

U.S. Department of Transportation <b>National Highway Traffic Safety Administration</b>		<b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
<b>OWNER INFORMATION (Type or Print)</b>		Date Received 27-MAY-2020	Repository <input type="checkbox"/>	Reference No. 11326196	
Name [REDACTED]		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]		
Address [REDACTED]		Evening Telephone Number [REDACTED]			
City ALTHA	State FL	Zip Code [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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3GYFNBE37ES [REDACTED]		Make * CADILLAC	Model SRX	Model Year 2014	
Date Purchased 02-29-2020	Dealer's Name and Telephone Number Legacy Toyota		Engine: No: Cylinders	Fuel Type: GAS	
Original Owner <input type="checkbox"/>	Dealer's City Tallahassee	State FL	Zip Code 32304		
Transmission Type Auto	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 29-FEB-2020	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 120000 LIGHTING (PWS)			Failure Mileage	Failure Speed	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:			
Tire Component Code			Tire Failure Type:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	<input checked="" type="radio"/> Failed Part:				
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	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).					
THE DAY I BOUGHT MY 2014 CADILLAC SRX ON THE DRIVE HOME IT GOT DARK AND MY LIGHTS CAME ON. I WAS IN TALLAHASSEE IN TRAFFIC SO I THOUGHT IT WAS JUST THE STREET LIGHTS THAT WERE MAKING THEM SEEM DIM. AS I CONTINUED HOME I WAS RUNNING THE LIGHTS ON HIGH WHEN I MET A CAR I PUT THEM ON LOW AND IT WAS LIKE I HAD NO LIGHTS AT ALL. WHEN I PURCHASED THE VEHICLE THIS WAS NEVER BROUGHT UP AND OF COURSE IT WAS TEST DRIVEN IN THE DAYLIGHT HOURS. I PURCHASED IT ON FEBRUARY 29, 2020, THE CARFAX CHECKED OUT GREAT, WITHOUT BEING AWARE THAT THIS WAS A PROBLEM AND I REALLY DO NOT THINK THE DEALER SHOULD HAVE SOLD THE VEHICLE IN THIS CONDITION. CADILLAC FINALLY SENT LETTERS TO OWNERS IN FLORIDA AND THE WEEK FOLLOWING MY PURCHASE MY MOTHER RECEIVED A LETTER REGARDING A CLASS ACTION SUIT ON THE HEADLIGHTS ON HER 2013 CADILLAC SRX THAT WAS TOTALLED DURING HURRICANE MICHAEL ON OCTOBER 10, 2018. I CONTACTED OUR LOCAL DEALER AND WAS TOLD I COULD HAVE THE HEADLIGHTS REPLACED AT MY COST. THIS IS NOT FAIR THAT I HAVE TO PAY FOR SOMETHING THAT SHOULD HAVE BEEN A RECALL IN THE FIRST PLACE AND DURING THIS TIME A LOT OF PEOPLE DO NOT HAVE AN EXTRA \$1700.00 LAYING AROUND BECAUSE THAT WAS THE QUOTE THAT I RECEIVED FROM THE DEALER. WITH ALL I HAVE FOUND IN MY RESEARCH AND EVEN A CLASS ACTION SUIT CADILLAC SHOULD BE REPLACING THE ASSEMBLY. I EVEN CONTACTED THE ADMINISTRATOR WITH CLASS ACTION SUIT AND WAS TOLD THAT MY VIN # WAS IN THE GROUP THAT					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>					
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.					



Claim Number [REDACTED]

[REDACTED]  
[REDACTED]

Altha FL [REDACTED]



February 28, 2020

Dear Cadillac Customer:

This notice applies to your Cadillac SRX, VIN 3GYFN36D5 [REDACTED]

This letter is intended to make you aware that GM believes that a small number of model year 2010, 2011, 2012, 2013, 2014 and 2015 SRXs may experience issues that could cause moisture to accumulate in their headlamp capsules and/or cause Halogen headlights to become dimmer over time.

We are writing to you because your satisfaction with Cadillac products is important to us.

**What We Will Do:**

General Motors has decided in the interests of customer satisfaction to reimburse you for any prior out-of-pocket SRX low-beam headlamp, headlamp capsule or headlamp bulb replacement costs for (a) moisture-related issues and (b) dimness issues caused by reflectors in vehicles equipped with Halogen (not HID) headlamps (but not for replacement costs caused by collisions, accidents or other non-moisture-related or dimness conditions or events) ("covered headlamp replacements"). Further, if you still own your SRX and believe you have a moisture accumulation or dimness issue in your vehicle's headlights General Motors will also provide reimbursement for the cost of diagnosis of your SRX headlamps for these issues performed by a Cadillac dealer and, at your election, headlamp replacement if you believe it is necessary.

*replaced  
L17-17)  
0-10-18)  
Total 2)*

To obtain reimbursement from GM, you must follow the procedures set forth below, including timely submission of a signed Claim Form and Release and documentation showing out-of-pocket payment for covered diagnosis charges and/or headlamp replacement(s).

**What You Should Do:**

**To Claim Reimbursement for Prior Headlamp Replacement Costs**

If you previously have paid out-of-pocket for SRX low-beam headlamp, headlamp capsule or headlamp bulb replacement due to moisture-related issues or dimness issues caused by reflectors in vehicles equipped with Halogen headlamps, please complete, sign and return the enclosed Claim Form and Release and include copies of supporting documentation showing the amount of your covered out-of-pocket replacement costs. GM will reimburse up to \$800 per covered headlamp repair or replacement (\$1,600 if two headlamps are repaired or replaced pursuant to the same repair order), including necessary parts and labor or covered parts purchased elsewhere, but excluding repairs or replacement as the result of collisions, accidents or other causes unrelated to moisture or dimness issues.



If you believe you reasonably incurred covered headlamp replacement expenses in excess of the \$800 per headlamp limit (\$1,600 if two headlamps are replaced pursuant to the same repair order), you may submit a written request for review of your situation and supporting documentation with your Claim Form and Release.

The \$800 per headlamp limit and claim form procedure will be applied to each replacement of one or both headlamps, so you may claim reimbursement for any repeat replacement by submitting a separate Claim Form and proof of covered headlamp replacement expenses.

Please return the Claim Form and Release and the documentation showing covered expenses and any review requests by mail to the following address. To be eligible for reimbursement, the Claim Form and Release must be postmarked no later than May 28, 2020: *6-30-2020*

Cadillac Division, GM LLC  
c/o Analytics Consulting LLC  
P.O. Box 2009  
Chanhassen, MN 55317-2009

#### To Request Diagnosis and Replacement of Headlamps

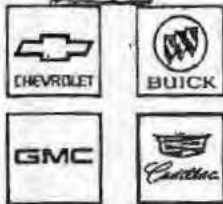
If you currently own a model year 2010-15 SRX and believe that its low-beam headlamps are currently exhibiting a moisture-related or dimness issue, or are concerned that such issues may arise in the future, you may take your vehicle to an authorized Cadillac dealer for diagnosis within 90 days of the date of this letter and, if you choose, headlamp replacement. If the authorized Cadillac dealer is unable to diagnose a moisture-related or dimness issue with your headlamp(s), you may nevertheless request a replacement of your headlamp(s). If you request a diagnosis and/or headlamp replacement, you will need initially to pay the dealer for any diagnostic charges and/or replacement costs, but GM will reimburse you for these payments if you submit a Claim Form and Release and dealer repair order to the address contained in this letter showing payment for eligible charges no later than **May 28, 2020**. General Motors will reimburse you for all of these charges in full subject to the \$800 per headlamp replacement limit and the review procedures outlined above. Each replacement headlamp shall be accompanied by GM's standard 12 month 12,000 mile parts replacement warranty.

We are sorry for any inconvenience you have experienced, however, we have taken this action in the interest of your continued satisfaction with our products.

If you have any questions please contact the Settlement Administrator at 1-888-305-1605.

Sincerely,

General Motors LLC



Rahal-Miller Chevrolet Buick, Inc. DBA:

# MILLER & MILLER CHEVROLET BUICK GMC CADILLAC

4204 W. LAFAYETTE ST. PO BOX 700  
MARIANNA, FL 32447  
850-482-3051

phone#: 800-338-8043  
Wrecker service:  
850-557-7232  
850-718-6298  
www.rahalchevy.com  
MV-11849

## RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CVZ075	75000 MILE SERVICE	MO	0.00				

## SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

## S E R V I C E

STATE REG# E

TERMS CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> (PRIOR APPROVAL) OTHER <input type="checkbox"/>	VEHICLE I.D. NO. <b>3GYFNBE37ES</b>	YEAR/MAKE/MODEL <b>14/CADILLAC/SRX/4DR SUV FWD</b>	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE <b>03/12/20</b>
SAVE/REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. <b>6024</b>	
RESIDENCE PHONE	BUSINESS PHONE	TURBO <b>N</b>	M/MC <b>CVZZ</b>	AIR COND. <b>Y</b>	P.S. <b>Y</b>	TRANS <b>A</b>
TIME RECEIVED <b>04:36pm</b>	DATE TIME PROMISED <b>03/12/20</b>	MILEAGE <b>32,726</b>	ADVISOR NO. <b>134</b>	ADVISOR <b>COLBY SMITH</b>	If the charges for preparing an estimate cannot be determined, the charge will be based on <input type="checkbox"/> HOURLY <input type="checkbox"/> FLAT RATE <input type="checkbox"/> BOTH	
APPOINTMENT <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	CHARGES BASED ON <input type="checkbox"/> FLAT RATE <input type="checkbox"/> HOURLY RATE <input type="checkbox"/> BOTH	LABOR RATE	DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products. A daily storage fee will be charged three (3) working days after you have been notified work on your vehicle has been completed. The daily storage is \$10.00.			

JOB	ORIGINAL CUSTOMER ESTIMATE:	TOTAL	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
	<b>X</b>		hereby authorize the repair work hereinafter 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.
	<b>C 51CVZZN7290 HEADLAMP ASSY</b> REPLACE HEADLAMP ASSY		CUST. SIGN. X
	<b>C 000CVZRCARD MULTIPOINT INSPECT</b> PERFORM MULTIPOINT INSPECTION		PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED \$100.00.
			<input type="checkbox"/> I REQUEST A WRITTEN ESTIMATE.
			<input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$ _____ . THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
			<input type="checkbox"/> I DO NOT REQUEST A WRITTEN ESTIMATE.
			SIGNED: _____ DATE: _____
			ORIGINAL ESTIMATE \$ _____ DATE _____ TIME _____
			OTHER PERSON WHO MAY AUTHORIZE REPAIRS PHONE # _____ ADDITIONAL AUTHORIZED \$ AMOUNT _____
			ADD'L. REPAIRS AUTHORIZED BY: _____ DESCRIPTION OF ADDITIONAL WORK AUTHORIZED _____
			REVISED ESTIMATE \$ _____ AUTHORIZATION RECEIVED BY _____
			SHOP SUPPLIES: This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

**Counter Sales**

Make **GM** Type **PQ** Ctr# [REDACTED] Ctr# [REDACTED] PL **1**

LN#	Qty	Ctr#	Make	Part#	Description	QORD	QSHF	List	Sell	Bin	Job#	Core	Ext Sell	TC
1		[REDACTED]	GM	23315408	HEADLAMP 2.725	1	1	0.00	666.62			50.00	716.62	
2		[REDACTED]	GM	23315408	CORE RETURN	-1	-1	50.00	50.00				-50.00	RC
3		[REDACTED]	GM	23315409	HEADLAMP 2.725	1	1	0.00	666.62			50.00	716.62	
4		[REDACTED]	GM	23315409	CORE RETURN	-1	-1	50.00	50.00				-50.00	RC
<b>Totals</b>												1333.24		

**Additional Information**

Avail Qty  
 Source  
 Status  
 Bin  
 Bin2  
 New Part#  
 Old Part#  
 Remarks

List  
 Cost  
 Trade  
 Comp  
 Group  
 Alt Qty  
 Assoc Qty  
 Compnt Qty

**Invoice Totals**

Txbl Parts **1,333.24**  
 Ntxbl Parts **0.00**  
 Misc **0.00**  
 Other **0.00**  
 Subtotal **1,333.24**  
 Tax **99.99**  
 Inv Total **1,433.23**  
 Deposits **0.00**  
 Total Due **1,433.23**

Customer# [REDACTED]  
 Email [REDACTED]

Phone# (H) [REDACTED] Pay 6-PENDING

*300<sup>00</sup> Labor*

*Total- 1755.74*

[REDACTED]

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**From:** Cadillac SRX Headlight Reimbursement  
<cadillacsrxheadlightmatter@noticeadministrator.com>  
**Sent:** Tuesday, March 17, 2020 11:44 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: 2014 Cadillac SRX

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Thank you for your email,

She will need to contact us directly and provide her full name, current mailing address, and proof that she owns the vehicle and we will send it to General Motors to determine if she can be included.

Sincerely,  
Office of the Claims Administrator

On Tue, 17 Mar at 4:24 AM, [REDACTED] wrote:  
A couple of weeks ago I received a letter regarding a 2013 Cadillac SRX, VIN# 3GYFNEE36DS [REDACTED] that I owned up until Hurricane Michael totaled it on 10/10/2018 regarding the headlights. The claim number is [REDACTED]. My concern is on February 29, 2020, my daughter bought a 2014 Cadillac SRX, VIN# 3GYFMBE37ES [REDACTED], and the headlights on it are so dim you can't see to drive it at night but she hasn't received a letter on it as of today. What do we need to do to make sure that this vehicle is included and we receive a claim number for it?

[REDACTED]  
Administrative Assistant/Mental Health Clerk



[REDACTED]  
Blountstown, FL [REDACTED]  
Direct: [REDACTED]  
Fax: [REDACTED]  
Email: [REDACTED] [CenturionManagedCare.com](mailto:[REDACTED]@CenturionManagedCare.com)

CONFIDENTIALITY NOTICE: This communication contains information intended for the use of the individuals to whom it is addressed and may contain information that is privileged, confidential or exempt from other disclosure under applicable law. If you are not the intended recipient, you are notified that any disclosure, printing, copying, distribution or use of the contents is prohibited. If you have received this in error, please notify the sender immediately by telephone or by returning it by return mail and then permanently delete the communication from your system. Thank you.

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, March 11, 2020 11:46 AM  
**To:** [REDACTED]  
**Subject:** RE: Headlight replacement

OK we will see what they say but we are not thru with it.

[REDACTED]  
Administrative Assistant/Mental Health Clerk



[REDACTED]  
Mountstown, FL  
Direct: [REDACTED]  
Fax: [REDACTED]  
Email: [REDACTED] CenturionManagedCare.com

**From:** [REDACTED]  
**Sent:** Wednesday, March 11, 2020 11:42 AM  
**To:** [REDACTED]  
**Subject:** Fwd: Headlight replacement

**CAUTION:** This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

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**From:** Cadillac SRX Headlight Reimbursement <cadillacsrxheadlightmatter@noticeadministrator.com>  
**Sent:** Tuesday, March 10, 2020 5:03:26 PM  
**To:** [REDACTED]  
**Subject:** Re: Headlight replacement

**Error! Filename not specified.**  
Thank you for your email,

Your information was not included in the class list. As a third party claims administrator we are not authorized to add to you to the list or send you a notice without confirmation from counsel that you are eligible. Your information has been forwarded to counsel for review and we will wait to hear back from counsel with their determination. When a determination is made, you will be contacted.

Sincerely,

On Tue, 10 Mar at 10:34 AM [REDACTED] wrote:

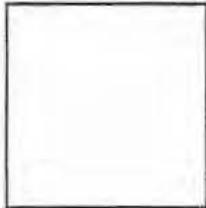
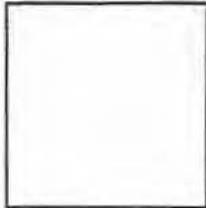
I recently purchased a 2014 Cadillac SRX and the headlights are extremely dim making it dangerous to drive at night. I was made aware there is an issue with the headlights on this particular vehicle and owners can have the issue fixed and be reimbursed.

I would like to request a claim number to take to the dealership.

Below is my information. I am also attaching a copy of the vehicle registration.

[REDACTED]

Altha, FL [REDACTED]  
2014 Cadillac SRX  
VIN# 3GYFNBE37ES [REDACTED]



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[REDACTED]

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**From:** [REDACTED]  
**Sent:** Thursday, April 16, 2020 10:49 AM  
**To:** [REDACTED]  
**Subject:** Fwd: Headlight replacement

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Might have to use stimulus check to get this done.

[Get Outlook for iOS](#)

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**From:** Cadillac SRX Headlight Reimbursement <cadillacsrxheadlightmatter@noticeadministrator.com>  
**Sent:** Thursday, April 16, 2020 10:46:28 AM  
**To:** [REDACTED]  
**Subject:** Re: Headlight replacement

Thank you for your email,

Thank you contacting us to see if your vehicle was involved in the current Cadillac SRX headlamp reimbursement program. Your vehicle's VIN was part of a previous reimbursement program that included Cadillac SRX vehicles originally purchased in California and Florida. The claim submission period for that reimbursement program ended in June 2019. Accordingly, your vehicle will not be added to our mailing list as it is not eligible to participate in the current reimbursement program.

Sincerely,  
Office of the Claims Administrator

On Tue, 10 Mar at 11:03 AM , Cadillac SRX Headlight Reimbursement <cadillacsrxheadlightmatter@noticeadministrator.com> wrote:

Thank you for your email,

Your information was not included in the class list. As a third party claims administrator we are not authorized to add to you to the list or send you a notice without confirmation from counsel that you are eligible. Your information has been forwarded to counsel for review and we will wait to hear back from counsel with their determination. When a determination is made, you will be contacted.

Sincerely,  
Office of the Claims Administrator

On Tue, 10 Mar at 10:34 AM, [REDACTED] wrote:  
I recently purchased a 2014 Cadillac SRX and the headlights are extremely dim making it dangerous to drive at night. I was made aware there is an issue with the headlights on this particular vehicle and owners can have the issue fixed and be reimbursed.

I would like to request a claim number to take to the dealership.

Below is my information. I am also attaching a copy of the vehicle registration.

THIS IS THE FIRST TIME I HAVE SUBMITTED A COMPLAINT ON A VEHICLE BEFORE BUT THIS IS VERY CONCERNING. THE DAY I BOUGHT THE 2014 CADILLAC SRX ON THE DRIVE HOME IT GOT DARK AND MY LIGHTS CAME ON. I WAS IN TALLAHASSEE IN TRAFFIC SO I THOUGHT, IT WAS JUST THE STREET LIGHTS THAT WERE MAKING THEM SEEM DIM. AS I CONTINUED HOME I WAS RUNNING THE LIGHTS ON HIGH WHEN I MET A CAR I PUT THEM ON LOW AND IT WAS LIKE I HAD NO LIGHTS AT ALL. WHEN I PURCHASED THE CADILLAC SRX THIS WAS NEVER BROUGHT UP BY THE SALESPERSON AND OF COURSE IT WAS TEST DRIVEN IN THE DAYLIGHT HOURS. I PURCHASED THE 2014 CADILLAC ON FEBRUARY 29, 2020. THE CARFAX CHECKED OUT GREAT. I PURCHASED THIS PRE-OWNED/USED VEHICLE WITHOUT BEING AWARE THAT THIS WAS A PROBLEM WITH THIS PARTICULAR VEHICLE AND I REALLY DO NOT THINK THE DEALER SHOULD HAVE SOLD THE VEHICLE IN THIS CONDITION. THE HEADLIGHTS ON MY 2014 CADILLAC SRX ARE SO DIM IT IS VERY DANGEROUS TO DRIVE AT NIGHT. YOU CAN BARELY SEE THE ROAD, MUST LESS ANYTHING IN FRONT OF YOU. CADILLAC FINALLY SENT LETTERS TO OWNERS IN FLORIDA AND THE WEEK FOLLOWING MY PURCHASE MY MOTHER RECEIVED A LETTER REGARDING A CLASS ACTION SUIT ABOUT THE HEADLIGHTS ON HER 2013 CADILLAC SRX WHICH HAD BEEN TOTALLED DURING HURRICANE MICHAEL ON OCTOBER 10, 2018. I CONTACTED OUR LOCAL DEALER (MILLER & MILLER) IN MARIANNA, FL AND WAS TOLD I COULD HAVE THE HEADLIGHTS REPLACED AT MY COST. THIS IS NOT FAIR THAT I HAVE TO PAY FOR SOMETHING THAT SHOULD HAVE BEEN A RECALL IN THE FIRST PLACE JUST BECAUSE GM REFUSES TO TAKE RESPONSIBILITY FOR THE DEFECT AND DURING THIS TIME A LOT OF PEOPLE DO NOT HAVE AN EXTRA \$1700.00 LAYING AROUND BECAUSE THAT WAS THE QUOTE THAT I RECEIVED FROM THE DEALER. GM SHOULD BE MADE TO ISSUE A RECALL AND PAY FOR THEIR POOR PART ISSUES WITH THEIR PRODUCT NOT THE OTHER WAY AROUND. WITH ALL THE COMPLAINTS I HAVE FOUND IN MY RESEARCH AND EVEN A CLASS ACTION SUIT CADILLAC SHOULD BE REPLACING THE ASSEMBLY AS IT IS A KNOWN ISSUE AND A HUGE SAFETY CONCERN. I EVEN CONTACTED THE ADMINISTRATOR WITH CLASS ACTION SUIT AND WAS INFORMED THAT MY VIN # WAS IN THE GROUP THAT WAS NOTIFIED EARLIER AND THAT DEADLINE HAD EXPIRED IN JUNE 2019 PRIOR TO MY PURCHASE BUT IT IS APPARENT THE WORK WAS NEVER DONE. NOW I HAVE TO PAY OUT OF POCKET BECAUSE THE PROGRAM ENDED ON MY VIN #. THIS IS MY ONLY VEHICLE AND I DO NOT HAVE THE FUNDS TO REPLACE IT. I TRY AND AVOID USING THE VEHICLE AT NIGHT AS IT IS A SAFETY ISSUE TO ME. IF I HAVE TO DRIVE AT NIGHT MY ONLY OPTION IS TO USE MY HIGH BEAMS WHICH IS A DANGER TO OTHER VEHICLES ON THE ROAD. I ASK YOU TO PLEASE RE-EVALUATE THIS SITUATION AND FORCE GM CADILLAC TO ISSUE A RECALL ON THESE VEHICLES THAT THEY STATED WOULD HAVE AN ISSUE WITH THE HEADLIGHTS BECAUSE IT SHOULD HAVE BEEN DONE A LONG TIME AGO.

Include  
VIN # 3G4FNBE37E5 [REDACTED] Mileage 34,715

CLAIM FORM AND RELEASE

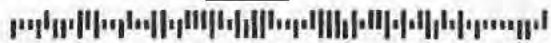


Claim Number [REDACTED]

[REDACTED]

[REDACTED]

Altha FL 32421 [REDACTED]



I am requesting reimbursement in the amount of \$ 1755.74 (fill in amount) and proof of payment for covered headlamp replacement and/or diagnostic costs in that total amount is enclosed. Please send my reimbursement check as indicated below (check one):

to the address shown on my notice letter

to the following address (fill in):

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

In consideration of the reimbursement provided by GM the undersigned owner(s) forever releases and discharges General Motors LLC, General Motors Company, and any authorized GM dealer, and each and all of their respective current and former directors, officers, shareholders, partners, principals, agents, employees, attorneys, and accountants, and any predecessors-in-interest, successors-in-interest, assigns, subsidiaries, divisions or affiliates, and each and all of their current or former directors, officers, agents, employees, attorneys, and accountants (collectively the "GM Releasees") of and from all disputes, claims, causes of action, actions, judgments, liens, indebtedness, costs, damages, obligations, attorneys' fees, costs, litigation expenses, losses, liabilities and demands of whatever kind and character based on moisture-related, dimness claims or issues concerning the headlamps of my Cadillac SRX ("Released Claims").

Notwithstanding the foregoing, the above release does not release claims for personal injury or property damage, or affect subsequent reimbursement claims for diagnosis and/or headlamp replacement as outlined in the attached letter.

I/we further agree never to file or commence, or participate in, any legal proceeding against the GM Releasees, or any of them, with respect to Released Claims, as defined above.

**[CONTINUED ON BACK]**



[Note: If more than one owner, all owners must sign]

VIN: 3GYFNEE36DS [redacted] - Totaled 10-10-2018 due to Hurricane Michael

Printed Name: [redacted]

[Owner 1]

Signature: [redacted]

Date: 05-28-2020

VIN: 3GYFNBE37ES [redacted]

Printed Name: [redacted]

[Owner 2]

Signature: [redacted]

Date: 05-28-2020

**IMPORTANT:** BE SURE TO INCLUDE COPIES OF ALL PERTINENT DOCUMENTATION OF YOUR OUT-OF-POCKET PAYMENTS. YOUR CLAIM CANNOT BE EVALUATED WITHOUT THIS SUPPORTING DOCUMENTATION.

*Return your Claim Form and Supporting Documentation by first-class mail no later than May 28, 2020 to the following address:*

Cadillac Division, GM LLC  
c/o Analytics Consulting LLC  
P.O. Box 2009  
Chanhassen, MN 55317-2009

If your claim is approved, you will receive a reimbursement check approximately 60 days after the claim filing deadline. With this timing, we expect reimbursement checks to be mailed in late July 2020.

If you have questions regarding your claim, please contact the Settlement Administrator at 1-888-305-1605.



# Rahal-Miller CDCS167775 Chevrolet Buick, Inc.

4204 W. LAFAYETTE ST. PO BOX 700  
MARIANNA, FL 32447  
850-482-3051  
Wrecker service: 850-718-6298



phone#: 800-338-8043  
www.rahalth Chevy.com

phone#: 866-421-4975  
850-482-6317  
www.rahalnissan.com

MOTOR VEHICLE REPAIR  
REGISTRATION NUMBER  
MV-11849

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>COLBY SMITH</b>	TAG NO. 134 6024	INVOICE DATE 06/23/20	INVOICE NO. [REDACTED]
ALPHA, FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 32,726	COLOR /
	YEAR / MAKE / MODEL 14/CADILLAC/SRX/4DR SUV FWD			STOCK NO.
	VEHICLE I.D. NO. 3 G Y F N B E 3 7 E S [REDACTED]			DELIVERY DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		DELIVERY MILES
				SELLING DEALER NO.
				PRODUCTION DATE
				R.O. DATE 03/12/20
				MILEAGE OUT

MO: 32727

JOB# 1 CHARGES-----

LABOR-----

J# 1 51CVZZN7290 HEADLAMP ASSY TECH(S):21 299.88  
 REPLACE HEADLAMP ASSY  
 CUSTOMER STATES HEADLAMPS ARE VERY DIM. REQUESTS HEADLAMP  
 REPLACEMENT  
 REPLACED HEADLAMPS PER CUSTOMER REQUEST. ADJUSTED AND  
 VERIFIED CORRECT HEADLAMP OPERATION. NO FURTHER CONCERN AT  
 THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	23315408	HEADLAMP 2.725	716.62	716.62	716.62
	-1	23315408	CORE RETURN	50.00	50.00	-50.00
	1	23315409	HEADLAMP 2.725	716.62	716.62	716.62
	-1	23315409	CORE RETURN	50.00	50.00	-50.00
TOTAL - PARTS						1333.24

**SUPPLIES** - A token charge is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, solvents, carburetor cleaner, solder, wire, sealers, lubricants, ETC. It also includes costs and profits for waste disposal. The charge for both is equivalent to 20% of the total labor charge up to a maximum of \$20.00.

This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal [S.559.904 (4)].

The State of Florida requires a \$1.00 fee be collected for each new tire sold in the state [S.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [S.403.7185].

I understand parts used in the repairs may be new, reconditioned, remanufactured, non-original manufacturer's parts, or salvageable used parts.

**ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE**

**DISCLAIMER OF WARRANTIES**

The only warranties applying to this part(s) is that offered by the manufacturer. The seller, Rahal-Miller Chevrolet-Buick, Inc., hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts and service. Buyer shall not be entitled to recover from the selling dealer any consequential damage, damage to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

JOB# 1 TOTALS-----

LABOR 299.88  
PARTS 1333.24

JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 1633.12

JOB# 2 CHARGES-----

LABOR-----

J# 2 00CVZRCARD MULTIPOINT INSPECT TECH(S):21 0.00  
 PERFORM MULTIPOINT INSPECTION  
 PERFORMED MULTIPOINT INSPECTION

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

TOTALS-----

*****	TOTAL LABOR.... 299.88
* [ ] CASH [ ] CHECK CK NO. [ ] *	TOTAL PARTS.... 1333.24
* [X] VISA [ ] MASTERCARD [ ] DISCOVER *	TOTAL SUBLET... 0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *	TOTAL G.O.G.... 0.00
*****	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 122.49
	<b>TOTAL INVOICE \$ 1755.61</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

4:10  
6/23  
Donyo  
Nissan

CELL: [REDACTED]

COLBY SMITH

134 6024

06/23/20

32,726 /

14/CADILLAC/SRX/4DR SUV FWD

3 G Y F N B E 3 7 E S [REDACTED]

ALTA, FL [REDACTED]

03/12/20

MO: 32727

JOB# 1 CHARGES-----

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REPLACE HEADLAMP ASSY  
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REPLACEMENT  
REPLACED HEADLAMPS PER CUSTOMER REQUEST. ADJUSTED AND  
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	-1	23315409	CORE RETURN	50.00		-50.00
TOTAL - PARTS						1333.24

JOB# 1 TOTALS-----  
LABOR 299.88  
PARTS 1333.24

JOB# 1 JOURNAL PREFIX CDCS JOB# 1 TOTAL 1633.12

JOB# 2 CHARGES-----

LABOR-----  
PERFORM MULTIPOINT INSPECT TECH(S):21 0.00

PERFORM MULTIPOINT INSPECTION  
PERFORMED MULTIPOINT INSPECTION

JOB# 2 TOTALS-----  
JOB# 2 JOURNAL PREFIX CDCS JOB# 2 TOTAL 0.00

TOTALS-----

\*\*\*\*\*  
\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*  
\*\*\*\*\*

TOTAL LABOR.... 299.88  
TOTAL PARTS.... 1333.24  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
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TOTAL INVOICE \$ 1755.61

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE