

[REDACTED]

**From:** GMCACUpdate@gm.com  
**Sent:** Monday, March 1, 2021 10:22 AM  
**To:** [REDACTED]  
**Subject:** Legal Assistance Alert – Documentation Request: Case # [REDACTED] VIN [REDACTED]  
[REDACTED] Mileage 24936

This is a request for documentation only. Please do not reach out to the customer at this time.

We have received a Legal Lawsuit Case that pertains to one of our mutual customers, [REDACTED]. Please provide the following documentation:

\*All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Missing Repair Order(s):

[REDACTED]

Please provide the needed information within 24 hours. Please provide documentation by attaching through the DCM tool. Please be aware there is a 10MB limit so documents may need to be uploaded in multiple uploads.

Your cooperation in this matter is greatly appreciated as we are under strict timelines to respond to this matter.

Thank You,  
Stephanie  
BRC Mediation Liaison  
Teleperformance, on behalf of General Motors LLC  
PHONE: 1-800-231-1841 ext: 5924206  
stephanie.lozano@gm.com

[REDACTED]

CUSTOMER #: [REDACTED]

INVOICE



Prime Buick GMC

1845 Washington Street Hanover, MA 02339  
(781) 826-8300  
www.primemotorgroup.com

PEMBROKE, MA [REDACTED]

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HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5394 ELIJAH MARCIELLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	19	GMC SIERRA 1500	[REDACTED]		18049/18049	TIRE	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAY19 IS			17:00 04MAY20		VAR	CASH	05MAY20

R.O. OPENED	READY	OPTIONS:	DLR:278138	ENG:6.2_Liter
09:32 04MAY20	11:41 04MAY20			

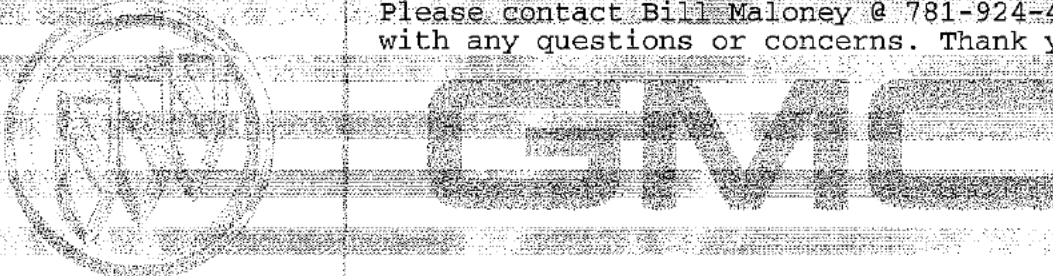
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THERE IS A NAIL TOO CLOSE TO THE SIDE WALL AND WAS TOLD IT NEEDS TO BE REPLACED (BRIDGESTONE ALENZA A/S 02 - 275/50 R22 111T)

						24.95	24.95
						315.92	315.92
PARTS:	315.92	LABOR:	24.95	OTHER:	0.00	TOTAL LINE A:	340.87

\*\*\*\*\*

Thank you for servicing with Prime Buick GMC  
Our goal is to have every customer feeling  
\*\*\*Completely Satisfied\*\*\*  
If you are not Completely Satisfied  
Please contact Bill Maloney @ 781-924-4121  
with any questions or concerns. Thank you!



**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 in 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 its systems to perform with reasonable safety, efficiency, or comfort.

**Limited Labor Warranty:**  
The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement fails in normal service within that period we will fix it free of charge.

**Shop Supply and Waste Disposal Charge:**  
All our service repair invoices include a charge to recover some of the costs directly associated with the disposal or recycling of your vehicle's waste, including: motor oil, transmission fluid, coolant, oil filters, tires, brake linings, rotors, drums, drive belts, lubricating fluids, rags, and waste water generated from repairing and cleaning your vehicle. The Service Charge is not a government-required fee. The charge is calculated as percentage of labor cost of the repair; not to exceed a maximum of \$25.

All parts installed are new unless specified. X

DESCRIPTION	TOTALS
LABOR AMOUNT	24.95
PARTS AMOUNT	315.92
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP/HAZARDOUS FEE'S	0.00
TOTAL CHARGES	340.87
DISCOUNTS/COUPONS	0.00
SALES TAX	19.75
<b>PLEASE PAY THIS AMOUNT</b>	<b>360.62</b>