



Notice of Service of Process

Transmittal [REDACTED]

Primary Contact: Rosemarie Williams
General Motors LLC
Mail Code 482-C23-SOP 300 Renaissance CTR
300 Renaissance Center
Detroit, MI 48265-0001

Entity: General Motors LLC
Entity ID Number [REDACTED]

Entity Served: General Motors LLC

Title of Action: [REDACTED] vs. General Motors LLC

Matter Name/ID: [REDACTED] vs. General Motors LLC [REDACTED]

Document(s) Type: Summons/Complaint

Nature of Action: Breach of Warranty

Court/Agency: Chemung County Supreme Court, NY

Case/Reference No: [REDACTED]

Jurisdiction Served: New York

Date Served on CSC: 02/27/2020

Answer or Appearance Due: 30 Days

Originally Served On: CSC

How Served: Certified Mail

Sender Information: The Robison Lemon Law Group LLC (Glen Mills, PA)
[REDACTED]

Client Requested Information: Year: 2017
Make: Chevrolet
Model: Volt
VIN: [REDACTED]

Notes: The Robison Lemon Law Group LLC 181 Andrien Rd Glen Mills, PA 19342

CSC Location document was served: Corporation Service Company 80 State Street Albany, NY 12207

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

To avoid potential delay, please do not send your response to CSC
251 Little Falls Drive, Wilmington, Delaware 19808-1674 (888) 690-2882 | sop@cscglobal.com



February 25, 2020

VIA REGULAR MAIL

General Motors LLC
C/O Corporation Service Company
80 State Street
Albany, NY 12207

Re: [REDACTED] v. General Motors, LLC
Index [REDACTED]

To whom it may concern,

Enclosed please find a stamped copy of the Summons and Complaint that was filed on [REDACTED] behalf against General Motors. Please review and file an answer within the time allotted by the NY Rules of Civil Procedure.

Should you have any questions or concerns, my contact information can be found below. Thank you for your time and consideration to this matter.

Sincerely,

[REDACTED]
Emma C. Robison

ECR/

EMMA ROBISON
ATTORNEY AT LAW
PA • NY • NJ • MD

PA LOCATION
181 ANDRIEN RD
GLEN MILLS, PA 19342

PA MAILING ADDRESS
99 ALDAN AVE, #529
CONCORDVILLE, PA 19331

NY LOCATION
276 FIFTH AVE, SUITE 704-767
NEW YORK, NY 10001

SUPREME COURT OF THE STATE OF NEW YORK
COUNTY OF Chemung

[REDACTED]

Plaintiff(s),

-against-

General Motors LLC

Defendant(s).

Index No.

Summons

Date Index No. Purchased:

To the above named Defendant(s)

General Motors C/O Corporation Service Company
80 State Street
Albany, NY 12207

You are hereby summoned to answer the complaint in this action and to serve a copy of your answer, or, if the complaint is not served with this summons, to serve a notice of appearance, on the Plaintiff's attorney within 20 days after the service of this summons, exclusive of the day of service (or within 30 days after the service is complete if this summons is not personally delivered to you within the State of New York); and in case of your failure to appear or answer, judgment will be taken against you by default for the relief demanded in the complaint.

The basis of venue is Plaintiff
which is residence

Dated: Glen Mills, PA

February 24, 2020

[REDACTED]

Attorneys for Plaintiff

[REDACTED]

The Robison Lemon Law Group, LLC
By: Emma C. Robison
Attorney ID: [REDACTED]
181 Andrien Rd
Glen Mills, PA 19342
(267) 504-4744

SUPREME COURT OF THE STATE OF NEW YORK
COUNTY OF CHEMUNG

[REDACTED]	Plaintiff,	CIVIL ACTION
v.		INDEX NO.:
		COMPLAINT & JURY TRIAL DEMANDED
GENERAL MOTORS LLC	Defendant.	

COMPLAINT – CIVIL ACTION

Plaintiff, [REDACTED] by and through his attorneys, The Robison Law Group, LLC, hereby files this Complaint against the above-named Defendant, and, in support thereof states as follows:

THE PARTIES

1. Plaintiffs, [REDACTED], at all relevant times, w an adult citizen of the State of New York and resides at [REDACTED], Elmira, NY, [REDACTED].
2. Defendant, General Motors LLC, maintains their place of business at C/O Corporation Service Company, 80 State Street, Albany, NY 12207.

BACKGROUND

3. This is a civil action arising out of the Plaintiff’s purchase of a 2017 Chevrolet Volt bearing [REDACTED] on or about 3/18/19. Plaintiff’s purchase documents are attached hereto as Exhibit “A.” In exchange for \$24,989, Plaintiff received a three (3) year, thirty-six thousand (36,000) mile manufacturer’s warranty and a five (5) year, sixty thousand (60,000) mile powertrain warranty. This warranty states that should a defect

arise within the vehicle, it will be fixed by the manufacturer within a reasonable amount of time or attempts.

4. Due to defects that include, but are not limited to, a defective module, the Plaintiff's vehicle was out of service for greater than five (5) months. The repair order is attached hereto as Exhibit "A."
5. All defects arose within the manufacturer's limited warranty period.
6. Due to the manufacturer's failure to fix this defect within a reasonable amount of time, Plaintiff asserts that the manufacturer's limited warranty is breached.
7. The defect renders the vehicle substantially unsafe and unable to be used by the Plaintiff as intended. The defect also significantly diminishes the value of the vehicle.

COUNT I – NEW YORK LEMON LAW

8. New York Lemon Law was enacted to give consumers a remedy if they purchase a vehicle that has a nonconformity that substantially impairs its value. GBS, §198-a(c)(1).
9. The Act holds that if a defect arises within the first two (2) years or eighteen thousand (18,000) miles of ownership, that cannot be fixed within a reasonable amount of time or number of attempts, along with substantially impairing the vehicle's value, then the consumer is entitled to have the vehicle repurchased or replaced. *Id.* at (b)(1-2), (c)(1).
10. It shall be presumed that a vehicle is subject to repair an unreasonable number of times if the vehicle is delivered to an authorized dealership four (4) times for the same nonconformity and the defect continues to exist or if the vehicle is out of service a cumulative total of thirty (30) or more days. *Id.* at (d)(1-2).
11. Here, approximately seven (7) months after purchase, the Plaintiff returned to the dealership because he discovered a large puddle of oil beneath the car at the same time the check engine light became illuminated. At this time, the battery gauge went to zero and the vehicle ran on gas. Subsequently, the vehicle would not shift out of park. The technicians were not able to repair this issue because they could not unlock the connector on the module. The vehicle sat out of service from August 22, 2019 until January 20, 2020.
12. Due to the Defendant's failure to fix a nonconformity that arose within the first two (2) years or eighteen thousand (18,000) of the vehicle's life within a reasonable amount of time or number of attempts, along with the defect substantially impairing the value of the vehicle, New York Lemon Law is breached.
13. The Act also provides for the payment of attorney fees/costs should the Plaintiff prevail. *Id.* at (l)

WHEREFORE, Plaintiff demands judgment in his favor and against the Defendant, equal to the purchase price of the vehicle, plus attorney fees/costs, and other such relief as may be determined to be reasonable.

COUNT II – MAGNUSON-MOSS WARRANTY IMPROVEMENT ACT

14. The Magnuson-Moss Warranty Improvement Act ensures that a manufacturer adhere to any warranty issued with a product. 15 U.S.C. 2310(d)(1).

15. The Act states that if a warranty is present when goods are exchanged, and the product exhibits a nonconformity, the seller must fix the defect within a reasonable number of time or attempts, or the consumer may sue for damages. Id.
16. Here, the Plaintiff's vehicle was out of service for approximately five (5) months due to an engine defect.
17. The dates of service for defect nonconformity include: 8/22/19 – 1/20/19.
18. Due to the Defendant's failure to fix this nonconformity within a reasonable number of time or attempts, the Defendant is in breach of the warranty.
19. A violation of this Act entitles the Plaintiff to the diminished value of the vehicle unless special circumstances show proximate damages of a different amount. N.Y.C.L. §2-714(2).
20. The Act also provides for the award of reasonable attorney fees/costs. 15 U.S.C. §2310(d)(2)

WHEREFORE, Plaintiff demands judgment in his favor and against the Defendant in the amount of the diminished value of the vehicle, plus attorney fees/costs, and other such relief as may be determined to be reasonable. This amount is not to exceed \$50,000.

COUNT III – UNIFORM COMMERCIAL CODE


21. The Uniform Commercial Code also provides relief for a consumer if a manufacturer breaches a vehicle's warranty.
22. This breach includes a violation of the vehicle's
 - a. Express warranty under N.Y. U.C.C. Law §2-313
 - b. Implied warranty under N.Y. U.C.C. §2-314
 - c. Implied warranty of fitness for a particular purpose under N.Y. U.C.C. §2-315;
and
 - d. Implied warranty of merchantability under N.Y. U.C.C. §2-314.
23. A breach of warranty occurs if the manufacturer fails to fix the defect within a reasonable amount of time or number of attempts. N.Y. U.C.C. §2-607(2).
24. Here, the Plaintiff's vehicle was out of service for approximately five (5) months due to an engine defect.
25. The measure of damages for breach of warranty under the New York UCC is the difference at the time and place of purchase between the value of the goods accepted and the value they would have had if they had been as warranted, unless special circumstances show proximate damages of a different amount. N.Y. U.C.C. §2-714(2).
26. Due to the Defendant's failure to fix a warrantable defect within a reasonable amount of time or number of attempts, the Plaintiff's vehicle has a significant diminished value.

WHEREFORE, Plaintiff demands judgment in his favor and against the Defendant in the amount of the diminished value of the vehicle and other such relief as may be determined reasonable.

COUNT IV – NEW YORK UNFAIR TRADE PRACTICES ACT
General Business Law §349-350

27. The New York Unfair Trade Practices Act (hereinafter “NYUTPA”) prohibits certain actions that are deemed unfair or deceptive.
28. The NYUTPA defines unfair methods of competition and, unfair or deceptive acts or practices, to include: Failure to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made.
29. Here, the Plaintiff’s vehicle was out of service for approximately five (5) months due to an engine defect.
30. The measure of damages under the NYUTPA is the damages sustained due to the warranty breach, which the court may treble. GBS, §349(h). This may include, but is not limited to, the purchase price or diminished value of the vehicle.
31. The Act also provides for the award of reasonable attorney fees/costs. *Id.*

WHEREFORE, Plaintiff demands judgement in his favor and against the Defendant in the amount of the purchase price of the vehicle and other such relief as may be determined reasonable. Plaintiff also demands three times the amount of damages sustained and attorney fees/costs.


Emma C. Robison
Attorney for the Plaintiff

The Robison Law Group
181 Andrien Rd.
Glen Mills, PA 19342
(267) 504-4744
emma@lemonlawcar.com

EXHIBIT A

Keep this document safe. It contains information that may be used to identify you.

NY-5387A (2-18)

NEW YORK STATE REGISTRATION SERVICE

G PAS



ELM CHEVROLET COMPANY, INC.

301 East Church Street • Elmira, NY 14901
 Phone (607) 734-4141 • Fax (607) 734-4621 • Toll Free (800) 453-4646
 New York State Registered Facility No. 4080014
VEHICLE CASH PURCHASE AGREEMENT



THIS AGREEMENT IS NOT BINDING UNLESS SIGNED BY THE SELLER AND THE BUYER

	INSPECTION FEE	\$ 10.00
	OTHER - ITEMIZE	\$ NA
	TOTAL CASH PRICE DELIVERED	\$ 24989.00
	LESS CASH DEPOSIT (RECEIPT #)	\$ NA
	REBATE	\$ NA
	REBATE	\$ NA
	REBATE	\$
	REBATE	\$
	REBATE	\$ NA
	PLUS BALANCE OWING ON TRADE-IN	\$ NA
	CASH DUE ON DELIVERY	\$ 3000.00
	BALANCE TO BE FINANCED	\$ 21989.00
	LIENHOLDER: COMMUNITY BANK N.A.	
	TERM: 75 APR: 4.09000	

CONSUMER INFORMATION		INSURANCE INFORMATION	
Estimated Delivery Date 03/18/2019 / Place of Delivery ELM CHEVROLET	INSURANCE COMPANY		
<small>If the new motor vehicle has not been delivered in accordance with this contract within 30 days following the estimated delivery date, the consumer has the right to cancel the contract and to receive a full refund, unless the delay in delivery is attributable to the consumer.</small>	AGENT NAME		
<small>PRIOR USE CERTIFICATION (REQUIRED BY VEHICLE AND TRAFFIC LAW 417-A IF PRINCIPAL PRIOR USE OF THE VEHICLE WAS AS A POLICE VEHICLE, TAXICAB, DRIVER EDUCATION VEHICLE OR RENTAL VEHICLE. THE PRINCIPAL PRIOR USE OF THIS VEHICLE WAS AS: A POLICE VEHICLE, A TAXICAB, A DRIVER EDUCATION VEHICLE, OR A RENTAL VEHICLE.</small>	AGENT ADDRESS		
<small>** The amount indicated on your sales or lease agreement for registration and title fees is an estimate. In some instances, it may exceed the actual fees due to the Commissioner of Motor Vehicles. The dealer will automatically, and within sixty days of securing such registration and title, refund any amount overpaid for such fees. If the Motor Vehicle fees are more than the estimate charged, you will be responsible to pay the dealer indicated above the excess charges.</small>	PHONE	POLICY NO.	
Customer Initials _____ Date 03/18/2019	SPOKE WITH	EXP. DATE	
<small>* THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE IS NOT A NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES, UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES. YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE TO ANY MOTOR VEHICLE ISSUING OFFICE.</small>	DEDUCTIBLE \$	COLLISION \$	COMPREHENSIVE \$
<small>IF YOU AGREE TO ASSIST ME IN OBTAINING FINANCING FOR ANY PART OF THE PURCHASE PRICE, THIS ORDER SHALL NOT BE BINDING UPON YOU OR ME UNTIL ALL OF THE CREDIT TERMS ARE PRESENTED TO ME IN ACCORDANCE WITH REGULATION "Z" (TRUTH-IN-LENDING) AND ARE ACCEPTED BY ME. IF I DO NOT ACCEPT THE CREDIT TERMS WHEN PRESENTED, I MAY CANCEL THIS ORDER AND MY DEPOSIT WILL BE REFUNDED.</small>	THE TRADE-IN		
<small>IF THIS MOTOR VEHICLE IS CLASSIFIED AS A USED MOTOR VEHICLE, THIS DEALER CERTIFIES THAT THE ENTIRE VEHICLE IS IN CONDITION AND REPAIR TO RENDER UNDER NORMAL USE, SATISFACTORY AND ADEQUATE SERVICE UPON THE PUBLIC HIGHWAY AT THE TIME OF DELIVERY.</small>	VIN	MILEAGE	
<small>* THIS INFORMATION YOU SEE ON THE WINDOW FROM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.</small>	YEAR	MAKE	MODEL
<small>IF, UNDER THE LAW OF THE STATE OF NEW YORK CONTROLLING THE SALE OF USED MOTOR VEHICLES YOU SHOULD BE ENTITLED TO A REFUND IN CONNECTION WITH THIS TRANSACTION, THE VALUE OF ANY VEHICLE YOU MAY HAVE TRADED-IN (IF THE SELLER CHOOSES NOT TO RETURN IT TO YOU) SHALL NOT BE THE VALUE LISTED IN THIS DOCUMENT, INSTEAD, THE VALUE WILL BE DETERMINED BASED ON THE NATIONAL AUTO DEALERS ASSOCIATION USED CAR WHOLESALE VALUE OR OTHER GUIDE APPROVED BY THE COMMISSIONER OF MOTOR VEHICLES, AND ADJUSTED FOR MILEAGE, IMPROVEMENTS AND ANY MAJOR PHYSICAL OR MECHANICAL DEFECTS.</small>	BODY	COLOR	TRANS.
<small>A FULL TANK OF FUEL IS INCLUDED WITH ALL RETAIL SALES OF NEW VEHICLES.</small>	PLATE NO.	EXP. DATE	
	PAYOFF CO.	PHONE	
	ADDRESS		
	LIEN ACCT #	CLOSE OUT \$	NA
	GOOD UNTIL	VERIFIED BY	DATE
	I HEREBY STATE THAT THERE ARE NO LIENS OR ENCUMBRANCES ON THE VEHICLE THAT I AM TRADING, OTHER THAN THOSE STATED ABOVE AND THAT THE VEHICLE I AM TRADING DOES NOT HAVE A SALVAGE, FLOOD, RECONSTRUCTED, OR NON-USA-STD. TITLE.		
	DATE	BUYER'S SIGNATURE	
	I HAVE READ THE TERMS ON BOTH SIDES OF THIS AGREEMENT AND ACCEPT THEM AS STATED.		
	BUYER'S SIGNATURE	DATE:	03/18/2019
	CO-BUYER SIGNATURE	DATE:	
	APPROVED SELLER	DATE:	03/18/2019

PLEASE SEE OTHER SIDE FOR AD

NYSCEF DOC. NO. 2

RECEIVED NYSCEF: 02/24/2020



301 First Church Street - Elmira, NY
(607) 734-1414 (607) 453-4646
NYS Reg. Suppl. Lic. # 4080014

Handwritten: OATS 5

Handwritten: SLW 8/29/19 10:49 - PART removal.

STATEMENT OF DISCLAIMER: All warranties on these parts are the manufacturer's. The selling dealer hereby expressly disclaims all warranties, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of these parts. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or income, or any other incidental damages.

LIMITED EXPRESS WARRANTY: GM parts and accessories are warranted for 24 months or 24,000 miles, whichever comes first. All other parts installed are warranted for 3,000 miles or 90 days as a full labor performed. Warranty repairs to be performed at dealer.

EXCLUSIONS: This warranty does not cover conditions resulting from misuse, negligence, or other causes outside of a place of business. The following are not covered by warranty: Front end alignment, coolant and coolant leaks, Air Conditioning, Seal leaks, Polishing, Electrical wiring and shorts (when not related to original repair), fuel system when due to contamination, Tires and batteries warranted at manufacturer's option. This warranty does not cover conditions resulting from misuse, negligence, or other causes outside of a place of business.

CREDIT TERMS: Payments due not later than the 10th of each month for all invoices covering charges made during the previous month. Past due accounts are subject to a single periodic rate of 1.5% per month (minimum charge of 6 cents), which is an annual rate of 18%. Customer signature signifies agreement to these terms.

Handwritten: Y190 PART

RES IN	MILES OUT	DATE TIME IN	DATE OUT	RO NO.
9401		08/22/19 14:07		[REDACTED]
CON	TAG NO	STATUS		
	02876			
RV DATE	DELIV DATE	DELIV MILES	PROMISED	
22/16	03/18/19	32372		
SERV ADV	ENGINE			
JAMIE POSTEN (479)				

All parts are new unless otherwise indicated. Replaced parts will be discarded unless specified.

A daily storage fee of \$10.00 will be charged if the vehicle is not picked up within 24 hours after you have been notified work has been completed.

Terms: Strictly cash unless credit arrangement made.

I 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. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto.

X _____ CASH _____ CHARGE

Service Contract

Description	Deduction Amount	Term Months	Term Miles	Expiration Miles	Expiration Date
\$500 DISAPPEAR DED	\$0	72	110000	110000	03/18/25

Line	Type	Op-Code	Tech
A	Customer	20C1ZSES	

Concern: CUSTOMER STATES THERE IS A LARGE PUDDLE OF OIL UNDER THE VEHICLE AND THE CHECK ENGINE LIGHT IS ILLUMINATED - PLEASE CHECK AND ADVISE (CUSTOMER STATED THE BATTERY WENT TO ZERO AND RAN ON GAS. AFTER LEAVING THE PARK AND STARTING THE VEHICLE, THE

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.
	89	
STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.
OLH	99	
STRAIGHT TIME (HRS)	FLAT RATE PRICE	R.O. NO.
	1.5	



DATE	TIME	STATUS
19 AUG 23	112	OFF
19 AUG 23	104	OFF
19 AUG 23	104	OFF
19 AUG 23	95	OFF
19 AUG 23	95	OFF
19 AUG 23	79	ON

ROAD TEST MILEAGE	OUT	IN

PLACE DAILY TIME/JOB TICKET

TECHNICIANS COMMENTS INCLUDE DESCRIPTION OF CAUSE	EMPLOYEE NUMBER	TECHNICIAN	EMPLOYEE	STATUS
COMPLAIN SCS IS And CAR Will Not Start HAS MANY u-codes stored. sheet ATT JOB		COMPLAIN	19 AUG 22 135	OFF
CAUSE When trying to Replace module the DRIVER motor EV cable would not unlock and Called Tom to see if there was a solution Connector would not come unlocked		CAUSE When pushing on to The Locking Pins on the Relay, negative Connector Broke OFF and needs replaced.	19 AUG 22 146	OFF
CORRECTION OIL PAN Leaking Lower pan needs Resealed. Replaced Re-seat PAN Fill Oil		CORREC	19 AUG 22 146	OFF
			19 AUG 22 141	ON
			19 AUG 22 161	ON
			19 AUG 22 155	OFF
				ON
COMPLAIN		COMPLAIN		OFF
				ON
				OFF
CAUSE 2		CAUSE 4		ON
				OFF
				ON
				OFF
				ON
				OFF
WARRANTY PARTS RETURNED TO PARTS DEPT.		WARRANTY APPROVAL		ON
Warranty Parts Returned				OFF
				ON
				OFF

NYSCEF DOC. NO. 2

RECEIVED NYSCEF: 02/24/2020

Certified Service



Genuine Parts

301 East Church Street - Elmira, NY 14901
 (807) 734-4141 - (800) 453-4846
 NYS Reg. Repair Shop R4080014

parts are the...
 and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of these parts. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or income, or any other incidental damages.

LIMITED EXPRESS... are guaranteed for 24 months or 24,000 miles...
 warranted for 1,000 miles or 30 days as is all labor performed. Warranty repairs to be performed at dealer.

a piece of business. The follow are not covered by warranty: Front end alignment, coolant and coolant leaks, Air Conditioning, Seal leaks, Polishes, Electrical wiring and shorts (when not related to original repair), fuel system when due to contamination, Tires and batteries warranted at manufacturer's option. This warranty does not cover conditions resulting from misuse, negligence, accidents, or alterations.

CREDIT TERMS: Payments due not later than the 10th of each month for all invoices covering charges made during the previous month. Finance charges on past due payments are 18% per month. Customer assumes all risks above.

MILES IN	MILES OUT	DATE/TIME
[REDACTED]	3916	08/30/19 09:10
VEHICLE DESCRIPTION		
2017 CHEVROLET VOLT LT (GR)		
GENE PLATE NO	CUST LABOR RATE	PROD DATE
		08/22/16
WORK PHONE	CELL PHONE	STOCK NO
		C2394A
SERV ADV	ENGINE	
JAMIE POSTEN (479)		

All parts are new unless otherwise indicated. Replaced parts will be discarded unless specified.

Save replaced parts Yes No Initials _____

A daily storage fee of \$10.00 will be charged if the vehicle is not picked up within 24 hours after you have been notified work has been completed.

Terms: Strictly cash unless credit arrangement made.

9/19 Appr [REDACTED]

done along with the necessary material and agree that you are responsible for any damage to the vehicle or articles left in vehicle in case of fire, theft or any other damage caused by unavailability of parts or delays in parts shipments. Vehicle herein on streets, highways or elsewhere for the purpose of repair. Customer's mechanic's lien is hereby acknowledged on the vehicle to [REDACTED]

CASH CHARGE

Service Contract

Company	Description	Deduction Amount	Term Months	Term Miles	Expiration Miles	Expiration Date
[REDACTED]	\$500 DISAPPEAR DED	\$0	72	110000	110000	03/18/25

Line Type Op-Code Tech

A Customer 20CTZSES

Concern C/S: CUSTOMER STATES LARGE PUDDLE OF OIL UNDER THE VEHICLE AND CEL IS ON -0 CHECK AND ADVISE

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

P/T	Date	Miles	Adv	Op-Code	Tech	Description
I	03/18/19	34334	474	01CVZNYE	A49	NEW YORK STATE INSPECTION [REDACTED]
C	01/02/19	34316	479		A64	CUSTOMER STATES WE INSTALLED NEW COMPUTER, NEEDS TO BE RELEARNED - A64
C	12/13/18	34316	479		A64	CUSTOMER STATES THERE IS A WIRE HARNESS THAT NEEDS TO BE REPLACED.
C	11/19/18	34316	134	59	A87	REPAIR PER PROGRESSIVE INSURANCE CO ESTIMATE. (LEFT FRONT, AND LEFT REAR COIL OVER)
					A87	PAINT PER ESTIMATE
I	09/10/18	32372	178	M&BALTRF	A07	Mount and Balance 4 tires
				AVO	A07	USED CAR PREDELIVERY INSPECTION
				02CTZDEX	A07	DEXOS OIL CHANGE

BATTERY WENT TO ZERO, RAN ON GAS.

When starting vehicle it states shift to park, won't change gear.



301 East Church Street • Elmira, NY 14901
 (807) 734-4141 • (800) 453-6646
 NYS Reg. Repair Shop R4080014

STATEMENT OF DISCLAIMER: All work performed by the technician. The shop does not accept liability for any and all damage, including any, material, workmanship or liability for a particular part, and is not responsible for any person's actions or liability for any damage or destruction with the general business parts. Business parts are not covered by this warranty. Damage may be caused by improper use of the vehicle, improper use of the vehicle, or any other, unusual damages.

WARRANTY: This warranty is void if the vehicle is used for racing or other illegal activities. This warranty is void if the vehicle is used for any other purpose not intended by the manufacturer. This warranty is void if the vehicle is used for any other purpose not intended by the manufacturer. This warranty is void if the vehicle is used for any other purpose not intended by the manufacturer.

WARRANTY: This warranty is void if the vehicle is used for racing or other illegal activities. This warranty is void if the vehicle is used for any other purpose not intended by the manufacturer. This warranty is void if the vehicle is used for any other purpose not intended by the manufacturer.

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		39401	39401	08/22/19 14:07	01/20/20	[REDACTED]
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2017 CHEVROLET VOLT LT (GR)				02876	PARTIAL-COMPLETE-P	
LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	PI SERV DATE	DELIV DATE	DELIV. MILES	TERMS
[REDACTED]			08/22/16	03/18/19	32372	No Charge
WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		ENGINE	
		C2394A	JAMIE POSTEN (479)			

THANK YOU FOR YOUR CONFIDENCE IN SERVING YOUR VEHICLE. WE ARE COMMITTED TO PROVIDING THE BEST SERVICE AND VALUE TO OUR CUSTOMERS. WE ARE COMMITTED TO PROVIDING THE BEST SERVICE AND VALUE TO OUR CUSTOMERS.

WARRANTY: This warranty is void if the vehicle is used for racing or other illegal activities. This warranty is void if the vehicle is used for any other purpose not intended by the manufacturer. This warranty is void if the vehicle is used for any other purpose not intended by the manufacturer.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	5031010		A19		Warranty	
Concern	CUSTOMER STATES THERE IS A LARGE PUDDLE OF OIL UNDER THE VEHICLE AND THE CHECK ENGINE LIGHT IS ILLUMINATED PLEASE CHECK AND ADVISE (CUSTOMER STATED THE BATTERY WENT TO ZERO AND RAN ON GAS. AFTER LEAVING THE PARK AND STARTING THE VEHICLE, THE VEHICLE STATED TO SHIFT TO PARK WHEN TAKING IT OUT OF GEAR AND WILL NOT SHIFT TO ANOTHER GEAR)					
Cause	TECH VERIFIED CHECK ENGINE LIGHT IS ON AND CAR WILL NOT START HAS MANY U-CODES STORED (SHEET ATTACHED)-U2603,U2604,U2605,U2606 THROUGH TESTING AND FOLLOWING FLOW CHARTS TECH FOUND THAT THE BATTERY ENERGY CONT. MODULE IS BAD AND NEEDS REPLACED					
Correction	WHEN TRYING TO REPLACE MODULE THE DRIVE MOTOR EV CABLE WOULD NOT UNLOCK HAD TO CALL TAN TO SEE IF THERE WAS A SOLUTION WHEN PUSHING ON LEVER AND HOLDING RELEASE THE LOCKING PINS ON THE RELAY JUNCTION CONNECTOR BREAK OFF AND NEED REPLACED. TECH REPLACED RELAY AND HAD TO REMOVE BATTERY OUT OF CAR BECAUSE PART WERE SO FAR FROM HAD TO BE SECURED BATTERY AND SAFETY. TECH REINSTALLED BATTERY AND PROGRAMMED MODULE AND RESET CODES. RECHARGED BATTERY TEST DROVE OK					

Part Number	Description	Qty.
24294960	MODULE	1
12696048	FILTER	1
88865700	DEXOS 0W20	5
88864346	SEALANT	1

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
[REDACTED]		39401	39401	08/22/19 14:07	01/20/20	[REDACTED]
VEHICLE DESCRIPTION				TAG NO	STATUS	
2017 CHEVROLET VOLT LT (GR)				02876	PARTIAL-COMPLETE-P	
VEHICLE LICENSE NO	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV DATE	DELIV MILES	TERMS
			08/22/16	03/18/19	32372	No Charge
WORK PHONE	CELL PHONE	STOCK NO	SERV ADV		ENGINE	
		C2394A	JAMIE POSTEN (479)			

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	Continued					
	Part Number	Description		Qty.		
	24299153	RELAY		1		
	23120475	INSULATOR		1		
	12378390	COOLANT		1		

B + Warranty
 Concern CUSTOMER REQUESTS RENTAL VEHICLE
 Correction 90 days rent [REDACTED] 2019 CHEVY BLAZER

C + 4065910 A19 Warranty
 Concern Customer states vehicle is leaking oil
 Cause TECH FOUND LOWER OIL PAN IS LEAKING AND NEEDS RESEALED
 Correction TECH RESEALED LOWER OIL PAN AND REFILLED WITH OIL (4065910) (1.9)

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
08/22/2019 14:07	\$105.00		Initial Estimate	

Totals

Total Amount Due	Amount
	\$0.00

factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability, or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume any liability in connection with the sale of this item.

TERMS: STRICTLY ASH BY...
 SERVICE CENTER...
 24 HOURS...
 NO...
 CALL...

DEPT. OF...
 CHEMUNG COUNTY

INVOICE

CUSTOMER COPY



ROBISON LEMON LAW GROUP
— LLC —

99 Aldan Ave - #529
Concordville, PA 19331

General Motors LLC
C/O Corporation Service Company
80 State Street
Albany, NY 12207

PRESS FIRMLY TO SEAL

This envelope is made from post-consumer waste. Please recycle - again.



WHEN USED INTERNATIONALLY,
A CUSTOMS DECLARATION
LABEL MAY BE REQUIRED.

TO:

General Motors LLC
C/O Corporation Service Co.
80 State Street
Albany, NY
12207

Label 228, March 2016

FOR DOMESTIC AND INTERNATIONAL USE



PS00001000014

EP14F July 2013
OD: 12.5 x 9.5

VISIT US AT USPS.COM[®]
ORDER FREE SUPPLIES ONLINE



This packaging is the property of the U.S. Postal Service[®] and is provided solely for use in sending Priority Mail[®] shipments. Misuse may be a violation of Federal law. This packaging is not for resale. EP14F © U.S. Postal Service, July 2013; All rights reserved.