



U.S. Department of Transportation  
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

FOR AGENCY USE ONLY 100148

**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

Date Received  
08-DEC-2016  
FEB 14 2017

Repository   
Reference No.  
10933873

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City CANANDAIGUA State NY Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1GYKNERS9HZ [REDACTED] Make CADILLAC Model XT5 Model Year 2017  
Date Purchased 6-27-2016 Dealer's Name and Telephone Number RANDALL-GMC-BUICK-CADILLAC 585-919-2917 Engine: No: Cylinders 6 Fuel Type: GAS  
Original Owner  Dealer's City CANANDAIGUA State NY Zip Code 14424  
Transmission Type AUTO  Antilock Brakes  Cruise Control Powertrain AWD Multiple Failure: Incident Date(s) 07-JUN-2016 SEE ATTACHED

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 200000 WHEELS, 220000 SEATS Failure Mileage 3800 Failure Speed 20

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]  
DOT No. (Example: DOTMAL9ABC036)  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)

Crash  Yes  No Fire  Yes  No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] Reported to Police N

**Narrative Description of Incident(S), Crash(es), and Injury (ies).**

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL\* THE CONTACT OWNS A 2017 CADILLAC XT5. WHILE DRIVING APPROXIMATELY 20 MPH, THE DRIVER'S SEAT MADE A SNAPPING AND CRACKLING NOISE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE SEAT FRAME WAS REPLACED; HOWEVER, THE FAILURE RECURRED. IN ADDITION, THE CONTACT STATED THAT THE REAR PASSENGER WHEEL MADE A KNOCKING NOISE WHEN THE VEHICLE DROVE OVER A BUMP OR MAKING TURNS. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE CAUSE OF THE FAILURE COULD NOT BE DETERMINED. THE FAILURE RECURRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 3,800.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

**Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)**

REAR SUSPENSION RATTLES - CAN NOT FIND A FIX - WAITING FOR CADILLAC TO CONTACT ME.

DRIVER SEAT IN MANY TIMES - STILL NOT FIXED, TAKE IT BACK IN FEBRUARY

VEHICLE IN FOR SERVICE ABOUT 6 WEEKS AND STILL BOTH NOT FIXED

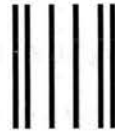
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE. Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



**BUSINESS REPLY MAIL**

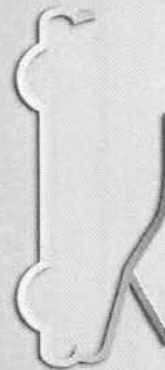
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NEF-100  
1200 New Jersey Avenue SE.  
Washington, D.C. 20077-9382**



**Think your vehicle has a safety defect?**



**If so:**

**Use the enclosed form to file a report.**

**or visit:**

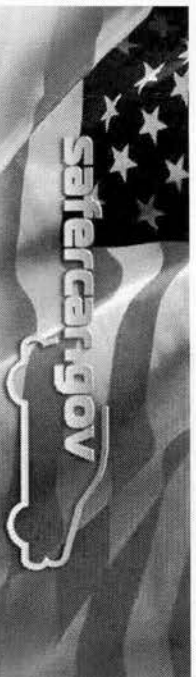
**www.safercar.gov**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



# RANDALL



5375 Thomas Road Canandaigua, NY 14424  
 (585) 394-0050 - Toll Free (800) 823-6920 - Fax (585) 394-0828  
NY'S REG. REPAIR SHOP NO. R-702750 [www.randallgmc.com](http://www.randallgmc.com)

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller 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 items. This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any other cause beyond company's control. Storage charges will start 48 hours after completion of repairs. Dissatisfaction with either charges or services rendered or any claim for adjustment must be reported to management within 30 days. In the event you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, or partial completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Warranty: GM parts and accessories are guaranteed for 12 months or 12,000 miles. Non-factory parts are guaranteed for 4,000 miles or 90 days, as is all labor performed.

|                            |                   |                        |            |                      |                |                    |             |
|----------------------------|-------------------|------------------------|------------|----------------------|----------------|--------------------|-------------|
| [REDACTED]                 |                   | VEHICLE ID             | MILES IN   | MILES OUT            | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
| CANANDAIGUA, NY [REDACTED] |                   | 1GYKNERS9HZ [REDACTED] | 657        | 657                  | 07/15/16 07:31 | 07/18/16           | [REDACTED]  |
| VEHICLE DESCRIPTION        |                   |                        |            |                      | TAG NO.        | STATUS             |             |
| 2017 CADILLAC XT5 (BK)     |                   |                        |            |                      |                | PARTIAL-COMPLETE-P |             |
| CONTROL NO.                | LICENSE PLATE NO. | CUST. LABOR RATE       | PROD. DATE | IN-SERV DATE         | DELIV. DATE    | DELIV. MILES       | TERMS       |
| [REDACTED]                 | [REDACTED]        | 100.0                  | 06/02/16   | 06/27/16             | 06/27/16       | 52                 | No Charge   |
| HOME PHONE                 | WORK PHONE        | CELL PHONE             | STOCK NO.  | SERV. ADV.           |                | ENGINE             |             |
| [REDACTED]                 | [REDACTED]        | [REDACTED]             | [REDACTED] | ZACHARY MCGORY (433) |                |                    |             |

METHOD OF PAYMENT  
 [CASH]  [CHECK]  [MC]  [VISA]  [DISCOVER]  [AMERICAN EXPRESS]

THANK YOU FOR YOUR BUSINESS!

| Line   | Op-Code | Fail Code | Tech | Hours | Type     | Amount |
|--|---------|-----------|------|-------|----------|--------|
| A *  | 27      |           | A25  | 1.60  | Warranty |        |
| Concern WHEELS AND TIRES swap old wheels for new wheels  |         |           |      |       |          |        |
| Correction swapped shipping wheels for LPO wheels  |         |           |      |       |          |        |
| B *  | 2069939 |           | A25  | 0.30  | Warranty |        |
| Concern POWER TRUNK RELEASE customer states rear hatch will not open   |         |           |      |       |          |        |
| Correction Keyless Entry/Theft Alarm/Memory Seats/Lighting/Power Windows - Customer Concern Not Duplicated (CCND); |         |           |      |       |          |        |
| C *  | 7020180 |           | A25  | 2.10  | Warranty |        |
| Concern SEAT/SEAT TRIM customer states seat makes a snapping sound when making a left turn                         |         |           |      |       |          |        |
| Correction Driver or Passenger Seat Cushion Frame Replacement;   |         |           |      |       |          |        |

*SEAT NOISE*

| Part Number | Description       | Qty. |
|-------------|-------------------|------|
| 13590838    | FRAME             | 1    |
| Misc. Code  | Description       | Qty. |
| NIF         | Freight & Postage | 1.0  |

Totals

|                |                     |
|----------------|---------------------|
| TOTAL CUSTOMER | Amount<br>No Charge |
|----------------|---------------------|

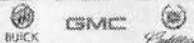
GM PARTS AND ACCESSORIES ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES. NON-FACTORY PARTS ARE GUARANTEED FOR 4,000 MILES OR 90 DAYS, AS IS ALL LABOR PERFORMED. PLEASE NOTE THAT THERE WILL BE A \$15.00 CHARGE FOR ANY RETURNED CHECKS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

UPON COMPLETION OF WARRANTY REPAIR, YOU MAY BE CONTACTED BY GM THROUGH A MAILING OR PHONE SURVEY. WE ALWAYS STRIVE FOR A "COMPLETELY SATISFIED" RATING. OUR NUMBER ONE GOAL IS TO EXCEED YOUR EXPECTATIONS. CALL US TO DISCUSS ANY CONCERNS YOU MAY HAVE. YOUR INPUT IS VERY IMPORTANT TO US. FOR INFORMATION ON EXTENDING YOUR WARRANTY, CONTACT DON F AT 394-0050. YOUR SERVICE ADVISOR HAS DISCOUNT COUPONS AVAILABLE ON ALL EXTENDED SERVICE CONTRACTS. \*INDICATES SERVICE PLUS LIMITED LIFETIME WARRANTY.

CUSTOMER SIGNATURE

# RANDALL



5375 Thomas Road Canandaigua, NY 14424

(585) 394-0050 - Toll Free (800) 823-6920 - Fax (585) 394-0828

NYS REG. REPAIR SHOP NO. 15-7027761

www.randallgmc.com

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller 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 items. This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any other cause beyond company's control. Storage charges will start 48 hours after completion of repairs. Dissatisfaction with either charges or services rendered or any claim for adjustment must be reported to management within 30 days. In the event you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, or partial completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Warranty: GM parts and accessories are guaranteed for 12 months or 12,000 miles. Non-factory parts are guaranteed for 4,000 miles or 90 days, as is all labor performed.

|                            |                   |                        |            |                      |             |                |           |                    |  |
|----------------------------|-------------------|------------------------|------------|----------------------|-------------|----------------|-----------|--------------------|--|
| [REDACTED]                 |                   | VEHICLE ID             |            | MILES IN             | MILES OUT   | DATE/TIME IN   | DATE OUT  | INVOICE NO.        |  |
|                            |                   | 1GYKNERS9HZ [REDACTED] |            | 2564                 | 2564        | 09/30/16 07:38 | 09/30/16  | [REDACTED]         |  |
| CANANDAIGUA, NY [REDACTED] |                   | VEHICLE DESCRIPTION    |            |                      |             |                | TAG NO.   | STATUS             |  |
| [REDACTED]                 |                   | 2017 CADILLAC XT5 (BK) |            |                      |             |                |           | PARTIAL-COMPLETE-P |  |
| CONTROL NO.                | LICENSE PLATE NO. | CUST. LABOR RATE       | PROD. DATE | IN-SERV DATE         | DELIV. DATE | DELIV. MILES   | TERMS     |                    |  |
| [REDACTED]                 | [REDACTED]        | 100.0                  | 06/02/16   | 06/27/16             | 06/27/16    | 52             | No Charge |                    |  |
| HOME PHONE                 | WORK PHONE        | CELL PHONE             | STOCK NO.  | SERV. ADV.           |             |                | ENGINE    |                    |  |
| [REDACTED]                 | [REDACTED]        | [REDACTED]             | [REDACTED] | ZACHARY MCGORY (433) |             |                |           |                    |  |

METHOD OF PAYMENT: [CASH] [CHECK] [MC] [VISA] [DISCOVER] [AMERICAN EXPRESS] THANK YOU FOR YOUR BUSINESS!

| Line  | Op-Code | Fail Code | Tech | Hours       | Type                 | Amount        |
|---|---------|-----------|------|-------------|----------------------|---------------|
| A *   | 31PUMP  |           | A22  | 0.00        | Customer             | \$0.00        |
| Concern WASHER fluid is empty                       |         |           |      |             |                      |               |
| Correction filled washer fluid per customer request |         |           |      |             |                      |               |
| <b>Total Hours:</b>                                 |         |           |      | <b>0.00</b> | <b>Line Total...</b> | <b>\$0.00</b> |

|  |         |  |     |      |          |  |
|--|---------|--|-----|------|----------|--|
| B *  | 1421342 |  | A22 | 0.30 | Warranty |  |
| Concern customer states that the rear of vehicle between the back bumper and frame is making a rattle noise                  |         |  |     |      |          |  |
| Cause found the back bumper rubbing on the metal frame   |         |  |     |      |          |  |
| Correction Rear Bumper Fascia Alignment; inserted foam backing to take bumper off of metal frame to correct customer concern |         |  |     |      |          |  |

REAR  
END  
NOISE

|  |         |  |     |      |          |  |
|--|---------|--|-----|------|----------|--|
| C *  | 1042980 |  | A22 | 0.30 | Warranty |  |
| Concern INTERIOR TRIM-customer states that driver door sill is dented delaminating |         |  |     |      |          |  |
| Cause tech found door sill delaminating  |         |  |     |      |          |  |
| Correction Front Side Door Trim Panel Replacement;                                 |         |  |     |      |          |  |

| Part Number | Description | Qty. |
|-------------|-------------|------|
| 23396567    | MOLDING     | 1    |

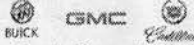
|                       |                             |
|-----------------------|-----------------------------|
| <b>Totals</b>         |                             |
| <b>TOTAL CUSTOMER</b> | <b>Amount<br/>No Charge</b> |

GM PARTS AND ACCESSORIES ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES. NON-FACTORY PARTS ARE GUARANTEED FOR 4,000 MILES OR 90 DAYS, AS IS ALL LABOR PERFORMED. PLEASE NOTE THAT THERE WILL BE A \$15.00 CHARGE FOR ANY RETURNED CHECKS. ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

\_\_\_\_\_  
CUSTOMER SIGNATURE

UPON COMPLETION OF WARRANTY REPAIR, YOU MAY BE CONTACTED BY GM THROUGH A MAILING OR PHONE SURVEY. WE ALWAYS STRIVE FOR A "COMPLETELY SATISFIED" RATING. OUR NUMBER ONE GOAL IS TO EXCEED YOUR EXPECTATIONS. CALL US TO DISCUSS ANY CONCERNS YOU MAY HAVE. YOUR INPUT IS VERY IMPORTANT TO US. FOR INFORMATION ON EXTENDING YOUR WARRANTY, CONTACT DON F AT 394-0050. YOUR SERVICE ADVISOR HAS DISCOUNT COUPONS AVAILABLE ON ALL EXTENDED SERVICE CONTRACTS. \*INDICATES SERVICE PLUS LIMITED LIFETIME WARRANTY.

# RANDALL



5375 Thomas Road Canandaigua, NY 14424

(585) 394-0050 - Toll Free (800) 823-6920 - Fax (585) 394-0828

NYS REG. REPAIR SHOP NO. R-7023750

www.randallgmc.com

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller 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 items. This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any other cause beyond company's control. Storage charges will start 48 hours after completion of repairs. Dissatisfaction with either charges or services rendered or any claim for adjustment must be reported to management within 30 days. In the event you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, or partial completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Warranty: GM parts and accessories are guaranteed for 12 months or 12,000 miles. Non-factory parts are guaranteed for 4,000 miles or 90 days, as is all labor performed.

|                            |                   |                        |            |                      |                |                    |             |
|----------------------------|-------------------|------------------------|------------|----------------------|----------------|--------------------|-------------|
| [REDACTED]                 |                   | VEHICLE ID             | MILES IN   | MILES OUT            | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
| CANANDAIGUA, NY [REDACTED] |                   | 1GYKNERS9HZ [REDACTED] | 3619       | 3619                 | 11/10/16 10:01 | 11/16/16           | [REDACTED]  |
| VEHICLE DESCRIPTION        |                   |                        |            |                      | TAG NO.        | STATUS             |             |
| 2017 CADILLAC XT5 (BK)     |                   |                        |            |                      |                | PARTIAL-COMPLETE-P |             |
| CONTROL NO.                | LICENSE PLATE NO. | CUST. LABOR RATE       | PROD. DATE | IN-SERV DATE         | DELIV. DATE    | DELIV. MILES       | TERMS       |
| [REDACTED]                 | [REDACTED]        | 100.0                  | 06/02/16   | 06/27/16             | 06/27/16       | 52                 | No Charge   |
| HOME PHONE                 | WORK PHONE        | CELL PHONE             | STOCK NO.  | SERV. ADV.           |                | ENGINE             |             |
| [REDACTED]                 | [REDACTED]        | [REDACTED]             | [REDACTED] | ZACHARY MCGORY (433) |                |                    |             |

METHOD OF PAYMENT

[CASH] [CHECK] [MC] [VISA] [DISCOVER] [AMERICAN EXPRESS]

THANK YOU FOR YOUR BUSINESS!

| Line       | Op-Code   | Fail Code | Tech | Hours | Type     | Amount            |
|------------|---|-----------|------|-------|----------|-------------------|
| A *        | 8044650   |           | A22  | 2.30  | Warranty |                   |
| Concern    | customer states that there is a rattle noise from the right rear whengoing up and down his driveway |           |      |       |          | <i>REAR NOISE</i> |
| Cause      | tech heard noise coming from the left rear mostly when traveling downhill.                          |           |      |       |          |                   |
| Correction | tech removed and replaced left rear shock, tested, customer concern is corrected at this time       |           |      |       |          |                   |

| Part Number | Description | Qty. |
|-------------|-------------|------|
| 23401008    | *ABSORBER   | 1    |

|            |  |  |     |      |          |  |
|------------|--|--|-----|------|----------|--|
| B *        | 9102673  |  | A22 | 0.30 | Warranty |  |
| Concern    | 49550: ZSUB - Service Update Bulletins - Brake Line Contacts Chassis Wiring Harness - (10/27/2016) |  |     |      |          |  |
| Correction | 49550: ZSUB - Service Update Bulletins - Brake Line Contacts Chassis Wiring Harness - (10/27/2016) |  |     |      |          |  |

Totals

|                |                     |
|----------------|---------------------|
| TOTAL CUSTOMER | Amount<br>No Charge |
|----------------|---------------------|

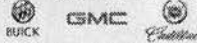
GM PARTS AND ACCESSORIES ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES. NON-FACTORY PARTS ARE GUARANTEED FOR 4,000 MILES OR 90 DAYS, AS IS ALL LABOR PERFORMED. PLEASE NOTE THAT THERE WILL BE A \$15.00 CHARGE FOR ANY RETURNED CHECKS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

UPON COMPLETION OF WARRANTY REPAIR, YOU MAY BE CONTACTED BY GM THROUGH A MAILING OR PHONE SURVEY. WE ALWAYS STRIVE FOR A "COMPLETELY SATISFIED" RATING. OUR NUMBER ONE GOAL IS TO EXCEED YOUR EXPECTATIONS. CALL US TO DISCUSS ANY CONCERNS YOU MAY HAVE. YOUR INPUT IS VERY IMPORTANT TO US. FOR INFORMATION ON EXTENDING YOUR WARRANTY, CONTACT DON F AT 394-0050. YOUR SERVICE ADVISOR HAS DISCOUNT COUPONS AVAILABLE ON ALL EXTENDED SERVICE CONTRACTS. \*INDICATES SERVICE PLUS LIMITED LIFETIME WARRANTY.

CUSTOMER SIGNATURE

# RANDALL



5375 Thomas Road Canandaigua, NY 14424

(585) 394-0050 - Toll Free (800) 823-6920 - Fax (585) 394-0828

NYS REG. REPAIR SHOP NO. R-7023751

www.randallgmc.com

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller 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 items. This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any other cause beyond company's control. Storage charges will start 48 hours after completion of repairs. Dissatisfaction with either charges or services rendered or any claim for adjustment must be reported to management within 30 days. In the event you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, or partial completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Warranty: GM parts and accessories are guaranteed for 12 months or 12,000 miles. Non-factory parts are guaranteed for 4,000 miles or 90 days, as is all labor performed.

|                            |                   |                        |            |                      |                |                    |             |
|----------------------------|-------------------|------------------------|------------|----------------------|----------------|--------------------|-------------|
| [REDACTED]                 |                   | VEHICLE ID             | MILES IN   | MILES OUT            | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
| [REDACTED]                 |                   | 1GYKNERS9HZ [REDACTED] | 4123       | 4123                 | 11/29/16 08:04 | 11/29/16           | [REDACTED]  |
| CANANDAIGUA, NY [REDACTED] |                   | VEHICLE DESCRIPTION    |            |                      | TAG NO.        | STATUS             |             |
| [REDACTED]                 |                   | 2017 CADILLAC XT5 (BK) |            |                      |                | PARTIAL-COMPLETE-P |             |
| CONTROL NO.                | LICENSE PLATE NO. | CUST. LABOR RATE       | PROD. DATE | IN-SERV DATE         | DELIV. DATE    | DELIV. MILES       | TERMS       |
| [REDACTED]                 | [REDACTED]        | 100.0                  | 06/02/16   | 06/27/16             | 06/27/16       | 52                 | No Charge   |
| HOME PHONE                 | WORK PHONE        | CELL PHONE             | STOCK NO.  | SERV. ADV.           |                | ENGINE             |             |
| [REDACTED]                 | [REDACTED]        | [REDACTED]             | [REDACTED] | ZACHARY MCGORY (433) |                |                    |             |

METHOD OF PAYMENT

[CASH] [CHECK] [MC] [VISA] [DISCOVER] [AMERICAN EXPRESS]

THANK YOU FOR YOUR BUSINESS!

| Line                | Op-Code  | Fail Code   | Tech | Hours       | Type                 | Amount        |
|---------------------|--|-------------|------|-------------|----------------------|---------------|
| A *                 | 8044650  |             | A35  | 1.20        | Warranty             |               |
| Concern             | SUSPENSION customer states there is a noise in the rear end                                    |             |      |             |                      |               |
| Cause               | tech found noise coming from right rear shock  |             |      |             |                      |               |
| Correction          | tech removed and replaced right rear shock, tested, customer concern is corrected at this time |             |      |             |                      |               |
| Part Number         |  | Description |      | Qty.        |                      |               |
| 23401007            |  | ABSORBER    |      | 1           |                      |               |
| B *                 | 27   |             | A35  | 0.00        | Customer             | \$0.00        |
| Concern             | WHEELS AND TIRES customer states realign tpms  |             |      |             |                      |               |
| Correction          | tech realigned tpms sensors per request  |             |      |             |                      |               |
| <b>Total Hours:</b> |  |             |      | <b>0.00</b> | <b>Line Total...</b> | <b>\$0.00</b> |

*REAR NOISE*

Totals

|                |                     |
|----------------|---------------------|
| TOTAL CUSTOMER | Amount<br>No Charge |
|----------------|---------------------|

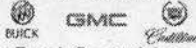
GM PARTS AND ACCESSORIES ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES. NON-FACTORY PARTS ARE GUARANTEED FOR 4,000 MILES OR 90 DAYS, AS IS ALL LABOR PERFORMED. PLEASE NOTE THAT THERE WILL BE A \$15.00 CHARGE FOR ANY RETURNED CHECKS.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

UPON COMPLETION OF WARRANTY REPAIR, YOU MAY BE CONTACTED BY GM THROUGH A MAILING OR PHONE SURVEY. WE ALWAYS STRIVE FOR A "COMPLETELY SATISFIED" RATING. OUR NUMBER ONE GOAL IS TO EXCEED YOUR EXPECTATIONS. CALL US TO DISCUSS ANY CONCERNS YOU MAY HAVE. YOUR INPUT IS VERY IMPORTANT TO US. FOR INFORMATION ON EXTENDING YOUR WARRANTY, CONTACT DON F AT 394-0050. YOUR SERVICE ADVISOR HAS DISCOUNT COUPONS AVAILABLE ON ALL EXTENDED SERVICE CONTRACTS. \*INDICATES SERVICE PLUS LIMITED LIFETIME WARRANTY.

CUSTOMER SIGNATURE

# RANDALL



5375 Thomas Road Canandaigua, NY 14424  
 (585) 394-0050 - Toll Free (800) 823-6920 - Fax (585) 394-0828  
NYS REG. REPAIR SHOP NO. R-7023750 [www.randallgmc.com](http://www.randallgmc.com)

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller 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 items. This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any other cause beyond company's control. Storage charges will start 48 hours after completion of repairs. Dissatisfaction with either charges or services rendered or any claim for adjustment must be reported to management within 30 days. In the event you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, or partial completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Warranty: GM parts and accessories are guaranteed for 12 months or 12,000 miles. Non-factory parts are guaranteed for 4,000 miles or 90 days, as is all labor performed.

|                            |                   |                        |            |                      |             |                |                    |             |
|----------------------------|-------------------|------------------------|------------|----------------------|-------------|----------------|--------------------|-------------|
| [REDACTED]                 |                   | VEHICLE ID             |            | MILES IN             | MILES OUT   | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
| CANANDAIGUA, NY [REDACTED] |                   | 1GYKNERS9HZ [REDACTED] |            | 4123                 | 4123        | 11/29/16 08:04 | 12/09/16           | [REDACTED]  |
| VEHICLE DESCRIPTION        |                   |                        |            |                      |             | TAG NO.        | STATUS             |             |
| 2017 CADILLAC XT5 (BK)     |                   |                        |            |                      |             |                | PARTIAL-COMPLETE-P |             |
| CONTROL NO.                | LICENSE PLATE NO. | CUST. LABOR RATE       | PROD. DATE | IN-SERV DATE         | DELIV. DATE | DELIV. MILES   | TERMS              |             |
| [REDACTED]                 | [REDACTED]        | 100.0                  | 06/02/16   | 06/27/16             | 06/27/16    | 52             | No Charge          |             |
| HOME PHONE                 | WORK PHONE        | CELL PHONE             | STOCK NO.  | SERV. ADV.           |             |                | ENGINE             |             |
| [REDACTED]                 | [REDACTED]        | [REDACTED]             | [REDACTED] | ZACHARY MCGORY (433) |             |                | [REDACTED]         |             |

METHOD OF PAYMENT

[CASH] [CHECK] [MC] [VISA] [DISCOVER] [AMERICAN EXPRESS]

THANK YOU FOR YOUR BUSINESS!

| Line        | Op-Code  | Fail Code   | Tech | Hours               | Type        | Amount               |               |
|-------------|--|-------------|------|---------------------|-------------|----------------------|---------------|
| A *         | 8044650  |             | A35  | 1.20                | Warranty    |                      |               |
| Concern     | SUSPENSION customer states there is a noise in the rear end  |             |      |                     |             | <i>REAR NOISE</i>    |               |
| Cause       | tech found noise coming from right rear shock  |             |      |                     |             |                      |               |
| Correction  | tech removed and replaced right rear shock, tested, customer concern is corrected at this time   |             |      |                     |             |                      |               |
| Part Number |  | Description |      |                     | Qty.        |                      |               |
| 23401007    |  | ABSORBER    |      |                     | 1           |                      |               |
| 22992986    |  | LINK        |      |                     | 1           |                      |               |
| 23333644    |  | LINK        |      |                     | 1           |                      |               |
| 23407271    |  | LINK        |      |                     | 1           |                      |               |
| 11547841    |  | BOLT        |      |                     | 1           |                      |               |
| 3568887     |  |             |      |                     | 1           |                      |               |
| B *         | 27   |             | A35  | 0.00                | Customer    | \$0.00               |               |
| Concern     | WHEELS AND TIRES customer states relearn tpms  |             |      |                     |             |                      |               |
| Correction  | tech relearned tpms sensors per request  |             |      |                     |             |                      |               |
|             |  |             |      | <b>Total Hours:</b> | <b>0.00</b> | <b>Line Total...</b> | <b>\$0.00</b> |
| C +         |  |             | A22  | 4.00                | Warranty    |                      |               |
| +           |  |             | A39  | 12.60               |             |                      |               |
| Concern     | Customer states customer claims they still hear noise from right rear of vehicle-left and came back same day   |             |      |                     |             | <i>REAR NOISE</i>    |               |
| Cause       | service manager (Dave Gordon) road along with [REDACTED] to the [REDACTED] residence. Customers driveway has washboard area that duplicates the sound every time the customer drives down it. Duplicated noise with customer multiple times. Customer assured us that the loaner xt5 they had did not exhibit the same noise that his xt5 did. |             |      |                     |             |                      |               |

|                            |                   |                        |            |                      |                |                    |             |
|----------------------------|-------------------|------------------------|------------|----------------------|----------------|--------------------|-------------|
| [REDACTED]                 |                   | VEHICLE ID             | MILES IN   | MILES OUT            | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
| CANANDAIGUA, NY [REDACTED] |                   | 1GYKNERS9HZ [REDACTED] | 4123       | 4123                 | 11/29/16 08:04 | 12/09/16           | [REDACTED]  |
| VEHICLE DESCRIPTION        |                   |                        |            |                      | TAG NO.        | STATUS             |             |
| 2017 CADILLAC XT5 (BK)     |                   |                        |            |                      |                | PARTIAL-COMPLETE-P |             |
| CONTROL NO.                | LICENSE PLATE NO. | CUST. LABOR RATE       | PROD. DATE | IN-SERV DATE         | DELIV. DATE    | DELIV. MILES       | TERMS       |
| [REDACTED]                 | [REDACTED]        | 100.0                  | 06/02/16   | 06/27/16             | 06/27/16       | 52                 | No Charge   |
| HOME PHONE                 | WORK PHONE        | CELL PHONE             | STOCK NO.  | SERV. ADV.           |                | ENGINE             |             |
| [REDACTED]                 | [REDACTED]        | [REDACTED]             | [REDACTED] | ZACHARY MCGORY (433) |                |                    |             |

| Line | Op-Code | Fail Code | Tech | Hours | Type | Amount |
|------|---------|-----------|------|-------|------|--------|
|------|---------|-----------|------|-------|------|--------|

**C +** Continued

Correction attempted to locate cause of the sound using chassis ears to pinpoint noise. Replaced rt rear upper trailing arm and toe adjustment lateral arm and performed alignment. noise still there. replaced rt rear stabilizer link and test drove-noise still there. Performed TSB16-na-221 in attempt to reset frame mount. removed rt rear shock and test drove-upon reassembly noticed that lower mounting bolt is not shouldered and is loose in bushing-replace bolt with a grade eight 1/2x3.5 shouldered bolt that took up the slack in the lower bushing. Drove car to customer's house assuming it was fixed-drove down driveway and noise was still there. Contacted technical assistance (case # [REDACTED]-Tac had no other similar cases reported and had no suggestions on repair-agreed we attempted with all possible components related to noise condition. Service manager (Dave Gordon) Found identically equipped xt5 on dealer lot and drove to customer's house. Demonstrated with [REDACTED] that the all wheel drive xt5 that we drove to his residence makes the same noise over the washboard that his xt5 does. The drag loaner xt5 that the customer had previously was a front wheel drive and did not make the noise. [REDACTED] to contact Cadillac customer assistance and voice his concern with the annoyance concerning the rattle noise heard from the back of the all wheel drive xt5's over a washboard type terrain.

|            |   |  |     |                     |             |                             |
|------------|---|--|-----|---------------------|-------------|-----------------------------|
| <b>D +</b> |   |  | A39 | 0.00                | Customer    | \$0.00                      |
| Concern    | Customer states seat is making popping noise on rh turns  |  |     |                     |             |                             |
| Cause      | noise not present while test driving for rear suspension noise but service manager did hear it while riding to customer's house with customer driving.  |  |     |                     |             |                             |
| Correction | per customer's request- ordered new seat base assembly and spring in seat that could be causing the noise that has returned in the seat.-also having tech advise of other possible components that may cause occasional "pop" noise in lf seat and ordering parts accordingly. returning the car to customer while parts are on order due to weather forecast calling for bad weather and customer needs their car with snow tires to pass their driveway. customer will return for seat repairs when parts arrive and weather forecast is clear. |  |     |                     |             |                             |
|            |   |  |     | <b>Total Hours:</b> | <b>0.00</b> | <b>Line Total... \$0.00</b> |

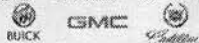
*SEAT NOISE*

|                |                     |
|----------------|---------------------|
| Totals         |                     |
| TOTAL CUSTOMER | Amount<br>No Charge |

GM PARTS AND ACCESSORIES ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES.  
 NON-FACTORY PARTS ARE GUARANTEED FOR 4,000 MILES OR 90 DAYS, AS IS ALL LABOR PERFORMED.  
 PLEASE NOTE THAT THERE WILL BE A \$15.00 CHARGE FOR ANY RETURNED CHECKS.  
 ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

UPON COMPLETION OF WARRANTY REPAIR, YOU MAY BE CONTACTED BY GM THROUGH A MAILING OR PHONE SURVEY. WE ALWAYS STRIVE FOR A "COMPLETELY SATISFIED" RATING. OUR NUMBER ONE GOAL IS TO EXCEED YOUR EXPECTATIONS. CALL US TO DISCUSS ANY CONCERNS YOU MAY HAVE. YOUR INPUT IS VERY IMPORTANT TO US.  
 FOR INFORMATION ON EXTENDING YOUR WARRANTY, CONTACT DON F AT 394-0050. YOUR SERVICE ADVISOR HAS DISCOUNT COUPONS AVAILABLE ON ALL EXTENDED SERVICE CONTRACTS.  
 \*INDICATES SERVICE PLUS LIMITED LIFETIME WARRANTY.

# RANDALL



5375 Thomas Road Canandaigua, NY 14424  
 (585) 394-0050 - Toll Free (800) 823-6920 - Fax (585) 394-0828  
NY STATE REPAIR SHOP NO. R-702750 [www.randallgmc.com](http://www.randallgmc.com)

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller 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 items. This company will not assume responsibility for loss or damage to vehicles or articles left in them in case of fire, theft, accident, or any other cause beyond company's control. Storage charges will start 48 hours after completion of repairs. Dissatisfaction with either charges or services rendered or any claim for adjustment must be reported to management within 30 days. In the event you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, or partial completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Warranty: GM parts and accessories are guaranteed for 12 months or 12,000 miles. Non-factory parts are guaranteed for 4,000 miles or 90 days, as is all labor performed.

|                            |                   |                        |            |                      |                |                    |             |
|----------------------------|-------------------|------------------------|------------|----------------------|----------------|--------------------|-------------|
| [REDACTED]                 |                   | VEHICLE ID             | MILES IN   | MILES OUT            | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
| [REDACTED]                 |                   | 1GYKNERS9HZ [REDACTED] | 4742       | 4742                 | 01/10/17 07:44 | 01/12/17           | [REDACTED]  |
| CANANDAIGUA, NY [REDACTED] |                   | VEHICLE DESCRIPTION    |            |                      | TAG NO.        | STATUS             |             |
| [REDACTED]                 |                   | 2017 CADILLAC XT5 (BK) |            |                      |                | PARTIAL-COMPLETE-P |             |
| CONTROL NO.                | LICENSE PLATE NO. | CUST. LABOR RATE       | PROD. DATE | IN-SERV DATE         | DELIV. DATE    | DELIV. MILES       | TERMS       |
| [REDACTED]                 | [REDACTED]        | 100.0                  | 06/02/16   | 06/27/16             | 06/27/16       | 52                 | No Charge   |
| HOME PHONE                 | WORK PHONE        | CELL PHONE             | STOCK NO.  | SERV. ADV.           |                | ENGINE             |             |
| [REDACTED]                 | [REDACTED]        | [REDACTED]             | [REDACTED] | ZACHARY MCGORY (433) |                |                    |             |

METHOD OF PAYMENT  
 [CASH]  [CHECK]  [MC]  [VISA]  [DISCOVER]  [AMERICAN EXPRESS]

THANK YOU FOR YOUR BUSINESS!

| Line        | Op-Code   | Fail Code         | Tech | Hours | Type     | Amount |
|-------------|---|-------------------|------|-------|----------|--------|
| A *         | 7020180   |                   | A25  | 3.80  | Warranty |        |
| Concern     | POWER SEAT customer states seat is making a clicking noise  |                   |      |       |          |        |
| Cause       | tech found left front seat frame making a clicking noise  |                   |      |       |          |        |
| Correction  | tech removed and replaced left front seat frame, tested, customer concern is corrected at this time, extra time required to remove seat and disassemble |                   |      |       |          |        |
| Part Number |   | Description       |      |       | Qty.     |        |
| 13590838    |   | FRAME             |      |       | 1        |        |
| 23332205    |   | SUPPORT           |      |       | 1        |        |
| 84098347    |   | COVER             |      |       | 1        |        |
| Misc. Code  |   | Description       |      |       | Qty.     |        |
| NIF         |   | Freight & Postage |      |       | 1.0      |        |
| B *         | 2069939   |                   | A25  | 0.30  | Warranty |        |
| Concern     | POWER ACC. customer states memory seats are inop at times   |                   |      |       |          |        |
| Cause       | tech tested all functions of the memory option  |                   |      |       |          |        |
| Correction  | tech was unable to duplicate customer concern at this time  |                   |      |       |          |        |
| C *         | 2069939   |                   | A25  | 0.30  | Warranty |        |
| Concern     | LIGHTING SYSTEM customer states auto highbeam button is inop at random  |                   |      |       |          |        |
| Cause       | tech test drove vehicle at night to try to verify customer concern  |                   |      |       |          |        |
| Correction  | tech was unable to duplicate customer concern at this time  |                   |      |       |          |        |
| D *         | 4020910   |                   | A25  | 0.50  | Warranty |        |
| Concern     | ENGINE customer states gas pedal makes a clicking noise when depressed  |                   |      |       |          |        |
| Cause       | tech found gas pedal making clicking noise when in use  |                   |      |       |          |        |
| Correction  | tech removed and replaced gas pedal, tested, customer concern is corrected at this time   |                   |      |       |          |        |

*SEAT STILL MAKES NOISE*

*AFTER THIS REPAIR*

*MUST GO BACK IN*

*FEBRUARY 2017*

|                            |                   |                        |            |                      |                |                    |             |
|----------------------------|-------------------|------------------------|------------|----------------------|----------------|--------------------|-------------|
| [REDACTED]                 |                   | VEHICLE ID             | MILES IN   | MILES OUT            | DATE/TIME IN   | DATE OUT           | INVOICE NO. |
| CANANDAIGUA, NY [REDACTED] |                   | 1GYKNERS9HZ [REDACTED] | 4742       | 4742                 | 01/10/17 07:44 | 01/12/17           | [REDACTED]  |
| VEHICLE DESCRIPTION        |                   |                        |            |                      | TAG NO.        | STATUS             |             |
| 2017 CADILLAC XT5 (BK)     |                   |                        |            |                      |                | PARTIAL-COMPLETE-P |             |
| CONTROL NO.                | LICENSE PLATE NO. | CUST. LABOR RATE       | PROD. DATE | IN-SERV DATE         | DELIV. DATE    | DELIV. MILES       | TERMS       |
| [REDACTED]                 | [REDACTED]        | 100.0                  | 06/02/16   | 06/27/16             | 06/27/16       | 52                 | No Charge   |
| HOME PHONE                 | WORK PHONE        | CELL PHONE             | STOCK NO.  | SERV. ADV.           |                | ENGINE             |             |
| [REDACTED]                 | [REDACTED]        | [REDACTED]             | [REDACTED] | ZACHARY MCGORY (433) |                |                    |             |

| Line | Op-Code     | Fail Code   | Tech | Hours | Type | Amount |
|------|-------------|-------------|------|-------|------|--------|
| D *  | Continued   |             |      |       |      |        |
|      | Part Number | Description |      |       | Qty. |        |
|      | 23134748    | PEDAL       |      |       | 1    |        |

|                |  |  |  |  |  |           |
|----------------|--|--|--|--|--|-----------|
| Totals         |  |  |  |  |  | Amount    |
| TOTAL CUSTOMER |  |  |  |  |  | No Charge |

GM PARTS AND ACCESSORIES ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES.  
 NON-FACTORY PARTS ARE GUARANTEED FOR 4,000 MILES OR 90 DAYS, AS IS ALL LABOR PERFORMED.  
 PLEASE NOTE THAT THERE WILL BE A \$15.00 CHARGE FOR ANY RETURNED CHECKS.  
 ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS OTHERWISE SPECIFIED.

\_\_\_\_\_

CUSTOMER SIGNATURE

UPON COMPLETION OF WARRANTY REPAIR, YOU MAY BE CONTACTED BY GM THROUGH A MAILING OR PHONE SURVEY. WE ALWAYS STRIVE FOR A "COMPLETELY SATISFIED" RATING. OUR NUMBER ONE GOAL IS TO EXCEED YOUR EXPECTATIONS. CALL US TO DISCUSS ANY CONCERNS YOU MAY HAVE. YOUR INPUT IS VERY IMPORTANT TO US.  
 FOR INFORMATION ON EXTENDING YOUR WARRANTY, CONTACT DON F AT 394-0050. YOUR SERVICE ADVISOR HAS DISCOUNT COUPONS AVAILABLE ON ALL EXTENDED SERVICE CONTRACTS.  
 \*INDICATES SERVICE PLUS LIMITED LIFETIME WARRANTY.