**

Base **LABOR TIME:** 0.2

**LABOR CODE: 2044250 Front Fog Lamp Bulb Replacement**

Base **LABOR TIME:** 0.8

**LABOR CODE: 2044420 Forward Lamp Wiring Harness Replacement**

Base **LABOR TIME:** ST

**LABOR CODE: 2044650 Rear License Plate Lamp Wiring Harness Replacement**

Base **LABOR TIME:** 0.5  
 XT5 with Power Liftgate **LABOR TIME:** 0.6  
 XT5 with Hands Free Liftgate **LABOR TIME:** 0.9  
 Enclave **LABOR TIME:** 1.0

Diagnosis Time (Excluding US/Canada) -  
 You may claim up to the allowable labor  
 hours depending on actual time to perform  
 electrical diagnosis **ADD TIME:** 0.0-0.3

Diagnosis Time (US/Canada only) - You  
 may claim up to the allowable labor hours  
 depending on actual time to perform  
 electrical diagnosis **ADD TIME:** 0.0-1.0

**LABOR CODE: 2045902 Wire to Wire Repair - Lighting**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement.

Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

**LABOR CODE: 2045912 Connector Reconnection - Lighting**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement. Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

**SECTION: Engine/Propulsion - 12 V Starting and Charging**

**LABOR CODE: 4041710 Battery Positive Cable Replacement**

XT5 with LGX **LABOR TIME: 0.4**

Acadia with LGX **LABOR TIME: 0.7**

Diagnosis Time: You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis. **ADD TIME: 0.0-0.3**

**LABOR CODE: 4041870 Engine Wiring Harness Junction Block Replacement**

Coverage Code: Emission E

XT5 **LABOR TIME: 0.3**

Base **LABOR TIME: 0.5**

Diagnosis Time (Excluding US/Canada) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-0.3**

Diagnosis Time (US/Canada only) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-1.0**

**SECTION: Engine/Propulsion - Engine Controls and Fuel - 3.6L (LFY LGX)**

**LABOR CODE: 4029892 Wire to Wire Repair - Engine Controls and Fuel**

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

Diagnosis Time (Excluding US/Canada) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-0.3**

Diagnosis Time (US/Canada only) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-1.0**

**LABOR CODE: 4029912 Connector Reconnection - Engine Controls and Fuel**

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

**LABOR CODE: 4023990 Oil Pump Flow Control Solenoid Valve Harness Replacement**

Coverage Code: Emission E

Base **LABOR TIME: 6.4**

Diagnosis Time (Excluding US/Canada) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-0.3**

Diagnosis Time (US/Canada only) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME:** 0.0-1.0

To Fill Cooling System **ADD TIME:** 0.3

**LABOR CODE: 4025540 Engine Wiring Harness Oxygen Sensor Lead Bracket Replacement**

Base **LABOR TIME:** ST

**SECTION: HVAC - Heating, Ventilation, and Air Conditioning**

**LABOR CODE: 4412060 Auxiliary Heater and Air Conditioning Wiring Harness Replacement**

Includes: To Drain/Fill Cooling System

Base **LABOR TIME:** 2.4

Diagnosis Time: You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis. **ADD TIME:** 0.0-0.3

To Recover and Recharge R-134a A/C System **ADD TIME:** 0.3

To Recover and Recharge R-1234yf A/C System **ADD TIME:** 1.2

**SECTION: HVAC - HVAC - Automatic**

**LABOR CODE: 4421400 Air Conditioning Wiring Harness Replacement**

Acadia with LHD **LABOR TIME:** 3.6

Base **LABOR TIME:** 4.2

Enclave **LABOR TIME:** 4.3

Traverse **LABOR TIME:** 4.4

Acadia with RHD **LABOR TIME:** ST

Diagnosis Time: You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis. **ADD TIME:** 0.0-0.3

**LABOR CODE: 4428002 Wire to Wire Repair - HVAC**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement. Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME:** 0.5

**LABOR CODE: 4428022 Connector Reconnection - HVAC**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement. Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME:** 0.5

**SECTION: Power and Signal Distribution - Power Outlets**

**LABOR CODE: 5420120 Accessory Power Receptacle Replacement**

Base **LABOR TIME:** 0.2

Chevrolet **LABOR TIME:** 0.2

With Front Floor Console **LABOR TIME:** 0.2

Diagnosis Time (Excluding US/Canada) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME:** 0.0-0.3

Diagnosis Time (US/Canada only) - You may claim up to the allowable labor hours **ADD TIME:** 0.0-1.0

depending on actual time to perform  
electrical diagnosis

**SECTION: Power and Signal Distribution - Wiring Systems and Power Management**

**LABOR CODE: 5430010 Body Ground Stud or Nut Repair or Replacement**

Note: This labor code should only be used to repair a body ground stud or nut, not for a wiring or electrical repair. Additional time to gain access or repair time including diagnosis greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval.

You may claim up to the allowable labor  
hours

**LABOR TIME: 0.5**

**LABOR CODE: 5430120 Power Distributor Fuse Block Cover Replacement**

Base

**LABOR TIME: ST**

**LABOR CODE: 5430180 Battery Distribution Engine Compartment Fuse Block Replacement**

Base

**LABOR TIME: ST**

Diagnosis Time (Excluding US/Canada) -

You may claim up to the allowable labor  
hours depending on actual time to perform  
electrical diagnosis

**ADD TIME: 0.0-0.3**

Diagnosis Time (US/Canada only) - You  
may claim up to the allowable labor hours  
depending on actual time to perform

electrical diagnosis

**ADD TIME: 0.0-1.0**

**LABOR CODE: 5430230 Body Wiring Harness Junction Block Replacement**

Base

**LABOR TIME: 1.2**

Chevrolet

**LABOR TIME: 1.5**

Diagnosis Time (Excluding US/Canada) -

You may claim up to the allowable labor  
hours depending on actual time to perform  
electrical diagnosis

**ADD TIME: 0.0-0.3**

Diagnosis Time (US/Canada only) - You  
may claim up to the allowable labor hours  
depending on actual time to perform

electrical diagnosis

**ADD TIME: 0.0-1.0**

**LABOR CODE: 5430400 Circuit Breaker Replacement**

Base

**LABOR TIME: 0.2**

**LABOR CODE: 5430440 Fuse Block Replacement**

Base

**LABOR TIME: 0.4**

Diagnosis Time (Excluding US/Canada) -

You may claim up to the allowable labor  
hours depending on actual time to perform  
electrical diagnosis

**ADD TIME: 0.0-0.3**

Diagnosis Time (US/Canada only) - You  
may claim up to the allowable labor hours  
depending on actual time to perform

electrical diagnosis

**ADD TIME: 0.0-1.0**

**LABOR CODE: 5430640 Tow Vehicle Electrical Receptacle Replacement**

Base

**LABOR TIME: 0.2**

Diagnosis Time (Excluding US/Canada) -

You may claim up to the allowable labor  
hours depending on actual time to perform  
electrical diagnosis

**ADD TIME: 0.0-0.3**

Diagnosis Time (US/Canada only) - You  
may claim up to the allowable labor hours  
depending on actual time to perform

electrical diagnosis

**ADD TIME: 0.0-1.0**

**LABOR CODE: 5430840 Terminal Replacement**

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Included: Diagnosis time to locate wire or connector condition and any associated fuse replacement.  
 Note: This labor code is only used for wiring and connector repairs without component replacement.  
 Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

**LABOR CODE: 5430860 Connector Kit Replacement**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement.  
 Note: This labor code is only used for wiring and connector repairs without component replacement.  
 Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

**LABOR CODE: 5430880 Connector with Leads Assembly Replacement**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement.  
 Note: This labor code is only used for wiring and connector repairs without component replacement.  
 Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

**LABOR CODE: 5430902 Wire-to-Wire Repair**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement.  
 Note: This labor code is only used for wiring and connector repairs without component replacement.  
 Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

**LABOR CODE: 5430922 Connector Reconnection**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement.  
 Note: This labor code is only used for wiring and connector repairs without component replacement.  
 Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

**LABOR CODE: 5430940 Harness Replacement**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement.  
 Note: Any additional time for component R and R to gain access, or repair time greater than 2.0 hours, must be submitted as Other Hours and requires appropriate authorization.

You may claim up to the allowable labor hours **LABOR TIME: 2.0**

**SECTION: Roof - Sunroof**

**LABOR CODE: 6041520 Sunroof Wiring Harness Replacement**

Base **LABOR TIME: 0.6**

Enclave **LABOR TIME: 1.7**

Diagnosis Time (Excluding US/Canada) -  
 You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-0.3**

Diagnosis Time (US/Canada only) - You may claim up to the allowable labor hours **ADD TIME: 0.0-1.0**

depending on actual time to perform electrical diagnosis

**SECTION: Seats - Power Seats**

**LABOR CODE: 7013200 Rear Seat Wiring Harness Replacement**

Base **LABOR TIME:** 0.6

Diagnosis Time: You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis. **ADD TIME:** 0.0-0.3

**LABOR CODE: 7013300 Front Seat Wiring Harness Replacement**

Base **LABOR TIME:** 1.9

Acadia **LABOR TIME:** 2.4

Diagnosis Time: You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis. **ADD TIME:** 0.0-0.3

**LABOR CODE: 7013402 Wire to Wire Repair - Seats**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement. Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME:** 0.5

**LABOR CODE: 7013422 Connector Reconnection - Seats**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement. Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME:** 0.5

**SECTION: Seats - Seat Heating and Cooling**

**LABOR CODE: 7031202 Wire to Wire Repair - Seats**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement. Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME:** 0.5

**LABOR CODE: 7031222 Connector Reconnection - Seats**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement. Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME:** 0.5

**SECTION: Steering - Power Steering**

**LABOR CODE: 7422402 Wire to Wire Repair - Steering**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement. Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

**LABOR TIME:** 0.5

You may claim up to the allowable labor hours

**LABOR CODE: 7422422 Connector Reconnection - Steering**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement.  
 Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

**SECTION: Steering - Steering Wheel and Column**

**LABOR CODE: 7440040 Steering Wheel Pad Accessory Wiring Harness Replacement**

Base **LABOR TIME: 0.5**

Enclave **LABOR TIME: 0.6**

Diagnosis Time: You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis. **ADD TIME: 0.0-0.3**

**LABOR CODE: 7442802 Wire to Wire Repair - Steering**

Includes: Diagnosis time to locate wire or connector condition and any associated fuse replacement.  
 Note: This labor code is only used for wiring and connector repairs without component replacement. Additional time to gain access or repair time greater than 0.5 hours must be submitted as Other Labor Hours and requires service manager approval. Diagnosis that results in a component replacement should use the component labor operation only.

You may claim up to the allowable labor hours **LABOR TIME: 0.5**

**SECTION: Transmission - Automatic Transmission - 9T50/9T60/9T65 (M3D M3G M3H M3T M3V M3W)**

**LABOR CODE: 8463570 Automatic Transmission Wiring Harness Replacement**

Coverage Code: Emission E

Includes: To Drain/Fill Cooling System

Acadia **LABOR TIME: 4.9**

Base **LABOR TIME: ST**

Traverse **LABOR TIME: 11.8**

XT5 **LABOR TIME: 4.5**

Diagnosis Time (Excluding US/Canada) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-0.3**

Diagnosis Time (US/Canada only) - You may claim up to the allowable labor hours depending on actual time to perform electrical diagnosis **ADD TIME: 0.0-1.0**

To Recover and Recharge R-134a A/C System **ADD TIME: 0.3**

To Recover and Recharge R-1234yf A/C System **ADD TIME: 1.2**

CUSTOMER #: [REDACTED]

# Corwin | Motors

KALISPELL

2565 Highway 93 North  
Kalispell, Montana 59901  
**(406) 755-5555**

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

SERVICE ADVISOR: 474 TAYLOR, JARED

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	20	GMC ACADIA	[REDACTED]		3920 /	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAY20 IS			17:00 06AUG20		0.00	CASH	
R.O. OPENED		BOOKED		OPTIONS: SOLD-STK:1181666 DLR:36020			
06AUG2020 11:39				ENG:3.6_Liter_DOHC			

LINE	OP	CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A				FULL SERVICE, 3000 MILE SERVICE. CHANGE OIL & FILTER, LUBE CHASSIS, CHECK ALL FLUID LEVELS.
		3KW		WC4	DEFAULT
#	B				CUSTOMER STATES THAT THE VEHICLE SURROUND CAMERA IS NOT WORKING AND FREQUENTLY CUTS OUT. SCREEN GOES BLACK AND THERE IS A TRIANGLE WARNING LEFT IN THE SCREEN WHEN OFF. HAD CAMERA REPLACED AT HELENA DEALER UNDER WARRANTY. NO CHANGE. CHECK AND ADVISE.
		299		WC4	MISC REPAIR
#	C	RENTAL		WC4	RENTAL CAR REQUESTED

COMMENTS: #3389 CREATED 2020-08-03 02:13:23PM TAKEN BY

### EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: \_\_\_\_\_ SIGNED: X \_\_\_\_\_

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

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY X \_\_\_\_\_

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:  
X \_\_\_\_\_

CUSTOMER SIGNATURE

Thank you for your patronage - please read information below.  
We accept Visa - MasterCard - American Express  
Certified check or cash as payment for Services and Parts.  
NOTICE: Not responsible for personal articles left in vehicle.

**We are committed to your Total Satisfaction**  
TECHNICIAN COPY

CUSTOMER #: [REDACTED]

# Corwin | Motors

KALISPELL

\* INVOICE \*

2565 Highway 93 North  
Kalispell, Montana 59901  
**(406) 755-5555**

DUPLICATE 1  
PAGE 1

HELENA, MT

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

SERVICE ADVISOR: 474 JARED TAYLOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED	20	GMC ACADIA	[REDACTED]		3920/3921	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAY20 IS			17:00 06AUG20		0.00	COUP	25AUG20
R.O. OPENED		BOOKED		OPTIONS: SOLD-STK:1181666 DLR:36020			
11:39 06AUG20		16:14 25AUG20		ENG:3.6_Liter_DOHC			

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

A FULL SERVICE, 3000 MILE SERVICE. CHANGE OIL & FILTER, LUBE CHASSIS, CHECK ALL FLUID LEVELS.

CAUSE: OIL CHANGE. LIFE AT 17%

0600743 2014 GMC YEAR MAINTENANCE PROGRAM  
39 WC4

1 12690385 PF63E (N/C)  
6 88865638 DEXOS1 5W30 (BULK) (N/C)

FC: PART#: COUNT:  
CLAIM TYPE: ZREG  
AUTH CODE:

CUSTOMER PAY DEDUCTIBLE FOR LINE A

62.26

\*\*\*\*\*

B CUSTOMER STATES THAT THE VEHICLE SURROUND CAMERA IS NOT WORKING AND FREQUENTLY CUTS OUT. SCREEN GOES BLACK AND THERE IS A TRIANGLE WARNING LEFT IN THE SCREEN WHEN OFF. HAD CAMERA REPLACED AT HELENA DEALER UNDER WARRANTY. NO CHANGE. CHECK AND ADVISE.

CAUSE: found a b395a stored in the radio. per gm flow chart tested coaxil cables and found one with high resistance.

1414680 LIFTGATE WIRING HARNESS EXTENSION HARNESS REPLACEMENT

608 WC4 (N/C)  
1 84738022 F-HARNESS (N/C)  
SPAC G06191804

replaced rear video camera coaxil cable to lift gate to connector in left rear quarter pannel. tested ops of camera system. working as designed at this time.

\*\*\*\*\*

C RENTAL CAR REQUESTED

CAUSE: RENTAL CAR

RENTAL 3 DAY RENTAL IN [REDACTED]  
608 WC4

(N/C)

\*\*\*\*\*

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO THE OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF. X	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		<b>PLEASE PAY THIS AMOUNT</b>	

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

CUSTOMER SIGNATURE

**We are committed to your Total Satisfaction**

CUSTOMER COPY

CUSTOMER #: [REDACTED]

[REDACTED]

# Corwin | Motors

KALISPELL

\* INVOICE \*

2565 Highway 93 North  
Kalispell, Montana 59901  
**(406) 755-5555**

DUPLICATE 1  
PAGE 2

HELENA, MT

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 474 JARED TAYLOR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	20	GMC ACADIA	[REDACTED]		3920/3921	[REDACTED]

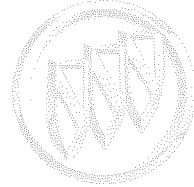
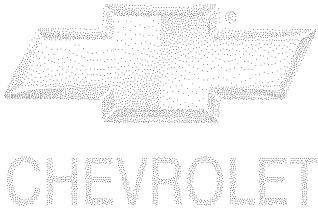
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAY20 IS			17:00 06AUG20		0.00	COUP	25AUG20

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:1181666 DLR:36020
11:39 06AUG20	16:14 25AUG20	ENG:3.6_Liter_DOHC

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

#3389 CREATED 2020-08-03  
02:13:23PM TAKEN BY

IMPORTANT - Your "COMPLETE SATISFACTION" is our #1 goal. You may receive a survey from General Motors about your visit today. If for any reason you cannot answer "COMPLETELY SATISFIED" on any question, please contact Eisinger Motors Customer Service before completing the survey. Thank You



BUICK

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	62.26
TOTAL CHARGES	62.26
LESS INSURANCE	62.26
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

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

CUSTOMER SIGNATURE

**We are committed to your Total Satisfaction**

**CUSTOMER COPY**

CUSTOMER #: [REDACTED]

# Corwin | Motors

KALISPELL

\*ACCOUNTING\*

2565 Highway 93 North  
Kalispell, Montana 59901  
**(406) 755-5555**

[REDACTED]  
HELENA, MT  
HOME [REDACTED]  
BUS: [REDACTED]

DUPLICATE 1  
PAGE 1

\*\* PRE-INVOICE \*\*

SERVICE ADVISOR: 515 PETER LEHMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	20	GMC ACADIA	[REDACTED]		5191/5191	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAY20 IS			17:00 08OCT20		0.00	CASH	19OCT20

R.O. OPENED      BOOKED      OPTIONS: SOLD-STK:1181666 DLR:36020  
 ENG:3.6\_Liter\_DOHC

13:30 01OCT20      10:13 19OCT20

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

A C/S CONSOLE SCREEN GOES BLACK INTERMITT  
 299 MISC REPAIR

608 INTS      0.00      0.00      0      0      0.00      0.00  
 PARTS:      0.00      LABOR:      0.00      OTHER:      0.00      TOTAL LINE A:      0.00

B C/S SAT RADIO WONT LOAD INTERMITT  
 299 MISC REPAIR

608 INTS      0.00      0.00      0      0      0.00      0.00  
 PARTS:      0.00      LABOR:      0.00      OTHER:      0.00      TOTAL LINE B:      0.00

TAC CASE # [REDACTED] UPDATE IMPORTANT - Your "COMPLETE SATISFACTION" is  
 REQUESTED FROM ENGINEERS DID our #1 goal. You may receive a survey from  
 NOT WORK ON MULTIPLE USB General Motors about your visit today. If for  
 DRIVES. TAC STATES KNOWN ISSUE any reason you cannot answer "COMPLETELY  
 W ITH MULTIPLE MODELS WITH SATISFIED" on any question, please contact  
 THIS AND IS WORKING ON Eisinger Motors Customer Service before  
 RESOLVING ISSUE. WILL UPDATE completing the survey. Thank You  
 US WHEN RESOLUTI ON HAS BEEN  
 FIGURED OUT. WE WILL UPDATE  
 CUSTOM

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	0	0	500	6704	0	*****	DM

COST, SALE, & COMP TOTALS      0      0      0

DESCRIPTION	TOTALS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	
I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF. X	
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

**We are committed to your Total Satisfaction**

ACCOUNTING COPY

CUSTOMER #: [REDACTED]

# Corwin | Motors

\*ACCOUNTING\*

KALISPELL

2565 Highway 93 North  
Kalispell, Montana 59901  
(406) 755-5555

DUPLICATE 1  
PAGE 1

HELENA, MT [REDACTED]

HOME: [REDACTED]

CONT: [REDACTED]

\*\* PRE-INVOICE \*\*

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 515 PETER LEHMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	20	GMC ACADIA	[REDACTED]		5191/5191	[REDACTED]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAY20 IS			17:00 08OCT20		0.00	CASH	19OCT20

R.O. OPENED: 13:30 01OCT20    BOOKED: 10:13 19OCT20  
 OPTIONS: SOLD-STK:1181666 DLR:36020  
 ENG:3.6 Liter DOHC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	C/S	CONSOLE	SCREEN GOES BLACK	INTERMITT							
		299	MISC REPAIR							0.00	0.00
		608	INTS	0.00	0.00	0	0				
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00				TOTAL LINE A:	0.00
B	C/S	SAT RADIO	WONT LOAD	INTERMITT							
		299	MISC REPAIR							0.00	0.00
		608	INTS	0.00	0.00	0	0				
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00				TOTAL LINE B:	0.00

TAC CASE # [REDACTED] UPDATE IMPORTANT - Your "COMPLETE SATISFACTION" is our #1 goal. You may receive a survey from General Motors about your visit today. If for any reason you cannot answer "COMPLETELY SATISFIED" on any question, please contact Eisinger Motors Customer Service before completing the survey. Thank You

REQUESTED FROM ENGINEERS DID NOT WORK ON MULTIPLE USB DRIVES. TAC STATES KNOWN ISSUE WITH MULTIPLE MODELS WITH THIS AND IS WORKING ON RESOLVING ISSUE. WILL UPDATE US WHEN RESOLUTION HAS BEEN FIGURED OUT. WE WILL UPDATE CUSTOM

\*\*\* NO RO PUNCH TIMES ON FILE \*\*\*

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	0	0	500	6704	0	*****	DM

### COST, SALE, & COMP TOTALS

0      0      0

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 I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.  
 X \_\_\_\_\_

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

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

CUSTOMER SIGNATURE

We are committed to your Total Satisfaction

ACCOUNTING COPY

CUSTOMER #: [REDACTED]

WORKORDER

# Corwin | Motors

KALISPELL

HELENA, MT [REDACTED]

PAGE 1

2565 Highway 93 North  
Kalispell, Montana 59901  
**(406) 755-5555**

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

SERVICE ADVISOR: 515 LEHMANN, PETER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED	20	GMC ACADIA	[REDACTED]		5191/	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAY20 IS			17:00 01OCT20		0.00	CASH	
R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:1181666 DLR:36020 ENG:3.6_Liter_DOHC					
01OCT2020 13:30							

LINE #	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				C/S CONSOLE SCREEN GOES BLACK INTERMITT
	DIAG1		WC4	ENGINE PERFORMANCE & DRIVEABILITY DIAGNOSTIC PROCEDURE. \$120 FOR DIAGNOSTICS PER HOUR.
# B				C/S SAT RADIO WONT LOAD INTERMITT
	DIAG1		WC4	ENGINE PERFORMANCE & DRIVEABILITY DIAGNOSTIC PROCEDURE. \$120 FOR DIAGNOSTICS PER HOUR.

JAC - [REDACTED]

W/ 2015 internal email per JAC

W119E  
B39SA -05 - 9/21 Person  
3A - invalid repair

### EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

DATE: \_\_\_\_\_ SIGNED: X \_\_\_\_\_

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

PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY	DATE	TIME	BY
X			
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			

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

Thank you for your patronage - please read information below.  
We accept Visa - MasterCard - American Express  
Certified check or cash as payment for Services and Parts.  
NOTICE: Not responsible for personal articles left in vehicle.

**We are committed to your Total Satisfaction**  
TECHNICIAN COPY CUSTOMER SIGNATURE



# VEHICLE REPORT

2020 GMC Acadia

VIN: [REDACTED]

Odometer: 5,191 mi



SERVICE WORKBENCH

Eisinger Motors

## Subscription Statuses

**OnStar Status:** ✓ Equipped & Active  
**Advanced Diagnostics Report:** ✓ Yes  
**DMN Enabled:** ✓ Yes

**Radio Status:** ✓ Equipped & Active  
**Radio ID:** [REDACTED]  
**Owner Center Status:** ⚠ Insufficient customer information  
**My Rewards Status:** ⚠ Insufficient customer information

## Previous Visit

**Date:** 6/29/2020  
**Odometer:** 2,522 mi  
**Driving Conditions:** Normal

## Required Field Actions

No information found for this vehicle

## Service Contracts

No information found for this vehicle

## Service Information

No information found for this vehicle

## Vehicle Warranty Claim History (From IVH)

Service Date	R.O. Number	Transaction Type	Op Code	Description	Odometer Reading	Service Type
8/6/2020	[REDACTED]	ZREG	0600743	GMC Factory Maintenance	3920 mi	Warranty
8/6/2020	[REDACTED]	ZREG	1414680	Liftgate Wiring Harness Extension Harness Replacement	3920 mi	Warranty
6/16/2020	[REDACTED]	ZREG	3450060	Rearview Driver Information Camera Replacement	2228 mi	Warranty
3/18/2020	[REDACTED]	ZPDI	0590052	PDI Related Fluid Adds	1 mi	Warranty
2/12/2020	[REDACTED]	ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 mi	Warranty

## Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Bumper to Bumper Limited Warranty	5/8/2020	11 mi	5/8/2023	36011 mi	✓ Applicable
Corrosion Limited Warranty	5/8/2020	11 mi	5/8/2026	100011 mi	✓ Applicable
Powertrain Limited Warranty	5/8/2020	11 mi	5/8/2025	60011 mi	✓ Applicable
Emission Limited Warranty	5/8/2020	11 mi	5/8/2023	50011 mi	✓ Applicable
GMC - First Maintenance Visit	5/8/2020	11 mi	5/8/2021	999999 mi	✗ Expired

Printed on: 10/1/2020 1:29 PM

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# VEHICLE REPORT

2020 GMC Acadia

VIN: [REDACTED]

Odometer: 5,191 mi



SERVICE WORKBENCH

Eisinger Motors

## Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Incandescent Exterior Bulb Ltd Wty	5/8/2020	11 mi	5/8/2021	999999 mi	✓ Applicable
Emission Select State Component Ltd Wty	5/8/2020	11 mi	5/8/2027	70011 mi	✓ Applicable
Emission Select Component Ltd Wty	5/8/2020	11 mi	5/8/2028	80011 mi	✓ Applicable

## Repair Order History (From Dealer Management Systems)

Indicates work performed at this dealership

	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	8/25/2020	[REDACTED]	MT	2014 GMC YEAR MAINTENANCE PROGRAM	3	W	3920 mi
	6/29/2020	[REDACTED]	MT	ELECTRICAL	1	I	2522 mi
	6/25/2020	[REDACTED]	MT	REARVIEW DRIVER INFORMATION CAMERA REPLACEMENT	1	W	2228 mi
	5/14/2020	[REDACTED]	MT	SHOWROOM DELIVERY	1	I	11 mi

Printed on: 10/1/2020 1:29 PM

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Corwin Motors of Kalispell

2565 Hwy 93 North  
Kalispell, MT 59901



Phone: (406) 755-5555

Fax: (406) 751-6062

**2020 GMC ACADIA**

VIN: [REDACTED]

**Date: October 1, 2020, 1:25 PM**

Service Advisor: **Pete Lehmann**

Transportation: **Drop Off**

Tag#: **3581**

Promised Date: **October 1, 2020**

Promised Time: **6:00 PM**



[REDACTED]  
Helena, MT  
[REDACTED]

**2020 GMC ACADIA**

VIN: [REDACTED]

In Service Date:

05/08/2020

Mileage: 5,191

**Customer Approved Services**

**Service**

Multi-Point Vehicle Inspection

**Cost**

\$0.00

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection, or delivery at my risk. An express lien is acknowledged on said 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. Customer agrees to pay all collection costs and/or attorney fees in the event that default is made on any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

Electronically Signed:  
10-01-2020, 1:25:19 PM

[REDACTED]  
Signed Total: \$0.00



**2020 GMC ACADIA**

VIN: ...LZ181666

**Date: October 1, 2020, 1:25 PM**

Service Advisor: **Pete Lehmann**

Transportation: **Drop Off**

Tag#: **3581**

Promised Date: **October 1, 2020**

Promised Time: **6:00 PM**



Helena, MT

**2020 GMC ACADIA**

VIN: [REDACTED]

In Service Date:

05/08/2020

Mileage: 5,191

**Customer Approved Services**

**Service**

Multi-Point Vehicle Inspection

**Cost**

\$0.00

I hereby authorize the repair work listed herein, including sublet work, to be done along with necessary materials. You and your employees may operate the described vehicle for the purposes of testing, inspection, or delivery at my risk. An express lien is acknowledged on said 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. Customer agrees to pay all collection costs and/or attorney fees in the event that default is made on any payment due. If vehicle is returned to customer without repair service being performed, a diagnostic and handling fee (including reassembly) may be charged. I have read and understand the above and acknowledge receipt of an estimate.

Electronically Signed:  
10-01-2020, 1:25:19 PM

Signed Total: \$0.00

CUSTOMER #: [REDACTED]

WORKORDER



HELENA, MT

PAGE 1

2565 Highway 93 North  
Kalispell, Montana 59901  
**(406) 755-5555**

HOME: [REDACTED] COM

CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 515 LEHMANN, PETER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	20	GMC ACADIA	[REDACTED]		5191/	T3581

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAY20 IS			17:00 01OCT20		0.00	CASH	

R.O. OPENED      BOOKED      OPTIONS: SOLD-STK:1181666 DLR:36020  
 01OCT2020 13:30      ENG:3.6\_Liter\_DOHC

LINE	OP	CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A					C/S CONSOLE SCREEN GOES BLACK INTERMITT
	DIAG1			WC4	ENGINE PERFORMANCE & DRIVEABILITY DIAGNOSTIC PROCEDURE. \$120 FOR DIAGNOSTICS PER HOUR.
# B					C/S SAT RADIO WONT LOAD INTERMITT
	DIAG1			WC4	ENGINE PERFORMANCE & DRIVEABILITY DIAGNOSTIC PROCEDURE. \$120 FOR DIAGNOSTICS PER HOUR.

**EXCLUSION OF WARRANTIES**

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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

DATE: \_\_\_\_\_ SIGNED: X \_\_\_\_\_ PRELIMINARY ESTIMATE \$ \_\_\_\_\_

AUTHORIZED BY	DATE	TIME	BY
X			
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			

Thank you for your patronage - please read information below.  
We accept Visa - MasterCard - American Express  
Certified check or cash as payment for Services and Parts.  
NOTICE: Not responsible for personal articles left in vehicle.

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:  
X \_\_\_\_\_

**We are committed to your Total Satisfaction**  
TECHNICIAN COPY CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

# Corwin | Motors

KALISPELL

\* INVOICE \*

2565 Highway 93 North  
Kalispell, Montana 59901  
**(406) 755-5555**

DUPLICATE 1  
PAGE 1

[REDACTED]  
HELENA, MT  
HOME: [REDACTED]  
BUS: [REDACTED]

CONT: [REDACTED]  
CELL: [REDACTED]

SERVICE ADVISOR: 515 PETER LEHMANN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	20	GMC ACADIA	[REDACTED]		5191/5191	T3581

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08MAY20 IS			17:00 08OCT20		0.00	CASH	19OCT20

R.O. OPENED	BOOKED	OPTIONS:
13:30 01OCT20	10:13 19OCT20	SOLD-STK:1181666 DLR:36020 ENG:3.6_Liter_DOHC

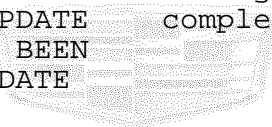
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S CONSOLE SCREEN GOES BLACK INTERMITT  
 299 MISC REPAIR  
 608 INTS (N/C)  
 \*\*\*\*\*

B C/S SAT RADIO WONT LOAD INTERMITT  
 299 MISC REPAIR  
 608 INTS (N/C)  
 \*\*\*\*\*

TAC CASE # [REDACTED] UPDATE IMPORTANT - Your "COMPLETE SATISFACTION" is  
 REQUESTED FROM ENGINEERS DID our #1 goal. You may receive a survey from  
 NOT WORK ON MULTIPLE USB General Motors about your visit today. If for  
 DRIVES. TAC STATES KNOWN ISSUE any reason you cannot answer "COMPLETELY  
 W ITH MULTIPLE MODELS WITH SATISFIED" on any question, please contact  
 THIS AND IS WORKING ON Eisinger Motors Customer Service before  
 RESOLVING ISSUE. WILL UPDATE completing the survey. Thank You  
 US WHEN RESOLUTI ON HAS BEEN  
 FIGURED OUT. WE WILL UPDATE  
 CUSTOM

CHEVROLET



BUICK

GMC

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF. X	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	SALES TAX	0.00
		<b>PLEASE PAY THIS AMOUNT</b>	0.00

We are committed to your Total Satisfaction

CUSTOMER COPY

**INVOICE**

Invoice #:

Tag #:

HELENA MT  
Home: [REDACTED]  
Cell: [REDACTED]  
Bus: [REDACTED]  
Email: [REDACTED]

Customer #:

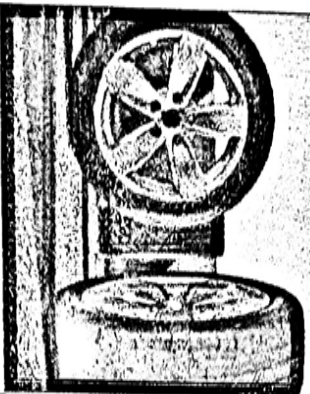
Service Advisor: 91726 CHRIS FOX

**LITHIA**  
LITHIA CHEVROLET BUICK GMC  
OF HELENA #146 & #278  
1501 CEDAR STREET · HELENA, MT 59601  
PHONE: (406) 442-9001 · FAX: (406) 495-3076  
REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 4186 PORTLAND, OR 97208-4186

COLOR	YEAR	MAKEMODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
DEL DATE	20	GMC ACADIA		2522	2522	
PROD DATE	16JUN20	PROMISED		BOOKED		
WARR EXP	18.00 29JUN20	PO NO		R.O. OPENED	08.11 29JUN20	15.26 29JUN20
		RATE	0.00	PAYMENT		
		CASH		INV. DATE	29JUN20	

OPTIONS: ENG:3.6 Liter DOHC

**We Sell Tires**  
Call For a Quote  
[406] 442-9001



**DOES YOUR VEHICLE  
NEED A SPA DAY?**

**CALL TO SET UP YOUR  
APPOINTMENT TODAY**

LINE OPCODE TECH TYPE HOURS  
A ADV C.S VEH HAS BACK UP CAMERA INOP, CK HIST, VEH WHOLE SURROUND  
CAMERA SYSTEM WILL GO BLACK  
EL ELECTRICAL  
9999 ICM  
0.00 LABOR: \*\*\*\*\*  
PARTS: 0.00 OTHER: 0.00

**TOTAL LINE A: (N/C) 0.00**

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF YOU ARE NOT ABLE TO ANSWER "COMPLETELY SATISFIED" TO ALL QUESTIONS PLEASE CONTACT JIM BODLE AT 406-495-3035. THANK YOU FOR YOUR BUSINESS.



BUICK

**GMC**

\*I acknowledge notice and oral approval of an increase in the original estimated price. Signature or initials

**STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT**

In the course of servicing, OE equivalent parts may be used. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this merchandise. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	<b>0.00</b>

Customer Copy

Page 1 of 1

THANK YOU!

INVOICE

Invoice #

Tag #: T666



LITHIA CHEVROLET BUICK GMC  
OF HELENA #146 & #278

1501 CEDAR STREET · HELENA, MT 59601  
PHONE: (406) 442-9001 · FAX: (406) 495-3076  
REMIT PAYMENT TO: LITHIA MOTORS SUPPORT SERVICES  
PO BOX 4186 PORTLAND, OR 97208-4186

HELENA, MT  
Home: [REDACTED]  
Cell: [REDACTED]  
Bus: [REDACTED]  
Email: [REDACTED]

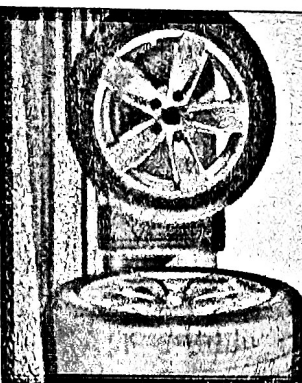
Customer # [REDACTED]

Service Advisor: 211166 ZACHARY YOHN

DEL DATE	PROD DATE	WARR. EXP.	MAKEMODEL	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	MILEAGE IN	MILEAGE OUT
16JUN20	20	18:00 16JUN20	GMC ACADIA	18:00 16JUN20	[REDACTED]	0.00	CASH	25JUN20	08:00 16JUN20	2228	2228
OPTIONS: ENG:3.6 Liter DOHC											

LIST NET TOTAL

**We Sell Tires**  
Call For a Quote  
[406] 442-9001



**DOES YOUR VEHICLE  
NEED A SPA DAY?**

**CALL TO SET UP YOUR  
APPOINTMENT TODAY**

Copyright 2014 CCM Group, LLC SERVICE INVOICE TYPE 6 SER - W/MONG

LINE OPCODE TECH TYPE HOURS  
A BACK UP CAMERA DISPLAYING BLACK SCREEN RANDOMLY  
CAUSE: CAMERA  
3450060 REARVIEW DRIVER INFORMATION CAMERA  
REPLACEMENT  
97697 WC4  
FC: 6581 1 84676845 CAMERA  
PART#: 84676845  
COUNT: 1  
CLAIM TYPE:  
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
2228 CONFIRMED CUSTOMER CONCERN. DIAGNOSIS FOUND CODES SET IN THE  
HMI B395A-08, 3A, AND 72. FAULT IS INTERMITTENT. SUSPECT CAMERA ITSELF  
IS AT FAULT. REPLACED REAR VIEW CAMERA. DISPLAY IS GOOD NOW.  
\*\*\*\*\*  
YOU MAY RECEIVE A CUSTOMER SATISFACTION  
SURVEY. IF YOU ARE NOT ABLE TO ANSWER  
"COMPLETELY SATISFIED" TO ALL QUESTIONS  
PLEASE CONTACT JIM BODLE AT 406-495-3035.  
THANK YOU FOR YOUR BUSINESS.

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.

<sup>1</sup> acknowledge notice and oral approval of an increase in the original estimated price.  
Signature or initials"  
**STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT**  
In the course of servicing, De equivalent parts may be used  
The factory warranty constitutes all of the warranties with respect to the sale of this  
items. The Seller hereby expressly disclaims all warranties either express or implied,  
including any implied warranty of merchantability or fitness for a particular purpose. Seller  
neither assumes nor authorizes any other person to assume for it any liability in connection  
with the sale of this item. Any dispute between customer and the dealership arising from  
or related to this vehicle or this transaction will be settled by mandatory and binding arbitration  
pursuant to the Federal Arbitration Act 9 U.S.C. § 1 et. seq. The arbitration shall be conducted  
by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at  
law or in equity.

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

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Customer Copy

Page 1 of 1

THANK YOU!